



Cherokee County Transit Passenger Guide

77 Hardin Street

Murphy, NC 28906

828-837-1789

Approved by the Board of Commissioners: March 25, 2020

Table of Contents

A. Services Offered.....	3
B. Hours of Operations.....	3
C. Scheduling Transportation.....	3
CCT Fee Schedule.....	4
D. Inclement Weather.....	5
E. Non-Emergency Medical Transportation.....	5
Rack Card.....	6
F. Shopping Trips.....	7
G. Downtown and Around.....	7
Downtown and Around Route Map.....	8
Downtown and Around Rules and Procedures.....	9-10
H. Passenger Responsibilities.....	11
No Show Policy.....	12-13
I. Passenger Behavior.....	14
CCT Passenger Rules.....	14-15
J. Suspension of Services.....	16
CCT Suspension and Appeals Policy.....	17-19
CCT Appeal Hearing Policy and Procedure.....	20

Cherokee County Transit Passenger Guide

The purpose of this document is to inform passengers of the guidelines to be used for scheduling and receiving transportation from Cherokee County Transit (CCT). It shall be available for distribution in hardcopy at Cherokee County Transit located at 77 Hardin Street Murphy, NC or at cherokeecounty-nc.gov.

A. Services Offered- Cherokee County Transit offers shared-ride, door to door:

- Public Transportation
- Non-Emergency Medical Transportation

B. Hours of Operations

- CCT vehicles operate Monday-Friday 6am to 5pm, closed weekends and holidays. The earliest time a van will leave the premises is 6:15 am. The office begins receiving calls at 8 am.

C. Scheduling Transportation

- All trip requests are taken on a first come, first served basis dependent on the availability of our vehicles and schedule. Call 828-837-1789, option 1 to make a reservation. If a 3rd party is paying for the transportation, the 3rd party must contact CCT to reserve the trip.
- The schedule fills up quickly. It is best to reserve transportation as soon as possible.
- In-county transportation must be scheduled by 2 pm the previous business day based on availability.
- Non-Emergency Medical trips are given priority for out of county destinations.
- CCT does not provide transportation to airports or bus stations.
- Please see attached **Fee Schedule** for Roundtrip fares. No discounts are given for one way trips.
- Cherokee County Transit utilizes various specialized vehicles to meet the transportation needs of Cherokee County citizens. Cherokee County's topography can make this service challenging, at times. Door to door service is provided, given that our vehicles can safely make it to the residence without injury to employees, passengers, or vehicles. If we have never been to an address before, CCT will look at the driveway to determine if our vehicles can safely reach the requested address. Passengers may be asked to meet us at an area such as the bottom of a driveway or road. This is only asked in limited situations where it is deemed unsafe to passengers or vehicles. Please note that our ADA accessible vans with wheel chair lifts need flat, level ground to safely deploy the lift.

Cherokee County Transit Fee Schedule

CITY LIMITS OF MURPHY	\$5.00
CITY LIMITS OF ANDREWS	\$5.00
IN CHEROKEE COUNTY	\$10.00
ASHEVILLE (MEDICAL)	\$45.00
ATLANTA (MEDICAL)	\$45.00
BLAIRSVILLE, GA	\$20.00
BLUE RIDGE, GA	\$20.00
BRYSON CITY, NC	\$25.00
BUFORD, GA	\$45.00
CANTON, GA	\$35.00
CHATTANOOGA, TN	\$45.00
CHEROKEE, NC	\$25.00
CLEVELAND, TN	\$30.00
COPPERHILL, TN	\$20.00
CLYDE, NC	\$35.00
DAHLONEGA, GA	\$35.00
DALTON GA	\$35.00
DILLARD, GA	\$30.00
ELLIJAY, GA	\$30.00
FRANKLIN, NC	\$25.00
GAINESVILLE, GA	\$35.00
HIAWASSEE, GA	\$20.00
HAYESVILLE, NC	\$20.00
JASPER, GA	\$35.00
KNOXVILLE, TN	\$45.00
ROBBINSVILLE, NC	\$20.00
SYLVA, NC	\$30.00
TELICO PLAINS, TN	\$25.00
TUCKER, GA	\$45.00
TURTLETOWN, TN	\$20.00
WAYNESVILLE, NC	\$35.00

D. Inclement Weather: In cases of inclement weather, CCT follows the Cherokee County School Board's decisions on closings. Passengers will not be notified individually by CCT.

