Madison County Transportation Authority

Who we are:

Madison County Transportation Authority (MCTA), Madison County's Public Community Transportation system, was established to provide transport services to the citizens of Madison County. We work with county agencies, medical facilities and food providers to provide coordinated transportation efforts for those residents in need of services. MCTA provides originating services from Madison County to Buncombe, Mitchell, Avery and Yancey Counties. MCTA is also ADA compliant for those who need non-emergency medical transport and mobility device transport.

Mission Statement:

The Mission of Madison County Transportation Authority is Excellence in Transportation in providing transportation services responsive to the needs of Madison County citizens.

Our Core Values:

The core values of Madison County Government provide a pathway for how MCTA serves the public of Madison County with their transportation needs:

- Respect
- Honest Communication
- Ethical standards
- Accountability
- Positive Pride

Contact Information:

Please call our main number: 828-649-0729

- Find out about Eligibility and Registration
- Schedule or cancel a trip
- Speak to dispatcher about current trip
- Suggestions or Complaints

Thank you for allowing us to serve you!

TTY/Text to Voice Communications

Madison County Transportation Authority is accessible through Relay North Carolina: 1-800-753-2962.

Service Area:
Madison County Transportation Authority serves all of Madison County. Customer service may be restricted to certain areas due to the weather in consideration of curb origination.

Service and Office Hours:
Service is provided Monday through Friday, 8 am to 4:30 pm.

Office Hours: MCTA offices are staffed Monday through Friday 8 am to 4:30 pm. Voicemail is available outside of regular office hours.

Our Location:
MCTA is operated out of Marshall:
387 Long Branch Road
Marshall, NC 28753

Our Vehicles:
MCTA has a fleet of 10 vehicles. We have 9 lift equipped vans, 1 light passenger van. These vehicles are well-maintained and cleaned daily. To ensure passenger safety and security, MCTA vehicles are equipped with audio/visual security cameras. MCTA's policy on the purpose and use of its audio video security system is available upon request.

Vehicle Operator Training:
MCTA vehicle operators are highly trained professionals who receive ongoing training in various areas including:

- Defensive driving
- Passenger assistance
- First aid, including adult and infant CPR

Additionally, each vehicle operator:

- Is properly licensed
- Has driving experience
- Undergoes regular driving record checks
- Is subject to background checks
- Must pass drug and alcohol screening

Inclement Weather/Holidays
Inclement Weather:
MCTA reserves the right to revise, cancel or reschedule trips as necessary to ensure the safety of customers and vehicle operations in the event of inclement weather and will make every effort to ensure services can be resumed as quickly as possible. An announcement on WLOS-TV and on their website and local radio station WKHP will be made if we make a decision to suspend, reduce or delay operations. We will also make our best effort to contact a scheduled appointment and alert of the change.

Holidays:
MCTA is closed on the following holidays:

- New Year's Day
- Martin Luther King, Jr. Birthday
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving and the day after
- Christmas Eve
- Christmas Day and the day after

Eligibility and Registration:

Most residents of Madison County are eligible for Madison County Transportation Authority services, with few exceptions. Eligibility may be determined by a number of factors, including age, trip needs (medical, shopping, etc.), Medicaid eligibility and Veteran status. The best way to determine eligibility is to call MCTA at 828-649-0729, and speak to the office staff to answer any questions and register for service.

Medicaid Transportation:

Non-Emergency Medical Transportation (NEMT) is provided by MCTA through **Madison County Department of Social Services**. All non-emergency Medicaid medical trips must be scheduled through DSS. If you have Medicaid, please call **828-649-2711** to determine eligibility and schedule your trips.

Demand Response Service:

Madison County Transportation Authority is a demand response, curb-to-curb transit system. We will meet you at your curb and take you to the curb of your destination. You must make an appointment for this service at least 24-48 hours in advance. We will place you on the schedule as we are able. Please note that we do not schedule transport outside Madison County after 1 pm. If you need emergency services please call 9-1-1.

