SPECIAL MEETING
MCTS Transportation Advisory Board
Rick Rhyne EOC Office Lower Level
November 29, 2018 at 3:00 pm

AGENDA

I. Introductions-Kenneth Byrd

II. Minutes from Meeting August 15, 2018 Meeting-Kenneth Byrd

III. Financials-Stephanie Cormack

IV. New Business-Kenneth Byrd
   a. Revision to Policy & Procedures - Sonia Biggs
      i. Added language regarding dogs
   b. Grant updates – Sonia Biggs

V. Adjourn-Kenneth Byrd

Minutes

MCTS Transportation Advisory Board

Date: August 15th, 2018
Time: 3:00 PM
Location: Rick Rhyne Lower Level EOC Office

Voting Members Present: Kenneth Byrd (Chair), Terri Prots, Anthony McCauley (Secretary), Karen DeCata (Vice Chair), Wendy Carter, Jennifer Gonzales, Shirley Perkins
Voting Members Absent: Yvette Ausby, Gracie Dowdy, Jim Pedersen, Bryan Phillips, Bob Huber
Ex-official Members Present: None
Ex-Official Members Absent: Louis Gregory
Other Members Present: Rhonda Priest
Moore County Transportation Staff Members Present: Stephanie Cormack, Debra Ensminger, Sonia Biggs, Caroline Xiong, Tron Ross, Kris Klug

I **Introductions** – All present introduced themselves.

II **Reading and Approval of Minutes from May 23rd, 2018 Meeting –** Wendy Carter motioned to approve minutes and Terri Prots seconded the motion. Motion was approved.

III **Introduction New Staff-** Moore County Planning/Transportation Director Debra Ensminger announced the position of Transportation Manager has been filled internally by Sonia Biggs. Sonia was introduced to the Board and we are excited to have her in this role with MCTS.

IV **Financial Update FY 18 –** Moore County Planning/Transportation staff Stephanie Cormack presented the current financials; current status shows actual totals for June 2017 – July 2018. Financial report shows deficit for 4 months that are due to Quarterly Assessments, however surplus of remaining funds are operating with a positive balance.

V **New Business:**

A. Proposed Changes for MCTS Advisory Board By-Laws- By-Laws for Advisory Board presented the proposed changes and Articles that needed attention shows the changes. Terri Prots made motion to accept the reflected changes to By-Laws with a second of motion by Karen DeCata. Motion was approved.

B. Conflict of Interest Statement- Moore County Planning/Transportation Director Debra Ensminger explained to the Board each year every Transportation Advisory Board Members must sign a Conflict of Interest Statement. A copy of the Conflict of Interest statement was included in the agenda packet for each member to read and sign.

C. FY20 Grant Submittal- Moore County Planning/Transportation Director Debra Ensminger discussed the upcoming grant submittal for FY20. The intent is to request Tablets to be placed in each MCTS van if approved for FY20. Ms. Ensminger also explained to the Board that MCTS has received notification of award for the FY19 5311portion of the grant and is awaiting the award of FY19 Capital portion of the grant. Once award has been received for the FY19 Capital portion 5 new vans will be added to the fleet phasing out those with the highest mileage.

VI **Adjournment:**

A. There being no further business, motion to adjourn was made by Terri Prots and Wendy Carter seconded the motion. Meeting adjourned by unanimous consent.

