

Duplin County Public Transportation

RESPECTFUL RIDER CODE OF CONDUCT

Duplin County Public Transportation

AMERICANS WITH DISABILITIES ACT (ADA)

ADA transportation is available to qualified disabled residents of Duplin County. Duplin County public Transportation (DCPT) does not provide assistants or aides. An ADA passenger may be assisted by a personal care attendant at no additional cost.

ADA passengers may call between the hours of 8:00 a.m. and 5:00 p.m., two business days before to make a reservation for services. Curb-to-curb service is available for all ADA passengers. Contact the DCPT office at 910-296-2333 to make arrangements for door-to-door service.



Tel: 910-296-2333

The following guidelines will ensure all passengers and operators have a safe and pleasant ride while using our services. Enjoy your ride!

For the safety of our passengers and our operators all DCPT vehicles are equipped with security cameras.

To Ensure a Safe and Comfortable Ride—Guidelines for Riding DCPT Services

- Passengers are responsible for carrying their own packages. Please limit any items to what you can carry yourself. In the event your items take up an additional seat you will be asked to pay the fare for the additional seat.
- DCPT is not responsible for items left on the vehicles.
- Exact change is required. Operators cannot make change.
- Smoking, including e-cigarettes, is not allowed on DCPT vehicles.
- Do not use profanity or disruptive behavior on DCPT vehicles.
- Do not be a litter bug.
- Shirt and shoes are required when riding.

For Everyone's Safety—Items Not Allowed on DCPT Vehicles

No items or conditions are permitted on board vehicles that may pose a health hazard for other passengers or transit staff:

- Open cans, bottles or food
- Car batteries
- Gasoline, kerosene or any other flammable liquid
- Weapons, including guns or knives

- Illegal drugs
- Open containers of alcohol
- Animals, other than service animals for the disabled
- Hover boards

Radios and Music Devices

Playing individual radios on vehicles distracts the driver and other passengers. For this reason headphones are required when listening to individual radios such as iPods and MP3 players and electronic games on DCPT vehicles.

For Passengers' Safety—Riding DCPT

- Wait until the vehicle comes to a complete stop before attempting to board.
 - Take your seat as soon as possible.
- Children are not permitted to ride in strollers while on vehicles. Strollers must be closed and stowed while on board.
- Passengers who interfere with the safety or privacy of other riders, or the safety or privacy of the operator will be suspended from riding.

ADDITIONAL GUIDELINES FOR RIDING

- Arrival and departure times are approximate.
- Do not approach the bus until it has come to a complete stop.
- Enter the bus through the front door, allowing riders to exit first.
- When making reservations, please inform the office staff if you will be accompanied by an attendant.

HOURS OF OPERATION

DCPT provides ADA transportation services to all citizens of, and visitors to, Duplin County.

Office Hours

Monday—Friday 8:00 a.m. to 5:00 p.m.

Service Hours

Monday—Friday 5:00 a.m. to 5:00 p.m.



**208 S. Main St.
PO Box 950
Kenansville, NC 28349**

**Phone: 910-296-2333
Fax: 910-296-2128**

Duplin County Public Transportation operates its programs and services without regard to race, color, national origin, sex, religion, age, and disability in accordance with Title VI of the Civil Rights Act and related statutes. For more information on DCPT's civil rights program, and the procedures to file a complaint, contact 910-296-2333, (TTD/TTY 711); email rosemarie.oates@duplincountync.com; or visit our office at 208 S. Main St., Kenansville, NC 28349. If information is needed in another language, contact 910-296-2333.

Did you know?

WHO WE ARE AND WHAT WE DO:

DCPT provides public transportation for today's needs—whether you need transportation to a medical appointment, a ride to work or school, even transportation to visit with friends and relatives, DCPT will be more than happy to help get you where you want to be.

DCPT also provides transportation for all of the County Human Services Agencies. If you, or someone you know has special needs, call DCPT at 910-296-2333 for more information.

DCPT vehicles travel throughout Duplin County each and every weekday between the hours of 5 a.m. and 5 p.m. Monday through Friday. General public riders are charged a small fee for travel within Duplin County. Any person who wishes to schedule a ride with DCPT should call the office, at the latest, 2 days before the ride is needed.

Transportation is available for out-of-county medical appointments. If you qualify through a Human Service Agency, there may be no charge to you for this service. Transportation through a Human Service Agency must be arranged at least 3 days before the scheduled appointment. If you do not qualify through a Human Service Agency, and are in need of out-of-county medical transportation, you may still be able to arrange transportation through DCPT. Please call the office for the out-of-county trips schedule and fare amounts.

FARES

Please have exact change when boarding the bus. Operators do not have change. Fares can be paid directly on the vehicles. Please, NO debit or credit cards. Persons with disabilities and seniors aged 60+ can receive transportation at a reduced rate (Must have Disability form and/or proof of age on file at DCPT).

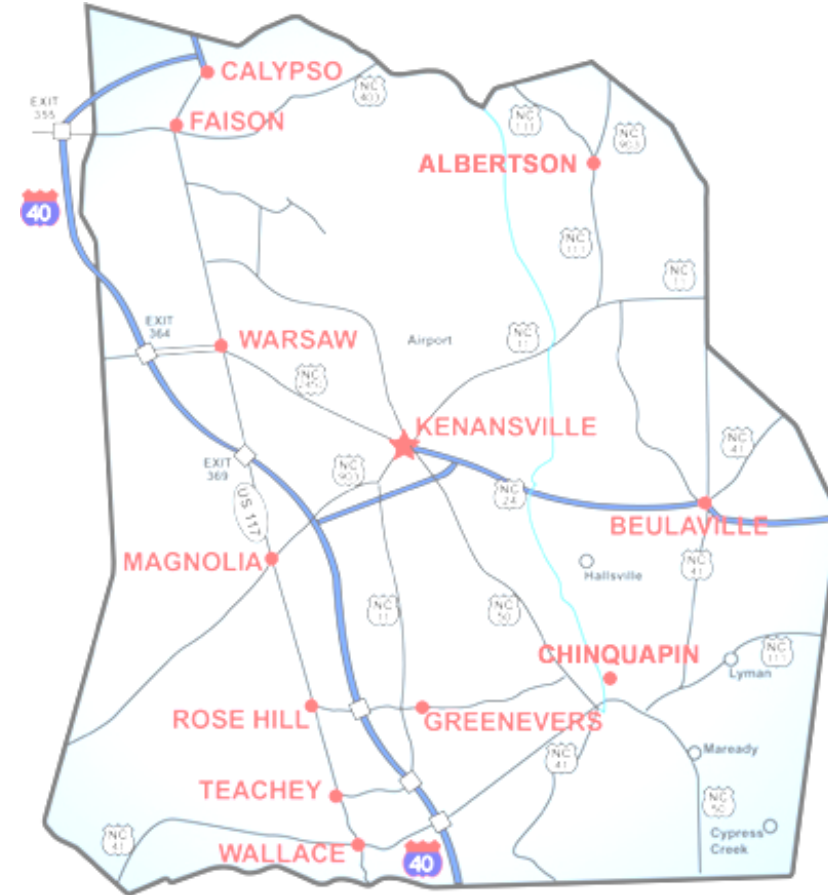
DCPT riders can also purchase a Value Voucher at the office and get 2 rides free after paying for 8 rides at applicable fare. Office staff will inform passengers of fare rates and options.

To schedule a trip, call DCPT at 910-296-2333 Monday—Friday from 8 a.m. to 5 p.m. Please make a reservation at least two business days in advance.



Duplin County Public Transportation

Taking you where you WANT to go!



Who can ride?

Any person within Duplin County can ride, including visitors to the area. However, passengers 12 years and under must be accompanied by someone who is at least 18 years old. The parent or caregiver of any child 8 years old or younger, or who weighs less than 80 pounds, must provide an age/weight appropriate car seat for that child.

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