



**Transportation Office
10928 FM 1442
Orange, Texas 77630
(409) 745 – 9511**

ORANGE COUNTY TRANSPORTATION

POLICIES & PROCEDURES

**5311 Transportation Provider
of the Texas Department of Transportation**

Adopted by the Orange County Commissioners' Court

Revised: 12-4-2018

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Demand Response Application

I. GENERAL

A. Mission

It is the mission of Orange County Transportation (OCT) to design, implement and maintain an efficient and effective transportation system for residents of the Cities of Orange, West Orange, Pinehurst, Bridge City, Vidor, Pine Forest, Mauriceville, Orangefield, Little Cypress and Rose City. All rides must originate in Orange County.

B. Policy

It is the policy of OCT, that no person shall, solely by the reason of his/her disability be excluded from the participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity undertaken by OCT.

C. Objectives

Specific objectives of OCT;

1. To provide demand response curb to curb transportation to residents of its service area.
2. To maintain a trained staff for the operation and control of the system.

II. ADMINISTRATION

A. General

Orange County shall maintain an adequate staff to successfully operate OCT. OCT serves the general public; and a diverse population of individuals with varying, physical challenges, economic and financial status and ethnic backgrounds.

OCT shall ensure that no person be excluded from the participation, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity undertaken by OCT, solely by the reason of his/her race, color religion, sex, national origin, age, disability, or any other characteristic prohibited by law. OCT assures full compliance with Title VI of the Civil Rights Acts of 1964, the Americans with Disabilities Act (ADA) and section 504 of the Rehabilitation Act of 1973 as amended (section 504), the Civil Rights Restoration Act of 1987 and related statutes and regulations in all activities.

B. Organization

The Department Director is responsible for the overall management of OCT including operations and personnel. The Assistant Director, Dispatching/Scheduling personnel and Drivers assist with specific daily activities.

C. Employees and Assignments

1. It is the responsibility of the Department Director to organize and monitor the specific daily activities necessary to achieve agency goals. The Department Director directly supervises the Assistant Director, Dispatching/Scheduling personnel, Drivers and Mechanic.
2. It is the responsibility of the Assistant Director to provide administrative support to the Department Director and other duties as assigned. The Assistant Director shall oversee all operations in the absence of the Department Director.
3. It is the responsibility of the Dispatchers to provide clerical support, perform customer in-take, and provide public assistance and information.
4. It is the responsibility of the Drivers to safely operate the Division vehicles according to the assigned Schedule and to report in writing, all maintenance and repairs needed to the Department Director, Assistant Director and/or Transportation Mechanic of vehicles in need of repair. It is the responsibility of the Assistant Director to follow Driver's report through to completion.
5. It is the responsibility of the Assistant Director to monitor driver performance and provide vehicle training. The Assistant Director should report all findings and actions to the Department Director for correction.
6. It is the responsibility of the Transportation Mechanic to perform preventative maintenance to ensure Transportation fleet is in good working order. The Mechanic shall in a timely manner inspect and/or repair all concerns reported by the driver. On occasion mechanic will be required to be on call for unforeseen emergencies. The Mechanic shall stay up to date on required training. The Mechanic shall keep written records of all repairs to each vehicle and provide monthly reports to the department Director or Assistant Director.

7. It is the responsibility of all Transportation employees to follow Orange County Policies and Procedures, state laws and Tx-DOT regulations. Failure to follow these guidelines will result in the following progressive disciplinary actions:
 - a. **First Infraction** – Verbal warning and extra safety training (when appropriate).
 - b. **Second Infraction** – Possible three-day suspension and depending on the severity of the infraction, possible termination.
 - c. **Third Infraction** – Termination.

D. Financial Review Policy

To ensure an independent review of daily financial activities be conducted by someone other than the person performing the daily activities, the following policy shall be established for OCT.

1. All purchase requisition shall be reviewed and approved by the Department Director.
2. The Department Director shall review and approve all payment authorizations.
3. The Department Director shall review and monitor monthly expenditure analysis reports.

