



# County of Moore Transportation Services

Transportation: (910) 947-3389  
Fax: (910) 947-4702

REGULAR MEETING  
MCTS Transportation Advisory Board  
Rick Rhyne EOC Office Lower Level/Conference Call  
February 16, 2022, at 3:00 pm

## AGENDA

- I. Introductions- Deb Holmes, Chair
- II. Roll Call – Deb Holmes, Chair
- III. Approval of minutes from November 17, 2021, meeting - Deb Holmes, Chair
- IV. Financials -Deb Holmes, Chair
  1. Budget-FY21-22 Updates- Sonia Biggs
  2. ROAP - Sonia Biggs
  3. CARES Act Program - Sonia Biggs
  4. POP Extension Update – Sonia Biggs
- V. New Business -Deb Holmes, Chair
  1. Transportation Policy Updates – Sonia Biggs
  2. Staff updates – Sonia Biggs
  3. Next meeting May18, 2022
- VI. Adjourn - Deb Holmes, Chair

**MCTS Transportation Advisory Board  
Meeting Minutes**

**Date:** November 17, 2021

**Time:** 3:00 PM

**Location:** Rick Rhyne Lower Level EOC Office

**Voting Members Present:** Deb Holmes, Bryan Phillips

**Voting Members via Conference Call:** Sean McCormick, Maria Campbell, Bob Huber, Terri Prots.

**Voting Members Absent:** Yvette Ausby, Anthony McCauley.

**Ex-official Members Present:** None

**Moore County Staff Members Present:** Sonia Biggs, Tron Ross.

**Moore County Staff Members via Conference Call:** Kris Klug, Debra Ensminger, Rhonda Priest.

A quorum was present; the meeting was called to order at 3:11pm. Presiding over the meeting was Deb Holms (Chair).

**I. Introductions:**

All attendees gave a brief introduction, roll call complete for all attendees in the Rick Rhyne EOC Office Lower Level and via conference call

**II. Approval of Minutes from August 18, 2021 Meeting:**

Terri Prots made a motion to approve the August meeting minutes and seconded by Sean McCormick. Motion carried unanimously (5-0)

**III. Financials:**

- a) Sonia Biggs updated on the 21/22 transportation budget. Revenue and expenses thru October 31<sup>st</sup> were given. Sonia presented the Rural Operating Assistance Program (ROAP) allocation for Moore County of \$255,312. Sonia updated on the CARES round 4 allocation of \$301,045 for Moore County.
- b) Sonia Biggs also stated the POP (Period of Performance) Extension for the van purchase will be completed. Van was received on 11/16/2021. The Camera Upgrades will begin the 2<sup>nd</sup> week of December.

**IV. New business**

- a) Sonia discussed the ARP grant for scheduling software.
- b) Debra Ensminger provided the staffing updates- The county will be advertising for a Director for Transportation later this week. 1 full-time and 1 part-time driving position are available and posted.

- c) It was discussed on how to get Robbins's area young adults, from Robbins to school, work, etc. There is the token program that would help with this. Discussed the need to get this information into the community. Possibly a QR code on Brochure with link to more information.

**The next meeting date will be February 16, 2022**

**V. Adjournment**

A motion was made by Bryan Phillips to adjourn and seconded by Terri Prots. Motion carried unanimously. (5-0)

Meeting adjourned at 3:45pm

Approved by BOC FY21/22 Budget

Expenses	Budgeted	Amount Expended FY21/22 as of Dec 31
Salaries-Full Time/overtime	\$406,180.00	\$175,828.08
Salaries-Part Time	\$40,697.00	\$1,335.89
Longevity	\$7,930.00	\$4,298.00
FICA/Medicare	\$34,186.00	\$13,480.22
Retirement	\$50,989.00	\$20,721.70
401K Retirement	\$13,406.00	\$4,828.46
Health Insurance	\$122,200.00	\$41,147.74
Unemployment Cost	\$955.00	\$477.50
Workers Comp	\$20,806.00	\$10,403.00
Life Insurance	\$1,448.00	\$673.50
Workers Comp Claims	\$1,875.00	\$937.50
COLA	\$9,105.00	\$0.00
Capital Outlay	\$204,509.00	\$104,964.07
Uniforms	\$3,500.00	\$1,089.69
Office Supplies	\$3,500.00	\$478.51
Janitorial Supplies	\$3,567.00	\$195.23
Travel/Training	\$7,500.00	\$4.79
Telephone	\$4,580.00	\$1,130.85
Advertising	\$6,400.00	\$491.25
Drug Testing	\$700.00	\$307.50
Motor Vehicle Reports	\$1,000.00	\$0.00
Equipment Leases	\$19,000.00	\$15,316.50
Insurance	\$40,000.00	\$40,000.00
Liability/Property Insurance	\$4,812.00	\$2,406.00
IT Assessment	\$10,582.00	\$5,291.00
Property Management Assessment	\$128,059.00	\$64,029.50
Wellness Works Assessment	\$6,500.00	\$3,250.00
General Fund Assessment	\$38,991.00	\$19,495.50
Dues/Subscriptions	\$500.00	\$500.00
Professional Services	\$4,000.00	\$642.65
Office Equipment	\$3,000.00	\$0.00
<b>TOTAL BUDGETED</b>	<b>\$1,200,477.00</b>	<b>\$533,724.63</b>

