

MCTS

Moore County Transportation Services

Mission

To provide safe and efficient transportation services for citizens and clients of County agencies.

Vision

A model for small rural transit systems in North Carolina and the United States.

1. Description of Services

Moore County Transportation Services provides the following types of transportation services to all Moore County Residences and their guests:

- Subscription Services – when passengers schedule routine trips from one specific location to another location and at set times. (e.g., transportation to work on Monday, Tuesday, Wednesday, Thursday, and Friday with pick up and return trips home at a scheduled time)
- Demand Response Services – when passengers request a single trip from one specific location to another specific location at a requested time. (e.g., doctor’s appointment on Thursday at 10:00 am)
- Deviated Fixed Route Services – a fixed route with minor deviations for pick-ups and drop-offs. (A-Pines Line)

Descriptions of Programs and Eligibility Provided by Moore County Transportation Services

Moore County Transportation Services provides transportation through the programs listed below. Availability of the programs may vary based upon funding availability.

- Medicaid Transportation – Moore County Transportation Services provides transportation services for Medicaid eligible clients through the Department of Social Services and the Non-Emergency Medical Transportation Broker System.
- Elderly & Disabled Transportation Assistance (EDTAP) – is a part of the Rural Operating Assistance Program. (ROAP Grant Funding) Funding provides transportation services for adults 60+ and any individual with a disability.
- Rural General Public (RGP) – is part of the Rural Operating Assistance Program. (ROAP Grant Funding) Services available to any individual not eligible for transportation services through a human service agency.
- Contract Services - agencies throughout Moore County have the option to contract with Moore County Transportation Services for their clients.

Important to remember: All Moore County Transportation Services programs have limited funding available. As a result, frequencies and types of trips may be adjusted.

Scheduling Your Appointment

Requests for transportation services must be scheduled 48 hours in advance as follows:

Appointment Day	Must call by 5:00 p.m. on this day to schedule
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday

Moore County Transportation Services Office Hours

Office hours are Monday through Friday between the hours of 7:30 am and 6:00 pm.

Moore County Transportation Services Driver Hours of Service on Highway

Service is provided Monday through Friday between the hours of 3:30 am and 6:30 pm.

Subscription Services Hours of Operation

All subscription appointments services are provided Monday through Friday between the hours of 5:00 am and 5:00 pm.

Demand Response Services Hours of Operation

All demand response appointment services are provided Monday through Friday between the hours 8:00 am and 3:00 pm for in-county trips and between the hours of 9:00 am and 11:00 am for out of county trips. **(Appointments times represent the time the appointments must be scheduled)**

2. HOLIDAYS

Moore County Transportation Services is closed on holidays observed by the County of Moore. These designated holidays include.

New Year’s Day
Martin Luther King Jr. Day
Good Friday
Memorial Day
Fourth of July
Labor Day
Veterans Day
Thanksgiving Day & Friday after Thanksgiving
Christmas (See below)

When a holiday other than Christmas is on Saturday, the preceding Friday shall be observed as a holiday.

When a holiday other than Christmas is on Sunday, the following Monday shall be observed as a holiday.

The county observes the following schedule regarding Christmas Day. When Christmas Day fall on the days note in the table below, then following days are observed as holidays:

Sunday	Friday, Monday, and Tuesday
Monday	Monday, Tuesday, and Wednesday
Tuesday	Monday, Tuesday, and Wednesday
Wednesday	Tuesday, Wednesday, and Thursday
Thursday	Wednesday, Thursday, and Friday
Friday	Thursday, Friday, and Monday
Saturday	Thursday, Friday, and Monday

3. OUT OF COUNTY SCHEDULE

Out of County appointments are for medical appointments only and must be scheduled between the hours of 9:00 am and 11:00 am only.

The Moore County Transportation Services Out of County schedule is as

Day	Area
Monday	Fayetteville, Raeford, Sanford, Troy, and Biscoe
Tuesday	No out of County Trips
Wednesday	Sanford
Thursday	Chapel Hill, Durham, and Raleigh
Friday	No out of County Trips

Moore County Transportation Services van are required to depart by 3:00 pm from all out of county destinations.

4. NON-EMERGENCY TRANSPORTATION SERVICES

All transportation services provided by Moore County Transportation Services are nonemergency. Passengers scheduled for appointments will not be transported if any of the following systems are evident:

- Chest pains
- Shortness of breath
- Severe nausea
- Vomiting or diarrhea
- Abdominal pain
- Labor pain

If the Moore County Transportation Services driver finds the passenger in distress upon arrival, the driver will recommend the passenger be transported to the hospital by Emergency Medical Services. (EMS)

If a passenger becomes ill during transport the driver will call 911. The driver, in their discretion, will either drive directly to the nearest hospital emergency room or stop and wait for EMS to arrive.

Reservations

Moore County Transportation Services must be notified of scheduled appointments no later than two business days before the time of an appointment.