E. Vehicle Use

OCT's vehicles are owned and operated according to established OCT policy and procedure. Supplemental service may be provided by Sub-contractors.

OCT's vehicles shall be used and maintained according to standards set by OCT. They shall be operated according to traffic laws of the State of Texas and local Cities. The vehicles may not be used for purposes other than that prescribed unless approval is obtained from the Department Director prior to such use.

F. Personal Appearance

A professional and business-like appearance shall be maintained at all times. Employees must maintain good personal hygiene and grooming standards that result in a clean, neat, and professional appearance. Hair, beards, and mustaches should be kept clean, neat and trimmed.

4. Staff clothing shall be neat, clean and appropriate attire for job duties.
5. All apparel worn shall not expose to public view any advertisements, logo or remarks which may be deemed inappropriate or defamatory toward others or which may cause a breach of the peace. Apparel considered provocative is not allowed. Also considered inappropriate are midriff, tube or halter-like tops or dresses, and any low necklines.
6. Drivers shall not wear backless shoes or thongs.
7. Jewelry, if desired shall be worn so as not to pose a safety hazard or be disruptive (interferes with the performance of duty) to other employees.
8. Exceptions to the dress policy are made only if medical reasons or weather conditions warrant such and it has been approved in advance by the Department Director.

G. Statistical Reporting

OCT shall collect daily operating data and compile accurate, monthly operating statistics as required by funding sources.

H. Inclement Weather

If inclement weather exists, OCT may, with approval of the Department Director, reschedule or cancel service. Employees are to report to work unless otherwise directed by Dispatch or direct supervisor.

I. Training

OCT requires each driver to receive special training during the course of employment to ensure well trained professionals. These include:

Policies and Procedures
Safety Policies/Procedures
Drug & Alcohol Abuse Testing Policies
First-aid and CPR

Vehicle Inspections/Operations
Job Descriptions
Defensive Driving

Staff safety meetings/training: Orange County Transportation will not provide regular service when staff safety/training meetings are scheduled with efforts made not to interrupt travel arrangements.

III. PASSENGER POLICY

A. Types of Service

OCT provides a curb to curb demand response service. Door-to-door service is provided for elderly persons or persons with disabilities needing extra assistance. Reservations are required. Request for service should be made at least one (1) business day **prior** to the desired trip date and may be scheduled up to seven (7) days in advance. Service will be provided when requested appointment time is available. If requested appointment time is not available, scheduler will make every effort to provide passenger with an alternate time. Same day service is subject to availability at an additional charge.

We are not a taxi service or an emergency medical service. We are a shared ride service; you will be sharing the bus with other passengers. The bus may make a number of stops picking up and dropping off other passengers. Because your trip may not follow the most direct route to your destination, it may take longer than expected.

Medical Transportation:

OCT provides transportation services to medical facilities including Doctors' offices, Dentist, Hospitals, etc. Extremely ill passengers will not be transported **Orange County Transportation is not an emergency medical transit service; if the passenger needs emergency medical services call 911.**

B. Requesting Service

Requests for service shall only be accepted by OCT at 409-745-9511 from 7:30 a.m. to 4:00 p.m., Monday through Friday. No request for next day service will be accepted after 3:30 p.m. Each original and return trip will be recorded separately, and each direction shall be recorded as a one-way trip. The trip shall be scheduled to show the required time to be at destination. Requests are limited to three (3) destinations per day in Orange County and two (2) destinations in Jefferson County (Beaumont and Port Arthur), if time allows.

1. Advance Scheduling

A request for demand services should be made at least one (1) business day or up to seven (7) days prior to the desired trip time. To schedule a trip, one must speak with the scheduling office which may require the following in scheduling a trip:

- | | |
|----------------------|------------------------|
| 1. Passenger Name | 6. Assistance Needed |
| 2. Date of Birth | 7. Destination Name |
| 3. Address | 8. Destination Address |
| 4. Phone Number | 9. Request Time |
| 5. Emergency Contact | 10. Appointment Time |

It is the passenger's responsibility to notify OCT dispatchers of any changes to addresses and or phone numbers. This service, like any other transportation service, cannot guarantee arrival at your destination by scheduled time due to unforeseen situations. However, it is our goal to provide on time service.

