

Person Area Transportation System



Passenger Handbook & Riders Guide

336-597-1771

TDD/TTY 1-800-735-2962

Serving Person County since 1999

Effective March 2019

Revised April 2020

Mission Statement

Our mission is to provide safe, friendly and reliable transportation to the citizens and visitors of Person County utilizing the most efficient manner possible to increase mobility and to support a livable community.

Vision Statement

Our vision is to continuously provide accessible transportation opportunities to meet the needs of the citizens and visitors of Person County.

Introduction

Person Area Transportation System (PATs) is a shared use public transportation service that operates as a branch of the Person County Government. PATs provides transportation for many human services agencies, the elderly, people with disabilities and the general public to anywhere in Person County for a fee. All of our vehicles are equipped with wheelchair lifts to accommodate any passenger who requires the use of this lift to utilize our services. PATs is funded primarily funded by Person County, with various federal and state grants to help offset the cost of providing transportation services.

Our department is comprised of an administration and operations division. Our administrative division is composed of three staff members who oversee the day-to-day operations of the department and assist passengers with scheduling rides. Our operations division is comprised of seven full time transit specialists (drivers) and a pool of part time transit specialists (drivers) who operate a variety of routes based on our passenger's needs.

Days of Operation

PATs operates Monday through Friday from 6:00am to 6:00pm. Our office is open Monday through Friday from 8:30am to 5:00pm.

Holiday Schedule

PATS follows the Person County Government Holiday schedule. The Holiday Schedule, as well as the Holiday scheduling deadline can be obtained on our website. PATS provides transportation services for dialysis patients only on the following county approved holidays below (unless otherwise determined by Roxboro DaVita):

- a) Martin Luther King Jr Birthday, President's Day, Good Friday, Memorial Day, Labor Day, Veterans Day, Saturday after Thanksgiving and the day after Christmas Day.

PATS will not operate on the following county approved holidays below:

- a) New Year's Day, Independence Day, Thanksgiving, Black Friday, Christmas Eve and Christmas Day

Services Provided

PATS provides shared use demand, subscription, contract, deviated fixed and out of county medical appointment transportation services. Below are descriptions of each of these services.

Demand: A scheduled appointment where passengers or their agents schedule one or more trips.

Example: John schedules a trip from his house to WalMart and then back home.

Subscription: A scheduled appointment that occurs on a daily, weekly or monthly basis with the same pick-up and drop-off location and time.

Example: Mark works as a local manufacturing plant each weekday from 7am until 3pm. Mark is picked up each morning at 6:30am and every afternoon 3:30pm each day to go to and from work.

Contract: A scheduled appointment that occurs on a daily, weekly or monthly basis where the passenger's fare and scheduling is paid for and arranged by the contracting agency. PATS currently contracts with the Person County Department of Social Services, Person Industries, Person County Senior Center, Roxboro Healthcare and Rehabilitation, Kerr-Tar Regional Council of Government,

Piedmont Community College Youth Workforce Development Program and Vocational Rehabilitation Services. Contract pricing can be found in the No-Show Policy section.

Deviated Fixed: A route that is considered to be a fixed route that has a demand response, meaning that passengers are awaiting the bus at pre-determined location at a scheduled time. PATS has two deviated fixed routes known as the Roxboro Uptown Shuttle. These Shuttle routes are fare-free. Please see the Roxboro Uptown Shuttle Deviated Fixed Route section at the end of this handbook.

Out of County Medical Appointments:

PATS provides transport to medical appointments each week, Monday through Thursday to Durham, Hillsborough, Chapel Hill, & Prospect Hill. Medical appointments to Durham, Hillsborough, Chapel Hill & Prospect Hill need to be made before 11:00am each day. The bus will leave Roxboro around 6:00am each day and make its way back to Roxboro by 12:00pm.

NOTE: Staff will contact individuals with scheduled out of county medical appointment trips the afternoon before the scheduled trip to provide a reminder of the appointment and a scheduled departure time. Departure times can vary depending on appointment times and the number of riders. Staff always tells passengers to be ready at least 1 hour before your pick-up time, but makes every attempt to provide a pickup window based on the number of passengers and their location.