Requests for service can only be met if all the following conditions are met:

- Moore County Transportation Services has available resources to meet the need.
- Space is available on an existing route.
- An efficient cost and effective route can be developed.

It is the passenger's or agencies responsibility to know and furnish Moore County Transportation Services with the physical address to where they are being transported.

Exception

If an organization within Moore County, which has not entered a contract with Moore County Transportation Services for transportation services, experiences extenuating circumstances or an emergency, the Director of Moore County Transportation Services or his/her designee, in his/her sole discretion, may approve transportation services to clients of that organization. For example, if another agency that needs transportation services for their clients has a shortfall of vehicles or has a situation where emergency transportation is required, Moore County Transportation Services may help. In such event, Moore County Transportation Services will inform the requesting organization of the following:

- The request must be approved by the Director of Moore County Transportation Services or their designee.
- If approved, the requested services will be added to the schedule; however, to the extent possible, the assistance will not interfere with the schedule operations of MCTS.
- The organization will identify its clients to be transported, the locations for transportation services to be provided, preferred pick-up times, and whether an aide/escort will be accompanying any of the clients. (See Passenger Aide/Escort)
- All trips are limited to in-county services only. No out of county trips will be provided.
- If applicable, transportation services will be invoiced at the then current rate for Non-Client Transport Fee as provided under the County's Fee Schedule for Transportation Services.
- The organization will be responsible for payment for transportation services provided by Moore County Transportation Services; and any outstanding debts may result in the denial of future requests until payment is made in full.

5. CANCELLATIONS

Cancellations must be received by MCTS at least 24 hours before a passenger's requested appointment time to avoid a No-Show charge.

Drivers are not allowed to accept cancellation requests at any time.

6. PASSENGER AIDE / ESCORT

Passengers who need assistance getting to or from the vehicle, entering or exiting the vehicle, or moving around while inside the vehicle must have an aide accompany them. It is the responsibility of the passenger, the passengers' family or guardian, or the sponsoring agency to furnish the aide.

The aide as defined by ADA will not be charged for the trip and is to stay with the passenger. Persons with physical or mental disabilities transported to and from adult daycares must have a responsible person to take them to and from the vehicle.

7. CURB-TO-CURB SERVICE

Moore County Transportation Services provides curb-to-curb services. However, when passengers may be non-ambulatory or require the need for additional assistance, drivers may assist passengers on and off the vehicles and to the entry door if required. Any passenger who needs further assistance beyond the entry door is responsible to have an accompanying aide or family member/guardian; the MCTS system does not provide aides. When providing assistance, the driver must remain within view of the vehicle while other passengers are on board.

MCTS drivers have the discretion to pick-up passengers in what they deem to be a safe manner at the address provided. MCTS passengers do not dictate where they are specifically picked up.

House numbers should be readily visible from the road.

Private driveways and roads should be maintained and not present a hazard to vehicles. Failure to maintain private roads and driveways will result in MCTS vehicles declining to provide service.

All passengers must sign a Release, Waiver, and Indemnification of Liability prior to receiving transportation services. (Attachment 1)

All passengers must provide a signed Policy Acceptance Letter to Moore County Transportation Services indicating that they have received, reviewed, and understand the Moore County Transportation Services Policies prior to receiving transportation services. (Attachment 2)

8. MOBILITY DEVICES

Passengers must supply their own mobility device. Drivers are not permitted to transfer passengers from beds, chairs, etc., into wheelchairs or other mobility devices.

With respect to passengers with wheelchairs, combination equipment, or other mobility devices (collectively referred to as “Mobility Devices”) that are larger or heavier than the design standards for MCTS vehicles and equipment, MCTS must carry the passenger if the lift and vehicle can accommodate the passenger plus the size and weight of the Mobility Device.

MCTS may decline to provide transportation services to a passenger if the combined weight of the passenger and the Mobility Device exceeds that of the lift specifications or if the carriage of the Mobility Device is demonstrated to be inconsistent with safety requirements.

All Mobility Devices must be secured in the designated securement areas. MCTS may not deny transportation services to a passenger on the ground that the passenger’s Mobility Device cannot be secured or restrained satisfactorily by the vehicle’s securement area.

MCTS may recommend to a user of a Mobility Device to transfer to a vehicle seat. MCTS may not require the individual to transfer.

MCTS staff, where necessary or upon request, shall assist individuals with disabilities with the use of securement systems and lifts. If the assistance requires MCTS staff to leave their seats to provide assistance, they shall do so.

MCTS staff shall permit individuals with disabilities who do not use Mobility Devices, including standees, to use a vehicle’s lift to enter the vehicle.

The wheelchair lift is designed for one person only and, if applicable, that person’s Mobility Device. Accordingly, only one person shall occupy the wheelchair lift while it is in operation, going up or down.

