

LIST OF CHANGES SINCE LAST BOCC REVIEW

Revisions since the last BoCC review on May 5, 2025
5/14/25- Section 4: Driver and Passenger Guidelines pg 16 – minor grammar edits
6/1/26 – Section 1: General Information pg 9 - add Driver Advisory Board
6/1/26 – Appendix A: Rider’s Guide updated to comply with accessibility requirements
6/5/26 – Appendix C: UCT Summary of Cash Handling Procedures updated with latest requirements
6/5/26-Section 5: Vehicle Guidelines-Records Management pg 32 and Appendix AA updated on hard drive storage
6/5/26 – Section 5: Vehicle Guidelines – Vehicle Fueling pg 28 updated to include propane fueling
6/5/26 – Appendix D: UCT Comment Form – updated to latest form.
6/5/26 – Appendix W: Customer Survey-updated to latest survey

Fare Increase

Public fare increases include only those where a portion of the fare is paid by the passenger. The following guidelines are used by UCT to guide activity and solicit comments from the public should a fare increase be necessary:

- Proposed changes would be presented to the Transportation Advisory Board (TAB) for approval.
- Depending upon the circumstances surrounding the change, a public hearing may be held, and changes may be presented to the BOCC for approval.
- A minimum of forty-five days' notice would be provided before implementation.
- A mass mailing would be conducted for all passengers.
- The information would be distributed on the vehicles to all passengers.
- Notices would be would posted in the local newspaper and/or on the County website and the local government channel.
- A file of all information and comments will be maintained for review.

Union County Transportation Advisory Board

The role of the Union County Transportation's Advisory Board (TAB) is to:

- Serve as the advisory body to UCT in the operation of the transportation system.
- Advise on all public transportation matters including proposed routes, service changes, ridership policies, fare structures, funding, and budgets.
- Recommend necessary changes to existing transportation rules and laws.
- Assists in supporting and promoting the use of public transportation.
- Monitors transportation services to the community to ensure an efficient operation.
- Make recommendations to the Union County Manager and Board of Commissioners on the transportation needs of the county's residents, particularly concerning a coordinated and cost-effective approach to the delivery of transportation services to area human services agencies and the general public.
- Perform other functions and responsibilities as may be requested by the County Manager or the Union County Board of Commissioners.

Driver's Advisory Board (DAB)

The role of the Driver's Advisory Board (DAB) is to:

- Serve as a communication link between drivers and management.
- Provide a forum for drivers to share concerns, suggestions, and recommendations regarding transit operations, safety, customer service, and workplace matters.
- Identify opportunities to improve operational efficiency and service delivery.
- Promote employee engagement and recognize employee achievements.

The DAB consists of four (4) driver representatives, the Safety Officer, a Dispatcher, and members of management. The DAB meets approximately every two (2) months, or as needed. Driver representatives are elected annually by their peers to serve one-year terms and may serve a maximum of two (2) consecutive terms.

UCT Compliment, Suggestion, or Complaint

UCT is dedicated to providing the highest quality service available to citizens of Union County.

not be eligible for transportation by Union County Transportation (UCT). To resume eligibility written (electronic or hardcopy) proof is provided to UCT of a bed bug inspection by a licensed pest control professional verifying that the passenger's living quarters do not have an infestation or source present.

Section 4: Driver and Passenger Guidelines

Drivers

The job as a driver is to transport passengers safely, courteously, and reliably. All drivers are expected to act responsibly and professionally at all times. The employee represents not only themselves but also UCT, the County, fellow employees, and the agencies paying for the service whenever you are on the job. Hopefully, the employee will find much satisfaction in helping many people each day who rely on our important community service.

Essential Driver Behaviors

The following essential behaviors are expected of all drivers:

- Drive safely and defensively – Always practice defensive driving skills; always obey traffic laws and signs; always stay focused on your driving duties. Drivers may not eat or drink while the vehicle is in motion. People's lives are in our hands. Responsible, smart, and safe driving practices are critical.
- Be Courteous – Make our passengers feel comfortable and safe. Treat all passengers with disabilities with sensitivity. Always be positive, helpful, and polite – even when the passengers make us angry. Let them know that we enjoy our job. Never give orders or be argumentative. Instead, use polite requests to get your point across. Vulgar language should never be used while on the vehicle. Remember, we are in the “people” business.
- Report All Accidents and Incidents - If involved in a vehicle accident of any kind, if a passenger who has an incident (e.g., a fall or trip, etc.) or gets ill on the bus or van, or if any security threat while on duty, then we must follow the procedures outlined on the Emergency Response Plan. All Accidents and Incidents should be reported immediately. (Refer to Appendix M and U)
- Keep Your Vehicle Clean – We are responsible for the care and cleanliness of each assigned vehicle. Treat vehicles as though they were personally owned. Remove litter promptly. Keep steps clean and the aisle clear of possible obstructions. Sweep steps and aisle free of sand, ice, mud, etc., periodically during inclement weather. If floors are slick, warn passengers to watch their step. Keep all seat belts, and restraints stowed neatly out of the way. A clean vehicle is a safe vehicle.
- Assist ALL PASSENGERS – Give appropriate assistance to all of our passengers. Ask every passenger who enters the vehicle how we could assist them. Make sure their seatbelts are properly fastened, and give them assistance on and off the vehicle if needed. Do not assume that ambulatory passengers can get in and out of the vehicle without assistance. Make sure they use handrails and are careful on the steps. Stand by (behind if necessary) and be prepared to catch them should they lose their balance and/or trip and fall.
- Use Good Safety and Security Awareness - Always be vigilant when coming to and from

- Radio volume is kept low so as to not interfere with listening to the two-way radio communication, passengers, or other vehicles.
- Stations/content that could potentially offend others should be avoided (e.g., music/talk show with vulgar language, political, or religious).
- Radio should be turned off while crossing railroad crossing and during the loading/unloading of passengers.