B. Meeting adjourned at 3:30 PM

Respectfully submitted by,

Anthony B. McCauley
Secretary

Operating Supplies	July	August	September	October	November	December	January	February	March	April	May	June	Total
Expenses	$ 156,247.87	$ 37,851.02	$ 36,083.49	$ 116,218.08	$ 68,782.87	$ 52,411.18	$ 519,720.43	$ 55,669.18	$ 52,411.18	$ 150,675.56	$ 52,411.35	$ 52,111.29	$ 1,350,593.50
**Salaries - Full Time	$ 20,851.70	$ 24,128.17	$ 23,559.55	$ 27,853.70	$ 43,771.32	$ 28,785.76	$ 28,785.76	$ 28,785.76	$ 28,785.76	$ 43,178.70	$ 28,785.76	$ 28,785.76	$ 356,057.70
Salaries - Part Time	$ 2,361.88	$ 2,266.02	$ 2,239.41	$ 3,128.76	$ 3,289.57	$ 2,471.30	$ 2,471.30	$ 2,471.30	$ 2,471.30	$ 3,707.00	$ 2,471.30	$ 2,471.30	$ 31,820.44
Salaries - Resource	$ -	$ -	$ -	$ -	$ 2,053.50	$ 4,107.00	$ 4,107.00	$ 4,107.00	$ 4,107.00	$ 6,164.50	$ 4,107.00	$ 4,107.00	$ 32,860.00
Longevity	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 3,558.00	$ -	$ -	$ -	$ -	$ 3,558.00
Service Award	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
FICA/Medicare	$ 1,697.33	$ 1,934.18	$ 1,888.41	$ 2,284.98	$ 3,671.46	$ 2,705.38	$ 2,705.38	$ 2,705.38	$ 2,705.38	$ 4,058.10	$ 2,705.38	$ 2,705.38	$ 31,766.74
Retirement	$ 1,816.76	$ 2,064.96	$ 2,018.23	$ 2,422.99	$ 3,679.91	$ 2,443.70	$ 2,443.70	$ 2,443.70	$ 2,443.70	$ 3,665.50	$ 2,443.70	$ 2,443.70	$ 30,330.55
401K Retirement	$ 489.04	$ 568.28	$ 545.83	$ 649.45	$ 1,136.53	$ 937.76	$ 937.76	$ 937.76	$ 937.76	$ 1,406.70	$ 937.76	$ 937.76	$ 10,422.39
Health Insurance	$ 4,736.36	$ 5,382.52	$ 5,382.52	$ 5,382.52	$ 10,335.24	$ 8,613.24	$ 8,613.24	$ 8,613.24	$ 8,613.24	$ 12,919.80	$ 8,613.24	$ 8,613.24	$ 95,818.40
Unemployment Costs	$ 243.25	$ -	$ -	$ 243.25	$ -	$ -	$ 243.25	$ -	$ -	$ 243.25	$ -	$ -	$ 973.00
Workers Compensation	$ 6,565.75	$ -	$ -	$ 6,565.75	$ -	$ -	$ 6,565.75	$ -	$ -	$ 6,565.75	$ -	$ -	$ 26,263.00
Life Insurance	$ 98.14	$ 106.20	$ 106.20	$ 106.20	$ 181.35	$ 134.54	$ 134.54	$ 134.54	$ 134.54	$ 201.79	$ 134.54	$ 134.54	$ 1,607.12
Unemployment Insurance - NC	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Workers Compensation Claims	$ 18,848.00	$ -	$ -	$ 18,848.00	$ -	$ -	$ 18,848.00	$ -	$ -	$ 18,848.00	$ -	$ -	$ 75,392.00
Capital Outlay	$ -	$ -	$ -	$ -	$ -	$ -	$ 394,148.00	$ -	$ -	$ -	$ -	$ -	$ 394,148.00
Uniforms	$ 149.13	$ 217.16	$ 169.93	$ 175.08	$ 203.33	$ 291.68	$ 291.68	$ 291.68	$ 291.68	$ 291.68	$ 291.68	$ 291.52	$ 2,956.23
Office Supplies	$ 20.46	$ 45.14	$ 80.64	$ 123.60	$ 4.99	$ 233.33	$ 233.33	$ 233.33	$ 233.33	$ 233.33	$ 233.33	$ 233.37	$ 1,908.18
Janitoral Supplies	$ 18.99	$ 100.06	$ -	$ 37.09	$ 7.50	$ 120.83	$ 120.83	$ 120.83	$ 120.83	$ 120.53	$ 121.00	$ 121.00	$ 1,009.49
Operating Supplies	$ -	$ -	$ -	$ -	$ 62.50	$ 62.50	$ 62.50	$ 62.50	$ 62.50	$ 62.50	$ 62.50	$ 62.50	$ 500.00
Travel/Training	$ 49.50	$ 500.00	$ -	$ 86.49	$ (250.00)	$ 416.66	$ 416.66	$ 416.66	$ 416.66	$ 416.68	$ 416.70	$ 416.68	$ 3,302.69
Telephone	$ 27.26	$ 47.33	$ 63.27	$ 83.34	$ 83.34	$ 83.34	$ 83.34	$ 83.34	$ 83.34	$ 83.34	$ 83.30	$ 83.30	$ 887.84
Advertising	$ -	$ -	$ -	$ 422.63	$ -	$ 320.83	$ 320.83	$ 320.83	$ 320.83	$ 320.83	$ 320.83	$ 320.87	$ 2,668.48
Drug Testing	$ -	$ 29.50	$ 29.50	$ -	$ 219.00	$ 50.00	$ 50.00	$ 50.00	$ 50.00	$ 50.00	$ 50.00	$ 50.00	$ 628.00
Motor Vehicle Reports	$ -	$ 163.00	$ -	$ -	$ -	$ 300.00	$ -	$ -	$ 300.00	$ -	$ 300.00	$ -	$ 1,063.00
Equipment Leases	$ 15,316.50	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 15,316.50
Insurance	$ 34,653.57	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 34,653.57
Liability/Property Insurance	$ 746.75	$ -	$ -	$ 746.75	$ -	$ -	$ 746.75	$ -	$ -	$ 746.75	$ -	$ -	$ 2,987.00
IT Assessment	$ 1,399.25	$ -	$ -	$ 1,399.25	$ -	$ -	$ 1,399.25	$ -	$ -	$ 1,399.25	$ -	$ -	$ 5,597.00
Property Management Assessment	$ 34,300.75	$ -	$ -	$ 34,300.75	$ -	$ -	$ 34,300.75	$ -	$ -	$ 34,300.75	$ -	$ -	$ 137,203.00
Wellness Works Assessment	$ 1,250.00	$ -	$ -	$ 1,250.00	$ -	$ -	$ 1,250.00	$ -	$ -	$ 1,250.00	$ -	$ -	$ 5,000.00
General Fund Assessment	$ 10,107.50	$ -	$ -	$ 10,107.50	$ -	$ -	$ 10,107.50	$ -	$ -	$ 10,107.50	$ -	$ -	$ 40,430.00
Dues/Subscriptions	$ 500.00	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 500.00
Professional Services	$ -	$ 298.50	$ -	$ -	$ 250.00	$ 250.00	$ 250.00	$ 250.00	$ 250.00	$ 250.00	$ 250.00	$ 250.00	$ 2,298.50
Office Equipment/Furnishings	$ -	$ -	$ -	$ -	$ 83.33	$ 83.33	$ 83.33	$ 83.33	$ 83.33	$ 83.33	$ 83.33	$ 83.37	$ 666.68
Revenue	$ 37,870.41	$ 50,684.34	$ 219,619.21	$ 44,179.08	$ 394,955.67	$ 138,224.52	$ 87,875.50	$ 52,875.50	$ 133,632.53	$ 52,875.51	$ 52,875.51	$ 137,477.04	$ 1,403,144.82
Sale of Capital Assets	$ -	$ -	$ -	$ -	$ -	$ -	$ 35,000.00	$ -	$ -	$ -	$ -	$ -	$ 35,000.00
User Fees	$ 34,756.41	$ 43,533.34	$ 27,402.11	$ 39,648.08	$ 49,542.17	$ 49,542.17	$ 49,542.17	$ 49,542.17	$ 49,542.17	$ 49,542.17	$ 49,542.17	$ 49,542.13	$ 541,677.26
ROAP User Fees	$ 3,114.00	$ 7,151.00	$ 2,811.00	$ 4,531.00	$ 1,771.00	$ 3,333.33	$ 3,333.33	$ 3,333.33	$ 3,333.34	$ 3,333.34	$ 3,333.34	$ 3,333.34	$ 42,711.35
5311 Admin			$ 77,413			$ 47,776			$ 43,184			$ 47,028	$ 215,399.72
5311 Capital					$ 343,643	$ -			$ -			$ -	$ 381,825.00
5311 General Public			$ 68,348			$ 15,872			$ 15,872			$ 15,872	$ 115,963.00
EDTAP			$ 43,646			$ 21,702			$ 21,702			$ 21,702	$ 108,751.00
Remaining Funds	$ (118,377.46)	$ 12,833.32	$ 183,535.72	$ (72,039.00)	$ 326,172.80	$ 85,813.34	$ (431,844.93)	$ (2,793.68)	$ 81,221.35	$ (97,800.05)	$ 464.16	$ 85,365.75	$ 52,551.32

