

PASSENGER GUIDELINES

SCHEDULING TRANSPORTATION WITH



- 1) Transportation appointments can be scheduled by calling 338-4480
 - Hearing Impaired:
1-800-735-2962 (TDD/TTY)
 - 1-800-735-8262 (Voice)
- 2) All Transportation appointments are required to be scheduled a minimum of 48 hours in advance. All appointments are scheduled on a first come first serve basis. (ICPTA has limited space on its schedules so transportation appointments should be made as far in advance as possible).
- 3) All transportation appointments must be scheduled directly with ICPTA office personnel. Transportation appointments left on ICPTA's answering service will not be honored.
- 4) All Medical appointments are required to be scheduled in the AM hours to ensure a return trip home.
- 5) Clients should be able to provide the following information at the time of scheduling:
 - a. Name, address, and phone number
 - b. Appointment time
 - c. Pick-up address
 - d. Drop-off address
 - e. Approximate time of return trip
- 6) ICPTA's automated call system will contact clients using the phone number provided with their approximate pick-up time the night before the trip is to occur. Clients will have the option of confirming or canceling their trip at this time.
- 7) During inclement (bad) weather refer to WAVY10 for delays or cancellations.

OUT-OF-TOWN MEDICAL

Transportation to Hampton Roads, VA and Greenville, NC is provided on the following schedules (a minimum of two riders are required for these trips). Appointment times must be before 12:00 PM to ensure a return trip home (Priority clients are the only exception to this rule).

VIRGINIA

Mondays

Chowan, Perquimans, and Pasquotank counties

Wednesdays

Camden, Currituck, and Pasquotank counties

Mondays, Wednesdays, & Fridays

Knotts Island

GREENVILLE

Thursdays

Chowan, Perquimans, Pasquotank, Camden, and Currituck counties

CLIENT'S RIDERSHIP RESPONSIBILITIES

- 1) The client must be prepared to be picked-up 45 minutes prior to pick-up time and 15 minutes after the pick up time (If an ICPTA vehicle arrives during this time frame, it is considered on time).
- 2) It is the client's responsibility to be ready and waiting when the ICPTA vehicle arrives.
- 3) Passengers should wait at a main entrance or curbside if they are capable and if weather permits.
- 4) ICPTA drivers will only wait a minimum of 3 to 5 minutes for a client to board the bus. If a client does not attempt to board the bus during this allotted time a NO SHOW notice will be issued.
- 5) Late Cancellations must be received before the vehicle is in motion to pick the client up.

ICPTA'S NO SHOW POLICY

If a client does not follow the cancellation procedure and does not show up at the scheduled time of transportation, the ICPTA driver will post a NO SHOW notice on the door of the client's residence. If an ICPTA client receives 3 NO SHOWs within a two-month period, their transportation will be suspended for 1 week. If the NO SHOW problem continues to persist, ICPTA reserves the right to suspend the client for a time period of ICPTA's discretion. It is the client's responsibility to reimburse ICPTA for the total cost of each No Show. **No Show's will be billed at their full trip value not the fare or ticket value.**

ICPTA PASSENGER GUIDELINES

- 1) Passengers who need assistance beyond boarding and exiting the vehicle should have an aide with them. Aides are not required to pay for their transportation.
- 2) Children 12 years of age and younger, are required to have an adult accompany them to and from appointments.
- 3) All children under the age of 8 years and less than 80 pounds in weight shall be properly secured in a weight appropriate child passenger restraint system. It is the responsibility of the parent to provide and install the weight appropriate child passenger restraint system.
- 4) All passengers are required to wear seat belts to ensure safety during transportation.
- 5) Passengers are only allowed to be transported to their scheduled destinations.
- 6) If the passenger is required to pay a fare for their transportation, the passenger must have exact change at the time of service.
- 7) Grocery bags will be limited to **two (2)** per passenger.

**ICPTA drivers do not have access to cash and cannot make change.*

BEHAVIOR

- 1) No profanity or vulgarity is allowed on board the transportation vehicle.
- 2) No weapons (knives, firearms, etc.) will be allowed.
- 3) No eating, drinking, e-cigarettes or use of tobacco products will be allowed.
- 4) No screaming, loud talking, singing, or playing of music will be allowed.
- 5) No inappropriate display of affection or sexual activity toward the driver or any other passenger will be allowed.
- 6) No release of human waste, including spitting, urinating or defecating on the vehicle will be allowed.
- 7) No horseplay will be tolerated.
- 8) No hitting or threatening of the driver or any passenger will be tolerated.
- 9) The ICPTA driver reserves the right to refuse transportation to any person who appears to be under the influence of drugs or alcohol.
- 10) Passengers must be fully clothed and remain so to receive transportation services from ICPTA.

If an ICPTA passenger displays any of the above behaviors, ICPTA reserves the right to suspend their transportation privileges to a time period of the ICPTA Director's discretion.



If you have any questions or require any additional information about Inter-County Public Transportation Authority please contact our office at 338-4480.



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.

If information is needed in another language, contact 252-338-4480.

Si se necesita informacion en otro idioma de contacto, 252-338-4480.



The intent of ICPTA is to provide high quality transportation services to the people who live or visit the five county service area of Pasquotank, Perquimans, Camden, Chowan and Currituck.

ICPTA services are intended to transport the general public to nutrition sites, medical appointments and other locations in order to access services or attend activities related to daily living, while promoting improved quality of life.

MONDAY - FRIDAY
6AM TO 5PM

PHONE

252-338-4480

TOLL-FREE

877-338-4480

HEARING IMPAIRED

800-735-2962

WEBSITE

www.icpta.net

Routes and fare information can be obtained from the ICPTA office located at:

**110A Kitty Hawk Lane
Elizabeth City, NC 27909**

Human Resources Services include:

- Department of Social Services
- Adult Development Activity Program
- Elderly Nutrition Sites
- Skills, Inc.
- Mental Health
- Independent Living
- Health Department
- General Public



www.icpta.net



ANYONE CAN RIDE!

**Inter-County
Public
Transportation
Authority**

252-338-4480

110A KITTY HAWK LANE
ELIZABETH CITY, NC 27909

**ICPTA IS AVAILABLE
TO SERVE YOUR NEEDS!**

Notifying the Public of Rights Under Title VI
Albemarle Regional Health Services d/b/a
Inter-County Public Transportation Authority
(hereafter referred to as "Transit System")

The Transit System operates its programs and services without regard to race, color, national origin, sex, religion, age, or disability in accordance with Title VI of the Civil Rights Act. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Transit System.

For more information on the Transit System's civil rights program, and the procedures to file a complaint, contact 252-338-4480, (TTY 800-735-2962); or visit our administrative office at 110A Kitty Hawk Lane, Elizabeth City, NC 27909. For more information, visit www.icpta.net

A complaint may be filed directly with the North Carolina Department of Transportation by contacting the Office of Civil Rights, 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.