Vehicle Fueling

As a UCT driver, you are responsible for fueling the vehicle each day. UCT operates both gasoline and bi-fuel propane vehicles. The following safety regulations should be kept in mind:

- Vehicles should always be shut off
- Passengers should not be on board vehicles during fueling.
- The driver must ensure the correct grade of fuel is being used. Gasoline-powered vehicles require Regular Unleaded gasoline
- Bi-fuel vehicles require both Regular Unleaded gasoline and propane.
- Smoking, vaping, or the use of open flames is not allowed during fueling or around fueling facilities.
- Clean the windshield and recheck fluids if needed.

Wheelchair Boarding Methods

Our clients' safety will depend on more than just safely transporting them to their destination. Their safety will also depend on how well the drivers board and secure their wheelchairs. Several wheelchair boarding guidelines are indicated below:

- The driver must take all reasonable steps to deploy the lift onto a flat surface. The driver's deployment area should be one with enough space to allow the passenger to safely board. It is best for the driver to avoid curbs if it is reasonable to deploy the lift on a driveway.
- Roll the wheelchair onto the lift, making sure that the front wheels are inside the platform roll stop while the roll stop is in the upright position.
- Lock the brakes.
- If the passenger has the capability to do so, ask the passenger to hold on to the handrails provided on the lift. If the passenger does not have the capability to hold onto the handrails, ask the passenger to hold their hands in his/her lap.
- Before operating the lift for boarding, ask the passenger if they are ready. Keep one hand on the lift controls. Ask the passenger if it is okay for the other hand to rest lightly on the armrest of the wheelchair as the lift goes up while the driver stand on the ground; this will keep the driver alert to the stability of the chair while also providing the passenger with psychological comfort.
- Make sure that the lift is level with the floor before stopping. Be sure that there is a smooth surface created by the vehicle transition plate so that the wheelchair rolls smoothly over it and into the vehicle.

- Taking no action and not allowing others to take action that would interfere with the proper functioning of the System.
- Specifically noting the time and location of any incident, as if they do occur during the normal course of providing service, this will be part of the investigation.

Access to System Records

Restrictions: Under Union County Transportation policy, 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 (1) of the purposes listed in the "Use of Information Collected" section of this policy.
- If required by North Carolina or Federal law, a copy of the record may be provided. "Access" means that Union County Transportation staff may provide a summary of the information collected.

Chain of Custody: To the extent permitted by law, a chain of custody request form, which is attached here to as Appendix Z must be fully completed and signed by anyone requesting access to a System record.

Records will only be provided to parties who are granted access under applicable North Carolina and/or Federal Law.

Records Management

Recorded video/audio data is stored on the vehicle's DVR hard drive. Most vehicles are equipped with 1 TB hard drives; however, some vehicles have been upgraded to 2 TB hard drives. A 1 TB hard drive will record continuously for approximately 35 days or 283 total hours under normal operating conditions. Vehicles equipped with 2 TB hard drives provide approximately twice the storage capacity and corresponding retention period, depending on recording settings and operating hours. Retention periods may vary based on system configuration, resolution settings, number of cameras, and vehicle usage.

The total hours referenced above are based on the default setting as follows: D1 High Resolution, four (4) cameras, and an eight (8) hour operating day. When a hard drive reaches capacity, the system will automatically begin recording over the oldest recordings, thereby deleting those records.

The transit system will save relevant recordings to a computer or server with sufficient capacity to manage and retain the data as needed. (Refer to Appendix AA and BB.)



Rider's Guide

Horizon

connecting you to the community you love

Sign Up
for
Union County's
Refreshed Newsletter!



ucgov.info/horizon

A tilted mockup of the Horizon newsletter. The header features the Union County logo and the 'Horizon' title. The newsletter is divided into several sections: 'Stay Connected' with sub-sections for newsletters, employment, and board agendas; 'Community Events' with a calendar link; 'Follow Union County on Social Media' with a list of platforms; and 'Be Prepared with UC Alerts' with a sign-up graphic and description. A 'Healthy Living' section is also visible at the bottom. The footer of the newsletter says 'Visit the Union County website.'

UNION COUNTY
plant your future.

Horizon

connecting you to the community you love

Stay Connected

Sign Up for Newsletters

Horizon

A weekly newsletter delivered on Fridays that shares community news, healthy living tips, and upcoming community events.

Employment Opportunities

Receive weekly emails about open positions available with Union County Government.

Board Agendas, Press Releases & Public Notices

Receive emails with Board Agenda notices, press releases and public notices.

Community Events

Calendar of Events

Visit our website for a list of upcoming events, classes and workshops offered by Union County Library and Parks & Recreation, as well as clinics offered by Human Services, and more.

Follow Union County on Social Media

Stay connected and follow us on any of our social media channels:

- Facebook
- Twitter
- Instagram
- Nextdoor
- YouTube

Be Prepared with UC Alerts

A graphic for 'SIGN UP UC ALERTS' featuring a yellow Wi-Fi symbol and a blue background.

This service allows you to opt-in to receive notifications via phone calls, text messaging, email and more based on locations you care about.

You can choose to receive notifications about events that may affect your home, workplace, family's schools and more.

Healthy Living

Spreading awareness and educating residents with weekly health-related tips and safety messages.

[Visit the Union County website.](#)

Appendix A



About

Union County Transportation (UCT) services are available to all Union County residents, ages 16 and over, through limited grant funded programs or through sponsorship of a local human service agency.

Some grant-funded trips require the passenger to pay a fare to share in the cost of the service. Cost depends on time of registration and type of trip scheduled.