Actual totals reported July-October

Estimated totals reported November-June

Moore County Transportation Services

POLICY & PROCEDURES

REVISED 1/8/2019

Moore County Transportation Mission Statement

The Mission of Moore County Transportation Services (MCTS) is to provide safe and efficient transportation services for citizens and clients of County agencies.

Moore County Transportation Vision Statement

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 transportation services to all Moore County residences:

- Non-Emergency - all transportation services provided by MCTS are non-emergency transportation services.
- Subscription - when passengers schedule routine rides from one specific location to another location and at set times (e.g. Transportation to work on Monday, Wednesday, and Friday mornings).
- Demand response - when passengers request a single ride from one specific location to another specific location at a set time.
- Deviated fixed route - a fixed route with minor deviations for pick-ups and drop offs.

Requests for service must be scheduled at least 48 hours (two business days) in advance. Passengers are permitted two one way trips per day with exception to the deviated fixed route service.

Service is provided Monday through Friday, between the hours of 6:00 am and 6:00 pm. Office hours are between the hours of 8:00 am and 5:00 pm.

The deviated fixed route, the "A-Pines" Line, operates between the hours of 7:00 am and 5:30 pm, Monday through Friday. The route will deviate for clients located within a one mile radius from the designated stops.

THE A-PINES

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
Easter Friday
Memorial Day
Fourth of July
Labor Day

Veterans Day
Thanksgiving
Friday after Thanksgiving Day
Christmas (see schedule below)

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

The County observes the following schedule regarding Christmas Day. When Christmas Day falls on the days noted in the table below, then the 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 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 follows;

Day	Area
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

MCTS vans are required to depart by 3:00 pm from Chapel Hill/Durham and Fayetteville area(s).

4. NON-EMERGENCY TRANSPORTATION SERVICES

All transportation services provided by MCTS are non-emergency. Passengers scheduled for appointments will not be transported by MCTS if any of the following symptoms are evident:

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

If the MCTS 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 d**river 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**.

5. PASSENGER POLICIES

Passenger Behavior

a. A passenger's right to transportation privileges can be suspended or terminated by MCTS or sponsoring agency due to misconduct, disruptive or abusive behavior. Disruptive or abusive behavior to other passengers or the driver will not be tolerated.

b. Passengers are to be delivered only to locations authorized on the driver manifest.

c. Passengers may be delivered at any human service agency before the agency is open for business.

d. No profanity or vulgarity is allowed while on board a MCTS vehicle. Verbal abuse (example: profanity directed towards the driver(s) or other passengers) can result in suspension or termination of transportation privileges.

e. Threats directed at the driver or passengers, threatening physical contact or assaults are grounds for immediate suspension or termination of service.

f. Passengers are not permitted to smoke, chew tobacco, drink alcohol, use foul language or drugs, or any illegal substance in/on MCTS vehicles.

g. No weapons (knives or firearms) will be allowed on MCTS vehicles.

h. Passengers are not permitted to eat or drink, in/on MCTS vehicles. However, exceptions are made to allow eating and drinking due to a passenger's medical condition or treatment.

i. Carryon bags or other items are limited to those that can be held in the passengers lap, out of the way of aisles.

j. All passengers, including passengers in wheelchairs, must wear seat belts in accordance with North Carolina law (NCGS 20-135.2A) to insure the safety of all individuals in the vehicle. Passengers will be denied transportation services if they choose not to abide by the seat belt policy, unless they can provide medical documentation stating they should not be required to wear a seat belt.

k. No screaming, loud talking, singing, or playing of loud music is allowed in/on MCTS vans.

l. Inappropriate display of affection (inappropriate touching) or sexual activity directed towards the Driver or other passengers is not allowed.

m. No release of human waste, including spitting, is allowed. This does not include instances of vomiting due to treatment, medication, or illness.

n. No flammable liquids/explosive or otherwise hazardous materials are allowed to be transported on MCTS vehicles.

o. Drivers reserve the right to refuse transportation to any passenger who appears to be intoxicated or under the influence of drugs.

p. Passengers are expected to use good personal hygiene.

q. No animals, except service animals, will be allowed on board any MCTS vehicle.

r. All trash must be placed in the proper trash receptacle.

s. If a passenger is unable to sit up, in severe pain, or has other debilitating problems, MCTS will not transport them.

Disruptive Passenger Behavior

If a passenger disrupts the driver, interferes with operations, or bothers other passenger(s), the Transportation Manager or his/her agent will speak privately with the passenger and the passenger's sponsoring agency representative (if the passenger is a human service agency client) and follow the applicable disciplinary actions.

If the situation warrants, the Director of MCTS or the Transportation Manager can suspend or terminate transportation privileges immediately.

First incident:

After the first incident the passenger and the passenger's sponsoring agency if applicable will receive a verbal warning detailing to the passenger the reason his/her behavior is objectionable and the steps the passenger must take to correct the behavior.