The passenger’s delivery destination and home destination must be wheelchair accessible. The driver retains the option to refuse service if there are steps, steep ramps, bumpy terrain, or other dangerous conditions that present a safety hazard to either the driver or passenger.

MCTS does not transport Mobility Devices without the client being present.

9. NO-SHOWS

A passenger will be considered a No-Show if MCTS arrives to pick-up the passenger and the client is not at the appointed address/designated pickup location, refuses the scheduled trip, and/or MCTS was not notified at least 24 hours before the requested appointment time.

Contract Agencies

Contract agencies can determine that a passenger, who might otherwise be considered a No-Show, is considered a cancellation instead based on medical circumstances for the passenger and the passenger's family.

See individual agency contracts for specific No-Show charges.

Rural Operating Assistance Program (ROAP)

All passengers will be provided the MCTS No-Show policy in writing.

All passengers considered a No Show must pay the fully allocated cost of the scheduled trip. Payment must be paid in full prior to receiving additional transportation. Any scheduled trips will not be completed until payment is received.

First No-Show:

After the first documented No-Show the passenger and/or the passenger's sponsoring agency if applicable will receive a warning letter advising that further missed trips will result in a suspension of transportation services for a period of thirty days.

Second No-Show:

After the second documented No-Show the passenger and/or the passenger's sponsoring agency if applicable will receive a letter advising that his/her transportation services have been suspended for 30 days.

Third No-Show:

After the third documented No-Show the passenger and/or the passenger's sponsoring agency if applicable will receive a letter advising that his/her transportation services have been suspended for 60 days.

Fourth No-Show:

After the fourth documented No-Show the passenger and/or the passenger's sponsoring agency if applicable will receive a letter advising that his/her transportation services have been suspended for the remainder of the fiscal year or until the following June 30th.

All suspensions will reset on July 1st.

10. CHILD SAFETY

All children under the age of eight and who weigh less than 80 pounds shall be transported in a child safety seat, as required by North Carolina law. It is the responsibility of the agency, or the child's parents or guardians, to provide such a child safety seat. The MCTS system does not provide child safety seats. Small children who do not have a safety seat will be refused transportation until such time as the agency or individual provides a suitable seat. When a child reaches age 8 (regardless of weight) OR 80 pounds (regardless of age), a correctly fitted seat belt may be used instead of a child safety seat. MCTS reserves the right to refuse transportation to any child who cannot be safely secured as required by North Carolina law.

A parent or guardian must accompany passengers under 16 years of age.

11. PASSENGER RESPONSIBILITIES

- Do not use abusive or profane language with the driver, dispatch, schedulers, or manager.
- Threats directed at the driver or passengers are not allowed on board a Moore County Transportation Services vehicle.
- Do not initiate conversations with drivers while the vehicle is moving except in the event of an emergency. (i.e. If a passenger is in need of assistance due to a health issue.)
- Be ready one and half (1.5) hours prior to their scheduled appointment time and one and half (1.5) hours after their scheduled return.
- No screaming, loud talking, singing, or playing music in/on the Moore County Transportation Services van.
- Be ready and watching for provider – they will only wait 5 minutes after arriving to pick you up. If the client does not board the vehicle within 5 minutes the passenger will be marked as a No Show unless otherwise instructed by Moore County Transportation Staff.
- Wear seat belts at all times.
- Passengers are expected to use good personal hygiene.
- All trash must be placed in the proper trash receptacle.

- Service animals must be controlled at all times. This includes uncontrolled barking, excessive growling, jumping on other people, and running away from the handler. If the service animal poses a direct threat to the health or safety of others the handler may be asked to remove the animal. Service animals must be vaccinated in accordance with state and local laws and housebroken.
- Passengers who have dogs on their property must have their dogs confined for the safety of the Moore County Transportation Services drivers. If dogs are not confined services will not be received and the passenger will be charged a No-Show fee. No exceptions.
- Passengers should wait at a main entrance or curbside if they are physically or mentally capable and weather permitting. The drivers have the discretion to determine the main entrance or curbside of the pickup and drop off locations.
- Provide a caregiver or attendant if needed.
- Provide adult supervision for children under the age of 16.
- Do not smoke, chew or dip tobacco.
- Do not possess any weapons while on vehicle.
- Do not display affection of sexual nature to the driver or other passengers.
- Do not bring open food or drink on the vehicle. However, exceptions are made to allow eating and drinking due to a passenger's medical condition or treatment.
- Do not possess alcohol or illegal drugs while in vehicle. This includes unopened containers.
- Secure all personal belongings and remove them when you exit the vehicle. Drivers are not responsible for returning items left on vehicle.
- Grocery or light weight bags need to be limited to what you can carry and safely secure.
- Passengers will be taken to the address/locations authorized on the manifest.
- If you have a compliment or complaint, contact Moore County Transportation Services at 910-947-3389.

Moore County Transportation Services is always reviewing and updating policies and procedures for its transportation services. To make sure the customer is receiving the latest information, or if a customer has further questions, call 910-947-3389.