Scheduling a Trip:

After registering for service, trips may be scheduled between the hours of 8 am and 4:30 pm Monday through Friday. Due to needing drivers and vans to be back at MCTA by 4:30 pm, we are not able to provide rides to Buncombe County for appointments later than 2 pm. Trips may be scheduled by calling: 828-649-0729 or TDD/TYY 1-800-735-2962.
Trips may be scheduled up to a year in advance. Voice mail is available outside of regular hours. Medicaid clients must schedule through Madison County DSS: 828-649-2711.

When calling in a trip appointment, please have the following information available regarding the rider:

- Name
- Pickup Address
- Telephone Number
- Complete street address of destination
- Day and Date of the trip
- Time the customer needs to arrive
- Time the customer would like to be picked up for return trip
- Type of assistance needs (mobility devices, aids, impairments, etc.) if applicable
- Information on Personal Care attendant accompanying the customer, if applicable
- Information about any child riders, if applicable

Vehicle operators are required to transport customers to the destination provided during the trip reservation. Vehicle operators are not permitted to make destination changes.

Arrival, Departure Times and the Trip Pick-up Window:
MCTA will call customers at 3 pm the day before a scheduled trip to let the rider know what time they will be picked up and to allow customers to cancel trips that are no longer needed.

A MCTA vehicle may arrive to pick you up from your residence as much as two hours prior to the requested drop-off time. *It is best if you contact MCTA 828-649-0729 when your appointment has completed so that we may send the closest vehicle to retrieve you from your destination. You will receive a phone call from MCTA when the driver is officially on their way to you. Return trip pick-ups will be at the original drop-off location unless other arrangements are made in advance. Customers must be ready and waiting at a main entrance or curbside for the MCTA vehicle. Vehicle operators are not permitted to enter private residences, apartments, doctors' offices, grocery stores, office buildings, etc.

Curb to Curb Service:
MCTA will be waiting at the curb for you. You may receive a call to let you know that MCTA is outside your door. Vehicle operators will assist you if you are unable to maneuver from the curb into the vehicle, provided it is safe for them to do so. Vehicle operators are allowed to: maneuver a manual wheelchair if help is needed from the curb to the vehicle and lend a steady hand if assistance is needed.

Vehicle operators are not allowed to: maneuver an electric mobility devices (i.e. electric wheelchair or scooter), maneuver or push a customer or the customer's equipment or shopping cart up or downstairs, steep inclines or driveways, enter residences or lift and or carry customers.

Wait Times:
Vehicle operators may only wait for a customer up to five minutes after the vehicle arrives. You will receive a phone call to see if you are still planning to take your scheduled ride. When you have completed your scheduled appointment please call MCTA at 828-649-0729 or TDD/TYY 1-800-735-2962 to let dispatch know that you are ready for pick up. An MCTA driver will then be alerted that you are ready. Depending on the schedule and other passengers being transported you may have to wait up to 45 minutes for your vehicle to arrive to take you to your next destination. This is the nature of demand response, traffic and other passenger schedules. MCTA aims to provide efficient scheduling and pick up times, but on occasion there are extenuating circumstances that may come into play. We appreciate your patience!

Cancellations and No Shows:
If you cannot take a scheduled trip, please call and cancel as soon as possible or at least two hours before the scheduled pickup time. To cancel a trip on the day it is scheduled, call 828-649-0729 or TDD/TYY 1-800-735-2962, and speak to the office staff. After hours voicemail is available for you to leave a message. **Trips NOT cancelled by the two (2) hour deadline will be recorded as a "no-show."**

When calling to cancel a reservation please give the following information:

- Name of customer for whom the trip was scheduled
- Date of the scheduled trip
- Name and street address of the destination.
- Does the passenger need to cancel both the original and return trip?

If a MCTA vehicle arrives to pick you up at your residence and you do not board the vehicle within the prescribed 5-minute window, the dispatcher will try to contact you via phone. If they are unsuccessful, then the trip is recorded as a "no-show." Three (3) no-shows in 30 days will result in suspension of services for 30 days.
*The full suspension policy is available upon request.

What does it cost?

Our office staff will be able to determine if you must pay a fare for your service when you call to register. If you must pay a fare:

- Fares must be paid when you board the vehicle
- You must have correct change. Vehicle operators cannot make change if you pay more than the required fare.
- Fares are paid according to one-way or round-trip transports.