Revenue	Budgeted	Revenue Received for FY21/22
Sale of Capital Assets	\$1,000.00	
User Fees (contracts)	\$436,725.00	\$180,371.50
ROAP User Fees (tokens & APines)	\$40,000.00	\$15,138.83
5311 Admin Grant	\$265,387.00	\$46,444.00
5311 Capital Grant	\$91,864.00	\$0.00
APPR Fund Balance	\$102,790.00	\$0.00
5311 General Public	\$160,721.00	\$123,496.00
EDTAP	\$101,990.00	\$115,209.00
5311 CARES	\$0.00	\$29,692.00
<b>TOTAL BUDGETED</b>	<b>\$1,200,477.00</b>	<b>\$510,351.33</b>

Estimated End Budget Total

**-\$23,373.30**

DSS	\$29,531.89
Aging	\$106,767.59
Monarch	\$27,419.59
Modvicare	\$16,652.43
OneCall	\$0.00

**NCDOT ROAP Report**  
**Rural Operating Assistance Program (ROAP)**  
**FY19: July 1, 2018 - June 30, 2019**

Moore 63

81 Reconciliation of FY18 ROAP funds for County or Eligible Authority			
	ROAP Funds disbursed to County		Unexpended ROAP Funds
EDTAP	\$	115,209.00	\$ 106,354.00
EMPL	\$	-	\$ -
RGP	\$	123,496.00	\$ 85,792.30
<b>Total</b>	<b>\$</b>	<b>238,705.00</b>	<b>\$ 192,146.30</b>

82 Elderly and Disabled Transportation Assistance Program			
Total Available EDTAP Funds	\$	115,209.00	Total Expended Funds \$ 8,855.00
Expended EDTAP Funds	\$	-	Number of EDTAP funded trips provided 393
Additional Local Contribution	\$	-	Additional EDTAP Trips not Funded by ROAP -
Unexpended EDTAP Funds	\$	106,354.00	% of EDTAP funded trips provided by the transit system 100%

83 Employment Transportation Program			
Total Available EMPL Funds	\$	-	Total Expended Funds \$ -
Expended EMPL Funds	\$	-	Number of EMPL funded trips provided -
Additional Local Contribution	\$	-	Additional EMPL Trips not Funded by ROAP -
Unexpended EMPL Funds	\$	-	% of EMPL funded trips provided by the transit system 0%

84 Rural General Public Transportation Program			
Total Available RGP Funds (not include 10% local match)	\$	123,496.00	Total Expended Funds \$ 41,893.00
State Share	\$	37,703.70	
10% Local Share	\$	4,189.30	Number of RGP funded trips provided 1,806
Additional Local Contribution	\$	-	Additional RGP Trips not Funded by ROAP -
Unexpended RGP Funds	\$	85,792.30	% of RGP funded trips provided by the transit system 100%

**I hereby certify that, to the best of my knowledge, the following information is accurate and complete. I further certify that all funds were expended in accordance with applicable federal, state, and local guidelines. I understand that any unexpended amount will be withheld from the FY19-20 ROAP allocation.**

85 \_\_\_\_\_  
 Signature of County Finance Officer or Authority Executive Director Date

86 Unexpended ROAP funds (over \$50.00) will be returned to the NCDOT Public Transportation Division. Do not send a check with the ROAP Report. Checks will be returned if received. After an NCDOT review of this report, the amount to the right will be withheld from the county's FY19-20 ROAP allocation.

**\$ 192,146.30**

87a In the space below, provide a detailed explanation if 10% or more of the EDTAP funds allocated to the county are being returned to NCDOT.

87b In the space below, provide a detailed explanation if 10% or more of the EMPL funds allocated to the county are being returned to NCDOT.

87c In the space below, provide a detailed explanation if 10% or more of the RGP funds allocated to the county are being returned to NCDOT.

# MCTS

## Moore County Transportation Services

### Mission

To provide safe and efficient transportation services for citizens and clients of County agencies.

### Vision

A model for small rural transit systems in North Carolina and the United States.

### 1. Description of Services

Moore County Transportation Services provides the following types of transportation services to all Moore County Residences and their guests:

- Subscription Services – when passengers schedule routine trips from one specific location to another location and at set times. (e.g., transportation to work on Monday, Tuesday, Wednesday, Thursday, and Friday with pick up and return trips home at a scheduled time)
- Demand Response Services – when passengers request a single trip from one specific location to another specific location at a requested time. (e.g., doctor’s appointment on Thursday at 10:00 am)
- Deviated Fixed Route Services – a fixed route with minor deviations for pick-ups and drop-offs. (A-Pines Line)

### Descriptions of Programs and Eligibility Provided by Moore County Transportation Services

Moore County Transportation Services provides transportation through the programs listed below. Availability of the programs may vary based upon funding availability.