12. PASSENGER CODE OF CONDUCT

A passenger's right to transportation privileges can be suspended or terminated by Moore County Transportation Services or sponsoring agency due to misconduct, noncompliance, and/or disruptive or inappropriate behavior. Disruptive or inappropriate behavior to other passengers or the driver will not be tolerated.

When a MCTS passenger breaks one of the Moore County Transportation Services Passenger Guidelines, the procedure will be followed:

- 1st Offense – The passenger will receive a written warning from a Moore County Transportation Services staff member. If the passenger receives services through either a human service agency or an agency that contracts with Moore County Transportation Services for transportation, the sponsoring agency will be notified.
- 2nd Offense – The passenger will be suspended for a period of (3) working days. A member of Moore County Transportation Services Administrative team will notify the passenger of their suspension by phone and in writing. The sponsoring agency (if any) will also receive notification by the Moore County Transportation Services office, and a copy of the written suspension will be sent to the proper personnel at the sponsoring agency's office.
- 3rd Offense – The passenger will be suspended for a period of (10) working days. A member of Moore County Transportation Services Administrative team will notify the passenger of their suspension by phone and in writing. The sponsoring agency (if any) will also receive notification by the Moore County Transportation Services Office, and a copy of the written suspension will be sent to the proper personnel at the sponsoring agency's office.
- 4th Offense – The passenger will be suspended for a period of (30) working days. A member of Moore County Transportation Services Administrative team will notify the passenger of their suspension by phone and in writing. The sponsoring agency (if any) will also receive notification by the Moore County Transportation Services Office, and a copy of the written suspension will be sent to the proper personnel at the sponsoring agency's office.
- Automatic Suspension - Depending on the severity of the passenger's actions, Moore County Transportation Services reserves the right to suspend clients for one (1) year up to permanently at their discretion voiding the above procedures. (Examples: violence, threats, intimidation, harassment, holding up transportation services by not putting on seatbelt and placing token in the appropriate location, excessively calling the office disrupting day to day operations)

Appeals

Passengers may only appeal one-year or perement suspensions by submitting a completed Code of Conduct, Appeal of Suspension, Moore County Transportation Form.

Moore County Transportation Services Passenger Code of Conduct Appeals Committee

The Moore County Transportation Services Passenger Code of Conduct Appeal Team will consist of the County Attorney Designee, Human Resources Designee, Assistant County Manager.

If the suspension is warranted. The suspension date will be (1) year from the date of the Moore County Transportation Passenger Services Passenger Code of Conduct Appeals Committee determination.

Definitions:

Violence – Physical force employed to violate, damage, abuse, injure, or strike any manner.

Threat - An expression or action showing intent to inflict harm. The giving of signs or warnings of violence or the announcement of violence as a possibility.

Inappropriate Behavior - Any conduct that does not demonstrate respect for the rights and dignity of other or that interferes with the orderly provision of transportation services.

Intimidation – A personalized form of anti-social behavior, specifically aimed at individuals. People experience repeated incidents and problems of intimidation and harassment day after day.

13. DRIVER – PASSENGER POLICIES

- Courtesy and Respect – Drivers will show courtesy and respect for all customers while performing the service they require.

INCLEMENT WEATHER POLICY

Moore County Transportation Services will follow the Moore County Policy.

EMERGENCY PROCEDURES FOR PASSENGERS

In case of an accident or other emergency, the passenger should:

Follow the driver’s instructions.

- Remain calm,
- Maintain orderly evacuation of the vehicle, if warranted,

- Stay off roadway in a safe location,
- Do not smoke anywhere near the vehicle,
- Call for emergency response if the driver is incapacitated.

14. EMERGENCY / NATURAL DISASTER PLAN

In the event of an emergency or natural disaster, transportation services will be discontinued in the discretion of the County Manager. Efforts will be made to take passengers home who are either in route or at scheduled appointments.

15. TRANSPORTATION OF NURSING, REST, DOMICILIARY, AND FAMILY CARE HOME RESIDENTS

Residents of nursing home, rest homes, assisted living facilities, family care homes, and domiciliary homes are considered the wards of the homes. It is the responsibility of the respective entities to provide transportation services for their residents. In order for Moore County Transportation Services to provide services to the respective entities an executed contract shall be required.

16. CONFIDENTIALITY

Any and all information regarding any individual person served by MCTS is strictly confidential. Information shall only be released to authorized parties.

17. USE OF TOBACCO PRODUCTS

All Moore County Governmental Property is smoke free, which includes but is not limited to cigarettes, tobacco, and devices such as e-cigarettes, pipes, and vaporizers. The use of these items is prohibited in/on all Moore County property including vehicles, grounds, and parking lots and inside/outside all County owned/leased facilities.