Cost:

- Rides within Madison County: $2.50 one-way/$5.00 round-trip
- Rides to Weaverville: $3.00 one-way/$6.00 round trip
- Rides to Asheville/Buncombe County: $6.00 one-way/ $12 round trip

Failure to pay fares may result in suspension or termination of services.
*Suspension/Termination policy is available upon request.

Special fare requirements:

If you are over 60+ years of age, you may ride free.
If you are a Veteran, you may ride free.
If you are using our transport service to get to your employment, you may ride free.
All of these requirements will be reviewed at the time of registration.
Donations are certainly appreciated and accepted!

Personal Care Attendants (PCA):

PCA is a person who goes with a customer to provide necessary medical or personal assistance. Customers who are unable to take care of themselves on the vehicle, take care of themselves at their destination, or get to and from the vehicle with minimal assistance from the vehicle operator are required to travel with a PCA. A PCA is not required to pay a fare.

*Please note some passengers, even with PCAs, may not be appropriate for MCTA vehicle transport. If your diagnosis requires a "medical necessity" transport MCTA can get you the resources with our local EMS.

Children and Youth:

A parent/guardian (over 18 years) will be required to complete an "Authorization Form of Provision of Transportation Services to Children" for any child under the age of 18 to be transported by Madison County Transportation Authority. Children under 18 must travel with a parent, guardian or Personal Care Attendant. MCTA customers must adhere to current NC Child Safety Seat Laws.

Unattended Riders:
Riders certified as unable to be left unattended (based on age, diminished mental capacity or special request of the responsible party) may schedule trips and ride unattended; however, arrangements must be made to have an attendant meet the vehicle at each location. The vehicle operator will only wait five minutes for the attendant to meet the vehicle. If no one arrives, the vehicle operator will notify the dispatcher and continue on their route. The dispatcher will attempt to reach the emergency contact person. If the rider is not met by the end of the route, they will be returned to the MCTA office. The rider will not be left unattended, and the police will be notified to assist in locating the responsible party. Riders who must continue on a route beyond their scheduled destination will be subject to suspension of services due to safety concerns. *Full termination/suspension policy is available upon request.

Service Animals under ADA Title II and Title III and Pets:
A service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.

Examples of animals that fit the ADA's definition of "service animal" because they have been specifically trained to perform a task for the person with a disability:
Guide Dog or Seeing Eye® Dog[1],Hearing or Signal Dog, Psychiatric Service Dog, SSigDOG (sensory signal dogs or social signal dog) and a Seizure Response Dog.

Under Title II and III of the ADA, service animals are limited to dogs. However, entities must make reasonable modifications in policies to allow individuals with disabilities to use miniature horses if they have been individually trained to do work or perform tasks for individuals with disabilities. The customer is responsible for the care and behavior of the service animal.

Customers may travel with service animals, but pets are not permitted on any vehicle. Animals at a residence must be restrained prior to MCTA vehicle operators providing any customer assistance. A vehicle operator unable to access a customer's home due to a loose animal must notify the dispatcher. If the dispatcher is unable to make contact with the customer, or the customer does not board, the trip will be recorded as a no-show and the return trip cancelled.

Mobility Devices:
MCTA has five vehicles that can accommodate wheelchairs, canes, walkers and mobility devices provided they can meet certain guidelines. MCTA lifts can accommodate occupied mobility devices:

- Weighing up to 800 lbs.
- Measuring up to 30 inches in width
- Measuring up to 48 inches in length

Customers with concerns about the size or weight of their mobility devised and whether the device will fit aboard MCTA vehicles may call 828-649-0719 or TDD/TYY 1-800-735-2962 to discuss with our office staff.

Vehicle operators are prohibited from lifting or carrying customers. For safety reasons, customers using three-wheel scooters are strongly encouraged to transfer off of their scooter into the seat of the MCTA vehicle whenever possible. Mobility devices that are broken or damaged to the extent they pose an immediate safety threat cannot be transported. All mobility devices are required to be secured within the vehicles at all times.

Medical Equipment:

Customers may travel with oxygen tanks and respirators. For safety reasons, all equipment must be secured while the vehicle is in motion.

