

MCT asks that riders attempt to schedule their appointments between 8 am and 11 am if traveling out of Martin County. For other destinations call the MCT office for scheduling and rate information.

TWO TRIPS:

There are two long distance trips each month to the farthest cities. Seats are limited. Book your long distance ride early. Please attempt to book your appointments between 8 am and 11 am. First two rider requests will set up the only two trip dates for that month.

BEHAVIOR GUIDELINES FOR PASSENGERS AND DRIVERS:

- Van will only wait **3 minutes** for passengers to come out – be ready !
- Van will not return if you are not out to the van in those 3 minutes.
- Seat Belts **must** be worn at all times by all passengers and drivers. Transport shall be denied immediately if rider refuses to wear a seat belt.
- Parents **must** provide child safety seats for their children under five years of age, or under 80 pounds.
- Parents/guardians must secure the child safety seat properly with a seat belt or the transport will be denied immediately. **Minors (kids under 16) must be accompanied with an adult.**
- Food, drinks and the use of tobacco products **are prohibited** on vehicles. Services will be denied those under the influence of drugs and/or alcohol.
- No screaming, loud talking, singing, music, nor ringing cell phones.
- In order to better serve you, we require that you do not talk on a cell phone during the transportation.
- No standing or moving about the vehicle after being seated when you first board the vehicle until you reach your destination.
- Passengers must have the **exact change** and pay the driver the fare immediately upon boarding the vehicle. **Fare must be paid to ride.**
- No profanity, vulgarity among the passengers or toward the driver.
- No inappropriate display of affection or sexual activity between passengers or toward the driver.
- No weapons of any kind allowed on vehicles. No fighting, threats, nor arguing with the drivers or others.
- No release of human or animal waste on the vehicle. This includes spitting. (Those that have problems with incontinence must be properly clothed before leaving home or reboarding the vehicle.)
- No offensive odors, strong perfumes or colognes. No poor hygiene issues.
- Riders will be asked about bed bugs and other problem pests in the home. There **will not** be any transportation of riders who are exposed to bed bugs and other problem pests carrying disease.
- **When your aide or attendant is riding, please inform MCT so that seating can be arranged.**
- **Martin County Transit is a “curb to curb service” only.** The drivers **will not** be going into your home to assist you in getting to the van. Drivers will not assist beyond the curb where you are picked up. Drivers will not assist you in getting into the appointment site. The policy allows only **curb to curb service** in transportation. **Riders who need assistance beyond the curb are encouraged to bring their helper with them. Riders can invite the aide of their choosing to ride with them for their care. One adult helper (age 18/older) is allowed to ride free with the rider to the appointment site and back home to assist in pushing the wheelchair, ambulation, locomotion, and other assistance needs**

beyond the curb stop. MCT will continue to allow one adult helper to **ride free** with you.

Title VI Notice to the Public from Martin County

Transit:

Notifying the Public of Rights under Title VI

- ✓ The Martin County Transit operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Martin County Transit.
- ✓ For more information on the Martin County Transit's civil rights program, and the procedures to file a complaint, contact 1-252-789-4390, (TDD 1-800-735-2962); email frank.halsey@martincountyncgov.com ; or visit our administrative office at the MCT building 205 East Main Street Williamston, N.C. 27892 (Ask for the MCT Deputy Director Frank Halsey Jr.)
- ✓ For more information, visit www.martincountyncgov.com
- ✓ A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ If information is needed in another language, please contact the Title VI Coordinator **Frank Halsey Jr.** at 1-252-789-4390. frank.halsey@martincountyncgov.com

*Si se necesita informacion en otro idioma de contacto,
Frank Halsey Jr. 1-252-789-4390
frank.halsey@martincountyncgov.com*

HOLIDAYS: www.martincountyncgov.com

Call the Martin County Transit Office for dates.

Inclement Weather:

Martin County Transit will use good judgment to limit or cancel scheduled trips when hazardous conditions or severe weather is occurring. For information on services during inclement weather please contact **252-789-4550.**

3/16/2017 . edition (RGP brochure)

We are working together, hand in hand, to provide safe, reliable and efficient transportation to the citizens of Martin County, to improve their quality of life. ...YOUR PUBLIC TRANSPORTATION PROVIDER IS:



MARTIN COUNTY TRANSIT

(252) 789-4390

Do you need a ride? Anyone can ride. Wheelchairs welcome.

Physically challenged served.

“Curb to Curb Service”

POST OFFICE BOX 668
205 EAST MAIN STREET
WILLIAMSTON
NORTH CAROLINA 27892

TDD 1-800-735-2962

**OFFICE HOURS
8:00 AM – 5:00 PM
MONDAY – FRIDAY**

TO SCHEDULE TRANSPORTATION:

**CALL MCT AT
1-252-789-4390**

**8:00 AM – 5:00 PM voicemail
MONDAY-FRIDAY**

You can leave a voicemail to ask for a ride. MCT staff require a minimum of three (3) business day notice prior to your appointment date to secure your transportation. Seating is arranged on a first come first served seat availability basis. MCT can reserve your ride three months in advance. This is important for longer trips such as Raleigh, Durham, Chapel Hill, New Bern, Winston-Salem and etc.

TO CANCEL A RIDE:

Notify MCT at 789-4390 to cancel any scheduled trip. You must call the MCT office the business day before the appointment and speak with the office staff. You cannot cancel the service by leaving a message on the phone or texting. (If you are cancelling Monday's trips you must call in Friday before 5 pm.) Keep in mind that repeat cancellations made at your pick up site or your absence from your pick up site

will result in services being denied under the “No Show” policy. You will be charged a “No Show” bill that you will have to pay.

We have cheap fares to transport you to work, medical appointments, shopping, the hairdresser, and to other places. Fares are below:

Medicaid Transportation - must have the correct documents completed - Medicaid pays at no cost to passenger for Medicaid covered appointments only. Call Social Services at 789-4460 about the application process.

Senior Services by authorization of the Adult and Aging Services Department. Call this Dept. at 792-1027 concerning services. No cost to approved riders.

Elderly and Disabled, Rural General Public, and Employment Transportation by approval of MCT office only - Call 789-4390 about the application process. Riders will pay an affordable ROAP fare to ride:

Anywhere in the county for only \$5.00 (one way) !

Within the Williamston City Limits for \$2.00 (per stop)

County wide to Williamston \$10.00 (round trip)

County wide to Greenville \$25.00 (round trip)