18. SUBSTANCE ABUSE/DRUG AND ALCOHOL TESTING

MCTS employees are governed by the “Drug and Alcohol-Free Workplace Policy” and the “Substance Abuse Policy” both of which are contained in the Moore County Personnel Policy.

The purposes of these policies are to: (1) state the County’s unequivocal opposition to the unlawful manufacture, distribution, dispensation, possession, or use of nonprescription controlled substances or

alcohol and abuse of prescription drugs in the workplace by Moore County employees or any person covered by this policy; (2) assure worker fitness for duty and to protect our employees and the public from the accidents, injuries and other risks posed by the misuse of alcohol and use of prohibited drugs; (3) maintain a drugfree and alcohol-free workplace; (4) provide the means for offering drug awareness, education and training to deter the use of prohibited drugs by all employees; and (5) to offer a formal program of detection, to encourage employees to seek professional assistance for drug and alcohol dependency, and define minimum standards for the formal testing/detection program.

The following points summarize the Drug and Alcohol-Free Workplace Policy and the Substance Abuse Policy:

- MCTS employees are prohibited from illicit drug use.
- MCTS employees are prohibited from alcohol use in the performance of their duties.
- MCTS employees are prohibited from the possession of illicit drugs or alcohol on or in Moore County property or vehicles.
- MCTS employees must complete drug and alcohol training.
- MCTS has implemented and maintains an approved drug and alcohol testing program that is consistent with the regulations of the Federal Transit Administration (FTA)
- Drug and alcohol testing must be administered to all safety-sensitive employees.
- MCTS must comply with all federal regulations pertaining to drug and alcohol testing.
- MCTS employees must pass the pre-employment, random, post-accident, and reasonable suspicion drug and alcohol tests. Employees who do not pass drug and alcohol test will be dismissed.

REASONABLE SUSPICION DRUG AND ALCOHOL TESTING

All MCTS safety-sensitive employees are subject to Reasonable Suspicion Drug and Alcohol testing at any time during duty hours.

POST-ACCIDENT DRUG AND ALCOHOL TESTING

Accidents or Incidents may require Post-Accident Drug and Alcohol Testing, entitled; “*Post Accident Drug and Alcohol Testing Decision Maker Form*” and the Accidents/Incidents Reporting in this Policy, Section 19.

19. ACCIDENTS / INCIDENTS

It is the responsibility of every employee of MCTS to report any and all on-the-job injuries and/or accidents/incidents immediately to the Director of MCTS or their designee. Drivers will provide detailed and accurate reports of all on-the-job injuries and/or accident/incidents using the accident/incident report form(s) immediately after the on-the-job injuries and/or accident/incident.

Report forms are in all vehicles.

If passengers are involved in an accident/incident, the sponsoring Agency of all passengers will be informed of the situation as soon as possible.

MCTS will follow the guidelines of the Moore County Vehicle Fleet Policy, effective March 1, 2012.

IMPORTANT: Accidents or Incidents may require Post-Accident Drug and Alcohol Testing

Drivers must remain at the scene of an accident (unless medical attention is needed) to make a report to law enforcement personnel.

Drivers should fill-out an incident reporting form if anything unusual occurs during their route. Incidents include accidents, injuries, property damage and near misses. Examples of incidents that should be recorded include, but are not limited to:

- Passenger falls without injuries.
- Passenger injuries.
- Difficulties with passengers that result in damage to people and/or property. (Example; passenger actions such as throwing objects, etc.)
- Equipment failures which cause delays; running over objects which could cause residual damage to tire or undercarriage; any unusual occurrences or events that caused or could
- cause future problems in the safe and reliable operation of the vehicle.
- Accidents/Incidents requiring passenger medical treatment.
- Accidents/Incidents which result in dollar value damage of over five hundred dollars (\$500.00)—written notice of such an accident must be given to the North Carolina Department of Transportation (NCDOT) within 30 days of the incident.

Fatal Accidents: If a fatal accident occurs, MCTS must provide written notice about the accident to NCDOT within 24 hours of the accident victim's death. A written copy of local or state accident investigation reports of fatal accidents should be submitted to NCDOT within 30 days of the accident.

Failure to report incidents/accidents can be grounds for disciplinary action up to and including termination of employment.

20. CHARTER TRANSPORTATION SERVICES

Inasmuch as Federal Law greatly restricts the use of federally funded vehicles for charter purposes because of its policy not to compete with private enterprise, MCTS will not provide charter transportation services.

21. SCHOOL TRANSPORTATION POLICY

Moore County Transportation Services will not provide exclusive school related transportation. Exclusive school transportation is defined as any trip provided by a transportation system for which passengers are restricted only to students being transported to or from school or to or from school activities.

22. FARE INCREASE AND MAJOR SERVICE REDUCTION

In the event of a fare increase or a major service reduction, Moore County Transportation Services will issue a public notice at least 30 days prior to the effective date of such changes. This notice will be provided to the general public and to persons and/or organizations that contract transit services with Moore County Transportation Services. A major service reduction is defined as an elimination of any route or service. A fare increase is defined as an increase in ridership fare (e.g., increase of \$4.00 each way to \$6.00 each way).