Second incident:

After the second incident the passenger and the passenger's sponsoring agency if applicable will receive a written warning stating the reason his/her behavior is objectionable and the steps he/she must take to correct the behavior. Second incidents can include a suspension of transportation for up to 30 days.

Third incident:

After the third incident the passenger and the passenger's sponsoring agency if applicable will receive a written warning as well as suspension of transportation privileges up to no less than 30 days. The written warning will state the reason his/her behavior is objectionable and the steps he/she must take to correct the behavior.

Fourth incident:

After the fourth incident the passenger and the passenger's sponsoring agency if applicable will receive a written warning notifying him/her that they have been permanently suspended from Moore County Transportation Services.

6. RESERVATIONS

MCTS must be notified of scheduled appointments no later than two business days (48 hours) before an appointment.

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

- Moore County Transportation 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 MCTS with the doctor's name and the medical building (physical address) to where they are being transported.

Drivers are not permitted to sign passengers in or out of scheduled appointments.

All MCTS passengers will be ready approximately one and a half (1.5) hours prior to their scheduled appointment time.

Demand Response appointments must be scheduled between 8:00am and 3:00 pm for in-county trips and between 9:00 am and 11:00 am for out of county trips.

Drivers wait five (5) minutes for passengers, if the client does not board the vehicle within 5 the passenger will be marked as a NO SHOW unless otherwise instructed by MCTS office.

Passengers should wait at a main entrance or curbside if they are physically or mentally capable and weather permitting.

All MCTS passengers who have dogs must have their dogs confined for the safety of MCTS drivers. If dogs are not confined services will not be received and the passenger will be charged a No-Show Fee. No exceptions.

EXCEPTION: While transportation services are required to be scheduled no less than 48 hours in advance, if an organization within Moore County, which has not entered into a contract with the County for transportation services, experiences extenuating circumstances, the Director of MCTS or his/her designee, in his/her sole discretion, may approve transportation services to clients of that organization within the 48-hour window. In such an event, MCTS will inform the requesting organization of the following:

1. The request must be approved by the Director of MCTS or their designee;
2. If approved, the requested services will be added to the schedule; however, to the extent possible, the assistance will not interfere with the scheduled operations of MCTS;
3. 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 Section 8, Passenger Aide/Escort).
4. All trips are limited to in-county services only. No out of county trips will be provided;

5. The 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;
6. **The organization will be responsible for payment for transportation services provided by MCTS; and** Any outstanding debts may result in the denial of future requests until payment is made in full.

7. CANCELLATIONS

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

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

8. 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.

9. CURB-TO-CURB SERVICE

Moore County Transportation Services provides curb-to-curb services. If additional assistance is needed the driver must remain within view of the vehicle while other passengers are on board. MCTS drivers assist passengers on and off the vehicles and to the entry door if required. Passengers who are non-ambulatory or need additional assistance beyond entry door must be accompanied by an aide or family member/guardian.

The MCTS system does not provide aides or door-to-door service.

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)

10. 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. 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.

11. 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, 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.

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.

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 30th.

All suspensions will reset on July 1st.

12. 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.

13. INCLEMENT WEATHER POLICY

Moore County Transportation Services will follow the Moore County Policy.

14. 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.

15. 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.

16. 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.

17. CONFIDENTIALITY

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

18. 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.

19. 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 drug-free 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.

20. 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 tires 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.

21. 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.

22. 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.

23. 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.)

24. 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.

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, Carthage, NC 28327.

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.

25. 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.

TITLE VI POLICY STATEMENT
Attachment #4a, entitled: "*Title VI Policy Statement*"

TITLE VI PLAN
Attachment #4b, entitled: "*Title VI Plan*"

PUBLIC INVOLVEMENT PLAN
Attachment #4c, entitled: "*Public Involvement Plan*"

LEP PLAN
Attachment #4d, entitled: "*Limited English Proficiency Policy*"

DISCRIMINATION COMPLAINT FORM
Attachment #4e, entitled: "*Discrimination Complaint Form*"

COMPLAINT LOG
Attachment #4f, entitled: "*Public Transit Complaint Log*"

26. Deviated Fixed Route Stop Announcements

Under CFR 37.167 of Title 49 in relation to the operation of a Deviated Fixed Route, Moore County Transportation Services drivers shall announce major intersections, destinations points, and intervals along the route sufficient to permit individuals with visual impairments or other disabilities to be oriented to their location.

Attachments Section

MCTS ACCIDENT/INCIDENT REPORT FORM

DATE OF INCIDENT:_____ TIME:_____AM/PM

DRIVER'S NAME:_____VEHICLE#:_____

PASSENGER(S) INVOLVED IN ACCIDENT/INCIDENT:_____

_____

_____

LOCATION OF ACCIDENT/INCIDENT (ADDRESS/INTERSECTION):_____

_____

_____

Was a passenger(s) injured? YES/NO (circle one). If Yes, indicate the type of injury below.

Was an MCTS employee injured? YES/NO (circle one). If Yes, indicate the type of injury below.

