

Jones County Veterans' Transportation Service Passenger Guide



Passenger Bill of Rights and Responsibilities

Service Statement

The mission of Jones County Veterans' Transportation (JCVT) is to provide quality mobility opportunities in a safe and ethical manner.

JCVT believes that passengers have certain rights and responsibilities and that they should have full knowledge of those rights and responsibilities.

As our riders, you have the right to:

- A safe and reliable ride;
- Professional and courteous service;
- A clean and comfortable vehicle;
- Accurate information on routes, schedules, and other mobility options;
- Report problems with your vehicle operator or route;
- Rider-to-rider courtesy as encouraged by the vehicle operator;
- Tell us about the quality of our service; and
- Tell us how we can make your transit system better.

For your comfort and safety:

- Allow seniors and disabled persons to occupy priority seating
- Please do not occupy more than one seat when others need seating
- Please maintain packages in your seating area
- Refrain from smoking, eating, drinking, or spitting
- Use headphones when playing audio devices at low volume
- Illegal drugs and alcohol are prohibited on the vehicle.
- All passengers must wear seat belts, unless a physician's statement can be provided to exclude such use. All children must be secured in proper seating requirements in accordance with North Carolina State Law.
- Allow the operator to drive the bus safely by not speaking with the operator while the vehicle is moving.

Description of Services

- 1) Passengers may utilize public transit services to serve a variety of daily needs such as medical appointments, grocery or other general shopping, go to work, or many other social and recreational needs. JCVT transportation schedules are published and mailed to your home every four months. Please call our office if you did not receive one or you need additional copies, and we will promptly mail you one. If you need to schedule transportation, please call JCVT by noon the day prior of the requested service. JCVT reserves the right to deny transit request made after 12:00pm the day prior of the requested service.
- 2) Transportation Service is provided curb to curb, and will not be provided for passengers from their door to the vehicle. All passengers must arrange for assistance, if needed, to vehicle.
- 3) JCVT provides non-emergency transportation only.
- 4) JCVT has handicap accessible vehicles available. Please let us know if you need this service when you schedule your transit service.

Service and Service Area

- 1) Our service area includes Jones County. Transportation to medical appointments in adjacent counties may be provided. JCVT operates Monday through Thursday. Please refer to our service schedules to see when out-of-county trips are available. JCVT occasionally schedules trips to Greenville, Fayetteville, and Durham. Call for more information.
- 2) Services are provided daily Monday – Thursday from 8:00 A.M. until 5:00 P.M unless other arrangements have been made.
- 3) Services will be not provided on days of severe inclement weather such as snowy or icy conditions.
- 4) Transit Services will be unavailable on holidays in accordance with the county calendar and when weather may prevent safe travel.

Reservations, Scheduling and Cancellations

- 1) Office hours are 8:00am – 5:00pm Monday through Thursday.
Transportation services can be scheduled during these hours.
- 2) The telephone number for reservations is (252) 397-0104. If you need to call after hours, passengers may leave a message on the answering service. JCVT will get back to you regarding scheduling your trip at the earliest possible time.
- 3) JCVT requests that passengers be ready at least 15 minutes prior to scheduled pick-up time. In order for JCVT services to remain on schedule, the vehicle operator will only allow 3 minutes waiting time for you to **appear** at your place of pick-up.
- 4) For the safety of our passengers, JCVT may adjust scheduled transit services based on pending severe weather conditions.
- 5) Passengers discharged by a medical facility must call JCVT prior to the discharge day and time. Passengers are to call, if possible, by noon the day prior for your return trip home. If a passenger becomes ill during while riding with JCVT, the vehicle operators will call 911 for an ambulance.

Passenger Assistance

- 1) It is our policy that passengers unable to access the system on their own be accompanied by an escort. The passenger is responsible for furnishing his or her own escort. An escort must be physically able to provide assistance to the passenger. An escort must be physically able to assist the escorted passenger on and off the vehicle.
- 2) JCVT does not transport children unaccompanied under the age of 18 to medical appointments.
- 3) Passengers must provide their own mobility aids (Walkers, Infant Car Seats)
- 4) JCVT only allows service animals in the vehicle.

- 5) Passengers and or anyone assisting passengers must be able to handle all equipment, carry-on bags and shopping bags.
- 6) Passengers scheduled for appointments will not be transported if the following symptoms are evident:
 - Chest pains
 - Shortness of breath
 - Severe nausea
 - Vomiting or diarrhea
 - Abdominal pain
 - Labor pain

If the driver finds the passenger in distress upon arriving at the passenger's home, the driver will notify JCVT Dispatch and recommend transport by the local Emergency Medical Services.