E. Non-Emergency Medical Transportation Services

- CCT provides non-emergency medical transportation services. Trained medical professionals are **not** employed. Operators may assist passengers in boarding and exiting the vehicle up to the door of their residence or destination. This includes the threshold to multi office buildings. CCT does not enter homes or office buildings. Examples of assistance provided include holding an elbow or hand to help the passenger balance. Operators do not lift, pull, or carry passengers. Operators do not provide weight bearing assistance. If an attendant is required for medical reasons, one may ride with no additional charge so long as the attendant's pick up and destination are the same as the customer's. The attendant's sole function is to assist the passenger. The attendant may not have appointments or business of their own to attend. Passengers are responsible for providing the attendant.
- Cherokee County EMS should be contacted for transportation for medical emergencies.
- Passengers scheduled for appointments will not be transported by CCT if the following symptoms are evident: chest pains, severe nausea, vomiting or diarrhea, or labor pains. If an operator arrives at a passenger's home and finds the passenger in distress, a call to EMS will be made.
- Out-of-county medical transportation requires **at least 2 days' notice**. More is beneficial given that CCT is based upon availability. Appointments are required to be between 10am and 1 pm with a return departure time no later than 2:30pm. This reduces the wait time for all of our passengers and ensures our operators return by 5pm. For our out-of-county schedule please see our attached **Rack Card**.

Cherokee County Transit Rack Card

CHEROKEE COUNTY TRANSIT

Call For A Ride

828-837-1789 

TRANSIT@CHEROKEECOUNTY-NC.GOV

Monday - Friday 8:00am - 5:00pm

Closed Weekends & Holidays

• **Public Transportation**

• **Non-Emergency**

Medical Transportation

General Public Fares

Monday thru Friday Destinations

City Limits (Origin & Destination)	\$5
In-County Trips	\$10
Blairsville, Blue Ridge, Hiawassee, GA	\$20
Copperhill, Turtletown, TN	\$20
Hayesville, Robbinsville, NC	\$20

Tuesday thru Thursday Destinations

Tellico Plains, TN	\$25
Bryson City, Cherokee, Franklin, NC.	\$25
Cleveland, TN, Sylva NC	\$30
Clyde, Waynesville, NC	\$35
Dalton, Gainesville, Jasper, GA	\$35
Asheville • Atlanta • Chattanooga.	\$45

*Timelines are very important. To reduce the wait time for all passengers, we ask that you make any out-of-county appointments for between 10am-1pm.

**WORK•SHOPPING•BANKING
MEDICAL APPOINTMENTS•MEETINGS
HAIR APPOINTMENTS•SOCIAL OUTINGS
LIBRARY•COLLEGE CLASSES**

Cherokee County Transit is operated and funded through Cherokee County, the North Carolina Department of Transportation, and the Federal Transportation Administration, along with revenues and contributions collected by the system. Cost of a trip is based on your location and destination. Cherokee County Transit is available to all citizens of Cherokee County.

****Cherokee County Transit reserves the right to refuse service at any time.**

Rev. 5/16

CHEROKEE COUNTY TRANSIT

What You Need To Know:

- In-County transportation must be scheduled by 2pm the previous business day.
- All out of county transport must be scheduled at least 2 days in advance.
- We accept Cash or Check Only. Our drivers do not make change and checks are made payable to Cherokee County Transit.
- Prices are per person and are not reduced if you only ride one way.
- We are a door to door transportation service provider. For liability reasons we do not enter the home.
- Seat belts must be worn at all times.
- Age appropriate child safety seat must be provided by the passenger.
- No profanity or inappropriate language is allowed.
- Eating or drinking is not permitted on the van.
- We do not allow the use of any tobacco products. (includes E-Cigs/Vaping)
- We provide transportation only. If a care giver is needed, one must be provided by the passenger.
- Services are based on time and space available.
- Cancellations with less than 24 hours notice are subject to our NO-SHOW policy.



Cherokee County Transit has ADA accessible vehicles upon request.

No person will be discriminated against on the grounds of race, color, sex, age, national origin or disability.

