

Service Policy for YVEDDI Public Transportation

Scheduling Trips

- Transportation appointments can be scheduled by calling the YVEDDI Call Center at 336-679-2071 and follow the prompts.
- All appointments are scheduled on a “first come, first serve basis”. If there is a conflict in van availability and/or funding, our priority of service will be followed in this order of priority: 1. Acute Life Sustaining 2. Chronic Life Sustaining 3. Medical 4. General
- Schedule appointments at least 3 working days in advance in case outside approval is needed.
- In order to keep correct information on Passengers, Trips, etc. please do not schedule any appointments with us beyond 30 days out.
- If your address, phone number, ambulatory condition, etc. changes please call and update your information immediately. It is your responsibility to insure we have the correct information.
- When scheduling trips the caller needs to have all information ready for the scheduler such as:
 - Name, Address and Phone Number of Passengers
 - Appointment Time
 - Address of Destination
 - Approximate Return Pick-Up Time
- All requests will be granted based on availability of funds and vehicles.
- Parents must provide and secure their own child restraint for children less than 80 pounds or children that are required by NC law to use a child restraint.
- If you cancel your trip to a destination your return trip will be cancelled as well unless you make other arrangements with the Dispatcher.
- Do not leave appointments on the voice mail. Leave your name and phone number and a scheduler will return your call.

Passenger Ridership Responsibilities

- Waiting time for regular routes such as HeadStart will not exceed 3 minutes.
- Elderly and Disabled passengers must attempt to board the vehicle within 5 minutes of arrival or a “NO Show” will be issued.
- Expect to ride with others. This is a shared ride service.
- Passengers must be prepared to be picked up 15 minutes before or 15 minutes after the scheduled pick up time. If the YVPT vehicle arrives during this time, it is considered on time.
- Cancellations must be called in to the Dispatcher at least 1 hour before scheduled pick up time or the trip will be considered a no show.
- Drivers will assist passengers with mobility devices as long as conditions are safe to do so.
- At no time will Drivers pull or push wheelchairs up or down steps.
- Wheelchair users must provide safe and adequate ramps at their residence.
- Wheelchair ramps should be no steeper than a 1/12 pitch (One foot of drop for every twelve feet of length) and should be wide enough for the wheelchair to pass with sufficient clearance that an average person, male or female can maneuver the passenger in the wheelchair safely up or down the ramp.
- YVPT does not provide any assistive devices.
- Drivers are never allowed to lift passengers or any item or device weighing more than 30 lbs.

Late Cancellation and No Show Policy

Changes, Cancellations, Late Cancellations and No Show's often effect the scheduling of service for other riders so advance notices of changes are critical to the efficient and effective delivery of YPT demand response services. Repeated failure to notify YPT staff of changes in trip plans may be grounds for suspension of services.

Definitions:

A "No Show" (NS): occurs when the vehicle arrives within the 15 minute window of service and a valid cancellation has not been made one hour prior to the scheduled pick up time or the rider has not boarded the vehicle within the 5 minute wait time.

A "Late Cancellation" (CL): Occurs when the passenger cancels a trip **at the door** or less than one hour (1) hour prior of the scheduled pick-up time. If the trip is a normally pre-scheduled trip and a return ride is no longer required it is the passenger or Sponsoring Agencies responsibility to cancel the return trip 1 hour prior to the scheduled pick up. If not utilizing the "scheduled return trip" and missing the "return ride" maybe be considered a "No Show (NS) or a Late Cancellation (CL). *

When a rider has a "no show" (NS) they may be required to pay for the miles incurred on their behalf.

*Trips missed by a passenger for reasons beyond his/her control (including but not limited to trips which are missed due to operator not meeting the scheduled "pick up window") will not be considered when determining if a passenger should be notified of an occurrence or suspended due to the number of trips the passenger has "No showed" (NS) or "Late Cancellation" (CL).

Responsible Parties

1. Passenger: If the trip(s) was scheduled by the Passenger then it is the passenger's responsibility to contact the YPT staff of any changes, cancellations or changes to the scheduled services. Notice of "No Show" (NS) and "Late Cancellation" (CL) will be communicated directly to the Passenger.
2. Ride Sponsoring Organization: Changes to any trip(s) or ongoing standing trip(s) including both the pick-up and returns scheduled by such entity it will be their responsibility to communicate such changes to YPT staff. Communications of "No Show" (NS) and "Late Cancellation" (CL) will be sent to directly to the "Ride Sponsoring Organization".