- Medicaid Transportation – Moore County Transportation Services provides transportation services for Medicaid eligible clients through the Department of Social Services and the Non-Emergency Medical Transportation Broker System.
- Elderly & Disabled Transportation Assistance (EDTAP) – is a part of the Rural Operating Assistance Program. (ROAP Grant Funding) Funding provides transportation services for adults 60+ and any individual with a disability.
- Rural General Public (RGP) – is part of the Rural Operating Assistance Program. (ROAP Grant Funding) Services available to any individual not eligible for transportation services through a human service agency.
- Contract Services - agencies throughout Moore County have the option to contract with Moore County Transportation Services for their clients.

**Important to remember: All Moore County Transportation Services programs have limited funding available. As a result, frequencies and types of trips may be adjusted.**

**Scheduling Your Appointment**

Requests for transportation services must be scheduled 48 hours in advance as follows:

<b>Appointment Day</b>	<b>Must call by 5:00 p.m. on this day to schedule</b>
<b>Monday</b>	<b>Wednesday</b>
<b>Tuesday</b>	<b>Thursday</b>
<b>Wednesday</b>	<b>Friday</b>
<b>Thursday</b>	<b>Monday</b>
<b>Friday</b>	<b>Tuesday</b>

**Moore County Transportation Services Office Hours**

Office hours are Monday through Friday between the hours of 7:30 am and 6:00 pm.

**Moore County Transportation Services Driver Hours of Service on Highway**

Service is provided Monday through Friday between the hours of 3:30 am and 6:30 pm.

**Subscription Services Hours of Operation**

All subscription appointments services are provided Monday through Friday between the hours of 5:00 am and 5:00 pm.

**Demand Response Services Hours of Operation**

All demand response appointment services are provided Monday through Friday between the hours 8:00 am and 3:00 pm for in-county trips and between the hours of 9:00 am and 11:00 am for out of county trips. (**Appointments times represent the time the appointments must be scheduled**)

**2. HOLIDAYS**

Moore County Transportation Services is closed on holidays observed by the County of Moore. These designated holidays include.

New Year’s Day
Martin Luther King Jr. Day
Good Friday
Memorial Day
Fourth of July
Labor Day
Veterans Day
Thanksgiving Day & Friday after Thanksgiving
Christmas (See below)

When a holiday other than Christmas is on Saturday, the preceding Friday shall be observed as a holiday.

When a holiday other than Christmas is on Sunday, the following Monday shall be observed as a holiday.

The county observes the following schedule regarding Christmas Day. When Christmas Day fall on the days note in the table below, then following days are observed as holidays:

Sunday	Friday, Monday, and Tuesday
Monday	Monday, Tuesday, and Wednesday
Tuesday	Monday, Tuesday, and Wednesday
Wednesday	Tuesday, Wednesday, and Thursday
Thursday	Wednesday, Thursday, and Friday
Friday	Thursday, Friday, and Monday
Saturday	Thursday, Friday, and Monday



**3. OUT OF COUNTY SCHEDULE**

Out of County appointments are for medical appointments only and must be scheduled between the hours of 9:00 am and 11:00 am only.

The Moore County Transportation Services Out of County schedule is as

<b>Day</b>	<b>Area</b>
Monday	Fayetteville, Raeford, Sanford, Troy, and Biscoe
Tuesday	No out of County Trips
Wednesday	Sanford
Thursday	Chapel Hill, Durham, and Raleigh
Friday	No out of County Trips

Moore County Transportation Services van are required to depart by 3:00 pm from all out of county destinations.

**4. NON-EMERGENCY TRANSPORTATION SERVICES**

All transportation services provided by Moore County Transportation Services are nonemergency. Passengers scheduled for appointments will not be transported if any of the following systems are evident:

- Chest pains
- Shortness of breath
- Severe nausea
- Vomiting or diarrhea
- Abdominal pain
- Labor pain

If the Moore County Transportation Services driver finds the passenger in distress upon arrival, the driver will recommend the passenger be transported to the hospital by Emergency Medical Services. (EMS)

**If a passenger becomes ill during transport the driver will call 911. The driver, in their discretion, will either drive directly to the nearest hospital emergency room or stop and wait for EMS to arrive.**

**Reservations**

Moore County Transportation Services must be notified of scheduled appointments no later than two business days before the time of an appointment.

Requests for service can only be met if all the following conditions are met:

- Moore County Transportation Services has available resources to meet the need.
- Space is available on an existing route.
- An efficient cost and effective route can be developed.

It is the passenger's or agencies responsibility to know and furnish Moore County Transportation Services with the physical address to where they are being transported.

