

Time is of the Essence

Contract compliance is important in any business, particularly so in non-emergency transportation. MTM makes special effort to ensure we meet all the contractual requirements of all our clients. In turn, our clients appreciate the stringent standards we hold for transportation providers.

So at this time, we want to take some time to discuss, er...time; or at least discuss the documenting of time on the trip log completed by drivers. In order to compute our clients' request for time-standard compliance, drivers must record four times on the trip log for each leg of each trip.

Exactly what are the four times, you ask? The four times are:

1. Appointment time (the time the client is scheduled to arrive at the destination location check in)
2. Arrival time at the pick up destination (the time the driver arrives at the pickup location)
3. Departure time at the pick up destination (the time the driver leaves the pickup destination after the passenger is safely on board)
4. Arrival time at the drop off destination

The driver must complete the trip log to include the date, the four times mentioned above using a.m. or p.m. designation or military time, and the passenger/representative's signature.

Thanks for taking the time to share this information with all your drivers. Let your Network Rep know if you have any questions. Until next time- Happy Trails.