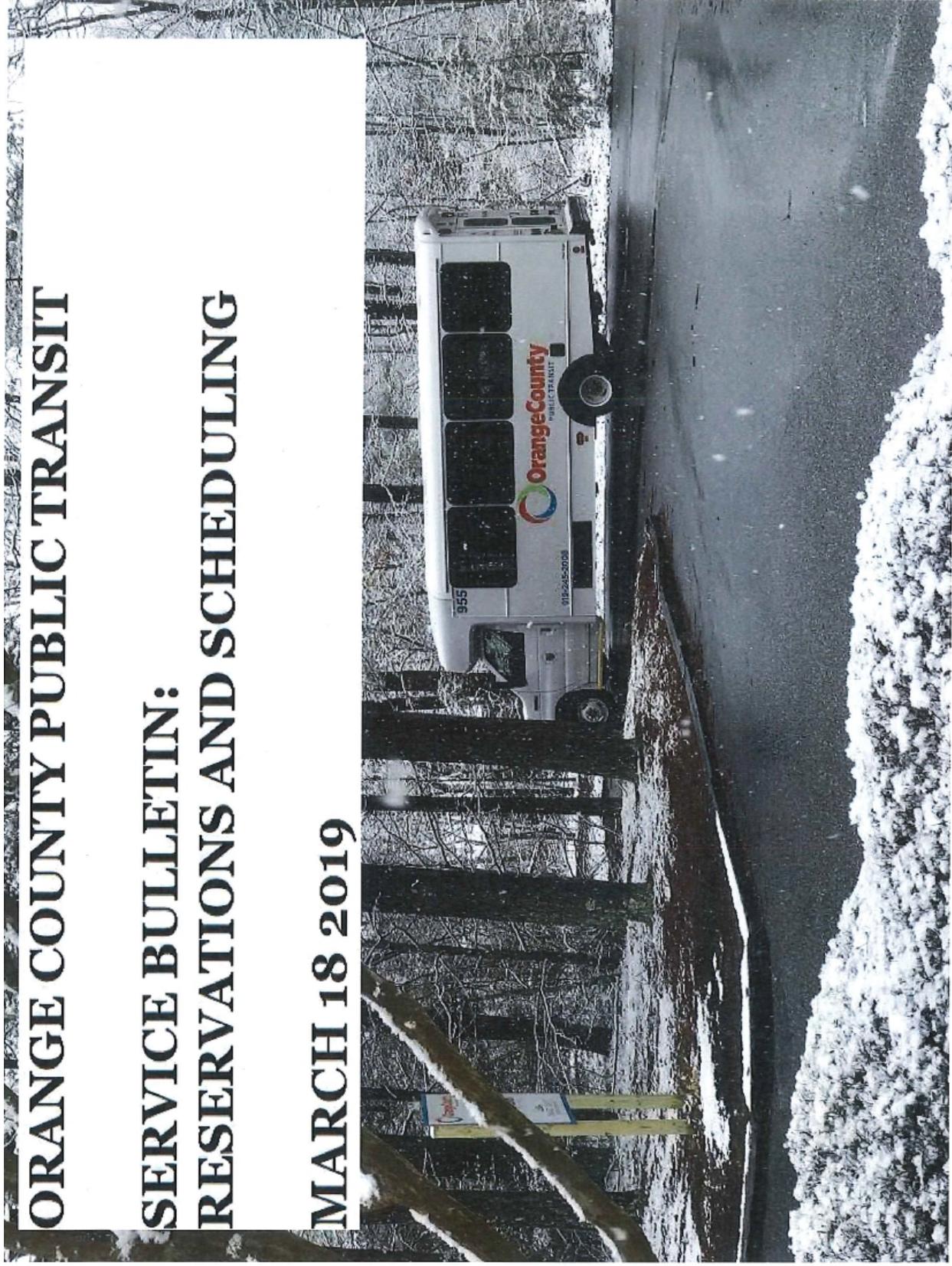


ORANGE COUNTY PUBLIC TRANSIT

SERVICE BULLETIN: RESERVATIONS AND SCHEDULING

MARCH 18 2019





SERVICE BULLETIN:

OCPT is upgrading its reservation and scheduling system

Dear Orange County Transportation Passenger,

Please take a couple minutes and read through this information. We are changing to new transportation software which is being provided by Ecolane. To get ready for the new software, we are updating our operating procedures. Please keep this as a reference guide. We realize change is always challenging but hopefully by planning ahead, we will make it a smooth transition.

BEGINNING 3/18/19---- BEGINNING 3/18/19---- BEGINNING 3/18/19

When can I schedule trips?

Beginning 3/18/19, Staff members will accept reservations (2 days in advance of trip and 1 day in advance of trip for ADA), between 8:00 am and 5:00 pm. You will be able to leave a message if the Reservationist is not available to your schedule trips. The reason for this change is because staff will be verifying your address, phone number and entering your trip(s) while they are on the phone with you. This means each call will take longer, but at the end of the call your trips will be entered into the computer. The staff member will review your trip or trips with you at the end of your call and your acknowledgement at that time will be verification that the trip has been entered correctly. Please allow time when you call to schedule and confirm your trips because if there is a problem with your times and or locations it may count as a no show.

When can I cancel & ask transportation related questions?

You can call to cancel or ask basic transportation questions anytime between 8:00am – 5:00pm, Monday through Friday. Remember that you must cancel 1 hour prior to your requested appointment time in to avoid a no show charge.

What information do I need to have when I call to schedule a trip?

When you call to schedule transportation you will need to have the **physical address of where you need to go** as well as the name of the medical practice, instead of a single individual's name. The new system will not be able to look up locations by name. If you do not have the required information, you will be asked to gather it and call back before the trip can be reserved. You will also need your **appointment date, time and length**. At the end of each call, the staff member will repeat your trips back to you. Your acknowledgement at that time will be verification that the trip has been entered correctly. If there is a discrepancy with your times and or locations, it may count as a no show.

Who is my driver?

The new software system is dynamic and will shift people from schedules based on times and seat availability. Neither the driver, nor office staff, will be able to tell you who your driver will be.

Can I make changes to my trip?

If you schedule more than one appointment in a single day, any changes that you make to that trip, such as cancelation of one-part or a two-part trip, change of time or the location, must be made prior to the scheduling deadline. After 5:00 pm the only action that we can perform is to cancel the trip. Once you schedule a trip please limit the number of times that you call to make changes. Each time a trip is changed the chance of something being wrong is increased. At the end of

each call the staff member will repeat your trips back to you. Your acknowledgement at that time will be verification that the trip has been entered correctly. If there is a discrepancy with your times and or locations it may count as a no show.

Other Reminders *(These are not changes but are often misinterpreted. Even if you have been riding for years please take time and read through the following policies.)*

What if I need an escort?

If you need to have an escort ride along, please tell the staff member when you schedule your trip. If you do not let us know someone is riding with you, we will not be able to add the person on and your trip will be a no-show. Orange County Public Transportation reserves the right to ask for medical documentation explaining the need for an escort. At the end of each call the staff member will repeat your trips back to you. Your acknowledgement at that time will be verification that the trip has been entered correctly. If there is a discrepancy with your times and or locations it will count as a no show.

What about trips for my children?

If you are scheduling transportation for a child, you must specify that when scheduling. Please let us know if you have your own appointment as well because it will change how the trip is entered. If there are any school pick-ups or drop-offs, you must tell us when you schedule the trip. No changes can be made the day of the trip. In accordance with NC State Law, if your child is 8 years old or younger you will need to provide a car or booster seat. We cannot transport a child 8 years old or younger without proper safety seats. If the driver has arrived and the trip cannot be performed it may count as a no-show. At the end of each call the staff member will repeat your trips back to you. Your acknowledgement at that time will be verification that the trip has been entered correctly. If there is a discrepancy with your times and or locations it may count as a no show.

When are you coming to pick me up?

When scheduling your trip please estimate the length of your time needed. The more accurate you are, the more you will decrease your wait time when you are ready for pick up because that is the time that your bus is scheduled to be back in your area. If you ask for 1 hour and only need 15 minutes, you have increased your wait time by 45 minutes, in addition to the normal estimated wait time.

What money do I need?

As a reminder, you need to have the exact change for your fare when you board. The drivers cannot make change, please do not ask them to. If you give a driver too much money, no change will be given. If you do not have your fare, we will not be able to transport you and it may count as no show.

Shopping

For safety reasons, and limited seating, you can only transport what you can carry. If you want to use a cart, the request must be made at the time you schedule. If you use a cart, it is your responsibility to take the cart into the store, load it and unload it outside of your residence. Your transportation cost is for one seat and does not include storage. As with all transportation services, if you carry more than you can fit in your seat you will be charged the full cost of an additional seat which may range from \$3 to \$12.75 and will need to be paid at time of service.

Conclusion:

Our policies are based on rules, regulations and the technology available. The majority of our operating procedures are similar to that of any North Carolina Shared Ride public transportation services. If you have any questions or need additional explanation, please ask an Orange County staff member at 919-245-2008.