**Exception**

If an organization within Moore County, which has not entered a contract with Moore County Transportation Services for transportation services, experiences extenuating circumstances or an emergency, the Director of Moore County Transportation Services or his/her designee, in his/her sole discretion, may approve transportation services to clients of that organization. For example, if another agency that needs transportation services for their clients has a shortfall of vehicles or has a situation where emergency transportation is required, Moore County Transportation Services may help. In such event, Moore County Transportation Services will inform the requesting organization of the following:

- The request must be approved by the Director of Moore County Transportation Services or their designee.
- If approved, the requested services will be added to the schedule; however, to the extent possible, the assistance will not interfere with the schedule operations of MCTS.
- The organization will identify its clients to be transported, the locations for transportation services to be provided, preferred pick-up times, and whether an aide/escort will be accompanying any of the clients. (See Passenger Aide/Escort)
- All trips are limited to in-county services only. No out of county trips will be provided.
- If applicable, transportation services will be invoiced at the then current rate for Non-Client Transport Fee as provided under the County's Fee Schedule for Transportation Services.
- The organization will be responsible for payment for transportation services provided by Moore County Transportation Services; and any outstanding debts may result in the denial of future requests until payment is made in full.

**5. CANCELLATIONS**

Cancellations must be received by MCTS at least 24 hours before a passenger's requested appointment time to avoid a No-Show charge.

Drivers are not allowed to accept cancellation requests at any time.

## **6. PASSENGER AIDE / ESCORT**

Passengers who need assistance getting to or from the vehicle, entering or exiting the vehicle, or moving around while inside the vehicle must have an aide accompany them. It is the responsibility of the passenger, the passengers' family or guardian, or the sponsoring agency to furnish the aide.

The aide as defined by ADA will not be charged for the trip and is to stay with the passenger. Persons with physical or mental disabilities transported to and from adult daycares must have a responsible person to take them to and from the vehicle.

## **7. CURB-TO-CURB SERVICE**

Moore County Transportation Services provides curb-to-curb services. However, when passengers may be non-ambulatory or require the need for additional assistance, drivers may assist passengers on and off the vehicles and to the entry door if required. Any passenger who needs further assistance beyond the entry door is responsible to have an accompanying aide or family member/guardian; the MCTS system does not provide aides. When providing assistance, the driver must remain within view of the vehicle while other passengers are on board-

MCTS drivers have the discretion to pick-up passengers in what they deem to be a safe manner at the address provided. MCTS passengers do not dictate where they are specifically picked up.

House numbers should be readily visible from the road.

Private driveways and roads should be maintained and not present a hazard to vehicles. Failure to maintain private roads and driveways will result in MCTS vehicles declining to provide service.

All passengers must sign a Release, Waiver, and Indemnification of Liability prior to receiving transportation services. (Attachment ~~8~~ 1)

All passengers must provide a signed Policy Acceptance Letter to Moore County Transportation Services indicating that they have received, reviewed, and understand the Moore County Transportation Services Policies prior to receiving transportation services. (Attachment 2)

## **8. MOBILITY DEVICES**

Passengers must supply their own mobility device. Drivers are not permitted to transfer passengers from beds, chairs, etc., into wheelchairs or other mobility devices.

With respect to passengers with wheelchairs, combination equipment, or other mobility devices -(collectively referred to as "Mobility Devices") that are larger or heavier than the design standards for MCTS vehicles and equipment, MCTS must carry the passenger if the lift and vehicle can accommodate the passenger plus the size and weight of the Mobility Device.

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**Commented [TR1]:** What type of receipt will they need to sign? Is it something that MCTS will provide? Is it something that could be included as an attachment like the waiver?

**Commented [SB2R1]:** Wording for receipt changed. This will be a letter included as an attachment, provided by MCTS

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MCTS may decline to provide transportation services to a passenger if the combined weight of the passenger and the Mobility Device exceeds that of the lift specifications or if the carriage of the Mobility Device is demonstrated to be inconsistent with safety requirements.

All Mobility Devices must be secured in the designated securement areas. MCTS may not deny transportation services to a passenger on the ground that the passenger's Mobility Device cannot be secured or restrained satisfactorily by the vehicle's securement area.

MCTS may recommend to a user of a Mobility Device to transfer to a vehicle seat. MCTS may not require the individual to transfer.

MCTS staff, where necessary or upon request, shall assist individuals with disabilities with the use of securement systems and lifts. If the assistance requires MCTS staff to leave their seats to provide assistance, they shall do so.

MCTS staff shall permit individuals with disabilities who do not use Mobility Devices, including standees, to use a vehicle's lift to enter the vehicle.

The wheelchair lift is designed for one person only and, if applicable, that person's Mobility Device. Accordingly, only one person shall occupy the wheelchair lift while it is in operation, going up or down.

The passenger's delivery destination and home destination must be wheelchair accessible. The driver retains the option to refuse service if there are steps, steep ramps, bumpy terrain, or other dangerous conditions that present a safety hazard to either the driver or passenger.

MCTS does not transport Mobility Devices without the client being present.

## **9. NO-SHOWS**

A passenger will be considered a No-Show if MCTS arrives to pick-up the passenger and the client is not at the appointed address/designated pickup location, refuses the scheduled trip, and/or MCTS was not notified at least 24 hours before the requested appointment time.