Fare Costs/Prepaid Tickets

Any passenger who takes up a seat on any PATS vehicle (except for the Roxboro Shuttle) will be charged the appropriate fare for the respective ride. Passengers are required to pay for their ride at the time of service, either with cash, check or prepaid tickets. Passengers must pay the driver the EXACT fare amount, as drivers do not carry change. Passengers who pay for a round trip at the beginning of the trip MUST hold onto their receipt in case another driver picks them up for their round trip. Failure to provide proof of payment with your receipt will require a rider to pay for the ride.

Checks must be made payable to Person Area Transportation System or PATS. Prepaid Tickets may be purchased at our office or by completing the mail in order form. Each prepaid ticket is worth \$1.00. Passengers should give the driver the number of tickets equal to their fare (ex: 2 tickets for a \$2.00 fare).

NOTE: PASSENGERS WHO FAIL TO HAVE THE PROPER FARE (EXACT CHANGE) AT THE TIME OF BOARDING WILL NOT BE ALLOWED TO RIDE!

Fare Price for General Users (RGP)			Fare Price for EDTAP Users		
Zone	One-Way	Round Trip	Zone	One-Way	Round Trip
Zone 1	\$2.00	\$4.00	Zone 1	\$1.00	\$2.00
Zone 2	\$2.00	\$4.00	Zone 2	\$1.00	\$2.00
Zone 3	\$2.00	\$4.00	Zone 3	\$1.00	\$2.00
Zone 4	\$2.00	\$4.00	Zone 4	\$1.00	\$2.00
Zone 5	\$2.00	\$4.00	Zone 5	\$1.00	\$2.00
Zone 6	\$2.00	\$4.00	Zone 6	\$1.00	\$2.00
Zone 7	\$5.00	\$10.00	Zone 7	\$2.50	\$5.00
Zone 8	\$10.00	\$20.00	Zone 8	\$5.00	\$10.00

Zone 7: Prospect Hill, Hillsborough, Durham Zip Codes 27701, 27704, 27705, 27710, 27712

Zone 8: Chapel Hill & Durham Zip Codes 27703, 27707, 27713

Maximum 3 Stops per person daily. Additional Stop is \$2.00 (RGP) & \$1.00 (EDTAP)

FARE RATES EFFECTIVE JULY 1, 2020

EDTAP Passengers	
0-10 Miles	\$1
10.1-20 Miles	\$2
20+ Miles	\$3
Zone 7	\$3 One Way / \$5 Round Trip
Zone 8	\$5 One Way / \$10 Round Trip

Additional stops depend on the mileage. Maximum 3 stops per person daily.	
RGP Passengers (General Riders)	
0-10 Miles	\$2
10.1-20 Miles	\$3
20+ Miles	\$4
Zone 7	\$5 One Way / \$10 Round Trip
Zone 8	\$10 One Way / \$20 Round Trip
Additional stops depend on the mileage. Maximum 3 stops per person daily.	

Zone 7: Prospect Hill, Hillsborough, Durham Zip Codes 27701, 27704, 27705, 27710, 27712

Zone 8: Chapel Hill & Durham Zip Codes 27703, 27707, 27713

NOTE: Trips are limited to three stops per passenger to ensure grant funds are evenly distributed. EDTAP trips may be restricted as needed to ensure grants funds are evenly distributed.

Grant Overview

Each year Person County receives grant funding from the Rural Operating Assistance Program, known to many as ROAP. These funds are available to all 100 counties and the amount of the grant is determined based off many factors. The ROAP grant has three programs that are described below.

NOTE: Due to limited ROAP funding each fiscal year, passengers may be moved between programs at times.

EDTAP (Elderly and Disabled Transportation Assistance Program)

Eligibility: Age 60+ OR disabled

Placement into this program requires an application to be completed and proof of being age 60+ or disabled. Proof of age must be verified with a copy of a state or federal approved ID (Driver's License, State issued ID or Passport). Proof of disability must be verified with a signed physician statement on official letterhead. These items must be attached as proof to the application. Applications can be obtained on our website or by stopping by our office.