Contact the Transportation Office

1407 Airport Road
Monroe, NC 28110

T 704-292-2511

T 800-735-2962 (TDD/TTY)

E transportation@unioncountync.gov

Transportation Appointment Line: 704-292-2511

- Option 1 – Español
- Option 2 – Appointments
- Option 3 – Registration
- Option 5 – Call to Return Home

Veterans Transportation Services: 704-283-3807

Limited English Proficiency

Translation service provided, free of charge, for customers who do not speak English.

Non-Discrimination Policy

We do not discriminate transportation services because of sex, race, color, national origin, age or handicap.

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Office Hours

Monday-Friday, 8 a.m. to 5 p.m.

Transportation services will not be provided on the following observed holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Presidents Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving and the day after
- Christmas, the day before and the day after

Who Can Ride?

Union County residents, ages 16 and older, as well as those aged 0-15 when accompanied by a parent or guardian

Funding is available for all residents to use UCT services, however some funding has special eligibility requirements for:

- Senior citizens, at least 60 years of age.
- Developmentally disabled adults.
- Physically disabled adults.
- Medicaid passengers (at any age).
- Veterans eligible for medical treatment at a VA Hospital or clinic.

Medicaid Transportation is available for eligible residents of any age. A parent or guardian must accompany children under the age of 16.

For riders under 18, a parent or guardian must sign an acknowledgment of receipt of the Rider Guide on their behalf.

ADA Reasonable Modification Policy

Union County Transportation (UCT) is committed to providing equal access and opportunity to qualified individuals with disabilities. Requests for modifications of UCT policies, practices or procedures to accommodate an individual with a disability should be made in advance of a trip.

How to make an ADA modification request:

- Visiting unioncountync.gov/transportation and filling out the online request form.
- Mailing a written modification request to 1407 Airport Road, Monroe, NC 28110

Compliments, Suggestions and Concerns

Communication with customers is essential in our ability to provide safe, reliable and responsive transportation to residents. Please provide your feedback by filling out the comment form found on unioncountync.gov/transportation, in person at the UCT office, or over the phone.

Every effort will be made to address complaints in an expeditious and thorough manner.

Appendix A

Passenger Requirements and Expectations

The requirements, rules, expectations and guidelines in this Rider's Guide apply to all registered customers/passengers. They apply to all interactions and communications with UCT staff and other customers while in person loading/unloading, on board a vehicle or in a County facility, as well as on the phone and in writing via email or text, etc.

By completing a registration, either directly or through a submitter on your behalf, you become a registered passenger and agree that you have received, reviewed and understand all UCT policies and guidelines, and agree to comply with all information/expectations included herein.

Failure to adhere to any components will result in suspension or termination of service.



How to Make a Reservation

- Call 704-292-2511, select option 2.
- Trip reservations must be made 48 business hours in advance.
- Trips may be scheduled up to a year in advance of your appointment date.

Provide the following information:

- Passenger name, address and phone number.
- Appointment date and time.
- Destination address, phone number, clinic or physician name.
- Mobility needs/personal care attendant information.

Transportation will call to confirm the reservation.

Passengers should not give the driver appointment requests, as they will not be processed.

Each passenger is responsible for calling the office and scheduling transportation for themselves.

Enjoy a safe trip by following these rules and tips:



Wear a seat belt



No tobacco products



No open containers of food/drinks



No profanity



No standing/moving



No weapons



Plan ahead for carry on items



Be ready to board when the vehicle arrives



Provide accurate pick-up and drop-off addresses when making your reservation

Appendix A

Appointment Types

Medical Appointments

- ✔ **Transportation within Union County**
Monday-Friday, 8 a.m. to 4 p.m., as schedule allows.
- ✔ **Transportation to Matthews**
Monday-Friday, 9 a.m. to 1 p.m.
Appointments should be complete by 2 p.m.
- ✔ **Transportation to Salisbury**
Select prescheduled days, no earlier than 9:30 a.m.
Appointments should be complete by 1:30 p.m.
- ✔ **Transportation to Charlotte**
Select prescheduled days, 8 a.m. to noon.
Appointments should be complete by 1 p.m.

Visit unioncountync.gov/transportation for available dates to travel to Charlotte before making an appointment.

We provide transport to Charlotte for medical, Social Security or Disability determination appointments only.

All passengers remain in Charlotte until everyone's appointment is completed. The length of time you will be in Charlotte will vary depending on how many people are riding and the type of appointments they have scheduled. Please plan appropriately by bringing something to read or listen to using headphones.

Trips to Charlotte may involve a relay in which we partner with Anson County to transport you on days we do not go. UCT will pick you up and transport you to a designated area to meet the relay van which will transport you to your Charlotte appointment. Once everyone is finished, the relay driver will bring you back to the relay area, and UCT will pick you up and take you home.

Drivers have planned their schedules in advance to ensure that everyone reaches their appointment on time.

When one person is late or requests to change their destination, it can create late arrival times for everyone, therefore same day modifications may not be approved. For more details, see page 10.



Need a ride to run a few errands, or enjoy some leisure activities?

Non-Medical Appointments

Tuesdays, Thursdays & Fridays, 11:30 a.m. drop-off and 1:30 p.m. pick up.

Trips are limited to two hours and start from the time you are scheduled to be dropped off. If you are not ready within the two-hour window, UCT will not be responsible for your return home.

All reservations must be made at least two business days in advance of your appointment. We recognize that occasional emergencies may arise and will do our best to accommodate same day appointments when possible.

How to Ride

The Day Before Your Trip

Passengers will receive an automated reminder for scheduled trips. You may cancel your trip during this call if needed.

Pick-Up Procedures

- Be ready one hour before your scheduled appointment if the appointment is located in Union County, unless otherwise notified by your driver.
- Trips out of Union County may require a pick-up of more than two hours in advance of your scheduled appointment.
- Board promptly when the vehicle arrives. Drivers may only wait three minutes for ambulatory riders or five minutes for wheelchair or limited mobility passengers.
- Passengers who use wheelchairs/scooters must have a ramp if steps are present. Drivers will not “bump” passengers up/down stairs or in/out of houses.
- If you are approved for door-to-door service, drivers may not cross over the threshold of a dwelling to bring passengers to the van.