Disputing “No Shows” (NS), Late Cancellation (CL):

All disputes must be disputed in writing with thirty (30) business days of the disputed occurrence.

All disputes will be submitted to:

YVEDDI Public Transportation Scheduling Center Manager
1413 West Main Street
Yadkinville NC, 27055

Any occurrence found not to be accurate will be removed from the passengers file.

Suspension of Services

For individuals who have “No Showed” (NS), “Late Cancelled” (CL) or cancelled at the door for a total of three times in past 30 days then following suspension can occur.

1. 1st violation =Warning letter
2. 2nd Violation = 7 day suspension of services
3. 3rd Violation = 14 day suspension of services
4. 4th Violation = 21 day suspension of services
5. 5th and subsequent violations =28 day suspension of services

All suspension periods will begin on a Monday.

The information will be documented in the Passengers file.

Disputing a Suspension of Services:

All disputes must be disputed in writing within thirty (30) business days of the disputed Noticed of Suspension of Services”.

All Suspension of Services disputes will be submitted to:

YPT Director of Transportation
PO Box 309
Boonville, NC 27011

Aides or Personal Care Attendants

- YVEDDI is not responsible for passengers while outside of the vehicle. Since this is a shared ride service, the driver may not be able to leave the vehicle and other riders in the vehicle to go into a home or facility. Riders must provide their own attendant when needed. Examples of passengers that may need attendants include but not limited to: passengers with Dementia, Alzheimer's, Frail or Fragile, Elderly, Disabled, minors, etc.
- Passengers who need assistance beyond boarding, exiting and assistance to and from the door should have an aide or personal care attendant with them. There is no rider fee for aides. Please tell the Scheduler when you make trip reservations that an aide will be travelling with you.
- Any aide must be physically and mentally able to provide assistance to the passenger.

Passenger Guidelines

- For the safety of all YPT passengers, seatbelts including lap and shoulder belts must be worn by all passengers anytime the vehicle is in motion.
- All wheelchairs will be secured with the vehicle's securement system using the "four point tie down method".
- Please remain seated until the vehicle has come to a complete stop and the Driver has opened the exit door for you.
- Drivers will stand at the exit door to assist passengers as they exit the vehicle.
- YPT provides "Door to Door" service. If needed, the driver will assist any Elderly or Disabled passenger from their door to the vehicle and from the vehicle to the door of their destination. EXCEPTION: The driver is not allowed to get out of sight of the vehicle.
- Passengers must provide adequate space for our vehicle to get off the road and into a driveway or a parking space.
- Drivers will help passengers that need help with their bags (3 bags Maximum) to their door and will not enter the door of the passenger's home.
- Passengers are not allowed to change trip origin or destination without approval from the Dispatcher.
- Infant child restraints must be provided and secured by parent. All child restraints must be in good condition and conform to all Federal Motor Vehicle Safety Standards.

- If you pay for your transportation, correct change must be given to the Driver upon boarding the vehicle. YPT Drivers do not carry cash.
- Children 12 and under must be accompanied by a responsible adult to and from their destination.
- Children are not to be left with the Driver. If you take children with you on your trip, you must take them off the vehicle any time you get off the vehicle.
- No more than 3 bags per person allowed on the vehicle. All artifacts brought onto the vehicle must be secured so as not to become a dangerous projectile in the event of a crash. Passengers are responsible for their own belongings. Please make sure you take all personal items with you when you disembark from the vehicle.
- Drivers are not allowed to perform attendant services such as babysitting for children or adults with dementia, dressing, toileting, feeding or speaking to doctors regarding the passengers' conditions. EXCEPTION: Drivers may receive information related to a passenger's condition as it relates to the trip only. Drivers will not be responsible for conveying information from physicians to family or resident facilities.
- No dangerous chemicals or products will be transported by YPT.
- No alcoholic beverages will be allowed on the vehicles.
- In the event of a disagreement regarding service, destination, fee, etc. please follow the Driver's instruction. When possible call your County Service Center and speak to a supervisor and they will do their best to remedy the situation.