C. Hours

OCT shall operate a fleet of vehicles and contracted supplemental vehicles as approved by the Commissioners' Court. Vehicles shall be operational from 7:00 a.m. to 4:30 p.m., Monday through Friday. Last daily pickups will be at 4:00 p.m., to ensure all employees are able to return to the bus barn to complete end of shift duties by 5:00 p.m.

Service is not offered on Weekends or on approved Orange County holidays.

D. Inclement Weather

The dispatch office shall attempt to contact any scheduled passenger at the telephone numbers listed in the agency customer database. Orange County Transportation will attempt to inform passenger by using local radio stations, television station etc.

E. Fare Structure

Cash:

A fare per each one-way trip shall be charged to all eligible passengers and their escorts with the exception of required personal care attendants, who may travel with an eligible passenger at no cost. Fares are based on a one-way trip. This means that each time the vehicle is boarded, the fare must be paid by cash or tickets, based on the fare schedule. Drivers cannot make change. All fares must be paid by exact change only. If a passenger does not have exact change and trip demand allows, passenger may request an additional trip to obtain change. On time delivery cannot be guaranteed. An additional fare will be charged for the additional unscheduled trip. Failure to pay fare will result in no service for that trip and the trip will be reported as a No Show. An adult must accompany children under 16 years of age and will be charged the same fare as adults.

Fare Schedule within Orange County: One-way trip fares will be charged each time the vehicle is boarded:

General Public pre-scheduled one-way trip	\$2.00
Same Day one-way trip (subject to availability).....	\$4.00
Unscheduled one-way additional trip (unless for medical prescription)	\$3.00

Fare Schedule to Jefferson County: One-way trip fares will be charged each time the vehicle is boarded:

Travelling to Jefferson County (Beaumont and Port Arthur) pre-scheduled one-way trip	\$3.00
Same Day one-way Trip (subject to availability).....	\$5.00
Additional trip within Jefferson County (unless for medical prescription)	\$2.00

Passengers requesting additional trips within Beaumont and/or Port Arthur are encouraged to utilize the Municipal Transit system offered in each city. It is the passengers' responsibility to notify OCT dispatch where they are when ready for their return trip on Orange County Transportation. Failure to do so will result in additional fees and/or no return service if not at original drop off location.

F. Complimentary Passes/Rides

Whenever OCT makes an error that, in the judgment of the Department Director or his/her designee, greatly inconveniences a passenger, a complimentary pass, good for one free ride or a free ride may be issued to the passenger. The Department Director will determine the value of the free ride. Circumstances that may warrant the issuance of a complimentary pass include:

- Arrival more than 30 minutes later than the scheduled arrival to destination time;
- Passenger was inadvertently left off the schedule;
- Passenger was stranded on a broken vehicle; or
- Other incidents as approved by the Department Director or his/her designee.

G. Riding Orange County Transportation

OCT is a public transit system providing rides for many passengers each day. Drivers cannot be at three (3) or four (4) pick-up points at one (1) time and must allow for time to ensure that the customer makes it from origin to destination by scheduled appointment time. Therefore, passengers must be ready for pick-up and allow for travel time for transportation to destination. Passengers should be ready at least forty-five (45) minutes prior to scheduled pick up time. In the event, that the rider will be required to be ready earlier, a Dispatcher will contact passengers by telephone as to the approximate pick-up time. OCT will attempt to drop off passengers no more than one (1) hour prior to requested time. Drivers are permitted to drop off passengers regardless of inclement weather and/or entry.

When the driver arrives at the pick-up location, they are not required to wait more than five (5) minutes for the passenger. Passengers who call for will call transportation and are not actually ready when the bus arrives will be considered a "no show" and charged an additional fee as well as having "no show" status documented on profile history.