Return Trip Procedures

Contact 704-292-2511, option 5

- You will be picked up at the same place you were dropped off. Do not leave the destination, drivers will not pick you up from a different location.
- Drivers will not enter a facility to look for passengers, unless a passenger has a preapproved modification for assistance. Drivers will only wait three minutes for ambulatory riders or five minutes for wheelchair or limited mobility passengers.
- If you are unable to enter your home, Union County Transportation will attempt to call your emergency contact. If 15 minutes have passed, you will be offered to be dropped off at your previous destination, or, as a last resort, to the local police station. If you accept this offer, Transportation will not be responsible for taking you back home.
- If you reject the offer, the driver will notify dispatch that the passenger was dropped off but had no access to enter the home.

Curb-to-Curb Service

Union County Transportation is a curb-to-curb transportation system. Special exceptions may be made to allow for door-to-door assistance.

Door-to-Door Service

First floor, door-to-door assistance may be provided if requested at the time of registration and deemed necessary. Passengers approved for door-to-door service should ensure their property is cleared of any hazards (e.g. loose aggressive dogs, unsafe stairways, etc.) and has appropriate access for their mobility needs (e.g. no stairs, or a ramp for those using a wheelchair). If UCT identifies a safety concern, the issue must be corrected or the passenger will be denied door-to-door service.

For passengers approved for door-to-door service, drivers may not cross over the threshold of a dwelling to bring passengers out to the van.

Appendix A

Fares & Fees

Passengers may pay \$2 for a one-way trip within Union County. Costs may vary depending on grant funding allocated for various types.

Destinations outside Union County could incur additional costs.

Passengers will be charged a \$2 fee for each late cancellation. A cancellation must occur before noon the business day before the scheduled trip.

Passengers required to pay fares or who have late cancellation fees, must pay prior to their next scheduled trip, either at the UCT office or when they board the vehicle.

Passengers who pay when boarding must have the correct change to pay the driver.

Payment for fares and late cancellation fees must be received in advance of scheduled trips. Passengers who do not meet this requirement will not be transported and will be charged as a No Show.

Passengers who fall behind more than \$10 in payment of fares and late cancels will not be allowed to schedule appointments until the balance is paid.

Continued failure to follow the policy for paying fares and fees will result in suspension or possible termination of service.

Cancellation

Cancellation must occur before noon on the business day preceding the scheduled trip by calling the Transportation office or responding to the automated trip reminder call indicating a cancellation. Cancellations can be made by leaving a voicemail 24 hours a day at 704-292-2511, option 2.

Cancellations after the deadline will be considered a "late cancellation" and the passenger will be charged a \$2 fee. A notice will be mailed to the address on file. Failure to pay the late cancellation fee prior to or on the day of the next scheduled appointment could result in suspension or termination of service if fees reach \$10.

No Show

If UCT arrives and the client does not ride it will be considered a No Show. Drivers will wait three (3) minutes for ambulatory passengers and five (5) minutes for wheelchair passengers.

After the allotted time, the passenger will be considered a "no show" and will be charged a \$10 fee.

A no show warning notice will be mailed to the address on file. Failure to pay the no show fee prior to or on the day of the next scheduled appointment could result in suspension or termination of service if fees reach \$20.

If the No Show occurs on the first leg of a trip, the return/home trip will be canceled.

The following No Show policy applies to all passengers regardless of funding source:

- Three No Shows in any 90-day period (first offense) results in a 30-day suspension.
- Three additional No Shows in any 90-day period (second offense) results in a 60-day suspension.
- Three additional No Shows in any 90-day period (third offense) results in a 90-day suspension.
- Three additional No Shows in any 90-day period (fourth offense) results in a permanent suspension.

Termination of Service

Termination of service for passengers who fail to comply with passenger guidelines and expectations, no show policy, and fare policy as outlined in this Rider's Guide or other applicable Passenger Policy documents will be made by the Transportation Director. Passengers have the right to appeal in writing within 10 days to the Transportation office. The appeal will be reviewed by three UCT Advisory Committee representatives and the passenger will be notified of the decision

Termination of service will result for reasons deemed appropriate, including but not limited to the passenger:

- Failure to comply with the rules and expectations as set forth in this "Union County Rider's Guide."
- Having three No Shows three times after their third temporary suspension.
- Requesting to be removed from the program or moving out of the service area.
- Failure to pay for services.

Accompanying Riders

Personal Care Attendants

Personal Care Attendants (PCA) may ride with individuals requiring personal or medical assistance. A PCA will be established and noted in our system upon scheduling your appointment.

The PCA must ride with the client at all times and may not have a different pickup point or destination than the client. A PCA will not be allowed on the vehicle until UCT has established the validity of the PCA.

Children

A parent or guardian must accompany children under the age of 16.

The age and weight must be given when an appointment is made for a child. This will determine if a child restraint seat is required.

UCT requires that parents/guardians of the child needing transportation provide the necessary child restraint system.

- UCT will not transport any child weighing less than 80 pounds or younger than 8 years old unless they are properly secured in a weight appropriate child passenger restraint system by a parent or guardian.
- If no seating position equipped with a lap and shoulder belt to properly secure the weight-appropriate child passenger restraint system is available, a child less than eight years of age and between 40 and 80 pounds must be restrained by a properly fitted lap belt only.
- Vehicle and child restraint system manufacturer instructions must be followed with regards to seating position and child restraint system installation.

At the end of the trip, it's the parent/guardian's responsibility to remove the child and child restraint system from the vehicle.

Service Animals

All service animals individually trained to provide assistance to an individual with a disability may accompany a passenger with a disability (or the trainer) in facilities, or on vehicles operated by Union County Transportation at no charge.