Behavior

- No guns or weapons allowed on any YPT vehicle.
- Smoking, vaping, or use of any tobacco product is not allowed on any YPT vehicle.
- Eating and/or drinking on the vehicle is not allowed except in response to an emergency medical condition.
- Passengers who are physically or verbally abusive (including foul language) to other passengers or the driver and who interfere with the safe operation of the vehicle may have their services suspended and/or terminated.
- Behaviors that disrupt the operations and/or duties of transit operators or staff or that disturb the quiet enjoyment of other passengers to safely and peaceably ride the transit system are inappropriate and will result, in a temporary or permanent suspension of riding privileges

- No inappropriate display of affection or sexual activity to the Driver or any other passenger will be allowed.
- No release of human waste, including spitting, urinating or defecating on the vehicle will be allowed.
- YPT Driver's will not transport any person who appears to be under the influence of illegal drugs or alcohol.
- Any illegal activity on a YPT will be reported to the appropriate authorities.
- For safety sake, please limit your conversation with the Driver and don't distract the Driver in situations where their focus should be on the road.
- Willful destruction of YPT property will result in legal action.
- Please help keep the vehicle clean and do not leave trash on the vehicle.
- Lack of personal hygiene is offensive to others. Passengers should be clean before boarding the vehicle.

Passengers Who Are Not Eligible To Ride With YPT

- Any passenger not able to sit up. EXCEPTION: Passengers who use mobility devices such as wheelchairs and who have postural support belts that secure the upper body to the mobility device.
- Passengers in non-standard wheelchairs such as "gerry chairs" or wheelchairs that do not fit on the vehicles ramp without touching the yellow boundaries.
- Passengers who with any mobility device weigh more than the vehicle's capacity rating. However, if able, the passenger is allowed to board without the mobility device by riding the lift while standing then, walk into the vehicle. The driver will load the mobility device separately if requested.
- Passengers with chest pain, severe nausea, uncontrolled diarrhea, vomiting, labor pain.
- If the Driver finds the passenger in distress upon arrival at the passenger's home, the Driver will contact EMS for the passenger and the passenger's trip with YPT will be cancelled. The Driver will stay with the passenger until EMS arrives if there is no family present.

Inclement Weather Policy

- No transportation will be provided on days when it is unsafe to do so due to ice, snow etc.
- Generally, routes will follow the county school system for each county.
- If road conditions are bad, medical appointments should be cancelled and rescheduled.
- If road conditions permit, essential medical trips such as dialysis will be provided.
- As road conditions improve, each trip will be considered based on the road conditions at the pick-up and destination.
- If the Driver considers the passenger's driveway too treacherous to enter, the Driver will not attempt to pull into the driveway. In this instance the passenger may have to be picked up and dropped off at the roadway.

Service Animal Policy

- YVPT allows only service animals on the vehicles (No Pets).
- All service animals must be well behaved, clean and free of pests.
- If a service animal displays aggressive or unmanageable behavior, the service animal will be banned from YPT vehicles.
- All service animals must be properly leashed or caged as appropriate.

Emergency/Natural Disaster

In the event of an emergency or a natural disaster, all scheduled transportation service will be discontinued. Every effort will be made to take those passengers who are en-route or at appointments to their homes as quickly as possible. This agency will assist the county emergency management services in providing transportation in the event of a disaster.

System vehicles will be used to transport or evacuate citizens to safety under direction of EMS. System vehicles may also be used to shuttle EMS workers to and from disaster sites as needed.

Passenger Comment and Complaint Procedures

YVEDDI Public Transportation is committed to providing excellent service to the passengers we serve. However, in our day-to-day efforts we know there is the possibility that you as a passenger may not agree with every aspect of our service.

In the event you have a suggestion or would like an explanation of why we do things a particular way, please call your County Service Center and ask for the Transportation Coordinator. The Transportation Coordinator will professionally and respectfully discuss your concern and look for a path to resolve the issue.

If you would like to file a formal complaint please state your problem or complaint in writing, via telephone, fax or email to:

Jeff Cockerham
Transportation Director
P.O. Box 309
Boonville, N.C. 27011
(336) 367-3532

Fax (336) 367-3637
Email transportation@yveddi.com

- 1) Be sure to explain in detail your complaint and your opinion on how to resolve the issue.
- 2) The Transportation Director will review both sides of the complaint and report his findings within (3) three working days. Both sides will receive a written copy of the Director's findings and how to resolve the complaint.
- 3) Please provide all the following information:
 - Your Name
 - Physical Address
 - City, State and Zip Code
 - Telephone Number
 - Best Time to Call