



Passenger Handbook & Riders Guide



(919) 245-2008 for Dispatch
(919) 245-2004 for Reservations

Mission Statement

Orange County Public Transportation (OCPT) is a transit organization committed to promoting a healthy quality of life for all residents of Orange County. OCPT strives to provide a comprehensive continuum of locally accessible, community based transportation services. As a primary transportation resource for the County, OCPT is dedicated to continuously improving the quality and economic value of its services.

Introduction

The purpose of the Orange County Public Transportation (OCPT) services is to provide essential, feasible, safe, and convenient transportation for residents of rural Orange County. OCPT is open to all residents of Orange County. Each bus is equipped to accommodate disabled or special needs passengers. OCPT serves residents who live outside the Chapel Hill/Carrboro city limits.

OCPT provides transportation for qualified individuals who are involved or enrolled in Orange County Human Services programs such as Department of Social Services, Health Department, Orange Enterprises, and Department on Aging.

Services Provided

Orange County Public Transportation, operating as Orange County Public Transit, provides a variety of public transportation services to the citizens of rural Orange County (excluding Chapel Hill/Carrboro city limits).

Transit options include public bus routes, pick-up and drop-off for the disabled and elderly, and transportation to senior centers. OCPT provides safe and efficient transportation to locations within and outside Orange County. The following detailed services will help you identify which service you qualify for or best fits your transportation service needs. Once an OCPT operator arrives at your location, the driver will wait a maximum of 3 minutes. The 3 minute wait time starts either at the time of arrival, if in the window that was given by our dispatcher or, once the window starts if the driver arrives early.

Elderly/Disabled Transportation (EDTap)

Orange County Public Transportation offers Orange County elderly (60+) or disabled residents transportation from their residence to their medical providers. A certification form is required to qualify for this transit program. Non-emergency door-to-door transportation to area medical facilities in Orange and Durham Counties or to the closest provider can be arranged with a 2-day working notice. Special rates are available to the elderly (60+) disabled, or Medicaid eligible residents.

Senior Center/Nutrition Site Transportation

Daily transportation (Monday-Friday) is provided for seniors (60+) to Orange County nutrition sites and Senior Centers. OCPT serves two nutrition sites in Orange County:

Seymour Senior Center

2551 Homestead Road, Chapel Hill, NC

Passmore Senior Center (Formerly Central Orange Senior Center)

103 Meadowlands Drive, Hillsborough, NC

www.orangecountync.gov/aging

Americans with Disabilities

Orange County Public Transportation (OCPT) provides complementary paratransit to eligible persons living within $\frac{3}{4}$ -mile of OCPT's fixed routes or those visiting locations within $\frac{3}{4}$ mile of the fixed routes.

Days and Hours of Operation

Orange County Public Transportation operates Monday through Friday from 8:00 am until 5:00 pm. OCPT provides limited transit service on Saturdays and on holidays we service Carrboro Dialysis Center only.

Holiday Schedule

Orange County Public Transportation is closed for the following holidays (serving Carrboro Dialysis Center only):

- New Year's Day
- Martin Luther King Jr. Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day (and Friday)
- Christmas Eve
- Christmas Day

Inclement Weather Policy

During inclement weather or other conditions that may put passengers or bus operators at risk for a dangerous situation, OCPT may cancel all routes at any time except for life sustaining appointments such as dialysis.

Hazardous conditions include:

- Snow
- Hurricanes
- Ice/sleet
- Thunderstorms

- Flooding
- County emergency evacuations

Application Process

Individuals wishing to ride OCPT demand response service must meet one of the following criteria to be eligible for transit service:

- Senior Citizen (60+ years old)
- Disabled
- Americans with Disabilities
- Medicaid approved by Department of Social Services (DSS)

Transit Request

Transit requests must be made two (2) business days in advance. ADA clients may make transit request within one (1) business day. When scheduling your reservation, please call 919.245.2004, Monday through Friday between 8:00 am and 5:00 pm. You may request a reservation by speaking with a Reservationist or leaving a voicemail message.