Type of injury (ies):

_____

_____

Details of accident/incident:

_____

_____

_____

(use reverse side or another sheet of paper and attach if necessary)

Did injury/accident require physician/hospital visit _____ Yes _____ No

Arrival time: _____

_____

Physician/hospital/phone number

***Passenger needs to sign below if accident/incident and if medical attention is not desired and/or required:**

_____/_____

Signature of passenger (if needed) Date

Note: injured party refuses to sign form_____(driver initials go here)

_____/_____

Signature of person completing report **(only needed if driver is not available)** Date

_____/_____

Signature of driver Date

RETURN THIS FORM TO MCTS MANAGEMENT WITHIN 24 HOURS OF ACCIDENT/INCIDENT

2

Moore County Transportation Services

Post-Accident Drug and Alcohol Testing Decision Maker Form

The Moore County Transportation Services Drug and Alcohol policy requires that employees involved in a vehicle accident (as defined in the Policy; section 21, page 15) must submit to tests for alcohol and prohibited drugs as soon as possible following the accident (not to exceed 8 hours for alcohol testing and 32 hours for drug testing). The Policy also requires the testing of any other safety-sensitive employee whose performance could have contributed to the accident, as determined by the Director or Supervisor at the scene using the best information available at the time of the decision. **(The testing of non-safety sensitive employees, as well as testing outside of the FTA criteria, is conducted under the County of Moore's own authority).**

Accident Information:

Date of Accident _____Time of Accident: _____ AM/PM

Employee Name: _____

Decision Questions:

- Was there a human fatality? ____ Yes ____ No. <u>If Yes, Post-Accident tests are required.</u>
- If there was **no** fatality, ask the following questions:

1. Has any individual suffered a bodily injury and immediately received medical treatment away from the scene of the accident? ____ Yes ____ No
2. Was there disabling damage to the Moore County Transportation Services vehicle or any other vehicle as a result of the occurrence and the vehicle was transported away from the scene by a tow truck or other vehicle? ____ Yes ____ No
3. Was the Moore County Transportation Services vehicle removed from operation? ____ Yes ____ No

If you check YES for any of questions 1, 2 or 3 above, post-accident drug and alcohol test are required under FTA rules.

Employee taken to _____ (collection site)

by _____ Title _____ at _____ AM/PM

FTA regulations also require that testing be done as soon as possible following the accident. If alcohol testing is not conducted within 2 hours after the accident, you must document the reason for the delay below on this form. If the alcohol test is not administered within 8 hours, and the drug test within 32 hours, you must cease all efforts to administer the tests and document the reason(s) why the tests were not administered within the prescribed time frames.

Reason Test Was Not Completed or Delayed:

Testing Procedures:

_____ Determine if employee requires medical attention.

_____ Bring employee into a private setting if possible and inform them that they will be transported to a medical clinic for a drug and alcohol test, in accordance with FTA, NCDOT and Moore County mandated procedures.

_____ Complete the Order for Testing Form and mark Post-Accident for test type. If testing is under Moore County Transportation Services authority, use the Non-DOT testing form.

_____ Transport the employee to the company-authorized collection site and inform them that under Moore County Transportation Services policy that they will be removed from any safety sensitive function pending the outcome of the tests.

_____ If employee refuses to submit to testing, inform the employee that refusal to comply or cooperate is treated as a positive test, and will result in termination of employment.

_____Complete and sign this form and forward original to the Moore County Transportation Services Drug and Alcohol Program Manager, Sonia Biggs.

Please remember to respect the privacy of the employee and the integrity of the testing program. Keep all matters confidential and discuss only with parties who have a "need to know."

_____ _____

Signed Date

Moore County Transportation Services

Reasonable Suspicions Testing Determination Form

Note to Supervisor/Department Official: This form is to be used to substantiate and document the objective facts and observations leading to a reasonable suspicion testing determination. After a direct observation of the employee's appearance, behavior, speech, body odors, and/or performance, please check ALL the indicators that raised your suspicion that the employee may have engaged in conduct in which violates the Drug and Alcohol policy. **Read further instructions on the back page.**

Employee Name _____ Job Title _____

Supervisor/Department Official _____ Job Title _____

Date and Time of Determination: _____

Name(s) of Witness(es), if any: _____

A. APPEARANCE OR PHYSICAL INDICATORS

___ Flushed or very pale complexion
___ Excessive sweating or skin clamminess
___ Bloodshot or watery eyes
___ Dilated or constricted pupils
___ Nystagmus (jerky eye movement
___ Unfocused, blank stare
___ Runny/bleeding nose
___ Disheveled clothing
___ Unkempt grooming
___ Possible puncture marks on arms
___ Dry mouth, wetting lips frequently

B. BEHAVIORAL INDICATORS

___ Stumbling, unsteady gait
___ Poor coordination
___ Hyperactivity, fidgety, agitated
___ Nervous, disorderly
___ Irritable, moody, belligerent
___ Shaking, tremors, twitches
___ Dizziness or fainting
___ Nausea or vomiting
___ Breathing irregularly or with difficulty
___ Extreme fatigue or sleeping on the job
___ Depressed, withdrawn

C. SPEECH OR BODY ODORS

___ Slurred, thick, slowed speech
___ Incoherent, nonsensical, silly
___ Loud, boisterous
___ Repetitious, rambling
___ Cursing, inappropriate language
___ Rapid, pressured
___ Excessive talkativeness
___ Exaggerated enunciation
___ Odor of alcohol
___ Distinctive pungent aroma

D. PERFORMANCE INDICATORS*

___ Delayed or faulty decision-making
___ Impulsive, unusual risk-taking
___ Inability to concentrate
___ Lack of motivation
___ Impaired mental functioning
___ Decreased alertness
___ Significant increase in errors
___ Reduced quality/quantity of work
___ Inappropriate response to instructions
___ Excessive absences or use of sick time
___ Lackadaisical, apathetic attitude

Other observations not noted above: _____

_____

Date and Time of Test: _____ Test Refused: ____ No ____ Yes

Supervisor/Department Official Signature _____

*These are usually long-term indicators. Must be combined with other indicators under A, B, or C.

Instructions to Supervisor/Department Official:

1. Conduct the employee interview in a private setting, mindful of the dignity and confidentiality rights of the employee.
2. Give the employee an opportunity to explain the reason(s) for the indicators you have observed from his or her perspective. Expect denial. Note explanation given by the employee (if any) in the space below.

3. Arrange to have the employee accompanied to the collection site for testing without delay.
4. Federal regulations require that reasonable suspicion testing for alcohol be administered within two (2) hours following the determination to refer the employee for testing. If alcohol testing is not conducted within two hours, document the reason for the delay. If the test is not administered within eight (8) hours, cease all attempts to test and document the reason for the inability to test. (Requirement per 49 CFR PART 655) Please use the space below to document and delays or inability to test.