Service may not be rendered if origin or destination location cannot be accessed by the vehicle or if the location does not provide safe passage for the vehicle or safe access to and/or from the vehicle by the passenger. The driver shall attempt to make reasonable accommodations and if not possible then they shall immediately call the Dispatch office for further instruction in such a case. Steep driveways, deteriorated sidewalks, etc., may result in denial of service. **OCT drivers are prohibited to use personal driveways unless unavoidable.**

To increase efficiency, OCT is a "**shared ride**" service; passengers must often ride while other passengers are picked up and dropped off.

- Drivers may provide door to door service when requested at time of advanced scheduling, **but are not permitted to enter passengers' homes.**
- Drivers are NOT permitted to lock/unlock passenger's home.
- Drivers have the discretion to assign seats and determine mobility device placement when necessary for efficiency and/or safety of the operation.
- Drivers are NOT permitted to maneuver a mobility device up or down steps or along gravel areas.
- Drivers are NOT permitted to lift passengers or maneuver occupied mobility devices that are deemed overweight and are unsafe for the drivers to do so.
- Drivers are NOT allowed to assist or enter upon property (fences or porches) unless animals are restrained to avoid possibility of biting.
- Drivers are NOT allowed to make destination changes.
- Drivers are NOT responsible for lost, stolen or damaged items.
- Drivers CANNOT schedule rides. All scheduled rides MUST be made through the dispatch office.
- Drivers are instructed to avoid **backing up** if at all possible and to report all backing situations for investigation purposes.

H. Rules for Passenger Conduct

Rules of conduct on OCT Transit Vehicles are the same as the laws governing conduct in public places. No person shall, while a passenger on any vehicle that is operated by OCT as a public conveyance, do any of the following acts:

1. Smoke or possess any lighted or smoldering pipe, cigar, cigarettes or e-cigarettes
2. Consume an open beverage, food, or alcohol (unless medically necessary).
3. Intentionally deface damage, write upon, or soil any part of the vehicle.
4. Spit, urinate, or defecate in or upon any vehicle.
5. Board with unreasonable personal hygiene. Passengers are required to maintain acceptable standards of personal hygiene.
6. Bring any object onto vehicle, including but not limited, to mobility devices must be free of any material that may be harmful or offensive to others and must be clean of any debris.
7. Throw, deposit or place paper, bottles, cans or any other garbage or solid waste in or upon a vehicle;
8. Throw any object of any kind within a vehicle or out any door or window of a vehicle;
9. Play audio or video devices, unless played through headphones so that it is inaudible to other passengers and the driver.
10. Bring any pet or animal onto a vehicle other than a guide dog accompanying a person with a disability, or an animal in a cage or approved standard pet carrier;
11. Stand or walk around in a vehicle while it is in motion;
12. Possesses any explosives or carry any corrosive acid or flammable liquid not in a sealed container.
13. Possess firearms, with the exception of law enforcement officers;
14. Bring any laundry on board unless it is in an enclosed bag and must comply with size and weight limit of 30 lbs. for items boarding buses.
15. Intentionally interfere with the driver's operation of the vehicle;
16. Conduct any unnecessary conversation with the driver, so that the driver's attention will not be diverted from the safe operation of the vehicle;
17. Use of profanity or racially abusive language toward the driver, dispatcher or other passenger(s) or act in a hostile or threatening manner while on board the vehicle;
18. Bring on board any baggage or articles which, due to their size, would restrict free movement of passengers.

19. Bring on board gasoline or a gasoline container or any type of hazardous material. (Respirators and portable oxygen supplies are permitted to be carried and used on board by a person needing them for health reasons)
20. Enter or remain on a bus or any portion of a transit facility without a shirt, shoes or clothing that covers the upper portion of the body.
21. Board vehicle intoxicated or under the influence of illegal drugs.
22. Conduct unnecessary conversations of a personal nature that could be viewed as offensive or harassment.
23. Expose anal or genital areas in a way that may offend or alarm others.
24. An offensive gesture or display, which tends to incite an immediate breach of the peace.
25. Make request for certain drivers. Refusal to ride available buses will forfeit the remainder of your schedule.
26. Leave packages onboard buses when disembarking for next stop.
27. Utilize the lift to load and unload packages or groceries. Passengers in a mobility device may not hang packages or groceries on the device for safety reasons. If packages exceed what a passenger can safely handle then an attendant is required.