### **Contract Agencies**

Contract agencies can determine that a passenger, who might otherwise be considered a No-Show, is considered a cancellation instead based on medical circumstances for the passenger and the passenger's family.

See individual agency contracts for specific No-Show charges.

## **Rural Operating Assistance Program (ROAP)**

All passengers will be provided the MCTS No-Show policy in writing.

All passengers considered a No Show must pay the fully allocated cost of the scheduled trip. Payment must be paid in full prior to receiving additional transportation. Any scheduled trips will not be completed until payment is received.

### **First No-Show:**

After the first documented No-Show the passenger and/or the passenger's sponsoring agency if applicable will receive a warning letter advising that further missed trips will result in a suspension of transportation services for a period of thirty days.

### **Second No-Show:**

After the second documented No-Show the passenger and/or the passenger's sponsoring agency if applicable will receive a letter advising that his/her transportation services have been suspended for 30 days.

### **Third No-Show:**

After the third documented No-Show the passenger and/or the passenger's sponsoring agency if applicable will receive a letter advising that his/her transportation services have been suspended for 60 days.

### **Fourth No-Show:**

After the fourth documented No-Show the passenger and/or the passenger's sponsoring agency if applicable will receive a letter advising that his/her transportation services have been suspended for the remainder of the fiscal year or until the following June 30<sup>th</sup>.

All suspensions will reset on July 1<sup>st</sup>.

## **10. CHILD SAFETY**

All children under the age of eight and who weigh less than 80 pounds shall be transported in a child safety seat, as required by North Carolina law. It is the responsibility of the agency, or the child's parents or guardians, to provide such a child safety seat. The MCTS system does not provide child safety seats. Small children who do not have a safety seat will be refused transportation until such time as the agency or individual provides a suitable seat. When a child reaches age 8 (regardless of weight) OR 80 pounds (regardless of age), a correctly fitted seat belt may be used instead of a child safety seat. MCTS reserves the right to refuse transportation to any child who cannot be safely secured as required by North Carolina law.

**A parent or guardian must accompany passengers under 16 years of age.**

## **11. PASSENGER RESPONSIBILITIES**

- Do not use abusive or profane language with the driver, dispatch, schedulers, or manager.
- Threats directed at the driver or passengers are not allowed on board a Moore County Transportation Services vehicle.
- Do not initiate conversations with drivers while the vehicle is moving except in the event of an emergency. (i.e. If a passenger is in need of assistance due to a health issue.)
- Be ready one and half (1.5) hours prior to their scheduled appointment time and one and half (1.5) hours after their scheduled return.
- No screaming, loud talking, singing, or playing music in/on the Moore County Transportation Services van.
- Be ready and watching for provider – they will only wait 5 minutes after arriving to pick you up. If the client does not board the vehicle within 5 minutes the passenger will be marked as a No Show unless otherwise instructed by Moore County Transportation Staff.
- Wear seat belts at all times.
- Passengers are expected to use good personal hygiene.
- All trash must be placed in the proper trash receptacle.
- Service animals must be controlled at all times. This includes uncontrolled barking, excessive growling, jumping on other people, and running away from the handler. If the service animal poses a direct threat to the health or safety of others the handler may be asked to remove the animal. Service animals must be vaccinated in accordance with state and local laws and housebroken.
- Passengers who have dogs on their property must have their dogs confined for the safety of the Moore County Transportation Services drivers. If dogs are not confined services will not be received and the passenger will be charged a No-Show fee. No exceptions.
- Passengers should wait at a main entrance or curbside if they are physically or mentally capable and weather permitting. The drivers have the discretion to determine the main entrance or curbside of the pickup and drop off locations.
- Provide a caregiver or attendant if needed.

- Provide adult supervision for children under the age of ~~18~~ 16.
- Do not smoke, chew or dip tobacco.
- Do not possess any weapons while on vehicle.
- Do not display affection of sexual nature to the driver or other passengers.
- Do not bring open food or drink on the vehicle. However, exceptions are made to allow eating and drinking due to a passenger's medical condition or treatment.
- Do not possess alcohol or illegal drugs while in vehicle. This includes unopened containers.
- Secure all personal belongings and remove them when you exit the vehicle. Drivers are not responsible for returning items left on vehicle.
- Grocery or light weight bags need to be limited to what you can carry and safely secure.
- Passengers will be taken to the address/locations authorized on the manifest.
- If you have a compliment or complaint, contact Moore County Transportation Services at 910-947-3389.

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Moore County Transportation Services is always reviewing and updating policies and procedures for its transportation services. To make sure the customer is receiving the latest information, or if a customer has further questions, call 910-947-3389.

## **12. PASSENGER CODE OF CONDUCT**

A passenger's right to transportation privileges can be suspended or terminated by Moore County Transportation Services or sponsoring agency due to misconduct, noncompliance, and/or disruptive or inappropriate behavior. Disruptive or inappropriate behavior to other passengers or the driver will not be tolerated.