5. Complete and sign this document and send original to the Moore County Transportation Services Drug and Alcohol Program Manager, Sonia Biggs.

IMPORTANT: DO NOT TRY TO DIAGNOSE ABUSE OR ADDICTION OR IDENTIFY THE SPECIFIC DRUG ASSOCIATED WITH THE EMPLOYEE'S BEHAVIOR OR APPEARANCE.

MOORE COUNTY TRANSPORTATION SERVICE
COUNTY OF MOORE

NOTICE TO THE PUBLIC

TITLE VI POLICY STATEMENT

In accordance with DOT Order 1050.2A, Moore County Transportation Services (MCTS) assures the North Carolina Department of Transportation that MCTS operates its programs and services without regard to **race, color, national origin, sex, religion, age and disability** in accordance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987 and related statutes. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice may file a complaint with Moore County Transportation Services.

For more information on Moore County Transportations' civil rights program, and the procedures to file a complaint, contact (910)947-3389, (TTY-800-735-2962); email: sbiggs@moorecountync.gov or contact our administrative office: Sonia Biggs; Transportation Manager; P.O. Box 905; Carthage, NC 28327. For more information visit www.moorecountync.gov.

If information is needed in another language, please contact (910)947-6362.

A complainant may file a complaint directly with the North Carolina Department of Transportation by filing with the Office of Equal Opportunity and Workforce Services, External Civil Rights Section, 1511 Mail Service Center, Raleigh, NC 27699-1511, Attention: Title VI Nondiscrimination Program; phone: 919-508-1808 or 800-522-0453, or TDD/TTY: 800-735-2962.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR,1200 New Jersey Ave., SE, Washington, DC 20590.

Title VI Plan:

Moore County Transportation Services (MCTS) has adopted the Title VI Plan to insure compliance with mandated federal and state requirements. The plan shall serve as a guide to develop procedures related to Title VI, and to insure compliance with carrying out the procedures. Moore County Transportation Services reserves the right to amend this plan or any established procedures at any time in order to meet compliance requirements. Sonia Biggs, Moore County Transportation Manager, shall serve as the Civil Rights/EO Coordinator for the transit system.

Annual Title VI Certification and Assurances:

Moore County Transportation Services shall submit their annual Title VI assurances upon request as a part of the NCDOT/CTP grant application. Moore County Transportation Services being a sub-recipient of FTA funding will submit the required assurances to the NCDOT/PTD who serves as the recipient.

Title VI Complaint Procedures:

All personnel will receive training related to the Title VI Policy Statement. If there are complaints related to a possible violation of the Title VI Policy, personnel will be asked to forward those complaints to the MCTS Civil Rights/EO Coordinator for investigation. The Coordinator will prepare and maintain a list of any active investigations, and include the following information
:

- The date the investigation, lawsuit, or complaint was filed
- A summary of the allegations
- The status of the investigation, lawsuit, or complaint
- Actions taken by MCTS in response to the investigation, lawsuit, or complaint
- A complainant will receive a letter of findings and resolution with instructions as to how to appeal the decisions detailed in the findings

Also, any person who believes himself or any specific class of persons to be subjected to discrimination prohibited by Title VI may by himself or by a representative file a written complaint with; the North Carolina Department of Transportation (NCDOT), Federal Transit Administration (FTA), Federal Highway Administration (FHWA), United States Department of Transportation (USDOT), or the United States Department of Justice (USDOJ). Complete addressed of these agencies are listed below. A complaint must be filed no later than 180 days after the date of the alleged discrimination. Once a complaint has been accepted by the FTA, the investigation process will begin, and will conclude with a letter of finding and resolution. As part of an appeals process, the letter of findings and resolution will offer the opportunity to provide additional information.

North Carolina Department of Transportation
Office of Civil Rights and Business Development
1511 Mail Service Center
Raleigh, NC 27699

Federal Transit Administration
Regional Civil Rights Officer
230 Peachtree, NW
Suite 800
Atlanta, GA 30303

Federal Highway Administration
Office of Civil Rights
1200 New Jersey Avenue, SE
8th Floor E81-314
Washington, DC 20590

United States Department of Transportation
Departmental Office of Civil Rights
1200 New Jersey Avenue, SE
Washington, DC 20590

Department of Justice Civil Rights Division
950 Pennsylvania Avenue, NW
Coordination and Review Section, NYA
Washington, DC 20530

Requirement to notify beneficiaries of protection under Title VI:
MCTS shall be cognizant of the need to disseminate information to the public through all available means. Information shall include the following:

- A statement that the system operates programs without regards to race, color, national origin, age, gender, and disability;
- Procedures that members of the general public should follow in order to request additional information on our nondiscrimination obligations;
- Procedures that members of the general public should follow in order to file a discrimination complaint against the system.

Information shall be disseminated through brochures, flyers, group meetings, published notices, or other means as determined to be appropriate.

Public Involvement Plan

This public involvement plan provides direction for effective public involvement in the development of Moore County Transportation Services (MCTS) plans and programs. For our customers, this public involvement plan describes opportunities for involvement in assisting the focus and priorities for transportation at MCTS. This plan will guide MCTS in its efforts to identify and accommodate the needs of transportation customers throughout Moore County. Recognizing that different situations require different techniques for reaching the public, this public involvement plan provides techniques to be applied, as appropriate, in order to achieve the goal of effective public involvement. The goal of MCTS through this plan is to provide the highest quality public involvement possible for transportation decision-making. This can only be achieved when customers are identified and brought into the planning process. To achieve this goal, major planning and program development objectives include:

1. Solicit public participation.
2. Seek broad identification and representative involvement of customers and users of offered programs.
3. Utilize effective and equitable avenues for distributing information and receiving comments.
4. Provide educational materials and design public involvement initiatives that will support and encourage effective participation.
5. Maintain and develop staff expertise in all aspects of public involvement.
6. Support and encourage continuous improvement in the methods used to meet the public need for information and involvement.