Seat Belt Policy:

Seat belts must work at all times to ensure the safety of all customers and compliance with state laws. Customers transported in wheel chairs must use lap and shoulder belts. All vehicles are equipped with seat belt extensions if necessary. All passengers are required to use the provided available seat belts/secure system accurately in order for maximum safety.

Carry-On Items:

Due to space limitations and safety requirements, we ask you to consider what is necessary for your trip. If you are shopping we ask that you consider what you can carry and what room there is available on the vehicle each time you enter and exit. Vehicle operators are permitted to assist in loading and unloading packages from the vehicle within reason and necessity.

Video Surveillance:

All MCTA vans and the MCTA office property are equipped with audio/visual cameras. These are an effective means of ensuring the security and safety of vehicles operated by MCTA.

*Audio/Visual Camera maintenance policy is available upon request.

Customer's Rights:

A Madison County Transportation Authority customer has the right to:

- Be picked up and returned home is a safe and timely manner;
- Be properly secured in the vehicle;
- Ride in reasonable comfort;
- Be treated courteously and respectfully;
- Express concerns to staff (feedback will not determine eligibility to ride).
- Call and schedule reservations more than a day in advance; and
- Request assistance in advance.

Vehicle Operator's Rights:

Vehicle operators have the right to:

- Be treated courteously;
- Work in a safe environment;
- Express concert to Transit management; and
- Comply with safety concerns and company regulations.

Disruptive Behavior:

MCTA reserves the right to refuse transportation or service to anyone whose conduct is or has been known to be illegal, obnoxious, offensive, intimidating, violent, disorderly or hazardous and could result in the disruption of vehicle operations or serious impairment to the health and safety of others. These include:

- Profanity, raising voice, yelling.
- Refusal to answer or acknowledge direction.
- Intimidation, threats of physical harm or verbal abuse to other persons (including MCTA operators and staff.
- Unwelcome verbal, non-verbal, or physical behavior having sexual, violent or racial connotations.
- Unlawful harassment (including any of the above)
- Unauthorized use of vehicle equipment.
- No weapons or firearms are allowed on any MCTA vehicle.
- No eating or drinking on vehicle, unless a medical conditions requires it, alert driver so it may be noted.
- No tobacco products or open containers of alcohol.
- Passengers are not to engage in sexual activity or inappropriate displays of affection while riding a MCTA vehicle.

Suspension and Termination:
Customers may be suspended or terminated from receiving services for violating policies and guidelines. These policies and guidelines are found in MCTA's Suspension Policy. Failure to observe MCTA policies and guidelines may constitute a suspension for up to 30 days.

A customer can also be automatically suspended and/or terminated from MCTA services whenever violent behavior or engagement in illegal activity is found on board the vehicle.

Madison County Transportation Authority's full policy regarding Suspensions and Terminations is available upon request.

Title VI
It is the policy of Madison County Transportation Authority and Madison County Government to ensure compliance with Title IV of the Civil Right Act of 1964; 49CFR, Part 21; related statutes and regulations that ensure no person in the United States shall, on the grounds of race, color, sex, age, national origin, or disability, be excluded from participation in, or be denied the benefits of, or be subjected to discriminations under any program or activity receiving federal or state financial assistance from the NC Department of Transportation or the US Department of Transportation. Any person that believes he or she has been discriminated against should contact:

Madison County Transportation Authority Coordinator
387 Long Branch Road
Marshall, NC 28753
828-649-0729 or TDD/TYY 1-800-735-2962

Madison County Community Services Director
462 Long Branch Road
Marshall, NC 28753
828-649-0729 or TDD/TYY 1-800-735-2962

And/Or:
North Carolina Department of Transportation
Civil Rights and Business Development
1511 Mail Service Center
Raleigh, NC 27699-1511
919-733-2300

Comments and Complaints:
Passengers are our passion. MCTA is dedicated to providing safe, reliable and responsive transportation. Customers who would like to share suggestions, comments, concerns or ideas are asked to call: 828-649-0729 or TDD/TYY 1-800-735-2962 and speak with the MCTA Coordinator or write: 387 Long Branch Road, Marshall, NC 28753.