According to USDOT ADA regulations, a service animal is "any guide dog, signal dog, or other animal individually trained to work or perform task for an individual with a disability."

When riding on UCT vehicles with service animals, riders will follow any pertinent UCT policies or directives herein.

Animals that are pets are not allowed on UCT vehicles.

Owner/Rider Responsibility

UCT must be notified at the time a reservation is made, that there will be a service animal riding with the client. Animals must be restrained by a harness, leash or some form of lead, unless the owner/rider is in full control of the animal at all times.

Animals must travel on the floor or in the owner's lap. Animals may not travel in vehicle seats or block aisle.

Owner is responsible for the cost to repair any damage to property caused by the animal [Ref: NC G.S. 1684.4]. UCT reserves the right to deny transportation of passengers with service animals if the animal poses a direct threat to the health or safety of others until the problem is rectified.

Appendix A



Wheelchairs and Other Mobility Devices

For the safety of all passengers, wheelchairs and other mobility devices must be secured in the vehicle securement stations.

UCT drivers shall utilize manufacturer's suggested procedures for proper securement of wheelchairs whenever possible. UCT drivers will make the best use of securement technology based upon the nature of the wheelchair to ensure the safety of seated passengers.

If a driver cannot secure a wheelchair, the passenger will be denied service. It is the policy of UCT that wheelchair securement is required and thereby creates a safer transport for all riders including those using wheelchairs. Anyone who refuses to have their wheelchair secured will be denied transportation on UCT vehicles.

The Americans with Disabilities Act (ADA) defines a wheelchair as "a manually operated or power- driven device designed primarily for use by an individual with a mobility disability for the main purpose of indoor, or of both indoor and outdoor, locomotion. Individuals with mobility disabilities must be permitted to use wheelchairs and manually powered mobility aids, i.e., walkers, crutches, canes, braces, or other similar devices designed for use by individuals with mobility

disabilities, in any areas open to pedestrian traffic." (Ref.: APPENDIX 3, Americans with Disabilities Act – 49 CFR Parts 27, 37 & 38).

In accordance with ADA, UCT is required to accommodate all "wheelchairs" unless lift or vehicle cannot accommodate or there are legitimate safety issues. For example, if the lift has a maximum weight limit of 1000 lbs. set by the manufacturer, the passenger and his/her device must not exceed 1000 lbs. Due to the equipment that UCT uses, passengers that have devices that are longer than 48 inches or wider than 30 inches may not be accommodated; the same is true if the total weight of the passenger and his/her device exceeds 1000 lbs.

If the passenger's home is not equipped with a ramp and the home has stairs, the driver will meet the passenger at the bottom of the stairs. The same is true in homes equipped with a door frame threshold with a ledge, drivers may not "bump" a passenger up or down to get over the ledge or move up or down stairs.

If a driver is assisting a passenger who uses a wheelchair, all wheels should be on the ground at all times. If a passenger needs assistance to get over a threshold ledge or stairs, the passenger is to request assistance from an attendant, caregiver or family member. For safety and liability reasons, UCT drivers may not provide this type of assistance. Drivers are not permitted to assume the controls of power wheelchairs to assist riders with boarding.



While on Board

Seat Belt Policy

Seat belts must be worn while the vehicle is in motion to ensure the safety of all passengers and compliance with state laws.

Passengers should not remove their seat belt until they have reached their destination. Transportation services may be immediately terminated if a passenger refuses to be properly secured.

A waiver will only be granted if a letter is on file at the Transportation office from the passenger's physician stating that the passenger is unable to use a seat belt for medical reasons. It is the responsibility of the passenger to provide this documentation.

Passengers in wheelchairs are required to use the vehicle seat belt system and also be secured on a wheelchair securement station.

Seating

No passenger is allowed to sit in the front seat of any UCT vehicle.

Carry-on Items, Food & Weapons

For safety and liability reasons, passengers are limited to three packages of shopping bags or carry-on items.

Carry-on items must fit under the seat or in the lap of the passenger, and may not take up any additional seating in the vehicle.

Passengers are responsible for loading and unloading any carry-on item and shall always be in control of items while on board.

Passengers should not expect the driver to help carry their bags on or off the vehicle. Some consideration will be given to passengers who are elderly or disabled.

Passengers needing the use of oxygen tanks must notify UCT at the time transportation is scheduled. UCT recommends passengers take the smallest tank possible for the expected time away from home. Oxygen supplies must not obstruct the aisle (49 CFR 37.167(h)).

No weapons of any kind, concealed or otherwise are allowed on UCT vehicles unless the person carrying the weapon is a law enforcement official.

Open containers of food and/or drinks are prohibited on UCT vehicles. Only passengers with a documented medical need are allowed to eat and drink while on board.

Appendix A

Safety Instructions - In Case of an Emergency

Drivers must respond in the event of an emergency or risk to their passengers or vehicle.

The driver may ask for your physical assistance in response to an emergency or to help reduce or eliminate the potential for injury or harm. Anyone incapable of performing the requested task due to a disability must notify the driver immediately.

Conduct Expectations

UCT passengers are expected to conduct themselves with good citizenship, decorum, and respect for others.

The following are **strictly prohibited while onboard any UCT vehicle, on UCT property, or interacting with UCT staff in any manner.** These behaviors **will not be tolerated** and may result in suspension or termination of transportation services:

- Unruly or disruptive behavior.
- Profanity or vulgarity.
- Behaving in a threatening manner or threatening other passengers or UCT staff verbally or in writing.
- Assaulting or attempting to assault another person, including physical or non-physical acts such as spitting or throwing objects.
- Inappropriate display of affection or sexual activity towards the driver or other passengers.
- Release of human waste. This includes spitting. Any passenger who has problems with incontinence must be properly clothed before boarding the vehicle.
- Use of lighters or any sort of open flame.
- Use of tobacco products of any kind (e.g. smoking, vaping, chewing tobacco).
- Use of illegal drugs and/or alcohol. UCT reserves the right to deny service to anyone who appears to be under the influence of illegal drugs and/or alcohol.