EMPL (Employment and Transportation Assistance Program)

Eligibility:

-DSS clients transitioning off Work First or Temporary Assistance for Needy Families (TANF) in the previous 12 months OR Workforce Development Program participants

-Intended to help the transportation of disadvantaged public and/or

-Intended to help the general public to travel to work, employment training and/or other employment related destinations

Placement into this program requires an application to be completed and proof of one of the following purposes below. Proof can be in the form of a signed statement on official letterhead from the local Department of Social Services, a copy of an official job offer, a signed statement on official letterhead from a current employer, proof of registration for employment training, and/or proof of a job interview or job fair attendance. These items must be attached as proof to the application. Applications can be obtained on our website or by stopping by our office.

EMPL funds may be used for any number of days with a 2 month maximum per application. If EMPL funds are required for longer than 2 months, an additional application must be completed with the appropriate supporting documentation. Due to the limited EMPL funds, additional approval will be on a case by case basis.

EMPL covers the entire cost of transportation.

RGP (Rural General Public)

Eligibility: Individuals who do NOT have a human services agency or organization that will pay for the transport.

This purpose of this program is to help offset the costs of transportation services.

Section 5310 Elderly Individuals and Individuals with Disabilities Program

Person County Residents may also be eligible to be covered under the 5310 Elderly Individuals and Individuals with Disabilities Program which the Kerr Tar Regional

Council of Government applies to each fiscal year. This grant covers the full cost of transportation.

Placement into this program requires an application to be completed and proof of being age 65+ or disabled. Proof of age must be verified with a copy of a state or federal approved ID (Driver's License, State issued ID or Passport). Proof of disability must be verified with any of the below items. These items must be attached as proof to the application.

- Statements or letters on a physician's/medical professional's letterhead stationary.
- Statements, records or letters from a Federal Government agency that issues or provides disability benefits.
- Statements, records or letters from a State Vocational Rehabilitation Agency counselor.
- Certification from a private Vocational Rehabilitation or other counselor that issues or provides disability benefits.

Transit Requests

All requests for transportation must be made by 11:00 am the business day before the scheduled appointment. Passengers should reference the Holiday deadline schedule for scheduling a ride around known holidays. Exceptions to this rule, such as opening delay due to inclement weather or emergency transportation needs (such as a last minute doctor's appointment) will be handled on a case by case basis at the discretion of the Director.

When scheduling your appointment, please have the following information available for the staff member:

- Name (First & Last)
- Phone Number
- Date of travel(s)
- Appointment time(s) & Pick-up times
- Origin and destination (please have the exact address available)
- Notice of a personal care attendant or companion traveling with you
- If you have a need for additional assistance

Upon scheduling the appointment, the staff member will confirm the above information with you and advise you of the cost of your one way and/or round trip.

WILL-CALLS: All will-calls (call when ready) must be called in no later than 5:00pm to ensure pick-up, as our offices close at 5:00pm. Passengers are encouraged to call as early as possible to ensure will-calls closer to 5:00pm are accommodated. Passengers, who know they won't be ready until after 5:00pm, **MUST** call the officer prior to this time to ensure staff schedules your pick-up and notifies the driver. (PATs has limited vehicles in service after 5:00pm, so it is highly recommended you advise staff as early as possible to ensure you are able to be picked up).

IMPORTANT NOTE: PATs is a public transportation shared ride service, meaning we make every effort to group passengers together to be more efficient and to meet the needs of all riders. It is important that if you need to be somewhere at a specific time, you tell us the time you need to be there versus the time you want to be picked up. If you don't have to be somewhere at a specific time, you can give us a pick-up time. Since we cover the entire county, passengers might not be picked up at the exact time they requested. We make every effort to pick passengers up at their requested time.

Medicaid Client Note: All requests for Medicaid transportation services provided by the Department of Social Services must be made with them by calling 336-599-8361 extension 3 or your respective Medicaid broker.

Return Trips

Return trips will only be made from the location of the drop off. If you travel to a new location without using our services, you will not be picked up from the new location unless prior arrangements have been made with our office.

When calling for a return trip from your appointment, please call our office at 336-597-1771, to report that you are "ready for pick-up." Ready for pick-up means that you are available and able to board the bus at the time of your call. Once you call, staff will dispatch a bus to your location. Please do note that there could be a wait time of up to an hour or longer as we are a public, ride share transit service.