828-837-1789 

F. Shopping and Errand trips

- CCT has numerous passengers for whom they provide transportation. Therefore, passengers making shopping trips are allotted 2 hours from the time they reach their first stop. Multiple stops may be made as time allows. Given that these trips are a shared ride with a time constraint, CCT reserves the right to limit the number of items that can be brought on board the vehicle.

G. Downtown and Around

CCT offers a deviated fixed route curb to curb service inside the town of Murphy. This route may be used without having to schedule ahead of time. The fare is \$1.00 per boarding. Bus stops are located in various locations throughout town. Deviations may be made within .75 of a mile of the route. All requests for deviated pickups must be called in to the office before the top of the hour (:00) for outbound pickups and before the bottom of the hour (:30) for in bound pickups so they can be relayed to the operator before the vehicle leaves the layover point. Requests may not be made more than 30 min in advance of the pickup. Passenger needs to be ready at the time of the request. Timing of this route may vary due to deviations.

- Passes are available for this route.
- See our attached **Route Map**.
- Please see attached **Downtown & Around Rules and Procedures**.

Downtown And Around Map

DOWNTOWN & AROUND

CHEROKEE COUNTY TRANSIT'S
DEVIATED FIXED ROUTE SERVICE
(3/4 Mile Deviation)

9:00am to 3:30pm

Monday - Friday

828-837-1789

**\$1 per
boarding**

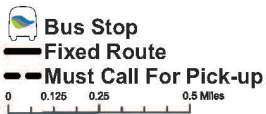
**Unlimited Boarding
Passes Available**

Monthly - \$20

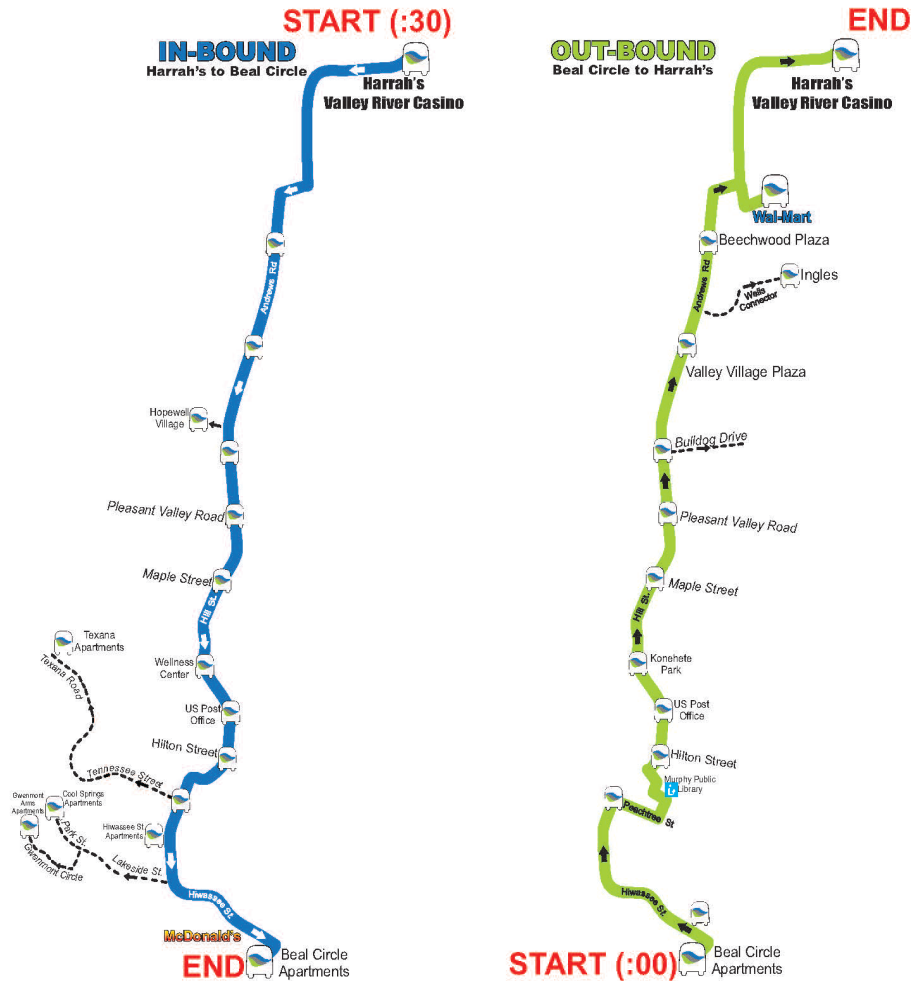
Weekly - \$10

Daily - \$5

**Passes can be purchased from the
driver or at the Transit office.



**Revised 2/18/16



Cherokee County Transit completes minor service reviews on a regular basis to improve the efficiency and effectiveness of service.