Passengers who cause any form of damage to UCT vehicles or other property will be held responsible for the cost of the repairs and be subject to other consequences such as suspension or termination of transportation services.

Passengers who do not follow these rules or any other rules in this Rider's Guide will be reported to dispatch with the possibility of being asked to deboard the vehicle.

Bedbugs

Passengers who have been identified as having bedbugs, based on either physical observation of a bedbug on their person or clothing, or notification from a service provider to whom the passenger is being transported, will not be eligible for transportation by UCT until written (electronic or hardcopy) proof is provided to UCT of a bedbug inspection by a licensed pest control professional verifying that the passenger's living quarters do not have an infestation or source present.

Body Odor/Personal Hygiene

A passenger may not be allowed on a vehicle if his or her body odor or personal hygiene will disturb the reasonable comfort of other passengers or UCT Staff. Odors may include but are not limited to scents related to unlaundered clothing, lack of bathing, animal related odors, and excessive perfumes.

A passenger will be given notice and an opportunity to correct the odor or hygiene problem prior to temporary suspension of riding privileges, unless in the judgment of UCT staff, that person places existing passengers in extreme discomfort or is considered a health risk to others.

If the body odor or personal hygiene issue is a result of an underlying medical condition, the passenger could present UCT a doctor's note acknowledging that there is a condition, without disclosing the condition.

Passengers with mobility devices must maintain such devices in a state of cleanliness.

Inclement Weather

In the event extreme weather conditions exist which makes travel unsafe, UCT reserves the right to discontinue service until conditions are favorable.

If service is temporarily discontinued, all rides, regardless of trip purpose, will be canceled.

Camera System

All UCT vehicles are equipped with camera systems that are recording at all times while the vehicles are in operation.

Appendix A



Same Day Modification Requests

Same day modifications to change and/or add to your schedule are not typically permitted.

Requests for modifications of UCT policies, practices, or procedures to accommodate an individual with a disability should be made in advance of a trip when possible.

In an emergency situation, when a request for a service modification cannot practically be made in advance, the passenger may make a request on the same day or during service.

- The passenger should make the request to the UCT driver and must describe in detail what is required and why it is necessary in order to use the service.
- Drivers may grant a request for an additional passenger stop not shown on the driver manifest if such request is reasonable, and meets UCT's policy requirements and is approved by dispatch in consultation with UCT management.

Requests may be denied if granting the request:

- Fundamentally alters the nature of UCT's service, programs or activities;
- Creates a direct threat to the health or safety of the requester or others;
- Creates an undue financial or administrative burden for UCT; or
- Without such modification, an individual with a disability would still otherwise be able to fully use UCT's services, programs or activities for their intended purpose

For modification requests that require extended consideration and are not able to be granted immediately, the passenger is encouraged to submit a written request for further consideration for future trips.

UCT's ability to grant requested modifications may vary by day of travel, time of day, or other circumstances. For example, while a request may be able to be granted in one instance, that same request may be denied in a different instance if it would fundamentally alter the nature of the service, create a safety threat, or if the request is not a functional necessity.

In the case of a denial of a modification request, UCT will take, to the maximum extent possible and in compliance with its policies, any other appropriate actions to ensure you receive service.

Appendix A

Title VI of the Civil Rights Act

U.S. Department of Justice regulations, 28 code of the Federal Regulations, Section 42.405, Public Dissemination of Title VI Information, requires recipients of Federal financial assistance to publish or broadcast program information in the news media. Advertisements must state that the program is an equal opportunity program and/or indicate that Federal law prohibits discrimination. Additionally, reasonable steps shall be taken to publish information in languages understood by the population eligible to be served or likely to be directly affected by transportation projects.

UCT hereby gives notice that it is the policy of the Department to assure compliance with the Title VI Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, Executive Order 12898 Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, Executive Order 13166 Improving Access to Services for Persons with Limited English Proficiency, and related nondiscrimination statutes and regulations in all programs and services. It is the Department's policy that no person shall, on the grounds of race, color, sex, age, income status, national origin, or disabilities be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program, activities, or services for which UCT receives Federal financial assistance.

Any person who believes they have been mistreated by an unlawful practice under Title VI has a right to file a formal complaint with UCT*, North Carolina Department of Transportation, United States Department of Transportation, Federal Transit Administration, and United States Department of Justice.

For more information on UCT's Title VI program or how to file a discrimination complaint contact:

Union County Transportation

T 704-283-3598

E transportation@unioncountync.gov

To obtain additional information on Title VI contact:

NC Department of Transportation Civil Rights and Business Development

1511 Mail Service Center

Raleigh, NC 27699-1511

T 919-733-2300

*Any such complaint must be in writing or in person with the UCT office within 180 days following the date of the alleged discrimination occurrence.

Purpose

The purpose of this Policy is to ensure compliance with Title VI of the Civil Rights Act of 1964, and other applicable federal and state laws and their implementing regulations with respect to persons with limited English proficiency (LEP). Title VI of the Civil Rights Act of 1964 prohibits discrimination based on the ground of race, color or national origin by any entity receiving federal financial assistance. Administrative methods or procedures, which have the effect of subjecting individuals to discrimination or defeating the objectives of these regulations, are prohibited.

In order to avoid discrimination on the grounds of national origin, Union County Transportation (UCT) must take adequate steps to ensure that their policies and procedures do not deny or have the effect of denying LEP individuals with equal access to benefits and services for which such persons qualify.

Providing Service to LEP Individuals

UCT posts and maintains brochures and stickers in regularly encountered languages other than English at UCT's office, on the website, and on vehicles. UCT also offers LEP individuals the option to speak through a telephone interpreter, which is provided at no cost.