Opportunity for Public Comment - The public will be provided an opportunity to make comments on the proposed change(s) at a public hearing conducted before Moore County Board of Commissioners at least 30 days prior to the required 30-day public notice of change execution.

Public Notification - Moore County Transportation Services will notify the public about the proposed change by:

- a. Provide notice on the County of Moore's website; and
- b. Provide notice to human service contractors per terms outlined in the executed service agreement; and
- c. Provide notice in the local newspaper having general circulation in the service area; and
- d. Post notice in all revenue vehicles (A revenue vehicle is defined as the floating and rolling stock used to provide revenue service for passengers.)

23. CASH HANDLING

Passengers that ride through the RGP (Rural General Public) and EDTAP (Elderly and Disabled Transportation Assistance Program) are charged a passenger fare. All passengers must deposit a token or exact change in the token box upon entering the vehicle.

Drivers do not have access to cash or the ability to open the token box while operating a vehicle.

Drivers are instructed to direct clients and members of the public to make donations directly to the MCTS Administrative Office at 302 Monroe Street, Carthage, NC 28327.

Passengers that ride through the deviated fixed route are charged a passenger fare. All passengers must deposit a voucher or exact change in the token box.

24. STATEMENT OF NON-DISCRIMINATION

This agency does not discriminate in the provision of service to any individual based on race, color, religion, sex, national origin, political affiliation, disability, or age. All persons will be treated equally with respect and dignity.

This agency is an equal opportunity employer and will not discriminate in the employment of persons because of race, creed, color, sex, age, or national origin.

POLICY AND PROCEDURE: VEHICLE VIDEO/AUDIO SURVEILLANCE SYSTEMS

BACKGROUND

The NCDOT, using American Reinvestment and Recovery Act (ARRA) funds, has established a goal of making available to transit systems in North Carolina the option to place vehicle video and audio surveillance equipment onboard vehicles in their respective fleets. Through extensive evaluation and testing of equipment, a bid process was completed by the NCDOT to meet ARRA requirements. Upon completion of this process a contract for this equipment was awarded.

The equipment selected for these projects makes use of a four channel DVR system installed in each vehicle. The DVR is placed in a secure location and has a two-lock system for user access. One lock will open the outer security cover, and the second lock enables the hard drive to be removed. The system is activated upon vehicle ignition and shuts down twenty minutes after the vehicle ignition is turned off. There is a Panic Button located in the drivers seating area, and a solid light indicates that the system is operating normally.

Through testing and research, as a rule, vehicles that are equipped with wheelchair lifts will have four cameras mounted inside each vehicle, and vehicles without lifts will have two cameras. The locations of the cameras have been established to include views looking out the vehicle front windshield, the passenger entrance door, the wheelchair lift, and the passengers/driver.

Some systems will be allowed to acquire a wireless download to capture tagged events to include the following: turn signal use, G Force sensor activation, braking, lift deployment, and panic button triggered events. With the Wi-Fi downloads the marked events will be automatically downloaded within two hours of the vehicle retuning to the base location, and up to six vehicles can download at any given time. The DVR houses a removable 500 GB encrypted hard drive which can only be viewed with vendor's viewing software. Once the hard drive has been viewed it can be converted to Window's Media Player format which is not encrypted. The hard drive contains all the continuous recordings and will capture recordings for total hours the vehicle is in use. When the hard drive reaches its capacity, it will then start overwriting the oldest recordings.

Through the pilot projects, testing, and evaluations the system has proven to have no major malfunctions; however, it is imperative that the system's health be routinely monitored to ensure that recordings are being properly received.

POLICY STATEMENT

Video/Audio surveillance, when utilized with other security measures, is an effective means of ensuring the security and safety of vehicles operated by Moore County Transportation Services. Vehicles will be equipped with automated onboard security video/audio surveillance systems.

The video/audio surveillance system is installed and in use in Moore County Transportation Services vehicles to help monitor various activities. The security camera surveillance system is not intended to be a substitute for direct client-staff interaction but is intended to supplement those interactions and enhance safety for our clients and staff. The policy will be administered and monitored by the “Director” or their designee. The use of a video/audio surveillance system to enhance security, including specific camera positions, is determined based on reasonable and justifiable grounds for the provision of employee and public safety, as well as security. The system begins recording every time the vehicle is started and continuously captures video/audio data while the vehicle is in operation. The recordings cannot be viewed in “real time” and is only accessed as outlined in this policy. The video/audio surveillance system provides the opportunity to review images after an incident occurs, if/when a complaint is made, and/or for other operational and administrative purposes, including by way of example only, training or quality improvement activities. Copies of records from the archived data may be made and stored separately when authorized by this policy or when litigation or any other legal action is anticipated, pending, or ongoing. Moore County Transportation Services employees who are within range of the security camera system have no expectation of privacy regarding any of their activities that are recorded. All images and records of whatever sort generated by the system may be used in investigations of complaints and/or with respect to disciplinary action, as well for training purposes.