CHEROKEE COUNTY TRANSIT
DOWNTOWN & AROUND RULES & PROCEDURES
(All transportation passengers must observe the following rules)

Cherokee County Transit's goal is to provide our passengers safe and timely transportation.

During an emergency, all passengers will follow the direction of the operator.

Objectionable behavior: **CCT reserves the right to refuse the transport** of persons under the influence of drugs or alcohol, or who are incapable of taking care of themselves, or whose **conduct or behavior may be objectionable to other passengers, which includes profanity, and disorderly conduct.**

Passengers are responsible for maintaining good hygiene to the extent that they do not endanger the health of others.

Intentional release of bodily fluids or waste is prohibited.

Passengers are responsible for taking measures to prevent unintentional release of bodily fluids or waste. Passengers should be dressed in appropriate attire to prevent the transfer of bodily fluids or waste to CCT vehicles.

The operator also reserves the right to refuse transport of any materials that they consider unsafe.

All passengers MUST wear their seat belt at all times and remain seated when the vehicle is in motion.

Eating and drinking are not allowed on CCT vehicles. Food and beverages may be transported only in a sealed container. Drinks must have a screw on lid.

Drinking of alcoholic beverages and the use of tobacco products on the vehicle are prohibited.

Smoking, vaping and use of all tobacco products are prohibited on CCT vans.

Weapons including firearms, knives, swords, and hazardous materials such as batteries, fertilizer and fuel cans are prohibited.

Service animals, as defined by the Americans with Disabilities Act, are allowed and must be controlled at all times. Pets are not allowed in CCT facilities or onboard the vehicles unless kenneled. **Passengers that have come in contact with animal waste must assure their persons and belongings are clean of waste to prevent the spread to CCT vehicles.**

Electronic Devices may only be used with earphones. Passenger is responsible for ensuring that they can hear communications from the driver at all times. Singing and loud conversation are distracting to the operator and are prohibited.

CHEROKEE COUNTY TRANSIT

DOWNTOWN & AROUND RULES & PROCEDURES (Continued)

All persons with disabilities who board a CCT vehicle utilizing a mobility device will be required to ride in a securement location and utilize the available securement devices. Route deviation services will be provided on a curb-to-curb basis. Cherokee County Transit's drivers will assist riders with disabilities in boarding and disembarking from vehicles and in securing their mobility devices. All drivers who operate Transit's services will be proficiently trained in passenger assistance and sensitivity towards persons with disabilities.

Under no circumstances will Cherokee County Transit's staff provide weight-bearing assistance, leave a vehicle unattended with passengers on board, enter a rider's home, or take actions that would be clearly unsafe. If more extensive assistance is needed by the individual than the Cherokee County Transit can provide as a provider of public transportation, the individual will be responsible for arranging for personal assistance. CCT staff will work with the individual and/or their caregiver/social worker to clarify parameters of the assistance provided by the driver and formally document this in a letter sent to the individual.

The amount of items carried on the vehicle will be limited to what the passengers can carry in one trip. All bags must be stowed underneath the seat. It is mandatory that the aisles be kept clear for safety reasons. **Please notify the operator of any belongings left behind by another passenger. Any unattended, suspicious looking boxes or packages should be reported immediately.**

Children under sixteen years of age must be accompanied by an adult. Any child under 8 years of age and/or less than 80 lbs will only be transported in a booster seat/car seat. This is the law; there are no exceptions to this policy.

All requests for deviations must be called in to the office before the top of the hour (:00) for outbound pickups and before the bottom of the hour (:30) for in bound pickups so they can be relayed to the operator before the vehicle leaves the layover point. Requests may not be made more than 30 min in advance of the pickup. If you request a pick up you need to be ready to go at the time of the request.

Shoes and shirts are required.

Failure to comply with any of these rules may result in your loss of the use of the service. Please don't ask the operator to make exceptions.