Enforcement

Any person who believes they have been mistreated by an unlawful discriminatory practice under Title VI has a right to file a complaint in writing or in person with Union County Transportation at 1407 Airport Road, Monroe, NC 28110 within 180 days following the date of the alleged discrimination occurrence.

For information regarding opportunities to participate on the Transportation Advisory Board, contact the office of Union County Transportation: Transportation@unioncountync.gov

Appendix A



Appendix A



UNION COUNTY TRANSPORTATION

Summary of Cash Handling Procedures Revised June 1, 2026

Funds received

Voluntary Contributions

Voluntary contributions are collected from those clients whose transportation is funded through the Home and Community Care Block Grant HCCBG (funding for aging service). They are received by mail or by the scheduled driver during transport. When the driver receives the donation, it is placed into an envelope, and the driver adds the client's name, date, dollar amount, and vehicle number.

At the end of the day, the envelopes are either given to the Administrative Professional II to check for completeness and accuracy or put in the locked box located in the Dispatch office. The cash box is emptied daily with all money put into a bank bag and placed in a locked container.

Contributions received from passengers whose trips are funded with HCCGB funds are required to remain anonymous due to restrictions from this funding source; therefore, we do not issue receipts unless requested, and we do not monitor the source from whom the donations are received or the amount received.

Fares

In FY2003, we began offering General Public Transportation with a fare being charged for this service. Since then, we can exercise the option of charging a fare for all Rural Operating Assistance Program (ROAP) trips being provided. This charge is subject to change based on available funding.

If the driver has any passengers that are required to pay a fare, the driver will see this information displayed on their manifest showing the passenger's trip information. It is the responsibility of the driver to receive that fare before departing with the client. The driver places the fare in an individual envelope with the client's name, date, dollar amount, and vehicle number notated.

At the end of the day, the envelopes are either given to the Administrative Professional II to check for completeness and accuracy or put in the locked box located in the Dispatch office. The cash box is emptied daily with all money put into a bank bag and placed in a locked container.

Once the deposit process is completed (see Deposit Procedures), the Administrative Professional II or another designee will then record the information on the ROAP spreadsheet as a RGP, EDTAP, or Employment trip for each individual client and ensure that the fare amounts are reconciled to the trips provided and that the client records remain accurate and up to date. If at any time a negative balance occurs, the Administrative Professional II or other appropriate designee will contact the client within two business days to inform them of the amount past due and make arrangements with the client so that the balance returns to zero.

In the event that the client's balance remains in the negative, the Administrative Professional II or other designee should notify those responsible for scheduling to assure that no future trips are scheduled until the balance is resolved. The designee who provides the information will also be responsible for contacting the client to make them aware that their transportation has been suspended until the matter is resolved. The Administrative Professional II is responsible for assuring that client fares do not go into the negative and should move forward to resolve these matters immediately. In the absence of the Administrative Professional II, other designees will be held to the same responsibilities as described

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above. All requests for fare balances should be directed to the Administrative Professional II or designee, who should resolve the question/request within 24 hours.

Late Cancel Fee

Passengers are expected to cancel before 12:00 p.m. on the business day preceding their scheduled trip by calling the Transportation office. Late Cancel Fees are charged when a passenger cancels after that designated time. The charge is \$2.00 per occurrence. The Analytical Specialist, or other designee, will mail a Late Cancel Notice to the address on record indicating the date of the occurrence and the expected payment process. Each late cancel will be recorded to the passenger's account and monitored for payment. If the rider accumulates more than \$10 in late cancel fees, the Late Cancellation Suspension Notice is mailed to the address on record indicating that transportation services are suspended until payment is received. All suspensions are approved by the Director. This policy does not apply to Medicaid trips.

If the payment is received by a driver, it is placed into an envelope, and the driver adds the client's name, date, dollar amount, and vehicle number. At the end of the day, the envelopes are either given to the Administrative Professional II to check for completeness and accuracy or put in the locked box located in the Dispatch office. The cash box is emptied daily with all money put into a bank bag and placed in a locked container.

If a check is mailed to the office, it is stamped "For Deposit Only" and held in a locked container until the deposit process is started.

No Show Fee

A trip is considered a No Show when the driver arrives at the scheduled location and has made every reasonable effort to locate the passenger for the specified allotted time. The specified allotted time is three minutes beyond the arrival of the vehicle. Wheelchair passengers and frail elderly passengers are given five to seven minutes as a courtesy of the Transportation office. The driver will notify the UCT Dispatch office of the No Show. The Dispatcher, upon review of the situation, will determine if the passenger is a No Show. If it is determined to be a No Show the Dispatcher will record the trip as such and will cancel the return trip, if one had been scheduled.

The passenger will be charged a \$10.00 No Show fee, per occurrence. A No Show First Warning Notice will be mailed to the address on record indicating the date of the occurrence, referencing the No Show Suspension policy, and the expected payment process. Each additional No Show will result in a No Show Notice being mailed. If the number of No Shows, within a certain time period as referenced in the No Show Suspension policy, has occurred a Suspension Notice will be mailed to the address on record indicating the "No Show" dates and the date the passenger will be reinstated, if applicable. Each No Show will be recorded to the passenger's account and will be monitored for payment. If the rider accumulates \$20 in No Show fees a Suspension Notice will be mailed to the address on record indicating the No Show dates unpaid and that transportation services are suspended until payment is received. The No Show policy does not apply to Medicaid trips. This process is managed by the Analytical Specialist or designee. All suspensions are approved by the Director.

The following No Show Suspension policy applies to all passengers whose trips are not Medicaid:

- 3 No Shows within any 90-day period (first offense) will result in a 30-day suspension.
- 3 additional No Shows within any 90-day period (second offense) will result in a 60-day suspension.
- 3 additional No Shows within any 90-day period (third offense) will result in a 90-day suspension.
- 3 additional No Shows within any 90-day period (fourth offense) could result in permanent

Appendix C

suspension.

