

Dare County Transportation System – Policy & Procedure

Section 7

Title: DCTS Passenger Guidelines

Hours of Operation

Dare County Transportation's office hours of operation are 7:30am – 5:00pm Monday through Friday. DCTS vans begin operating as early as 6:00am depending on the daily schedule. Transportation outside of these time frames can be scheduled if approved by the Transportation Director.

Passengers should understand that this is a Public Transportation and not a Cab Service, scheduling will be completed in the most economical and efficient way possible.

Transportation will not be provided on holidays that are recognized by Dare County Government.

Scheduling Transportation

Clients and agencies wishing to schedule transportation may do so by calling the DCTS at **252-475-5640** during office hours. Any transportation requests made outside of these hours may be denied. When scheduling transportation the following information will be needed in order for the staff to properly enter the request.

1. The name of the person(s) needing transportation.
2. Sponsoring agency (if any) that the trip is to be invoiced. If the individual is a Rural General Public client, the transportation office will advise the individual how much (if any) the fare will be for that particular trip.
3. Address of the pick- up location
4. Name and address of the destination
5. Phone number or contact numbers in case the driver has trouble locating the passenger.
6. Time of the individual's appointment.
7. Whether or not an attendant or service animal is accompanying the passenger. There is no additional charge for attendants, but notify the office when the transportation is scheduled so that seating is made available.
8. Any type of mobility device the passenger may be using. This will ensure that a suitable vehicle is sent.
9. Please tell the office staff if the passenger is on oxygen. There are safety procedures that the passenger will need to be made aware.

Passenger's Ridership Responsibilities

1. The rider must be prepared to be picked up 15 minutes prior to the scheduled pick up time.
2. It is the passengers responsibility to be ready and waiting when the DCTS vehicle arrives.
3. Passengers should wait at a main entrance or curbside if they are capable and weather permits.
4. DCTS drivers will only wait a maximum of 5 minutes for a client to board a vehicle. Drivers will attempt to contact the passenger upon arrival by calling the contact number supplied by the passenger.
5. If a passenger does not attempt to board the vehicle on any scheduled trips without proper cancellation, a *No-Show* notice will be documented on the drivers log sheet. The driver will contact the DCTS office and the appropriate sponsoring agency will be notified. A fee of \$10.00 will be charged for passenger *No-Shows*, once the incurred fees accrue a balance of \$30.00 of unpaid penalty fees, DCTS will suspend services until the balance is paid in full.
6. Cancellations for transportation services must be made at least 24 hours before the scheduled pick up time or a no show fee will be applied.

Dare County Transportation Passenger Behavior Guidelines

- 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 services denied and be asked to exit the transit vehicle.
- Parents must provide proper child restraint devices for their children under the age of eight and / or under 80 pounds, to conform with G.S. 20-137.1 NC Child Passenger Safety Law. DCTS does not provide child restraint devices, and children who do not have the proper restraint device will have transportation services denied.
- Parents or guardians must accompany children under the age of sixteen. If a parent or guardian is not available, transportation will be denied.
- Clients and passengers need to be aware that DCTS operates a curb-to-curb transportation system. Drivers are not allowed to leave their vehicles to bring passengers out to the vehicle. Unless otherwise scheduled, clients will be picked up at their place of residence for transportation services.
- Clients and passengers whom are unable to make their appointments need to contact DCTS to cancel service no later than **24 hours** prior to their scheduled pick up time. A later cancellation will be considered a “*no show*”.
- No weapons of any kind, concealed or otherwise are allowed on transit vehicles unless the person carrying the weapon is a law enforcement official.
- Open containers of food and / or drinks, and the use of tobacco products are prohibited on all transit vehicles.
- Transportation services will be denied to anyone under the influence of illegal drugs and / or alcohol.
- No screaming, loud talking or music is allowed on transit vehicles.
- No standing or moving about the vehicle after being seated until he / she reach their destination.
- No profanity or vulgarity among the passengers or to the transit driver is allowed.
- No inappropriate display of affection or sexual activity to the driver or other passengers is permitted on transit vehicles.
- No release of human waste on the vehicle. This includes spitting. (Those who have problems with incontinence must be properly clothed before boarding the transit vehicle.)

- If a fare is collected, Rural General Public (RGP) passengers must have exact change at the time of boarding the vehicle. Drivers do not carry cash and cannot make change. Any RGP passenger who does not have the correct change upon first boarding the vehicle will not be transported.
- Passengers will be picked up from their appointments at the place they were dropped off. Once passengers have contacted the transportation driver or staff that they are ready to be picked up, the passenger is to be at the drop off point for pick up. Drivers will wait 5 minutes for passengers at their pick up location. Drivers will not leave the vehicle to search for passengers. Passengers who are not at their pick up location will be left. DCTS will not be responsible for returning passengers who missed their transportation home. Out of County Medical Appointments must be completed no later than 3:00 pm.
- Passengers who behave in a threatening manner or verbally threaten other passengers or the transit drivers will have transportation services terminated immediately and will be reported to the local law enforcement agency. (This includes if a passenger is on the vehicle en-route to a destination.)
- Because of safety and liability issues, passengers must limit the number of shopping bags to what they can fit directly under the seat and safely in their lap. Passengers should not expect drivers to help them carry their bags on or off the vehicle (some consideration may go to those who are wheelchair bound.)
- No open flames are allowed on transit vehicles.
- No horseplay on vehicles. Passengers are to remain seated after boarding until the vehicle comes to a complete stop.
- Passengers needing the use of oxygen should notify DCTS at the time they schedule their transportation. Passengers should bring their oxygen in the smallest tank possible.
- Please do not give the driver appointments you need to schedule. Passengers are responsible for calling the transportation office and scheduling their transportation themselves.
- DCTS will allow service animals to board transit vehicles provided that DCTS is notified when the trip is scheduled. Service animals are to be under the control of the handler at all times and must be on a leash or in a carrier. Any service animal that poses a threat to other passengers or the driver will be denied services. Any owner / handler that cannot or will not control their service animal will have their transportation denied and will be reported to the proper animal control board.

Any DCTS passenger who violates any of the above behavior rules will have their transportation privileges suspended for a time period at the DCTS Directors discretion.