Please have all your trip information available for the reservationist such as:

- Date of travel
- Appointment time
- Origin and destination
- Notice of a personal care attendant or companion to travel with you.

Bus operators may not schedule trips for you. You must speak with a scheduling representative to reserve transit service.

Trips are restricted to medical appointments and Passmore (Hillsborough) and Seymour (Chapel Hill) Senior Centers only. However, rural customers not affiliated with Human Services/DSS may ride the bus for \$12.75 each way if one leg of their trip is in an urban location. Please call our office at 919.245.2004 with questions for transit service. One (1) personal care attendant is allowed per qualifying passenger.

As a courtesy, you will be called before the end of the business day (5:00 pm) prior to your scheduled reservation to notify you of your pick-up time for travel. This means you must be ready (available and able) at the beginning of the boarding time.

For example, if you have a 10:00 am appointment, your boarding time is 9:00 am; the driver may arrive between 8:45 am and 9:15 am to ensure that you arrive at your appointment on time. The pick-up times quoted depends on where you are traveling to and from. Please be ready (available and able) at the beginning of the boarding time. The bus operator will only wait three (3) minutes. Your transit reservation will be recorded as a “no show.”

Return Trips

When calling for a return trip from your medical appointment, please call 919.245.2008, to report that you are “ready for pick-up.” Ready for pick-up means that you are available and able to board the bus at the time of your call. The bus operator will pick you up as soon as possible; however, there may be a wait time of up to an hour or longer as OCPT is a public, ride-share transit service.

No Show Policy

Passengers are expected to be present and ready (available and able) to board the vehicle upon arrival. Please note that if you “no show” your morning trip, OCPT will not provide you with a return trip. A “no show” occurs when:

- You fail to show for your scheduled transit reservation

- You fail to cancel within one (1) hour or more of your scheduled pick-up time
- If the bus operator shows up at your door and you cancel at the door and do not ride
- If you are not ready to board the vehicle within the three (3) minute wait time.
- If you have three (3) “no shows” within a six (6) month period, you may be suspended from the service for up to one month.

Conduct

Orange County Public Transportation does not allow smoking, eating or drinking, inappropriate behavior, foul language, harassment of passengers or drivers, horseplay, fighting, carrying of any weapon, possession and/or use of illegal drugs or substances (to included tobacco products and alcohol), and transporting hazardous materials.

OCPT has the right to temporarily or permanently suspend services for any reason or misconduct that may occur on the bus.

Service Animals

Service animals are always welcome. Animals must be clean and under control at all times. Bus operators cannot assume any responsibility for service animals. Please indicate if a service animal will accompany you when you ride.

Wheelchairs and Mobility Devices

Most OCPT vehicles are equipped with wheelchair lifts/ ramps and wheelchair securement systems. Passengers must provide their own mobility aids.

Wheelchairs may not exceed 30 inches wide and 48 inches in length measured two inches above the ground from the widest part of the wheel to the footrest, and does not weight more than 1000 pounds when occupied. We encourage all passengers to wear safety and shoulder belts. All mobility devices must be in safe

operating condition, including hand grips, locking brakes, and inflated tires. Passengers are responsible for making sure that paths are properly paved and kept clear of snow, ice, parked cars, trash, or other obstructions.

If you use oxygen, the tank must be portable and you must be able to carry the tank onto the vehicle. Drivers are not responsible for carrying personal items on the bus.

Subscription Service

Subscription service is available to program participants who travel to the same place and time on a continuous basis. For example, traveling to the senior center Monday through Friday at 10:00 am. The subscription passenger will only need to schedule the transit reservation one time. The bus will arrive at your home approximately the same time every day. Please call 919.245.2008, for cancellations.