No Show Policy

Passengers are expected to be present and ready (available and able) to board the bus upon its arrival. For passengers who are not ready, the driver will attempt to get a response by blowing the horn once. Drivers are not permitted to blow the horn more than once for the respect of others within the community and drivers are not permitted to knock on your door. Drivers will wait a maximum of five (5) minutes for a response and if there is no response during that five (5) minute wait time, they will leave and continue their route.

A No Show is defined as any of the following:

- A passenger who fails to show up for their scheduled transit reservation
- A passenger who fails to be ready to board the vehicle within the 5 minute wait time
- A passenger who fails to cancel their scheduled transit reservation within 1 hour of the pick-up time
- If the driver shows up at your door and you cancel at the door and do not ride

Full Fare Price & No Show Prices	
Zone	Fare Price
Zone 1	\$6.00
Zone 2	\$6.50
Zone 3	\$7.50
Zone 4	\$8.00
Zone 5	\$9.50
Zone 6	\$10.00
Zone 7	\$20.00
Zone 8	\$40.00

FARE RATES EFFECTIVE JULY 1, 2020

No Show Prices	
In County	\$5
Out of County	\$10

Passengers who meet any of the no show criteria above will be charged the full price of the fare for the no show and will be expected to pay for the no show before or at the next scheduled transit appointment. Full price means the respective cost within that zone (Example: If in zone 1, the cost is \$6.00). Please note that grant funds do not pay for no show fees. Passengers who are considered a no show will have all other scheduled trips cancelled for the day, unless the passenger calls to confirm their appointment and pays the no show fee.

No show fees may be paid in our office, mailed to our office and if approved may be paid to the driver.

Riders who fail to pay their no show fee before or at the next respective scheduled transit appointment will be suspended until the fee is paid, meaning the passenger will not be able to ride until the fee is paid in full. A passenger with continuous (3 or more no shows within 6 months) maybe suspended from riding for up to one month.

Cancellation

A passenger, who knows they will not be using PATS for a schedule transit appointment, must call our office to cancel their ride. Passengers are expected to call at least 1 hour prior to their scheduled pick-up time to cancel their ride. Failure to cancel your scheduled pick-up time will result in the passenger being considered a no show and a no show fee will apply. Cancellations may be left on our voicemail as the date and time of the call is recorded.

Passengers Rights/Responsibilities

- Passengers have the right to a safe and comfortable ride in a clean vehicle.
- Passengers have the right to ride in a vehicle which has wheelchair lifts, air conditioning, and heat that is in good working order.
- Passengers have the right to utilize the lift to board or disembark the vehicle.

- Passengers have the right to have a personal care attendant or companion ride along (additional fees apply).
- Passengers have the right to appeal a decision for denial of service or suspension.
- Passengers have the right to carry items on the vehicle which can fit on their laps and/or between their feet. Carry-on items may not take up an open seat or be left in the aisle.
- Passengers have the responsibility to pay for their ride at the time service, either with cash, check or prepaid tickets.
- Passengers have the responsibility to schedule and cancel transit reservations.
- Passengers have the responsibility to be present, ready (available and able) to board the bus upon arrival. Passengers should be ready 1 hour before their scheduled pick-up.
- Passengers have the responsibility to wear seatbelts or those within mobility devices must be secured with a 4-point tie down system.
- Passengers have the responsibility to avoid distracting the driver.
- Passengers have the responsibility to treat the driver and other passengers with courtesy and respect.
- Passengers under the age of 8 years old AND who weigh less than 80 pounds must be properly secured in an approved child restraint seat provided by the adult passenger.
- Passengers 16 years and older may ride a PATS vehicle by themselves.
- Only passengers 18 years and older may supervise a child (ren) riding a PATS vehicle who are under the age of 15.

NOTE: Seatbelt Exception- Passengers with a professionally certified medical condition or mental phobia preventing its use are not required to wear a seatbelt per NC law. A Reasonable Modification Request form must be completed and approved.

Conduct

- Physical conduct with the driver or other passengers is not permitted. Passengers are asked to refrain from public displays of affection while on

board the PATS vehicle. Passengers are also asked to refrain from any inappropriate behavior, horseplay and foul language while on board a PATS vehicle.