Warning! There are recording devices on all vehicles that include both audio and video.

For information: 828-837-1789 (Option 1)

H. Passenger Responsibilities

- CCT takes cash and check for fare payment. Payment is due when first boarding the van. Operators are unable to make change. Therefore, correct change is required if paying with cash. If an overpayment is made, the difference will be deposited as a donation to Cherokee County Transit. Checks are to be made payable to Cherokee County Transit. Any returned checks for nonsufficient funds must be paid before the passenger can ride again. From this point on, passenger must pay with cash.
- For in-county trips, passengers are responsible for being ready to board one hour before their appointment time. If the estimated pick up time should be greater than one hour beforehand, CCT will notify the passenger. Out of county trips will receive their pickup time the business day before by 4 pm. If a passenger has not gotten a call by 4pm, they should call to check with the office. Failure to board the van, within 5 minutes of CCT arriving on time, will result in the trip being considered a no show. Cumulative no shows will result in suspension. Please see attached **No Show Policy**.
- It is the passenger's responsibility to cancel any trips in which they do not plan to ride. CCT has an answering service so that a message can be left at any time. These messages are date and time stamped. Passengers should leave a message with reason for cancellation.
- CCT needs to have up to date physical and mailing addresses on file for each of our passengers. Passengers are responsible for keeping CCT informed of any changes in address.
- Passengers are also responsible for keeping CCT notified of their best contact phone number, as well as an emergency contact. Failure to do so could result in missing important trip information and could lead to a no show. If a no show occurs because CCT cannot make contact with the passenger the day before the trip, CCT reserves the right to cancel future trips that are not confirmed within 24 hours prior to their appointments.



Cherokee County Transit

No Show Policy and Procedures

Purpose: to encourage passengers to be responsible and notify Cherokee County Transit if they are unable to make a scheduled trip.

Policy Statement: Cherokee County Transit must schedule an operator daily for requested trips by our customers. These operators must arrive at the office with enough time to complete a pre-trip inspection on their assigned vehicle and verify their manifest and customer locations. If a passenger does not cancel before 5:00pm the day before a scheduled trip, the operator may have arrived the day of the trip and must be paid for the time they worked even though no revenue was generated due to a “no-show” or late cancelation.

A passenger may have no more than three “No Shows” within a 90-day period. To exceed this will result in a suspension of 30-days for the first occurrence, 60-days for the second occurrence, and 90-days for each occurrence thereafter.

1: A trip is considered a “No Show” when:

- A. The operator has made every reasonable effort to locate the customer for a period of five minutes.
- B. If a passenger is at their residence and does not travel when a CCT vehicle arrives on time, the trip will be considered a “No Show” and another vehicle will not be dispatched to transport the passenger.
- C. Trips cancelled with less than 24 hours’ notice prior to the scheduled pick-up time will be considered a “No Show”.
- D. One way trips, not scheduled as such, will result in a “No Show.” Passengers are expected to be ready to be picked back up as soon as their **appointment is complete**.

2: The operator will notify CCT dispatch of their unsuccessful search for the customer and dispatch will advise the operator if the trip will be classified as a “No Show”

3: The operator will indicate the passenger is a “No Show” in the manifest.

4: Each “No Show” will be investigated as to whether the passenger made a good faith effort to cancel the trip, or whether a misunderstanding or miscommunication caused the missed trip.

Passengers will receive written warnings during the time their no shows are being accumulated. After the first and second no shows, the passenger will receive a written warning. The third will result in a written notification of suspension issued by the Scheduler. Any of these written materials will be mailed with delivery confirmation or, if possible, hand delivered if the passenger is riding transit that day. In order to expedite this matter, transit office will attempt to verbally notify the passenger of any warnings or suspensions they will be receiving. These attempts will be documented. It is the passenger’s responsibility to keep CCT notified of changes in telephone numbers or mailing addresses.

Cherokee County Transit No Show Policy (continued)

Suspension Notices-

The notification of suspension shall state the following:

1. Why the suspension is being given.
2. The dates of no shows accumulated.
3. Date appeal request must be received- if passenger chooses to appeal the suspension
4. Date suspension begins- Suspension must not start within at least 11 business days from the date of the letter.
5. Length of suspension with the date the passenger may begin riding or scheduling any new trips.
6. Notice shall include the suspension policy.