When a MCTS passenger breaks one of the Moore County Transportation Services Passenger Guidelines, the procedure will be followed:

- 1<sup>st</sup> Offense – The passenger will receive a written warning from a Moore County Transportation Services staff member. If the passenger receives services through either a human service agency or an agency that contracts with Moore County Transportation Services for transportation, the sponsoring agency will be notified.
- 2<sup>nd</sup> Office – The passenger will be suspended for a period of (3) working days. A member of Moore County Transportation Services Administrative team will notify the passenger of their suspension by phone and in writing. The sponsoring agency (if any) will also receive notification by the Moore County Transportation Services office, and a copy of the written suspension will be sent to the proper personnel at the sponsoring agency's office.

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- 3<sup>rd</sup> Offense – The passenger will be suspended for a period of (10) working days. A member of Moore County Transportation Services Administrative team will notify the passenger of their suspension by phone and in writing. The sponsoring agency (if any) will also receive notification by the Moore County Transportation Services Office, and a copy of the written suspension will be sent to the proper personnel at the sponsoring agency's office.
- 4<sup>th</sup> Offense – The passenger will be suspended for a period of (30) working days. A member of Moore County Transportation Services Administrative team will notify the passenger of their suspension by phone and in writing. The sponsoring agency (if any) will also receive notification by the Moore County Transportation Services Office, and a copy of the written suspension will be sent to the proper personnel at the sponsoring agency's office.
- Automatic Suspension - Depending on the severity of the passenger's actions, Moore County Transportation Services reserves the right to suspend clients for one (1) year up to permanently at their discretion voiding the above procedures. (Examples: violence, threats, intimidation, harassment, holding up transportation services by not putting on seatbelt and placing token in the appropriate location, excessively calling the office disrupting day to day operations)

### **Appeals**

Passengers may only appeal one-year or permean suspensions by submitting a completed Code of Conduct, Appeal of Suspension, Moore County Transportation Form.

### **Moore County Transportation Services Passenger Code of Conduct Appeals Committee**

The Moore County Transportation Services Passenger Code of Conduct Appeal Team will consist of the County Attorney Designee, Human Resources Designee, Assistant County Manager.

If the suspension is warranted. The suspension date will be (1) year from the date of the Moore County Transportation Passenger Services Passenger Code of Conduct Appeals Committee determination.

### **Definitions:**

**Violence** – Physical force employed to violate, damage, abuse, injure, or strike any manner.

**Threat** - An expression or action showing intent to inflict harm. The giving of signs or warnings of violence or the announcement of violence as a possibility.

**Inappropriate Behavior** - Any conduct that does not demonstrate respect for the rights and dignity of other or that interferes with the orderly provision of transportation services.



**Intimidation** – A personalized form of anti-social behavior, specifically aimed at individuals. People experience repeated incidents and problems of intimidation and harassment day after day.

**13. DRIVER – PASSENGER POLICIES**

- Courtesy and Respect – Drivers will show courtesy and respect for all customers while performing the service they require.

**INCLEMENT WEATHER POLICY**

Moore County Transportation Services will follow the Moore County Policy.

**EMERGENCY PROCEDURES FOR PASSENGERS**

In case of an accident or other emergency, the passenger should:

Follow the driver’s instructions.

- Remain calm,
- Maintain orderly evacuation of the vehicle, if warranted,
- Stay off roadway in a safe location,
- Do not smoke anywhere near the vehicle,
- Call for emergency response if the driver is incapacitated.

**14. EMERGENCY / NATURAL DISASTER PLAN**

In the event of an emergency or natural disaster, transportation services will be discontinued in the discretion of the County Manager. Efforts will be made to take passengers home who are either in route or at scheduled appointments.

**15. TRANSPORTATION OF NURSING, REST, DOMICILIARY, AND FAMILY CARE HOME RESIDENTS**

Residents of nursing home, rest homes, assisted living facilities, family care homes, and domiciliary homes are considered the wards of the homes. It is the responsibility of the respective entities to provide transportation services for their residents. In order for Moore County Transportation Services to provide services to the respective entities an executed contract shall be required.

**16. CONFIDENTIALITY**

Any and all information regarding any individual person served by MCTS is strictly confidential. Information shall only be released to authorized parties.

## **17. USE OF TOBACCO PRODUCTS**

All Moore County Governmental Property is smoke free, which includes but is not limited to cigarettes, tobacco, and devices such as e-cigarettes, pipes, and vaporizers. The use of these items is prohibited in/on all Moore County property including vehicles, grounds, and parking lots and inside/outside all County owned/leased facilities.

## **18. SUBSTANCE ABUSE/DRUG AND ALCOHOL TESTING**

MCTS employees are governed by the “Drug and Alcohol-Free Workplace Policy” and the “Substance Abuse Policy” both of which are contained in the Moore County Personnel Policy. The purposes of these policies are to: (1) state the County’s unequivocal opposition to the unlawful manufacture, distribution, dispensation, possession, or use of nonprescription controlled substances or alcohol and abuse of prescription drugs in the workplace by Moore County employees or any person covered by this policy; (2) assure worker fitness for duty and to protect our employees and the public from the accidents, injuries and other risks posed by the misuse of alcohol and use of prohibited drugs; (3) maintain a drugfree and alcohol-free workplace; (4) provide the means for offering drug awareness, education and training to deter the use of prohibited drugs by all employees; and (5) to offer a formal program of detection, to encourage employees to seek professional assistance for drug and alcohol dependency, and define minimum standards for the formal testing/detection program.