Copies of video/audio surveillance system records are Moore County Transportation Services records and will be maintained in the same manner as other records made or copied for similar purposes. Information on the existence, operation, and use of Video/Audio surveillance systems on Moore County Transportation Services vehicles **will not** be considered public record as the information recorded will be used for the following:

- To perform performance evaluations; and suspension, disciplinary actions, and terminations, which is protected as confidential information under Article 5, G.S. 153A-98.
- To assist public law enforcement agencies in criminal investigations; intelligence records; Innocence Inquiry Commission records, G.S.132-1.4.
- For training.
- As required by North Carolina or Federal Law.

PURPOSE

The need to ensure security and safety must be balanced with an individual's right to privacy. The purpose of this policy is to establish procedures which are intended to achieve this balance. The information below is intended to provide guidance regarding the video/audio surveillance system for Moore County Transportation Services. Moore County Transportation Services vehicle operators must always remain alert and aware of their surroundings. Video surveillance helps and is used to:

- Monitor the quality of service provided by the transit system
- Deter inappropriate conduct or criminal activity
- Assist in criminal investigations
- Provide enhanced safety for the operator and passengers
- Enforce passenger code of conduct
- Address complaints and research incidents

Specifically, this policy addresses requirements and responsibilities with respect to:

- the installation and operation of video/audio surveillance systems on Moore County Transportation Services vehicles;
- the use of the information obtained through video/audio surveillance systems on Moore County Transportation Services vehicles; and
- custody, control, access to and retention of records created through video/audio surveillance systems on Moore County Transportation Services vehicles.

DEFINITIONS

This policy applies to all video/audio surveillance systems installed on Moore County Transportation Services vehicles.

“Vehicle” refers to any vehicle that is either owned or operated by Moore County Transportation Services for the defined purpose of providing public transportation services by Moore County Transportation Services.

“Director” means the primary official with overall responsibilities for the management and operations of the transit program, or their designee.

“Video/Audio Surveillance System” or “System” refers to any system or device that enables continuous or periodic video/audio recordings, observing or monitoring the interior of Moore County Transportation Services vehicles. This may include individuals boarding, travelling on, or alighting system vehicles, and includes the storage device used to store the recorded video/audio data.

CAMERA PLACEMENT

Moore County Transportation Services will take all reasonable steps to mitigate any adverse effects on personal privacy. Camera placement has been assessed in the NCDOT Video Camera Surveillance Pilot projects. This process has developed a standardized placement and number of cameras to be used by each vehicle type. The transit system will honor these assigned camera placements and will not deviated from this approved plan without written permission from the NCDOT.

SIGNAGE

A 8X11 inch (minimum) sign will be placed in a visible location on the interior of each vehicle that provides notification of the collection of personal information. The sign will advise all persons entering the vehicle that the interior of the vehicle is under video/audio surveillance (See Attachment B).

ACCOUNTABILITY

The Director or his/her designee shall be responsible for the following:

1. maintaining and annually reviewing the protocols for the installation, operation, and use of the Video/Audio surveillance System used by the transit system, and for the custody, control, access to and retention of records created.
2. ensuring that all proposed changes to the existing system or any newly proposed systems meet the requirements of this policy prior to implementation.
3. maintaining the custody of all system records created. All records will be maintained for a period of thirty calendar days. Any records saved for specific purposes such personnel action, incident/accident investigation, or litigation will be retained for as long as necessary.
4. ensuring the security of any records, from creation through final disposal.
5. ensuring compliance with this policy.
6. routinely monitor camera surveillance systems to ensure that the system is properly functioning and for personnel, training, or other administrative purposes.

Drivers are responsible for the following:

1. ensuring, at the time of their daily vehicle inspection, that the camera LED light/Panic Button is lit solid and not flashing to ensure that system is operating. The driver should report any malfunction or damage upon discovery to their supervisor, including unlit or flashing panic button, condensation build up on the camera lenses, inoperable camera and cracks or other visible damage.
2. refraining from loud playing of radios, or other devices that would interfere with the recording of audio data.
3. receiving training on the use of the Panic Button so that significant events transpiring onboard vehicles will be tagged.

4. taking no action or allow others to take actions that would interfere with the proper functioning of the system. Those who tamper with equipment could face disciplinary actions, be assessed the cost of repairs caused by damages associated from actions or face possible criminal charges.
5. Noting specifically the time and location of the occurrence, if incidents do occur during the normal course of providing service- this is part of investigation.