If the payment is received by a driver, it is placed into an envelope, and the driver adds the client's name, date, dollar amount, and vehicle number. At the end of the day, the envelopes are either given to the Administrative Professional II to check for completeness and accuracy or put in the locked box located in the Dispatch office. The cash box is emptied daily with all money put into a bank bag and placed in a locked container.

If a check is mailed to the office, it is stamped "For Deposit Only" and held in a locked container until the deposit process is started.

Payments from Outside Agencies

Another source of revenue is the payment received from outside agencies who purchase our services and are billed monthly at a per trip charge. These funds are paid by check and are received by mail at our office location. When the checks are received, they will be immediately stamped "For Deposit Only" and held in a locked container until the deposit process is started.

Payments from Government Agencies/Grants

Another source of revenue is the payment received from various grants that reimburse us for specific administrative costs incurred or other operating expenses. These can be on a monthly or quarterly basis. These payments may be in the form of checks mailed to our office location. When the checks are received, they will be immediately stamped "For Deposit Only" and held in a locked container until the deposit process is started.

Deposit Procedures

The preparation of the deposit is completed by either the Administrative Professional II, Reservation Technician, or Analytical Specialist. The staff member will count the cash and checks and complete the breakdown of the currency on the Deposit Count slip. Then they will note the totals on the deposit slip, which is completed in duplicate and initialed. Next, another staff member will count the cash and checks to confirm the amount and initial both deposit slips and place deposit in a locked deposit bag. Once completed, the Analytical Specialist or the Administrative Professional II will complete the Transportation Logistics Support Form requesting a deposit be completed for Transportation. An approved courier will sign for the deposit along with a member of the Transportation staff. Only deposits of \$500.00 or more are required to be taken to the bank that day. The internal policy for the Transportation office is \$250.00. Cash and checks received by the Administrative Professional II waiting to be deposited are held in a locked container.

When the validated deposit slip is returned, the Administrative Professional II, or other member of the staff who prepared the deposit, will include the deposit amount in the Excel file labeled Transportation Revenue Report, identified by the date of deposit, account code, and dollar amount. The Excel file will track the daily deposits made for the month and is emailed to the Finance Department contact one to two business days after the last day of the month.

A copy of the monthly deposit report and the deposit slip will be maintained on file in the Transportation office to serve as backup documentation for the following:

- HCCBG figures will be reported monthly to the Division on Aging. These figures are one area of the review during our yearly program assessment for Home and Community Care Block Grant (HCCBG) funding by Centralina Council of Governments.

Appendix C

- A copy will be maintained as verification for NCDOT of use of RGP, EDTAP, or Employment funding and as evidence of the RGP local match being earned.



Union County Transportation

Comment Form

Select Language ▼

Powered by [Google Translate \(https://translate.google.com\)](https://translate.google.com)

Fields marked with an asterisk (*) are required

Union County Division of Transportation is committed to providing you with safe and reliable transportation and we want your feedback. Please use this form for suggestions, compliments, and complaints. You may also call us at 704-292-2511, visit our Customer Service Center at 1407 Airport Rd, Monroe, NC 28110, or contact us by email or U.S. postal mail at the addresses below. Please make sure to provide us with your contact information in order to receive a response. Union County Division of Transportation, Theresa Torres, 1407 Airport Rd, Monroe, NC 28110, 704-292-2598, and theresa.torres@unioncountync.gov

Section I: Type of Comment

Date: Date will be captured on form submission

Please select type of complaint:* (?) ☐ ADA ☐ Title VI ☐ General
(<https://lfportal.unioncountync.gov/Forms/UCTADATitleVIComplaint>)

Please select type of comment:* ☐ Compliment ☐ Suggestion ☐ Complaint

Section II: Contact Information

Name:

Phone Number:

Email:

Section III: Comment Details

Date of Occurrence:

Time of Occurrence:

AM ▼

Name of Employee(s) Involved:

Vehicle Number:

Direction of Travel:

Location of Incident:

Mobility Aid Used (if any):

If above information is unknown, please provide other descriptive information to help identify the employee:

Description of Incident or Message:

Section IV: Follow Up

May we contact you if we need more details or information?

What is the best way to reach you? (Choose One)

If a phone call is preferred, what is the best day and time to reach you?

Submit



Union County Transportation Customer Survey

Union County Transportation wants to exceed your expectations. As your service provider, we want to be welcoming, respectful and timely. We encourage honest feedback. We look forward to learning about your experience with our agency.

When you submit this form, it will not automatically collect your details like name and email address unless you provide it yourself.

* Required

1. What is the reason for your visit today? *

☐ Transportation

2. Please choose the best option that describes your sentiment regarding your experience. *

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
The service provided by Union County staff was professional.	☐	☐	☐	☐	☐
Union County staff addressed my request or concern in a fair manner.	☐	☐	☐	☐	☐
Union County staff listened to understand my needs.	☐	☐	☐	☐	☐

Appendix W

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
Union County staff provided me with clear and helpful information.	☐	☐	☐	☐	☐
Union County staff explored options for addressing my needs.	☐	☐	☐	☐	☐
I trust Union County Transportation to serve my needs effectively.	☐	☐	☐	☐	☐

3. Please choose the best option that describes your sentiment regarding your experience. *

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
The hours of operation met my needs.	☐	☐	☐	☐	☐
My wait time was acceptable.	☐	☐	☐	☐	☐
The Union County Transportation website had information that was useful to me.	☐	☐	☐	☐	☐

4. Please share any additional details, especially if you selected 'Disagree' or 'Strongly Disagree,' to help us better understand your experience and improve our service.

Enter your answer

Appendix W

5. If a Union County Transportation employee provided you with exceptional service, please enter their name in the space below.

Enter your answer



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