The driver may refuse to transport or may remove any persons violating the provisions contained above. If assistance is required, the driver should contact the dispatcher. Violation of Rules for Passenger Conduct could result in suspension of service. Repeated abuse of these rules could result in termination of service.

Penalty for Violation of Rules for Passenger Conduct:

1st Violation of Rules for Passenger Conduct:

- Verbal notification, depending on severity more progressive discipline could be levied.
Documentation of incident on file

2nd Violation of Rules for Passenger Conduct:

- One (1) week suspension depending on severity more progressive discipline could be levied.
Documentation of incident on file.

3rd Violation of Rules for Passenger Conduct:

- Termination of services. Re-application may be applied for and considered after 6 months.

I. Special Circumstances

1. Transportation of Children

All children who are under eight years of age are required to be restrained in an approved child passenger safety seat unless, the child is at least 4 feet, 9 inches in height as State law mandates. The passenger must provide the safety seat. Children under 1 year of age should have a child safety restraint re-facing seat. The passenger will be responsible for placing the infant into and securing the safety seat. The passenger and escort must both be ready at the door when OCT arrives. The infant will not be allowed to ride up the lift with a passenger utilizing a mobility device. The safety seat will be secured by a safety belt on the vehicle during transportation.

2018 Child Passenger Safety National Best Practice Recommendations		
Phase 1	Rear-Facing Seats	Rear-facing infant or rear-facing convertible safety seat as long as possible, up to the rear-facing height or weight limit of the seat. Properly install according to instructions in owner's manual, rear-facing in the back seat.
Phase 2	Forward-facing Seats	When children outgrow the rear-facing safety seat (minimum 2+ years), they should ride in a forward-facing safety seat as long as possible, up to the upper height or weight limit of the harnesses. Usually 4+ years old. Properly installed forward-facing in the back seat. NEVER turn forward-facing before child meets all: AGE/HEIGHT/WEIGHT requirements set by safety seat manufacturer for forward-facing.
Phase 3	Booster Seats	After age 4 and 40+ pounds and behavior maturity*, children can ride in a booster seat with the adult lap and shoulder belt until the adult safety belt will fit them properly (usually when the child is 10 – 12 years old). MUST have a lap/shoulder belt to use a booster seat. *Behavior maturity required according to booster seat owner's manual
Phase 4	Adult Safety Belt	Once children outgrow their booster seat (usually at 10 – 12 years old) they can use the adult lap/shoulder safety belt if it fits them properly according to the vehicle manufacturer's instructions. Lap portion low over the hips/tops of thighs and shoulder belt crosses the center of the shoulder and center of the chest.
Children are better protected the longer they can stay in each phase. Keep children in each seat up to the maximum age/weight/height limits before moving to the next phase. ALL children younger than age 13 years should ride properly restrained in the back seat.		

(Chart courtesy of Texas Department of Public Safety)

The minimum age for a child to travel alone aboard is sixteen (16). Children under the age of sixteen (16) must have an adult attendant accompany them during transport unless a parent or legal guardian has signed a Waiver of Accompaniment. Exceptions may be granted by Department Director. If an appointment necessitates that an adult attendant serves as personal care attendant such as with medical and dental appointments, then the condition will warrant a free ride for attendant. Otherwise adult attendants will be charged normal fare.

2. Accommodation of Common Mobility devices

The Americans with Disabilities Act (ADA) states that a transportation provider may decline to carry a mobility device/occupant if the combined weight exceeds that of the lift specifications set by the manufacturer, or if the carriage of the mobility device is demonstrated to be inconsistent with legitimate safety requirements.