USE OF INFORMATION COLLECTED

The information collected through video/audio surveillance will be used for the following purposes:

1. To perform performance evaluations; and suspension, disciplinary actions and terminations that are protected as confidential information under Article 5, G.S. 153A-98.
2. To assist public law enforcement agencies in criminal investigations; intelligence records; Innocence Inquiry Commission records, G.S.132-1.4.
3. For training.
4. As required by North Carolina or Federal Law.

ACCESS TO SYSTEM RECORDS

Restrictions: Access to records created by the system is restricted by law. Access is limited to the following:

- individuals responsible for the operation or administration of the system
- individuals who have a legitimate need to access the information for one of the purposes listed in the “Use of Information Collected” section of this policy.
- Access means Moore County Transportation Services staff may provide a summary of the information collected.
- if required by North Carolina or Federal law, a copy of the record may be provided.

Chain of Custody: a chain of custody request form containing the following mandatory information must be completed and signed by an outside party requesting access to a record (See Attachment A).

****Records will only be given to parties who are granted access under North Carolina and Federal Law.

Viewing of Security cameras may be conducted for training purposes from time to time. During this time disciplinary actions may be required should violations of Moore County Transportation Services policy be discovered while viewing. Footage may be saved and stored on a flash drive and secured.

RECORDS MANAGEMENT

Recorded video/audio data is stored on the vehicle's DVR hard drive. Hard drives are **500 GB, and will record continuously for 35 days or approximately 283 total hours under** normal operating periods (the total hours are based upon the default setting as follows: D1 High Resolution (720x480); 15 fps; 4 cameras; an 8-hour day). When the hard drive reaches capacity, the system will begin recording over the oldest recordings, thus destroying those records. The transit system will save relevant recordings to a computer or server with sufficient capacity to manage the data. Consideration should be given to servers that can be backed-up daily or to external hard drives that can be removed and stored offsite. The transit system will routinely monitor the system's health to ensure that the system is properly functioning. This may include the driver panic button LED light status on the Driver's Daily Vehicle Inspection Checklist, as well as periodic rotation and reviewing of all hard drives.

With wireless downloads of tagged events, it will be imperative that the transit system monitor the volume of records downloaded daily to ensure that the designated computer or server has ample record storage capacity. Records that have no value will be deleted by those personnel authorized to do so. Records of value will be stored in the system for future retrieval.

UNAUTHORIZED DISCLOSURE

Any employee of Moore County Transportation Services having knowledge of unauthorized access to or disclosure of a record must immediately inform the Director or designee.

Failure to comply with this policy, including any unauthorized access to or disclosure of information is cause for disciplinary action, up to and including termination of employment.

CONTACT

For information related to vehicle video/audio surveillance system onboard transit vehicles, please contact the Transportation Director or Transportation Manager at 1048 Carriage Oaks Drive, Carthage, NC 28327, (910) 947-3389.

The content of this policy has been reviewed by the NC Institute of Government. The above policy is an effort to define transit vehicle video/audio surveillance within the context of NC Public Record laws and privacy. This policy may be revised as necessary without notice to meet other requirements of NC Law.

**ATTACHMENT A
CHAIN OF CUSTODY**

Date of Recording Requested _____ Time of Requested Recording _____

Name of Person Making Request _____

Authorized Official Granting Permission for Record Access _____

Reason for Allowing Access: (check)

- To perform performance evaluations; and suspension, disciplinary actions and terminations that are protected as confidential information under Article 5, G.S. 153A-98.
- To assist public law enforcement agencies in criminal investigations; intelligence records; Innocence Inquiry Commission records, G.S.132-1.4.
- For training.
- As required by North Carolina or Federal Law.

Date/Time Access is granted _____

Content of information for which access is given: _____

By signing below, I agree to only use the information contained in records released for the specific purposes stated above and will not release the information to other parties without prior approval. I also agree to destroy the records when the records have met their useful purpose. Information from video/audio records received is not considered public record under NC law and should be treated as such.

Signed

Date

Authorized Official

Date

ATTACHMENT B



WARNING



AUDIO & VIDEO SURVEILLANCE IN
OPERATION AT ALL TIMES

AVISO

AUDIO Y VIDEO VIGILANCIA EN
FUNCIONAMIENTO TODO EL TIEMPO

County of Moore Transportation Services



Transportation: (910) 947-3389
Fax: (910) 947-4702

DATE: March 15, 2022

SUBJECT: **Moore County Transportation Services Policy Acceptance Letter**

Enclosed is a copy of the March 15, 2022, Moore County Transportation Services Policies adopted by the Moore County Board of Commissioners, recommended by the Moore County Transportation Advisory Board. Please review this document; and if you have any questions regarding these policies, please give us a call at 910-947-3389.

Once you have reviewed, please complete the information below and return to Moore County Transportation Services. If we do not receive this signed Policy Acceptance letter, you will not receive transportation services until the document has been received by our office.

By your signature below, you acknowledge that you have read and understand the Moore County Transportation Services Policies and that you will abide by the Policies contained therein.

Signature

Date

Print Name

Street Address

Telephone