The following points summarize the Drug and Alcohol-Free Workplace Policy and the Substance Abuse Policy:

- MCTS employees are prohibited from illicit drug use.
- MCTS employees are prohibited from alcohol use in the performance of their duties.
- MCTS employees are prohibited from the possession of illicit drugs or alcohol on or in Moore County property or vehicles.
- MCTS employees must complete drug and alcohol training.
- MCTS has implemented and maintains an approved drug and alcohol testing program that is consistent with the regulations of the Federal Transit Administration (FTA)
- Drug and alcohol testing must be administered to all safety-sensitive employees.
- MCTS must comply with all federal regulations pertaining to drug and alcohol testing.
- MCTS employees must pass the pre-employment, random, post-accident, and reasonable suspicion drug and alcohol tests. Employees who do not pass drug and alcohol test will be dismissed.

### **REASONABLE SUSPICION DRUG AND ALCOHOL TESTING**

All MCTS safety-sensitive employees are subject to Reasonable Suspicion Drug and Alcohol testing at any time during duty hours. (Attachment #3), “*Reasonable Suspicious Testing Determinations Form*”

## **POST-ACCIDENT DRUG AND ALCOHOL TESTING**

Accidents or Incidents may require Post-Accident Drug and Alcohol Testing, (Attachment #2) entitled; “*Post Accident Drug and Alcohol Testing Decision Maker Form*” and the Accidents/Incidents Reporting in this Policy, Section 20.

### **19. ACCIDENTS / INCIDENTS**

It is the responsibility of every employee of MCTS to report any and all on-the-job injuries and/or accidents/incidents immediately to the Director of MCTS or their designee. Drivers will provide detailed and accurate reports of all on-the-job injuries and/or accident/incidents using the accident/incident report form(s) immediately after the on-the-job injuries and/or accident/incident. Report forms are in all vehicles (Attachment # 1, “MCTS Accident/Incident form”).

If passengers are involved in an accident/incident, the sponsoring Agency of all passengers will be informed of the situation as soon as possible.

MCTS will follow the guidelines of the Moore County Vehicle Fleet Policy, effective March 1, 2012; section H, pertaining to accidents or incidents (Attachment # 5).

**IMPORTANT:** Accidents or Incidents may require Post-Accident Drug and Alcohol Testing

Drivers must remain at the scene of an accident (unless medical attention is needed) to make a report to law enforcement personnel.

Drivers should fill-out an incident reporting form if anything unusual occurs during their route. Incidents include accidents, injuries, property damage and near misses. Examples of incidents that should be recorded include, but are not limited to:

- Passenger falls without injuries.
- Passenger injuries.
- Difficulties with passengers that result in damage to people and/or property. (Example; passenger actions such as throwing objects, etc.)
- Equipment failures which cause delays; running over objects which could cause residual damage to tire or undercarriage; any unusual occurrences or events that caused or could
- cause future problems in the safe and reliable operation of the vehicle.
- Accidents/Incidents requiring passenger medical treatment.
- Accidents/Incidents which result in dollar value damage of over five hundred dollars (\$500.00)—written notice of such an accident must be given to the North Carolina Department of Transportation (NCDOT) within 30 days of the incident.

**Fatal Accidents:** If a fatal accident occurs, MCTS must provide written notice about the accident to NCDOT within 24 hours of the accident victim's death. A written copy of local or state accident investigation reports of fatal accidents should be submitted to NCDOT within 30 days of the accident.

*Failure to report incidents/accidents can be grounds for disciplinary action up to and including termination of employment.*

## **20. CHARTER TRANSPORTATION SERVICES**

Inasmuch as Federal Law greatly restricts the use of federally funded vehicles for charter purposes because of its policy not to compete with private enterprise, MCTS will not provide charter transportation services.

## **21. SCHOOL TRANSPORTATION POLICY**

Moore County Transportation Services will not provide exclusive school related transportation. Exclusive school transportation is defined as any trip provided by a transportation system for which passengers are restricted only to students being transported to or from school or to or from school activities.

## **22. FARE INCREASE AND MAJOR SERVICE REDUCTION**

In the event of a fare increase or a major service reduction, Moore County Transportation Services will issue a public notice at least 30 days prior to the effective date of such changes. This notice will be provided to the general public and to persons and/or organizations that contract transit services with Moore County Transportation Services. A major service reduction is defined as an elimination of any route or service. A fare increase is defined as an increase in ridership fare (e.g., increase of \$4.00 each way to \$6.00 each way).

**Opportunity for Public Comment** - The public will be provided an opportunity to make comments on the proposed change(s) at a public hearing conducted before Moore County Board of Commissioners at least 30 days prior to the required 30-day public notice of change execution.

**Public Notification** - Moore County Transportation Services will notify the public about the proposed change by:

- a. Provide notice on the County of Moore's website; and
- b. Provide notice to human service contractors per terms outlined in the executed service agreement; and
- c. Provide notice in the local newspaper having general circulation in the service area; and
- d. Post notice in all revenue vehicles (A revenue vehicle is defined as the floating and rolling stock used to provide revenue service for passengers.)

**23. CASH HANDLING**

Passengers that ride through the RGP (Rural General Public) and EDTAP (Elderly and Disabled Transportation Assistance Program) are charged a passenger fare. All passengers must deposit a token or exact change in the token box upon entering the vehicle.

Drivers do not have access to cash or the ability to open the token box while operating a vehicle.

Drivers are instructed to direct clients and members of the public to make donations directly to the MCTS Administrative Office at ~~1048 Carriage Oaks Drive~~, 302 Monroe Street, Carthage, NC 28327.

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Passengers that ride through the deviated fixed route are charged a passenger fare. All passengers must deposit a voucher or exact change in the token box.

**24. STATEMENT OF NON-DISCRIMINATION**

This agency does not discriminate in the provision of service to any individual based on race, color, religion, sex, national origin, political affiliation, disability, or age. All persons will be treated equally with respect and dignity.

This agency is an equal opportunity employer and will not discriminate in the employment of persons because of race, creed, color, sex, age, or national origin.

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**RELEASE, WAIVER, AND INDEMNIFICATION OF LIABILITY**

I, the undersigned, acknowledge that Moore County Transportation Services ("MCTS") is a program operated by the County of Moore (the "County") that provides transportation services. I acknowledge that I have requested transportation services from MCTS and that as part of the consideration for transportation services provided by MCTS, I agree and represent the following:

- I am a resident of Moore County or am currently receiving services from an organization within Moore County; and
- I am in rightful possession of or have the lawful right to use the property where I request MCTS to provide transportation services to or from; and
- I have read and fully understand the MCTS Policy and Procedures Manual, which is located on the MCTS website at <https://www.moorecountync.gov/planning-and-transportation/transportation>.
- I agree to abide by the MCTS Policy and Procedures Manual and all applicable laws regarding riding in a motor vehicle; and
- I understand that, if I am unable to get to or from an MCTS vehicle on my own, I will attempt to have my own assistance ready and available; and
- I understand that riding in a motor vehicle or using a lift attached to a motor vehicle is inherently dangerous and that I have full knowledge of the risks involved, including personal injury and death; and
- I agree to expressly assume all risk and legal liability associated with the transportation services provided by MCTS, whether they be from the use and operation of a motor vehicle, any lift attached to a motor vehicle, assistance provided by a driver or other County employee in getting to or from the vehicle, assisting in getting into or out of the vehicle, in securing a mobility device, assisting with walkers or other equipment or devices, or otherwise. I, for myself and my heirs assigns, and successors, hereby forever release, waive, and relinquish any and all claims for injuries, damages, loss, or death, regardless of severity, against MCTS and the County, including its respective officials, agents, volunteers and employees, that I might have, which are in any way related to the transportation services provided to me by MCTS, which includes, but is not limited to, those previously provided for in this section; and
- Further, I agree to indemnify, save, and hold harmless MCTS and the County, including its respective officials, agents, volunteers and employees, for any damage to the premises of the pickup or drop off locations (e.g. landscaping or driveways) or to any personal property that may result from MCTS providing transportation services to me.
- I further agree that this agreement shall be governed by the laws of the State of North Carolina.

In signing this release, I acknowledge and represent that I have read and fully understand the foregoing Release, Waiver, and Indemnification of Liability, and sign it freely, knowingly, and voluntarily as my own free act and deed.

\_\_\_\_\_  
Signature                                  Date

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
City, State and Zip Code

\_\_\_\_\_  
Telephone

If the individual is under the age of 18 or has a legal guardian:

\_\_\_\_\_  
Name of Parent or Legal Guardian                                  Signature

**ATTACHMENT 1**

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**County of Moore  
Transportation Services**

Transportation (910) 947-3389  
Fax: (910) 947-4702

**SUBJECT: Moore County Transportation Services Policy Acceptance Letter**

Enclosed is a copy of the May 4, 2021, Moore County Transportation Services Policies adopted by the Moore County Board of Commissioners, recommended by the Moore County Transportation Advisory Board. Please review this document; and if you have any questions regarding these policies, please give us a call at 910-947-3389.

Once you have reviewed, please complete the information below and return to Moore County Transportation Services. If we do not receive this signed Policy Acceptance letter, you will not receive transportation services until the document has been received by our office.

By your signature below, you acknowledge that you have read and understand the Moore County Transportation Services Policies and that you will abide by the Policies contained therein.

\_\_\_\_\_  
Signed

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
Telephone

\_\_\_\_\_

ATTACHMENT 2

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