

Union County Transportation
610 Patton Ave
Monroe, NC 28110

Transportation: T. 704.292-2511
F. 704.283.3551

www.unioncountync.gov



Theresa Torres
*Human Services
Program Manager*

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Dear Transportation Passenger,

Attached you will find an updated copy of the passenger guidelines for passengers using our transportation system. Please read the guidelines carefully and acknowledge on the online registration that you have read and agree with the guidelines. If you have any questions, please feel free to contact a member of our staff at 704-292-2511.

We want to thank you in advance for your cooperation in following the guidelines and for allowing us to assist you with your transportation needs.

Best Regards

Theresa Torres
Human Services Program Manager

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I. Scheduling Information

Please keep the following in mind when scheduling an appointment:

1. Medical appointments can be scheduled for any day during the week (Monday through Friday)
2. Non- Medical Appointments may only be scheduled for Tuesdays and Thursdays.
3. Appointments made in Monroe should be made between the hours of 8:00 am and 4:00 pm (at the latest)
4. An automated system will call passengers a day before the trip reminding them to be ready 1 hour before the scheduled appointment time. If the driver feels that he/she will need to pick the passenger up before then, he will call the passenger to notify him/her of the new pick up time.
5. We transport to Matthews 5 days a week. When scheduling your appointment please be aware that all Matthews's appointments should be made between the hours of 9:00 am and 1:00 pm.
6. We provide transport to Charlotte between the hours of 8:00 am and 12:00 pm on prescheduled days of the week for medical, Social Security or Disability determination appointments only. You should call in advance to request the dates we will be going before making an appointment for Charlotte.
7. On the days we go to Charlotte we will make one trip in and one trip out. All passengers remain in Charlotte until everyone's appointment is completed. This may get you home as late as 3:00-4:00. This is not typical, but it could occur. The length of time you will be in Charlotte will vary depending upon how many people are riding and the type of appointments they have scheduled. Please plan appropriately by bringing something to read or eat.
8. Trips to Charlotte may involve a "Relay". A relay occurs when we partner with Anson County to transport you to Charlotte on the days we don't normally go. We will pick you up and transport you to a designated area to meet the van from Anson County which you will then get on so that they may transport you to and from your appointment in Charlotte. Once everyone is finished with their appointments the Anson County driver will bring you back to the designated area and we will pick you up and take you home.
9. All reservations must be made at least two business days/ 48 hours in advance of your appointment. We do realize that upon occasion emergencies may arise and a same day appointment may be necessary. We will do our best to accommodate you occasionally but will deny the request if "emergencies" occur on a regular basis.
10. Please do not expect to change and/or add to your schedule the day or your trip. We understand that sometimes emergencies do arise and these circumstances will be looked at on a case by case basis. Please remember that drivers have planned their schedules in advance to assure that everyone reaches their appointment on time. When one person changes their destination it can create late arrival times for everyone.
11. Please remember that drivers will only wait 3 minutes for ambulatory and 5 minutes for passengers with disabilities. Failure to come out within this timeframe will be considered a No Show.
12. Remember that any call to cancel that is not received by our office before 12:00 p.m. the day prior to your appointment will be considered a "Late Cancel" and you will receive a notice that you owe a \$2 late fee

II. General Passenger Guidelines

The following guidelines to all passengers:

- **All reservations must be made at least two business days/ 48 hours in advance of your appointment.**
- Seat belts must be worn at all times. Drivers have been instructed not to move the transit vehicle until all passengers are properly seat belted or secured. Passengers who refuse to be properly secured will have their transportation service denied and be asked to exit the vehicle.
- Seat belts will be worn by all passengers riding Union County Transportation vehicles unless the passenger has a statement from a licensed physician stating the passenger is medically unable to wear a seatbelt. This signed statement must be on file in the Union County Transportation office before the first scheduled trip. Other passengers must wear their seatbelts or they will be asked to leave the van.
- A parent or guardian must accompany children under the age of eighteen unless the following occurs: 1) the funding agency makes a request based on extenuating circumstances, and 2) justification for request is provided and approved prior to the scheduling of the trip, or the person in question is the parent of a minor child.
- Clients should be aware that Union County Transportation is a curb-to-curb transportation system. Drivers are not to cross the threshold of a dwelling to bring clients out to the van. Door to van assistance may be provided if requested at the time of registration and deemed necessary.
- **Passengers who use wheelchairs/scooters must have a ramp if steps are present. Drivers will not “bump” passengers up/down stairs or in/out of houses.**
- Passengers must be ready one hour prior to their appointment time **unless** a staff member has made contact with a pick up time. If this occurs you must be ready prior to the designated pick up time and the driver will allow three minutes for you to come out of the residence.
- If the above action does not occur, the driver will leave and report the failure to respond as a “NO SHOW” for the trip. At that time the home trip will be cancelled. Under certain funding sources that pay for trips, passengers may be suspended from service for a limited time if they accumulated three “no shows”. (Example: Medicaid Transport).
- Passengers who wish to cancel their transport must do so by 12:00 pm the day **before** he/she is scheduled to be transported. This is a policy adopted by UCT advisory Board. A \$2.00 late cancel fee will be charged to anyone who cancels after this time. Cancels can be made on voicemail 24 hours a day at 704-292-2511, at option 2, 4 or 5. Passengers must pay the late cancellation fee before or on the day of their next scheduled appointment. Failure to do so could result in suspension or termination of service.
- No weapons of any kind, concealed or otherwise is allowed on transportation vehicles unless the person carrying the weapon is a law enforcement officer.
- Open containers of food and/ or drinks and the use of tobacco products are prohibited on transit vehicles.
- Passengers who cause any form of damage to UCT vehicles will be held responsible for the cost of the repairs and are subject to other consequences such as suspension of service.
- Services will be denied to anyone under the influence of illegal drugs and/or alcohol.
- No profanity or vulgarity among passengers or directed towards any member of UCT staff will not be tolerated. Such behavior will result in suspension of service.
- No inappropriate display of affection or sexual activity towards the driver or other passengers is allowed.
- No release of human waste on vehicles. This includes spitting. (Any passenger who has problems with incontinence must be properly clothed before leaving home and before re-boarding the vehicle.)