Appeals Process - if the passenger believes there has been an error made on the part of CCT determining their number of no shows, and therefore he or she should not be suspended, they are able to request an appeal.

Requests for appeals of suspension due to ***accumulated no shows*** must be made in writing and must be received no more than 10 business days from the date the suspension letter was written. If a passenger misses the deadline due to medical reasons, a death in the family, or legal proceedings, the passenger may request an appeal up to 30 days from the time the suspension letter was written. Supporting documentation must be provided that explains why the appeal request was not made on time. Beyond that, appeal requests are forfeited. Should the passenger request an appeal, service *will* be provided until a decision on the appeal has been made.

All requests must be submitted to Cherokee County Transit, 77 Hardin Street Murphy, NC, 28906.

All requests for appeals made within the appropriate amount of time will result in an appeal hearing conducted by the Cherokee County Transportation Advisory Board within 10 days of the request.

Cherokee County Transit will notify appellant of hearing date via phone and US mail with delivery confirmation. Appellant may attend hearing to present evidence to support the appeal. Cherokee County Transit will provide transportation to the appeal hearing, as long as it is scheduled following CCT's scheduling procedures. If the passenger chooses not to attend but would like to submit evidence, they may do so as long as it is received by the date of the hearing. Appeals shall be overturned only if the information that the suspension is based upon is incorrect. A suspension may not be overturned because it creates a hardship for the passenger. The Transportation Advisory Board acts in an advisory manner. In cases of appeals, Cherokee County Transit will act based upon the advice of the Board. All appellants will be notified of the decision in writing.

I. Passenger Behavior

- Safety is Cherokee County Transit's top priority. For passenger safety, all CCT rules must be followed. See attached **Cherokee County Transit Passenger Rules**.

CHEROKEE COUNTY TRANSIT PASSENGER RULES

(All transportation passengers must observe the following rules)

Cherokee County Transit is provided for shopping, medical appointments, business purposes, and certain other recreational and social functions. During an emergency all passengers shall follow the direction of the operator.

Objectionable passengers: This Company reserves the right to refuse to transport to any person under the influence of drugs or alcohol, or who is incapable of taking care of his or her self, or whose conduct or behavior may be objectionable to other passengers, which includes profanity, vulgar language, and disorderly conduct.

Passengers are responsible for maintaining good hygiene to the extent that they do not endanger the health of others.

Intentional release of bodily fluids or waste is prohibited.

Passengers are responsible for taking measures to prevent unintentional release of bodily fluids or waste. Passengers should be dressed in appropriate attire to prevent the transfer of bodily fluids or waste to CCT vehicles.

The carrier also reserves the right to refuse carriage of any materials that the carrier considers unsafe and not in the best interest of the passengers.

All passengers must be seat belted at all times and remain seated when the van is in motion.

Eating and drinking are not allowed on CCT vans. Food and beverages may be transported only if in a sealed container. Drinks must have a screw on lid.

Drinking of alcoholic beverages and open alcoholic beverage containers on the bus is prohibited.

Smoking, vaping and use of all tobacco products are prohibited on CCT vans.

Weapons including firearms, knives, swords, and hazardous materials such as batteries, fertilizer and fuel cans are prohibited.

CHEROKEE COUNTY TRANSIT

PASSENGER RULES (Continued)

Service animals, as defined by the Americans with Disabilities Act, are allowed and must be controlled at all times. Pets are not allowed in CCT facilities or onboard the vehicles unless kenneled. Passengers that have come in contact with animal waste must assure their persons and belongings are clean of waste to prevent the spread to CCT vehicles.

Electronic Devices may only be used with earphones. Passenger is responsible for ensuring that they can hear communications from the driver at all times. Singing and loud conversation are distracting to the operator and are prohibited.

All persons with disabilities who board a CCT vehicle utilizing a mobility device will be required to ride in a securement location and utilize the available securement devices.

The amount of groceries or bags carried on the bus will be limited to what the passengers can carry in one trip. All bags must be stowed underneath the seat. It is mandatory that the aisles be kept clear for safety reasons. **Please notify the operator of any belongings left behind by another passenger. Any unattended, suspicious looking boxes or packages should be reported immediately.**

Children under sixteen years of age must be accompanied by an adult. Any child under 8 years of age and/or less than 80 lbs will only be transported in an age appropriate safety restraint seat. This is the law; there are no exceptions to this policy.