All of our vehicles are ADA accessible. However, Orange County Transportation may not be able to accommodate a passenger if their mobility device is longer than 48' or wider than 30', or if the total weight with the mobility device is more than 800 pounds (49 CFR 37.165).

Orange County Transportation requires all mobility devices be secured with the tie-down equipment provided on the vehicle. Tie-down equipment includes straps to secure the mobility device to the floor along with lap and

shoulder belts for the passenger. Mobility devices must have brakes engaged while aboard the bus. Service will be denied if the passenger refuses this policy.

Passengers who use mobility devices are encouraged to use a personal seat belt for their safety. Passengers are responsible for providing their own personal safety devices for the mobility devices. A seat belt is considered a personal safety device that can be utilized on transit vehicles. Orange County Transportation is not responsible for falls or injuries that may result from failure to equip or maintain the safety measures of the passenger's adaptive equipment/mobility devices.

If needed, the driver will help maneuver the passenger onto the lift. OCT is not responsible for damages to mobility devices incurred in the normal operational procedures of the bus.

3. Personal Care Attendants

A Personal Care Attendant (PCA) is someone whose services or presence is medically or socially needed by the passenger to meet their personal needs or to assist in travelling.

If a PCA is required, you must fill out, and your physician must sign the Application for Demand & Response Service form. PCA's must have the same pick-up and drop-off locations as the passenger. When the form has been completed and signed by the physician, there will be no charge for the PCA to ride when performing PCA duties. Documentation will be noted on the passenger record.

Orange County Transportation does not provide PCA's

Personal Care Attendants are required to specifically assist the passenger. This assistance includes, but is not limited to the following duties:

- Assisting the passenger from their door to the bus and back again;
- Opening doors;
- Pushing mobility devices to and from the vehicle;
- Carrying packages; and
- Communicating with the driver (if passenger is unable)

If PCA does not specifically perform some type of assistance for the passenger, then that individual is considered an escort and is charged the normal fare. Attendants are not to assist in mobility device boarding or securement; this is the driver's responsibility.

In addition to physician-recommended attendants, attendants are recommended under the following circumstances:

- Passengers utilizing non-conventional mobility devices and who are unable to independently transfer, and
- Others, as recommended by the Department Director.

4. Service Animals & Accommodation of Animals

Animals other than service animals as described below are allowed to ride an OCT vehicle in a secured pet travel carrier.

It is the policy of OCT to allow service animals to accompany their owner without restraint. Under the Americans with Disabilities Act of 1990, a service animal means any guide dog, signal dog, or other animal that is required to aid the owner and that is individually trained to do work or perform tasks for the benefit of an individual with impaired vision, alerting individuals with impaired hearing to intruders or sounds providing minimal protection or rescue work, pulling a mobility device, or retrieving dropped items.

The Americans with Disabilities Act of 1990 allows for the imposition of legitimate safety requirements that are necessary for the safe operation of OCT. OCT can generally require use of a secured pet travel carrier for any animal that in the opinion of the Department Director or his/her designee is a health or safety hazard regardless of the kind of training it has received and what function it serves for its owner.

5. Carry-On Packages

Passengers shall limit their carry-on packages to not more than the equivalent of five (5) full brown paper grocery bags at one time unless they have an attendant traveling with them to load/unload the packages. No one (1) package shall weigh more than thirty (30) pounds. Oversized packages will be refused for transport. Packages must be limited to no larger than a brown paper grocery bag. Passengers must make other arrangements for delivery of any item that is larger than specified. Drivers may assist with carry-on packages but are not required to. It is recommended that request for this service is made through the dispatchers.

6. Medical Oxygen

If medically necessary, customers may travel with oxygen tanks and respirators when using Orange County Transportation service. Only one cylinder per person is allowed on the bus. Oxygen tanks are subject to inspection. Damaged or leaking cylinders will not be permitted on the bus. For safety reasons, oxygen tanks and respirators must be secured to prevent oxygen tanks from falling or becoming dislodged and striking other objects or passengers in the vehicle.

