

**Clay County Transportation Policies and Procedures**

**Policy: B-2**

**Title: Passenger Guidelines**

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Passenger Guidelines**

*This policy establishes the guidelines under which passengers schedule and receive transportation services.*

**A. Scheduling Transportation**

- All trips are booked on a first come first served basis.
- Our schedules fill up fast it is typically best to give 2-3 business days notice to book your trip.
- If you're booking a medical appointment locally, we ask that it falls between 8-3 (based on a 1 hour appointment time); this ensures that our drivers are back in the office before we close at 5:00pm.
- All long distance appointments (such as Asheville and Atlanta) must be between 10am-2pm (based on a 1 hour appointment time). This reduces wait time for all passengers and enables the van to return by 5pm.
- CCT only provides out of town trips for medical appointments, with the exception of the Asheville Airport and our regular scheduled shopping trips.

**B. Medical Transportation Services**

Clay County Transportation provides non-emergency medical transportation services. The county medical emergency services should be contacted for transportation for medical emergencies and for passengers who require special care.

Passengers scheduled for appointments will not be transported by Clay County Transportation if the following symptoms are evident:

- Chest pains
- Severe Nausea
- Vomiting or diarrhea
- Labor pain
- Seizures

If the driver finds the passenger in distress upon arriving at the patient's home, the driver will recommend transport to the local hospital by the county emergency services.

Passengers discharged by a medical facility must have a completed discharge form from the discharging facility prior to being transported.

Any circumstance not covered by this policy will be referred to the county emergency services director (or designee) for determination of action by Clay County Transportation.

### **C. Transportation Regulations**

- Passengers who need assistance beyond boarding and exiting from vehicles should have an aide with them. The driver is not responsible for seeing that passengers sign in or for taking passengers inside any building.
- Children, 14 years of age and younger, are required to have an adult accompany them to and from appointments. Children shall never be left unattended on any vehicle.
- 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 / guardian to provide the weight appropriate child passenger restraint system. It is also the responsibility of the parent/guardian to secure the child passenger restraint system. Children who do not have a child safety seat will be refused transportation until such time as the parent/guardian provides one.
- All passengers must wear seat belts to ensure safety during transportation.
- Passengers are only allowed to be transported to their scheduled destinations.
- If the passenger is required to pay a fare for their transportation, the passenger must have exact change at the time of service.
- Hazardous materials such as fertilizer, batteries or gasoline cans are not allowed onboard the vehicles.
- Alcohol is not allowed onboard the vehicles.
- All vehicles are equipped with audio and video surveillance.
- CCT is not responsible for lost or stolen items.
- Service animals are welcome; pets must be in an appropriate carrier.
- No weapons concealed or otherwise are allowed onboard the vehicle.
- CCT does not book trips from house to house.

### **D. Passenger Behavior**

The following rules should be observed while on a Clay County Transportation Vehicle:

- Disruptive or abusive behavior to other passengers or the driver will not be tolerated.
- No profanity or vulgarity is allowed while on board the vehicle.
- Passengers are not permitted to eat, drink, or use tobacco products of any kind on the vehicles.
- Passengers must wear seat belts to ensure the safety of all individuals in the vehicle. Exceptions will be made only for passengers who have a physical or medical condition that

restricts the use of a seat belt; these passengers must have a note from the doctor stating this, that CCT can keep on file.

- No inappropriate displays of affection or sexual activity to the driver or other passengers.
- No intentional release of human waste, including spitting, on the vehicle.
- No horseplay will be tolerated.

The driver will reserve the right to refuse transport to any passenger who appears to be intoxicated or under the influence of drugs.

#### **E. Service Window**

- The client must be prepared to be picked-up 15 minutes prior to pick-up time and 15 minutes after the pick up time (*If the vehicle arrives during this time frame, it is considered on time*).
- It is the client's responsibility to be ready and waiting when the vehicle arrives.
- Passengers should wait at a main entrance or curbside if they are physically and mentally capable and if weather permits.
- Clay County Transportation 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.