Shoes and shirts are required.

Failure to comply with any of these rules may result in someone not being allowed to ride the van. Please don't ask the operator to make exceptions.

Warning! There are recording devices on all vehicles that include both audio and video.

For information: 828-837-1789

J. Suspension of Service

- Suspensions will be given to passengers who accumulate 3 no shows over a 90 day period, per CCT's **No Show Policy**. For more information, please see our **No Show Policy** on page 12.
- Failure to follow CCT's Passenger Rules will also result in disciplinary action. Please see **CCT's Suspension and Appeals Policy**.

Cherokee County Transit Suspension and Appeals Policy

Purpose- The purpose of this policy is to inform passengers as to what happens when they are suspended, how they are notified, and what appeals procedures are available. This also serves to provide guidance and consistency to administration when determining an appropriate suspension.

This policy does not pertain to no show suspensions. Please read Cherokee County Transit's No Show Policy.

CCT's disciplinary process normally progresses from warning to suspension. CCT aims to provide passengers with a chance to correct disruptive behaviors before they lose their transportation. However, some behaviors are unsafe. Therefore, CCT has developed this multistage suspension policy to better address the nature of different rule violations. Not all suspensions listed have warnings. Any step in this process may be bypassed should the behavior warrant doing so. For instance, suspensions can be immediate when the behavior is illegal or compromises the physical health, safety, or well-being of our operators or passengers. When a rule violation has occurred that is not listed below, Cherokee County Transit will use this policy as a guide for making decisions regarding warnings and lengths of suspensions imposed. Suspensions will be issued by the Transit Coordinator.

CCT's suspensions for different types of rule violations are listed below. Any written warnings or notices of suspension mentioned in this policy will be mailed the same day, with delivery confirmation or, if possible, hand delivered if the passenger is riding transit that day. In order to expedite this matter, the transit office will attempt to verbally notify the passenger of any warnings or suspensions they will be receiving. These attempts will be documented. It is the passenger's responsibility to keep CCT notified of changes in telephone numbers and mailing addresses.

1. **Minor Rule Violations**- Minor rule violations will result in the passenger receiving a written warning for the first offense and written 30 day suspension notification for the second offense. ***This process will be repeated for additional offenses*** resulting in 60 day and then 90 day suspensions thereafter. Minor rule violations do not have a major impact on the safety of operators or passengers. These include, but are not limited to: the use of profanity, eating, drinking, or spilling food and beverages on CCT vehicles; loud music or conversation, non-violent disorderly conduct, carrying excessive items onto the vehicle (more than what will fit in the passenger's seat), solicitation, and failure to wear shirt or shoes.
2. **Major Rule Violations**- Major rule violations will result in the passenger receiving a written warning for the first offense and written 30 day suspension notification for the second offense. ***Repeated offenses bypass the warning stage of suspension*** and will result in subsequent 60 day and 90 day suspensions thereafter. **These violations present either a potential or present health or safety risk, but are not done with malice.** These include, but are not limited to: the transportation (but not the use of or intention to use) prohibited materials such as batteries, fertilizer, fuel cans, glass containers, or weapons such as fire arms, knives and swords; the use of tobacco on the vehicle, poor hygiene that endangers the health of others (example: odors that result in nausea, vomiting, or respiratory distress of passengers or employees), and unintentional animal or human waste being spread onto the vehicle.

Cherokee County Transit Suspension and Appeals Policy

3. **Major Rule Violations-Illegal and/or Intentional** – *Suspensions for these violations bypass the warning stage of suspension and are immediate. Suspension lengths are listed below along with the lengths for subsequent repeat offenses. These violations put the passengers' and operators' health and safety at risk. These violations are either illegal or fall into one of the preceding categories, but are done intentionally or with malice. They include, but are not limited to:*

Open alcoholic container- 60 day, 6 month, permanent

Consumption of alcohol on vehicle- 60 day, 6 month, permanent

Intentional indecent exposure- 6 months, permanent

Intentional spreading of human or animal waste- 6 months, permanent

Intentional release of bodily fluids, waste, or other potentially infectious material on the vehicle- 6 months, permanent

Vandalism or destruction of CCT property (vehicles or other) - 6 months, permanent

Solicitation or use of illegal drugs on the vehicle-permanent

Assault or Battery on operator, passengers, or vehicles- permanent

Suspension Notices-

Suspension notices for any of the above shall state the following:

1. Why the suspension is being given.
2. The dates of violations and warnings, if given.
3. Date appeal request must be received- if passenger chooses to appeal the suspension.
4. Date suspension begins- Suspension will start immediately.
5. Length of suspension with the date the passenger may begin riding or scheduling any new trips.
6. Notice shall include the suspension policy.