J. Service Suspensions and Terminations

1. No Shows/Cancellation

No Shows are very costly to Orange County Transportation. Before you make a reservation for a ride, be certain you really plan to travel.

Orange County has implemented a No Show Policy for its Public Transit System. A no show occurs when the bus arrives within the pick-up window and the passenger is not ready, declines to ride, is not at the location of the scheduled pick-up or fails to notify OCT office at least two (2) hours prior to scheduled pick up time. Implementation of this policy has become necessary due to the rapidly increasing number of no shows. No Show trips affect not only the transit system, but also other customers. Our drivers make every effort to pick up all passengers on a timely basis, and when one of our customers is not there the driver is required to spend time seeking out the person. This delay will cause the drivers to fall behind their anticipated daily schedules and has caused unnecessary delays for other passengers attempting to get to their scheduled destinations.

Drivers can be 15 minutes before or 15 minutes after the passengers assigned pick-up time. Drivers will wait for five (5) minutes after they arrive within a passenger's scheduled pick-up window. If the passenger is not at the bus within the five (5) minutes, the driver must depart to serve the other passengers and the ride will be recorded as a no-show.

If a passenger is a no show at their pick-up appointment, the return trip(s) will automatically be cancelled. If a passenger misses the bus because they were not ready when the bus arrived and you were marked as a no show, they can try to schedule another trip if space is available. However, you will be required to pay the same day trip fare and will be charged for the no show as listed under NO SHOW/CANCELLATION Penalties. The Director reserves the right to authorize a driver to return for a pick up if circumstances warrant.

NO SHOW:

When a customer is a no show from a scheduled trip, Orange County Transportation will mail a letter informing the customer of the no show. The customer must pay for the trip and no show penalty before they will be permitted to book/make another trip. All trips currently scheduled will be cancelled until trip fares and no show fees have been paid.

Penalty for 1st NO SHOW: \$10.00 plus round trip fare amount

Penalty for 2nd NO SHOW: \$15.00 plus round trip fare amount

Penalty for 3rd NO Show/ **NOT** within 45 days of 1st no show: \$20.00 plus round trip fare amount

Penalty for 3rd NO SHOW **within** 45 days of 1st no show: \$20.00 plus round trip fare amount
and 30 day suspension

After three (3) NO SHOWS within 45 days, the customer will be required to pre-pay for all future trips with exact change in cash or money order before allowed to utilize Orange County Transportation. They may bring pre-payment to our office or by mailing a money order to our office. Passengers will not be allowed to make future reservations unless all penalties are paid. No refunds will be given on pre-paid trips.

CANCELLATIONS:

A cancellation is considered "late" if it is made less than two (2) hours prior to the trip (or after 7:00 a.m. for those trips scheduled before 9:00 a.m.) To encourage proper and timely cancellations, passengers who have made five (5) late cancellations or more within a 45 day period, will be notified of their violation of the cancellation policy by oral and written notification. Excessive cancellations will be penalized the same as NO SHOWS at the discretion of the Department Director.

Penalty after 5th CANCELLATION: \$10.00 plus round trip fare amount

Penalty on 6th CANCELLATION: \$15.00 plus round trip fare amount

Penalty on 7th CANCELLATION \$20.00 plus round trip fare amount and
30 day suspension

After seven (7) CANCELLATIONS within 45 days, the customer will be required to pre-pay for all future trips with exact change in cash or money order before allowed to utilize Orange County Transportation. They may bring pre-payment to our office or by mailing a money order to our office. Passengers will not be allowed to make future reservations unless all penalties are paid. No refunds will be given on pre-paid trips

Payments can be mailed to:
Orange County Transportation
10928 FM 1442
Orange, Texas 77630

NOTE: The first suspension for no shows/cancellations is 30 days, the second suspension will be 45 days, and the third suspension will be 60 days. After the third suspension for no shows, permanent loss of ridership privileges may occur. Suspension periods cannot be split or otherwise divided or altered without approval by the Department Director. Repeated abuse of the NO SHOW/CANCELLATION Policy could result in termination of services. Re-application may be applied for and considered after 6 months.