- Those passengers required to pay fare must have the **correct change** and **must pay the driver when boarding the vehicle.**
- RGP passengers are required to pay a fare. A fee of \$2.00 one way, \$4.00 round trip will be charged for all rural clients that use Union County Transportation. Please be advised that there will also be an additional fee for any attendants that ride with you. There will be a \$2.00 one way, \$4.00 round trip cost per attendant.
- RGP passengers are required to pay a fare. Any passengers who falls behind in excess of \$10.00 will not be allowed to schedule appointments until such time the balance is paid. If a passenger who is required to pay a fare "no shows", they will be responsible for paying the \$2.00 fare before scheduling future appointments. Continued failure to keep up payments of fares in an "up-to-date" status could result in suspension or possible termination from utilizing the assigned funding source shown above that is being used to fund your trips.
- Passengers will be picked up after their appointments at the location they were dropped off. Passengers who have **contacted** the transportation office that they are finished with their appointment must be at this drop off point when the driver arrives.
- Passengers who at any time behave in a threatening manner or verbally threaten other passengers or any member of UCT transit staff (drivers and office personnel) will have transportation services terminated immediately and could be reported to the local law enforcement agency.
- Because of safety and liability issues, passengers must limit the number of shopping bags or carry-on bags to 3, and are responsible for loading and unloading packages. Drivers are unable to assist passengers with their bags. Some consideration may be given to elderly or disabled passengers.
- No open flames of any kind are allowed on transportation vehicles.
- Passenger who use oxygen must notify UCT at the time the schedule their transportation. Passengers should bring the smallest tank possible for the expected time away from home.
- Passengers should not give drivers appointments or cancellations for the following day. The passenger is responsible for calling the office with changes to their appointments.
- Passengers should be aware that all UCT vehicles are equipped with video and audio systems that are recording all times the vehicles are in operation.
- All passenger trips will be entered into the scheduling system in the order agreed upon at the time the appointment is made. **Passengers will not be allowed to change the destination order or the pickup location on the day the trips are provided.**

This is to clarify how UCT schedules Non-Medical appointments. These trips will be limited to 2 hours. The 2 hours will start from 11:30 am, for drop off and end at 1:30 pm for pick up.

- These trips include but are not limited to Recreational Activities, Shopping, Banking and Non-Medical Errands, ETC...
- An example is as follows. If you call in and make an appointment to go shopping for an 11a.m. appointment, you will have 2 hours to shop. You will be picked up 2 hours later at 1 p.m. for your return trip home.
- If you are not ready when van arrives, **you will need to find alternate transportation.**
- If you are ready before the 2 hours have expired, then you can call Union County Dispatch for an early pickup at **704-292-2511, Option 5.**

- If a client is unable to ride they must call transportation by noon the day before and cancel.
Drivers cannot change trips for clients.

Passengers who wish to cancel their transportation must do so by 12:00 pm the day before he/she is scheduled to be transported. This is a policy adopted by the Union County Advisory Board. A \$2.00 late cancel fee will be charged to anyone who cancels after this time. Cancels can be made on voicemail 24 hours a day at 704-292-2511.

III. "No Show" Policy

A "No Show" occurs when UCT arrives to pick up location as scheduled and the client does not ride. The following will occur upon accumulating several "no shows".

- 3 "No Shows" (first offense): 30 day suspension
- 3 additional "No Show" (second offense): 60 day suspension
- 3 additional "No Shows" (third offense): 90 days suspension
- 3 additional "No Shows" (fourth offense): permanent suspension from utilizing RGP, EDTAP or other grant funding with a "No Show" policy.

To cancel transportation service, the passenger should contact the transportation office at 704-292-2511. Please note, it is not the driver's responsibility to locate clients. Clients are to be waiting outside of the pickup location.

IV. Protection under Title VI & Notice of Complaint Procedure

U.S. Department of Justice regulations, 28 code of the Federal Regulations, Section 42.405, Public Dissemination of Title VI Information, requires recipients of Federal financial assistance to publish or broadcast program information in the news media. Advertisements must state that the program is an equal opportunity program and/or indicate that Federal law prohibits discrimination. Additionally reasonable steps shall be taken to publish information in languages understood by the population eligible to be served or likely to be directly affected by transportation projects.

UCT hereby gives notice that it is the policy of the Department to assure compliance with the Title VI Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, Executive Order 12898 Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, Executive Order 13166 Improving Access to Services for Persons with Limited English Proficiency, and related nondiscrimination statues and regulations in all programs and services. It is the Department's policy that no person shall, on the grounds of race, color, sex, age, income status, national origin, or disabilities be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program, activities, or services for which UCT receives Federal financial assistance.

Any person who believes they have been mistreated by an unlawful practice under Title VI has a right to file a formal complaint with UCT, NCDOT, USDOT, FTA and USDOJ.

*Any such complaint must be in writing or in person with the UCT office, 610 Patton Ave., Monroe, NC 28110, within one hundred eighty (180) days following the date of the alleged discrimination occurrence. Title VI Discrimination Complaint forms may be obtained from the UCT office at no cost by calling 704-292-2511.