Appeals Process - if the passenger believes there has been an error made in the decision to suspend them, they may request an appeal.

Requests for appeals of suspensions due to ***conduct and rule violations*** must be made in writing and must be received, no more than 10 business days from the date the suspension letter was written. If a passenger misses the deadline due to medical reasons, a death in the family, or legal proceedings, the passenger may request an appeal up to 30 days from the time the suspension letter was written. Supporting documentation must be provided that explains why the appeal request was not made on time. Beyond that, appeal requests are forfeited. There shall not be a stay of suspension during the appeals process.

All requests must be submitted to Cherokee County Transit, 77 Hardin Street Murphy, NC, 28906.

Cherokee County Transit Suspension and Appeals Policy

All requests for appeals made within the appropriate amount of time will result in an appeal hearing conducted by the Cherokee County Transportation Advisory Board within 10 business days.

Cherokee County Transit will notify appellant of the hearing date via phone and US mail with delivery confirmation. Appellant may attend hearing to present evidence to support the appeal. If the passenger chooses not to attend but would like to submit evidence, they may do so as long as it is received by the date of the hearing. Appeals shall be overturned only if the information that the suspension is based upon is incorrect. A suspension may not be overturned because it creates a hardship for the passenger. The Transportation Advisory Board acts in an advisory manner. In cases of appeals, Cherokee County Transit will act based upon the advice of the Board. All appellants will be notified of the decision in writing within 10 business days.

Cherokee County Transit Suspension Appeal Hearing Policy and Procedure

Purpose: The purpose of this policy is to outline the procedures used for CCT's suspension appeal hearing. This applies to suspensions due to either no shows or rule violations.

The following procedures will outline the proceedings of an appeal hearing:

1. 3 available Transportation Advisory Board members will meet at the designated time, in the designated ADA accessible public facility to hear the appeals case. The CCT employee that issued the suspension shall not be on the deciding board.
2. Appellant shall be in attendance if they so choose. If not, the board will still meet to consider the appeal request.
3. One of the TAB members will officiate and open the hearing and read the following statement to remind the board of the conditions for an overturned suspension: "Appeals shall be overturned only if the information that the suspension is based upon ***is incorrect***. A suspension may not be overturned because it creates a hardship for the passenger." The TAB members will be reminded that the burden of proof is on Cherokee County Transit.
4. Copies of CCT's suspension policies will be available for review.
5. Officiating member will allow the Cherokee County Transit representative to explain their reasoning and evidence for the decision to suspend the passenger.
6. Appellant will explain and provide any evidence they have in defense. If appellant is not present, but has submitted evidence, the TAB Board will take the needed time to consider the evidence after they have heard from Cherokee County Transit.
7. The board then has an opportunity to ask any questions of either party.
8. Cherokee County Transit and the Appellant will be excused.
9. TAB members shall have an opportunity to discuss matters and review the suspension policy.
10. TAB members will come to a decision on whether or not CCT provided sufficient evidence to show that the information they based the suspension upon is correct.
11. TAB members will complete the Cherokee County Transit Suspension Appeal Hearing Decision Form
12. The TAB members will advise Cherokee County Transit of the outcome of the meeting and provide the decision form. Cherokee County Transit will notify the passenger by mail (with delivery confirmation) or by hand, and verbally (if possible) of the outcome within 10 business days.

Cherokee County Transit Suspension Appeal Hearing Decision Form

Date of hearing:

Place of hearing:

Name of passenger:

The burden of proof that suspensions shall be upheld is placed upon Cherokee County Transit.

Therefore, TAB advises that Cherokee County Transit (circle one option) did/ or did not provide sufficient evidence to show that the information they based the suspension on is correct.

Reasoning:

Signature of TAB members in attendance:
