Making an appointment for services:
When calling in a trip appointment, please have the following information available regarding the customer:

- Name
- Residential Address
- Telephone Number
- Complete street address of destination
- Day and Date of the trip
- Time the customer needs to arrive
- Time the customer needs 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
- Information if a child will be traveling

Vehicle operators are required to transport customers to the prescheduled 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 the day before a scheduled trip as a reminder 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 one (1) hour and 15 minutes prior to the requested drop-off time. A MCTA vehicle will arrive within 15 minutes after the requested pick-up time for a return trip. *It is best if you contact MCTA 828-649-0729 when your appointment has completed so that we may send the closest vehicle at the time to retrieve you from your destination. 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 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 support 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 down stars, steep inclines or driveways, enter residences or lift and or carry customers.

Wait Times:

Vehicle operators may only wait for a customer up to 5 minutes after the vehicle arrives. You will receive a phone call to see if you are planning to use the service. When you have completed your scheduled appointment please call MCTA at 828-649-0729 to let dispatch know that you are ready for pick up. Your driver will then be alerted that you are ready or other MCTA vehicles in the area. Depending on the schedule and other passengers being transported you may only have to wait 5 minutes or 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 hopes to provide efficient scheduling and pick up times, on occasion there other 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 2 hours before the scheduled pickup time. To cancel a trip on the day it is scheduled, call 828-649-0729, and speak to the office staff. After hours voice mail 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 vehicle operator and dispatcher will try to contact you via phone. If both 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.

Children and Youth:
A parent/guardian (over 18years) 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.
NC Law: 20-137.1 Child restraint systems required:
A child less than eight (8) years of age and less than 90 pounds in weight shall be properly secured in a weight-appropriate child passenger restraint system. A child less than five (5) years of age and less than 40 pounds in weight shall be properly secured in a rear seat. All children must come with their own approved child "car seat" or booster seat. These will travel with the child and not be left on the MCTA vehicle after transport.

Unattended Customers:
Customers 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 (5) 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 customer is not met by the end of the route, they will be returned to the MCTA office. The customer will not be left unattended, and the police will be notified to assist in locating the responsible party. Customers 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 5 vehicles that can accommodate wheelchairs, canes, walkers and mobility devices provided they can meet these 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 device and whether the device will fit aboard MCTA vehicles may call 828-649-0729 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 out their scooter in 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. It is required that all passengers must us the provided available seat belts/secure system accurately in order for maximum safety.

Carry-on Items:

Due to space limitations and safety/sacrament requirements, you are asked to consider what is necessary for your trip. If you are grocery/store 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.

Customer's Rights:
A Madison County Transportation Authority customer has the right to:

- Be picked up and returned home in 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 concern to Transit management; and
- Comply with safety concerns and company regulations

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.

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 on vehicle or open containers of alcohol.
- Passengers are not to engage in sexual activity or inappropriate displays of affection while riding on 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, religion, sexual orientation 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 (MCTA)
Director
387 Long Branch Road
Marshall, NC 28753
828 649 0729

And/or:
North Carolina Department of Transportation
Civil Right 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 a safe, reliable and responsive transportation. Customers who would like to share suggestions, comments, concerns or ideas are asked to call: 828 649 0729 and speak with the MCTA Coordinator or write: 387 Long Branch Road, Marshall, NC 28753.