

ICPTA Policies and Procedures – Customer Service

Section: 2

Title: ICPTA Passenger Guidelines

Date last revised: June 30, 2022



ICPTA PASSENGER GUIDELINES

Scheduling Transportation with ICPTA

- 1) Transportation appointments can be scheduled by calling 338-4480 or 1-877-338-4480. Hearing Impaired should call 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. All Medical appointments are required to be scheduled in the AM hours to ensure a return trip home.
- 3) 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
- 4) Clients must call 338-4480 after 12:00 PM the day prior to their transportation appointment for their pick-up time.

Out-of-Town Medical

ICPTA offers Out-of-Town Medical Transportation to Virginia and Greenville on the following schedules (a minimum of two passengers are required for these trips). Appointments must be made before 12:00 PM to qualify to ride on Out-of-Town Medical routes (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 the 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) **Cancellations** for transportation services should be received by 12:00 PM the day prior to the trip.
- 6) **Late Cancellations** must be received before the vehicle is in motion to pick the client up. If an ICPTA client receives 3 Late Cancellations within a 1 month period, their transportation will be suspended for 1 week.

ICPTA's NO SHOW Policy

If a client does not follow the above cancellation procedures 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, 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 cost of each No Show.

ICPTA Passenger Guidelines

- 1) Passengers who need assistance beyond boarding and exiting from vehicles 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 **using the LATCH system**. It is the responsibility of the parent to provide the weight appropriate child passenger restraint system.

- 4) All passengers must 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 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 to 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 intoxicated or 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.