The Federal regulations related to public involvement in transportation decision-making can be found in Title 23; Section 450.212, Code of Federal Regulations. These regulations leave the methods for carrying out public involvement to the discretion of the County; however, the public involvement processes may provide:

- Early and continuous opportunities for involvement
- Timely information on transportation issues, processes and procedures
- Reasonable access to technical and policy information
- Adequate notice of involvement opportunities at key decision points
- Methods for considering and responding to public input
- A course of action for seeking out and considering the needs of traditionally underserved groups
- Periodic review and evaluation of the public involvement process

Title VI of the Civil Rights Act of 1964, together with related statutes and regulations, provide that "no person shall on the ground of race, color, and national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal funds. The entire institution, whether educational, private or governmental must comply with Title VI and related Federal civil rights laws, not just the program or activity receiving federal funds."

Public involvement techniques continue to evolve through the application of new technology, broader public knowledge of the role one can play in transportation decision-making, encouraging creative approaches, and being ever-mindful of the goals and benefits of public participation. MCTS will support and encourage continuous improvement in the methods used to meet the public need for information and involvement. MCTS will employ a variety of techniques to invite and encourage public participation in decision-making. Some of these techniques are:

Enlisting the aid of community leaders, Transportation Advisory Board, Mailing lists, Key person interviews, Public information materials, Public Hearings, Several public meeting styles, Video techniques, Internet Use, Media strategies, Telephone techniques, Public forums

Transportation Advisory Board: The Transportation Advisory Board (TAB) is a representative group of diverse stakeholders that meets regularly to discuss issues of common concern. This committee has been used for many years and can be an effective component of public involvement efforts. The TAB has the following basic features:

- Well-represented interest groups from throughout the county

- Regular meetings
- Recorded minutes
- A goal for consensus on issues
- The adoption of an important role in the process

When agencies are presenting goals and proposed programs, its members are more apt to ask for assistance, clarification of points, and follow-up on questions. The existence of the TAB demonstrates progress toward involving people in projects and programs.

Key Person Interviews: A key person interview is a one-on-one talk about a specific topic or issue with an individual recognized or designated as a community leader. A key person might be an opinion leader, a spokesperson for the community, an elected official, the head of an organization, or a representative of local media. They are helpful in rapidly getting details on the community and in understanding the priorities of residents. They also help convey community issues to decision-makers or identify stakeholders who may be involved and interested in a project or proposal.

Public Information Materials: Public information materials provide general information about public transportation, and investments that are under way or in the planning stage. A sample range of public information materials includes:

- Brochures
- Display advertisements
- Display boards
- Electronic media
- Flyers
- Legal notices
- Local government channel
- News articles
- Newsletters
- On-line home page
- Questionnaires
- Slides and overheads
- Summaries of reports

Without the input of its citizens, staff members, and other stakeholders MCTS cannot have a true understanding of community values and needs with regard to transportation services. Local businesses, community groups, and residents may know information that is more current or more detailed than what is available to transportation professionals. Effective public involvement compliments the transportation professional's technical expertise, helps to form a consensus, and lays the foundation for solid decisions.

Limited English Proficiency Policy

Moore County Transportation Services (MCTS) is committed to providing equal opportunity in all programs and services to ensure full compliance with all civil rights laws, including Title VI of the 1964 Civil Rights Act. MCTS will provide equal services including access to services for persons with Limited English Proficiency (LEP).

It is the policy of this department to provide language access services to current and other interested persons with Limited English Proficiency (LEP) who are eligible for the services MCTS provides.

Printed material used by MCTS will be provided in an alternative form upon request.

Oral translation services may be provided by trained staff members. If a trained staff member is unavailable or there is none for a particular language, arrangements shall be made through other County departments with available interpreters, or a volunteer interpreter where one is available.

Our Equal Opportunity and discrimination complaint policies are posted at the MCTS office. Complaints of discrimination will be handled as outlined by current program policy.

Sonia Biggs, Transportation Manager, is the designated Equal Opportunity/Limited English Proficiency Coordinator for the County of Moore. Biggs may be reached on weekdays from 8:00am – 5:00pm at (910) 947-3389. Information about the discrimination complaint resolution process is available to you upon request.

MOORE COUNTY TRANSPORTATION SERVICES
Discrimination Complaint Form

Last Name:	First Name:	☐ Male ☐ Female

Mailing Address:	City:	State:	Zip:

Home Telephone: ( )	Work Telephone: ( )	E-mail Address:

Identify the Category of Discrimination:

☐ RACE ☐ COLOR ☐ NATIONAL ORIGIN ☐ AGE

☐ RELIGION ☐ DISABILITY ☐ SEX/GENDER ☐ INCOME STATUS

Identify the Race of the Complainant

☐ Black ☐ White ☐ Hispanic ☐ Asian American

☐ American Indian ☐ Alaskan Native ☐ Pacific Islander ☐ Other _____

Date and place of alleged discriminatory action(s). Please include earliest date of discrimination and most recent date of discrimination.

How were you discriminated against? Describe the nature of the action, decision, or conditions of the alleged discrimination. Explain as clearly as possible what happened and why you believe your protected status (basis) was a factor in the discrimination. Include how other persons where treated differently from you. (Attached additional page(s), if necessary).

The law prohibits intimidation or retaliation against anyone because he/she has either taken action, or participated in action, to secure rights protected by these laws. If you feel that you have been retaliated against, separate from the discrimination alleged above, please explain the circumstances below. Explain what action you took which you believe was the cause for the alleged retaliation.