- 7) Drivers will assist passengers in boarding and exiting from the vehicle only.
- 8) For return trips, JCVT will pick the passenger up from the same location that the passenger was dropped off at. You will not be picked up from the new location unless prior arrangements have been made.

Passenger Conduct and Responsibilities

JCVT requests that all passengers conduct themselves with courtesy and consideration to the vehicle operator and other passengers. The JCVT Vehicle Operator is responsible for enforcing JCVT policies and procedures on JCVT vehicles. Passengers should follow instructions from the Vehicle Operator.

JCVT reserves the right to refuse service based on violation of our policies and procedures. A passenger's right to transportation can be terminated due to misconduct of the passenger. Disruptive or abusive behavior to other passengers or the driver will not be tolerated.

- 1) No tobacco products are to be used in the vehicle. This includes smoking, chewing, or dipping. Vaping is also prohibited.

- 2) Passengers are not permitted to eat or drink on vehicles.
- 3) No abusive or foul language. No profanity or vulgarity is allowed while on board the transit vehicle.
- 4) Lack of personal hygiene is offensive to others. Passengers should be clean before boarding the vehicle.
- 5) No horseplay of any kind will be allowed.
- 6) Possessions of alcohol and/or illegal drugs are not allowed. Prior use of alcoholic beverages or illegal drugs before boarding the vehicle will result in denial of transportation.
- 7) Passengers must secure any carry-on or personal items.
- 8) No weapons (knives or firearms) will be allowed on a system vehicle.
- 9) All passengers must wear seat belts 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. In the event that a passenger is unable to wear a seatbelt for medical reasons, the passenger must provide such notice from their physician in order to be excluded from the seat belt policy.
- 10) No inappropriate display of affection or sexual activity to the Vehicle Operator or another passenger.

Conditions and restrictions may be placed on certain passengers based on their conduct and how it may affect other passengers. The following requirements and regulations apply to conditional and restrictive service:

- Passengers having a history of violent or disruptive behavior that may be harmful to other passengers may be refused service or service may be conditional or restrictive.
- Attendants may be required for passengers with mental conditions that may cause them to be disruptive or to accost other passengers.
- Passengers with excessive no-shows as defined in the passenger no-show procedure may be denied service after appropriate notification.

- Passengers who participate in inappropriate behavior on transportation vehicles may be immediately denied service or have service restricted. Inappropriate behavior includes but is not limited to the prohibited behaviors described in the previous section.

JCVT will notify passengers in writing via the US Postal Service of any conditions or restrictions placed on their transportation service.

Passengers placed on conditional or restrictive service must be given an opportunity for a hearing before an Appeals Committee consisting of the JCVAB Board Chairman, JCVAB Board Vice-Chairman, and the JCVAP Coordinator . Written and oral testimony will be accepted from any persons wishing to give such testimony, and all relevant records concerning the matter will be made available to the passengers. A request for an appeal must be filed in writing within 15 days of the notification by JCVT to the passenger of the conditional and/or restrictive service decision. The Appeals Committee must review the appeal and issue a decision within 30 days. If a decision on the appeal is not made by the Appeals Committee within 30 days of the completion of the process, the passenger's conditional and/or restrictive status will be lifted until such time as a decision by the Appeals Committee is made.

Cancellation Procedure

Passengers are encouraged to cancel scheduled pick-ups in a timely manner. Cancellations can be made by calling the Jones County Veterans Office between 8:00 AM and 5:00 PM, Monday through Thursday. Cancellations should be made by 12:00pm the day prior of scheduled pick-up. Any cancellation received later than 3:00pm the day prior of scheduled pick-up, will be considered a late cancellation and will be noted as such by the dispatcher. Five late cancellations in a 60-day period will be considered excessive and the passenger will receive written notification of a 30 day suspension of service via the U.S. Postal Service.

No-Show Procedure

Passengers are expected to be present and ready for transportation vehicles upon their arrival. Passengers who cancel their transportation after 5:00pm the day prior or who are not present for scheduled pick-up within five minutes of the arrival of the transportation vehicle are considered no-shows. All no-shows will be noted by dispatch. Three no-shows in a 60-day period will be considered excessive and the passenger will receive written notification of a 30 day suspension of service such via the U.S. Postal Service.