Fares

Fare must be paid at the time of each trip. The fare for riding OCPT depends on the program (listed below) for which you are participating in or eligible for:

Elderly Transportation Assisted Program (EDTAP): Must be 60+ years old	\$3.00 each way
Disabled Transportation Assisted Program (EDTAP): Primary care provider certified disabled medical condition	\$3.00 each way
Americans with Disabilities (ADA): Primary care provider certified disabled medical condition	Mirrors Fixed Route Fare
Department of Social Services (DSS)	Fare paid by Medicaid Transportation
Nutrition Programs – Senior Center Programs	Fare paid through donations
Non- program Passenger Orange County Residents	\$12.75 each way

Passenger Rights & Responsibilities

Please read carefully the following list of Orange County Public Transportation Passenger Rights & Responsibilities:

Passenger Rights

- Passengers have the right to a safe and comfortable ride in a clean vehicle
- Passengers have the right to fair and reasonable rates
- Passengers have the right to ride in a vehicle which has wheelchair lifts, air conditioning, and heat that is in good working order
- Passengers have the right to ride the lift to board or disembark the bus
- Passengers have the right to have a personal care attendant or companion ride along to assist with bags
- Passengers have the right to appeal a decision for denial of service or suspension
- Passenger Responsibilities
- Passengers have the responsibility to schedule transit reservations
- Passengers have the responsibility to cancel transit reservations
- Passengers have the responsibility to provide correct pick-up and drop-off address location information
- Passengers have the responsibility to be present, ready (available and able) to board the bus upon arrival
- Passengers have the responsibility to wear seat belts
- Passengers have the responsibility to avoid distracting the bus operator

- Passengers have the responsibility to treat the bus operator with courtesy and respect
- Passengers have the responsibility to maintain acceptable standards of personal hygiene

Operator Rules & Responsibilities

All Orange County Public Transportation bus operators are fully trained and licensed to transport passengers.

Operator Rules

- Operators are not allowed to enter a passenger's home
- Operators are not allowed to lift or carry passengers
- Operators are not allowed to carry grocery items or packages
- Operators are not allowed to deviate from scheduled routes without dispatch base approval
- Operators are not allowed to schedule passenger trips
- Operators are not allowed to leave cognitive (dementia, Alzheimer's) or disabled passengers alone or unattended
- Operators are not allowed to engage in unnecessary or personal conversation
- Operators are not allowed to accept gratuities or tips for service
- Operator Responsibilities
- Operators have the responsibility to transport passengers safely to their destinations
- Operators have the responsibility to treat each passenger with courtesy and respect
- Operators have the responsibility to be neat and clean in appearance

- Operators have the responsibility to provide door-to-door service when requested
- Operators have the responsibility to safely secure wheelchair and mobility devices

Lost and Found

Articles found on Orange County Public Transportation buses will be turned into the Administrative Office at Dispatch Base Operations located at 600 NC Highway 86 N (Orange County Public Works Road), Hillsborough, NC 27278. Articles will be held for 30 days. Please call 919-245-2008, to report items lost or left on the bus.

Appeals Process

OCPT may suspend or refuse service to any individual whose behavior and/or actions may result in interruption of providing safe transportation to all passengers. You may appeal an eligibility or suspension from service by writing to OCPT.

The appeal is a two-part process. The first appeal will be in written form and will be reviewed by the department manager. A written decision will be made within 30 days.

If you are not satisfied with the decision, you may submit a second and final appeal. The second appeal will be reviewed by the department's director. A written decision will be issued within 30 days. Please send your appeals request to:

Orange County Public Transportation

PO Box 8181, Hillsborough NC 27278

Orange County Public Transportation values you as a passenger and strives to provide the highest quality of service to our riders.

Please call us at 919.245.2008 for questions or additional program information.



Orange County Public Transportation
A Community Transportation Service for Orange County

600 NC Highway 86N
PO Box 8181
Hillsborough, NC 27278

www.orangecountync.gov/transit

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