Names of individuals responsible for the discriminatory action(s):

Names of persons (witnesses, fellow employees, supervisors, or others) whom we may contact for additional information to support or clarify your complaint: (Attached additional page(s), if necessary).

Name	**Address**	**Telephone**
1.		
2.		
3.		
4.		

MOORE COUNTY TRANSPORTATION SERVICES

Discrimination Complaint Form

Page 2

Have you filed, or intend to file, a complaint regarding the matter raised with any of the following? If yes, please provide the filing dates. Check all that apply.

- ☐ US Equal Employment Opportunity Commission Date:
- ☐ Federal Highway Administration Date:
- ☐ US Department of Transportation Date:
- ☐ Federal or State Court Date:
- ☐ Other Date:

Have you discussed the complaint with any NCDOT representative? If yes, provide the name, position, and date of discussion.

Please provide any additional information that you believe would assist with an investigation.

Briefly explain what remedy, or action, are you seeking for the alleged discrimination.

****WE CANNOT ACCEPT AN UNSIGNED COMPLAINT. PLEASE SIGN AND DATE THE COMPLAINT FORM BELOW.**

_____	_____
COMPLAINANT'S SIGNATURE	**DATE**

MAIL COMPLAINT FORM TO:

Mailing: Moore County Transportation Services
P.O. Box905
Carthage, NC 28327

or call: 910-947-3389 x 207

FOR OFFICE USE ONLY

Date Complaint Received: _____

Processed by: _____

Case #: _____

Referred to: ☐NCDOT ☐FHWA ☐FTA ☐FAA ☐USDOT ☐DOJ Date Referred: _____

MCTS (Revised 3/08)

Moore County Transportation Services
Public Transit Complaint Log

Case No.	Complainant	Respondent	Receiving Agency	Date Filed	Basis	Date of Report	Determination

Moore County
Vehicle Fleet Policy
Effective March 1, 2012

H. Accidents Involving County Vehicles

In the event of an accident:

1. Contact the proper authorities (city police, county sheriff, and state highway patrol) immediately but no later than thirty minutes after the incident.

2. Substance Abuse policy number 2004-0006, section 11.4 Post –Accident Testing must be adhered to.

3. Regardless how minor the damage is to the vehicle the operator must report damages to his/her Supervisor.

4. The Supervisor will complete the Accident Investigation Report and a copy of the police report must be attached and submitted within 24 hours to the Department Director.

5. The Department Director will review and sign off on the Accident Investigation Report along with the copy of the police report and then turn in to the Risk and Benefits Manager.

6. The Risk and Benefits Manager will review the Accident Investigation Report and upon determination of severity of accidents reported those requiring additional investigation will be reviewed by the Accident Investigative Team. The Accident Investigation Team may request that employee meet with the Team.

7. If there is an employee injury, complete worker's compensation reporting form and Accident Investigation report will be submitted to the Risk and Benefits Manager within 24 hours.

8. Accidents, violations or other actions resulting in damage to or by a County vehicle or a personal vehicle, if personal vehicle is being used for County business, will be reviewed with the Department Director to determine corrective action.

MCTS New Driver Training Schedule

This is the systematic training each new Driver will receive prior to operating a MCTS van or starting any interaction with passengers on behalf of MCTS. During this training, Drivers will be evaluated on a regular basis to insure proper knowledge and passenger etiquette is retained.

Day One

- Introductions with Drivers, on proper procedures in van and office
- Made aware of proper procedure answering phones and radio use (if applicable)
- Become familiar with placement of daily used documents within the office, i.e. accident report, incident report, pre/post trip inspection, policy and procedures, vehicle defect report and other documents as deemed necessary by management

Day Two

Americans with Disabilities Act Training

- Participate in class format to learn needs and regulations of disabled Americans
- Complete instruction on proper and safe transportation of mobility devices and its securement
- Drivers will receive instruction on Sure-Lok 4 point securement techniques
- Participate in hands on demonstration which instructs driver how to handle disabled passengers

Day Three

- Drivers will sit in with dispatcher sending and receiving radio transmissions
- Drivers are instructed about operation of van and its equipment
- Drivers will complete defensive driving class instruction and follow up with behind the wheel evaluation
- Drivers will receive instruction on Drug and Alcohol abuse in the work place

Day Four

- Drivers will be instructed on van evacuation procedures and fire extinguisher use
- Transportation Manager will train Driver on proper pre-trip/post-trip inspection
- Driver will complete a test pre-trip inspection and a required documentation
- Driver to receive instruction on hazardous materials clean-up and officially begin route development

Day Five (continued each day, until released by supervisor may last for 5 days)

- New Driver to ride with experienced Driver to learn routes and procedures
- Driver allowed to maintain route as Driver is under supervision of experienced Driver(s)

Safe operating procedures

- A pre-employment drug test and physical exam are required for candidate for MCTS Driver position.
- Driving records check
- Background investigation

Within one year of employment the Driver is required to complete:

- Certification of CPR and Basic First Aid
- Customer Service Training

- Ride Check and Road Test
- Yearly updates of minimum requirements per NCDOT / PTD

Annual Training Schedule

Drivers (Operators) and Staff

- ADA (Americans with Disabilities Act of 1990) training
- Defensive Driving training
- Blood-borne Pathogens training
- Alcohol and drug abuse in the work place training
- Emergency evacuation and procedures training
- Customer Service and respectful language training
- Mobility device securement training

Quarterly Updates

- Policies and procedures handbook quiz
- Staff meetings

Randomly throughout fiscal year

- Ride Check
- Road Test
- Back Safety
- Slip trip and fall
- Proper telephone and radio etiquette
- Other as need arises

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 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 assume all risk 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 release and waive any and all claims against MCTS and the County that I might have, which are in any way related to the transportation services provided to me, 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 for any damage to the premises of the pick up or drop off locations (e.g. landscaping or driveways) or to any personal property that may result from MCTS providing transportation services to me.

_____ _____

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