Service Animal Transportation Policy

JCVT only allows for the transportation of service animals. At no time will any animal, other than a service animal, be transported in a JCVT vehicle. A “Service Animal” means any dog guide, signal dog, or other animal individually trained to perform tasks for an individual with a disability. Examples of such work or tasks include guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, pulling a wheelchair, providing minimal protection or rescue work, a health impairment, a seizure disorder or persons with psychiatric disabilities, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. Animals whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA regulations.

The care and supervision of a service animal is the responsibility of the individual who uses the animal’s service. The person must always maintain control of the animal. The person is responsible for ensuring the clean-up of all animal waste.

Each service animal must be:

- **Immunized against diseases common to that type of animal.** Dogs must have current vaccination against rabies, distemper, and parvovirus. Dogs must wear a current rabies vaccination tag and license.
- **Always on a leash.**
- **Registered with Jones County.**

A service animal may be removed from Jones County Veterans’ Transportation Service vehicles if its behavior is disruptive (e.g. barking, running around, displaying aggressive behavior). If such behaviors persist, the handler may be directed not to bring the animal on the van until the problem is remedied. Unclean

service animals are not permitted on the vans. The handler for such an animal may be required to remove the animal.

Passenger Service Feedback or Complaint Procedure

Jones County will make every effort to obtain early resolution of complaints at the lowest level possible. All complaints of alleged discrimination will be investigated by Jones County. The option of informal mediation meeting(s) between the affected parties and Jones County staff may be utilized for resolution. Upon completion of each investigation, Jones County staff will inform every complainant of all avenues of appeal.

1. Purpose

The purpose of the discrimination complaint procedures are to specify the process to be employed by Jones County to investigate complaints, while ensuring due process for complainants and respondents. The process does not preclude the responsible staff of any agency from attempting to informally resolve complaints.

2. Filing of Complaints

a. Time Limits and Filing Options – A complaint must be filed no later than 180 calendar days after the following:

- The date of the alleged act of discrimination; or
- The date when the person(s) became aware of the alleged discrimination; or
- Where there has been a continuing course of conduct, the date on which that conduct was discontinued or the latest instance of the conduct.

b. Complaints may be submitted to:

Jones County Veterans' Transportation
Attn: JCVAP Coordinator
418 NC Hwy 58 N
Trenton, NC 28585

3. Type of Complaints

Complaints shall be in writing and signed by the complainant(s) or a representative and include the complainant's name, address, and telephone number. Complaints received by fax or e-mail will be acknowledged and processed. Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing.

Allegations must be based on issues involving race, color, national origin, sex, age, income status or disability. The term "basis" refers to the complainant's membership in a protected group category.

4. Contact Information

If there are any questions regarding these procedures or in filing a discrimination complaint, contact Jones County Veterans Services Office at 252-448-1121 or by email at veterans@jonescountync.gov.

Jones County Veterans' Transportation Service
Discrimination Complaint Form

Last Name:		First Name:		<input type="checkbox"/> Male	<input type="checkbox"/> Female
Mailing Address:			City:	State:	Zip:
Home Telephone: ()	Work Telephone: ()	E-mail Address:			
Identify the Category of Discrimination:					
<input type="checkbox"/> RACE	<input type="checkbox"/> COLOR	<input type="checkbox"/> NATIONAL ORIGIN	<input type="checkbox"/> AGE		
<input type="checkbox"/> RELIGION	<input type="checkbox"/> DISABILITY	<input type="checkbox"/> SEX/GENDER	<input type="checkbox"/> INCOME STATUS		
Identify the Race of the Complainant					
<input type="checkbox"/> Black	<input type="checkbox"/> White	<input type="checkbox"/> Hispanic	<input type="checkbox"/> Asian American		
<input type="checkbox"/> American Indian	<input type="checkbox"/> Alaskan Native	<input type="checkbox"/> Pacific Islander	<input type="checkbox"/> 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 were treated differently from you. (Attach 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, and 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: (Attach additional page(s), if necessary)

Name

Address

Telephone

- 1.
- 2.
- 3.
- 4.

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.

NC Department of Justice

Date:

US Department of Justice

Date:

US Department of Transportation

Date:

Federal or State Court

Date:

Other

Date:

Have you discussed the complaint with any representative of any agency above? 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, you are 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:

Jones County Veterans' Transportation
Attn: JCVAP Coordinator
418 NC Hwy 58 N
Trenton, NC 28585

FOR MORE INFORMATION:

Call: 252-448-1121 or Email: veterans@jonescountync.gov

FOR OFFICE USE ONLY

Date Complaint Received: _____

Processed by: _____

Case #: _____

Referred to: _____

Date Referred: _____