2. Other Suspensions:

Passengers who, in the judgment of the Department Director, demonstrates tendencies toward violent or destructive behavior through threats, verbal and/or physical behavior or use profane or abusive language shall have their OCT service eligibility terminated.

3. Appeals of Suspensions and Terminations

Passengers may appeal their suspensions or terminations by written notifications as outlined in Section IV Complaint Procedure.

IV. COMPLAINANT PROCEDURES

As a recipient of Title VI Public Transportation funds, administered by the Texas Department of Public Health and the Texas Department of Transportation, OCT hereby attests that it will abide by the eligibility guidelines and service priorities, as stipulated and set forth in the Agency's Contracts.

In the event of a complaint, the complainant should adhere to the complaint procedure that is listed below:

Procedure will be as follow:

In the event of complaint, the complainant should contact the Department Director at (409) 745-9511 or by mail, Transportation Department, Attention: Department Director, 123 South 6th Street, Orange, Texas 77630. Upon receipt of the complaint, the Department Director will request written detail of complaint or take an oral statement from the complainant. The complaint should include details regarding the situation: I.E. date, time drive, problem, etc. All complaints or statements should be signed or if by telephone the actual complainant should be the person that calls. The Department Director will conduct an investigation into the complaint. Upon completion of the investigation, a decision regarding the complaint will be rendered and a written response issued to the complainant no later than ten (10) days after receipt of the complaint. A copy of the complaint and action taken will be forwarded to the funding source offices as required, and a copy will be kept on file at the OCT office.

In the event the complainant is not satisfied with the decision and action taken by the Department Director, the Complainant should notify the County Judge in writing at the below listed address. The County Judge will review all information regarding the complaint and shall have the discretion to form an impartial panel of reviewers to assist him – comprised of: County Commissioners, or public and private social serve representative. Following a review of the complaint, the County Judge shall inform the complainant of the findings of the review panel or his decision and action to be taken regarding complaint. A decision regarding the complaint will be rendered and a written response issued to the complaint no later than ten (10) days after the County Judge receives the complaint.

Contact Information:

Orange County Judge
123 South 6th Street
Orange, Texas 77630
(409) 882-7070

Orange County Transportation Department Director
10928 FM 1442
Orange, Texas 77630
(409) 745-9511

APPROVED AND ADOPTED:



Dean T. Crooks, Orange County Judge

December 12, 2018
Date

Orange County Transportation Demand Response Service

Return completed form to: Orange County Transportation, 10928 FM 1442, Orange, Tx. 77630

Demand Response is a shared curb to curb service for disabled/non-disabled persons who do not live in a location near fixed routes

Name (Last, First Middle Initial)	<input type="checkbox"/> Male <input type="checkbox"/> Female
Address, City, and Zip Code	Date of Birth
Mailing Address (If Different)	Area Code and Phone Number

Do you require a Personal Care Attendant? No Yes **If yes, Physician must complete bottom section**

If visually impaired, do you use a guide dog? No Yes A Cane? No Yes A walker? No Yes

Do you use a wheelchair? No Yes **If yes, your physician must complete bottom section**

Make _____ Model _____

Signature: _____ Date: _____

If application is being completed by someone other than the applicant, please complete the line below.

Name	Relationship:	Phone Number:
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Must be Completed by Physician if a Personal Care Attendant is required

Disability/Medical Diagnosis	Hospital/Facility Name
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Combined Weight of Client & Mobility Device: _____ lbs. We cannot provide transportation if the compined weight of the client & mobility device exceeds 800 lbs.

Does client require a Personal Care Attendant? No Yes

Verifying Physician Name (Print)	Verifying Physicians Signature	Physician's Phone Number
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FOR ORANGE COUNTY TRANSPORTATION OFFICE USE ONLY

Authorized by & Date:	Approved <input type="checkbox"/> Denied <input type="checkbox"/> D&R <input type="checkbox"/> PCA: Yes <input type="checkbox"/> No <input type="checkbox"/>	OCT-1
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