



## AM TRANSIT CENTER SHUTTLE OPERATION PROTOCOLS

1. Shuttle vehicles shall be positioned at designated stop areas in transit centers ready to receive passengers prior to the scheduled MVgo departure time.
2. Passengers shall board at designated shuttle stops ONLY. The Operator shall NOT allow passengers to board the shuttle once it has departed from the designated stop location.
3. If a vehicle does not have capacity to transport the passenger load, the operator will notify Operations Manager/Dispatcher and depart when the vehicle is at capacity.
4. Before departing from the designated shuttle stop at the Station, Operator must first verify whether the track crossing gates in the station are down. If the gates are down, Operator shall visibly verify whether people are waiting to cross the tracks at the gate. If people are waiting to cross the tracks, Operator **shall wait for the gates to open.** Once the gates have opened, Operator **shall wait up to 2 minutes** for passengers to board the shuttle.
5. Connecting Train Delays:
  - a. If no late arriving connection is visible at the scheduled MVgo departure time, shuttle shall depart and operate its trip as scheduled.
  - b. If at the scheduled MVgo departure time the connecting train is visibly present at the station OR is approaching the station, Operator shall wait **up to 5 minutes** for late passengers to board the shuttle before departing. Operator shall also announce to those passengers waiting on board the shuttle, that he/she is waiting for passengers from the delayed train arrival and must indicate the timeframe for which the shuttle will depart.
  - c. If the vehicle is making its last scheduled trip of the morning commute period and there are NO passengers on board, Operator must contact Operations Manager/Dispatcher to determine the estimated train arrival and MUST WAIT for connecting train arrival.
  - d. If the vehicle is making its last scheduled trip of the morning commute period and there ARE passengers waiting on board, Operator shall depart as scheduled (if no late arriving connection is visible) and shall notify Operations Manager/Dispatcher immediately upon departure.
  - e. Operations Manager/Dispatcher must determine the estimated arrival time for the late connecting train and make the necessary arrangements for an unscheduled shuttle pick-up at the Transit Center.
  - f. If an unscheduled pick-up at the Transit Center is arranged, Operator may perform the trip “off-route” and provide direct service to those passengers on board, if desired.