- Passengers are asked to stay seated and seatbelts fasten until the vehicle has come to a complete stop.
- Passengers shall not rest their feet on or in the seats. Passengers shall also keep their hands and feet inside their seated area, keeping the aisle clear.
- The use of or possession of illegal drugs and/or alcohol is not permitted on any PATS vehicle. PATS has the authority to deny service to any person thought to be under the influence of drugs or alcohol.
- Open or concealed weapons are not permitted on a PATS vehicle. PATS has the authority to deny service to any person carrying a weapon (knife, gun, etc.).
- Smoking is prohibited on all PATS vehicles.
- Eating and open drinking containers (coffee cups, fast food cups, cans, etc.) are not permitted on PATS vehicles. Passengers may have closed drinking containers (closable water & soda bottles, spill proof bottles, etc.) on PATS vehicles.
- Passengers should refrain from using their cellphones while on a PATS vehicle, as they can be distracting to others and the driver.
- Destruction of County property will result in legal action.

Failure to observe any of the above responsibilities and/or required conduct could result in temporary or permanent suspension of transportation privileges.

Service Animals

A service animal is defined as any guide dog, signal dog or other animal individually trained to do work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. Service animals are always welcomed on all PATS vehicles. Animals must be clean and under control at all times. PATS does not assume any responsibility for

service animals. At the time of reservation, please indicate if a service animal will accompany you when you ride.

Wheelchairs and Mobility Devices

All PATS vehicles are equipped with wheelchair lifts/ramps and wheelchair securement systems. All wheelchairs or other mobility devices are required to be secured. Passengers who refuse to have their wheelchair secured will not be denied services. If your wheelchair or other mobility device cannot be secured safely, the driver will warn you of the dangers of not be safely secured and may ask you to move to a seat where you can be secured. This request is for your safety but is not required.

Wheelchairs may not exceed 30 inches wide and 48 inches in length measured two inches above the ground from the widest part of the wheel to the footrest, and does not weigh more than 800 pounds when occupied.

Passengers are responsible for making sure that paths at their residence are properly paved and kept clear of snow, ice, parked cars, trash, or other obstructions.

For passengers who use oxygen, the tank must be portable and you must be able to carry the tank onto the vehicle. Drivers are not responsible for carrying any personal items onto the vehicle. Drivers are not permitted to connect hoses, disconnect hoses or change oxygen tanks. Passengers who refuse to have their oxygen tanks secured with the most secure means available will be refused service.

Drivers Rights/Responsibilities

- Drivers are not allowed to enter a passenger's home, medical facilities or a place of business for any reason.
- Drivers **MUST** be in sight of the PATS vehicle at all times.
- Drivers are not allowed to carry grocery items or packages.
- Drivers are permitted to provide assistance to passengers from the door of their origination and can assist to the door of their destination, when safe to do so.

- Drivers are not permitted to provide assistance up and down any number of steps for passengers in wheelchairs.
- Drivers are NOT permitted to sign passengers in or out of service buildings.
- Drivers are not allowed to deviate from scheduled routes without dispatch approval.
- Drivers are not allowed to schedule passenger trips.
- Drivers are not allowed to leave cognitive or disabled passengers alone or unattended.
- Drivers are not allowed to accept gratuities or tips for service.
- Drivers have the responsibility to transport passengers safely to their destinations.
- Drivers have the responsibility to treat each passenger with courtesy and respect.
- Drivers have the responsibility to be neat and clean in appearance.
- Drivers have the responsibility to safely secure wheelchair and mobility devices.

Inclement Weather Policy

As a general rule, PATS follows the decision of the Person County Government during times of inclement weather. The decision to suspend or delay operations will be at the discretion of the Director. For the safety of passengers and staff, the Director may suspend or delay operations even if the Person County Government remains open.

Once a decision is made to suspend operations, the Director will immediately update the PATS voicemail to reflect the closing of the department. The Director will also notify the local radio station (WRXO) and post on our department's social media sites about the closing. Passengers who are unsure of closing or impending closing should call our main line (336-597-1771) to talk to a staff member or listen to the message left on our voicemail.

If inclement weather occurs during normal business operations, PATS generally follows the decision of the Person County Government, however, the Director may suspend or delay operations earlier. If the decision to suspend operations occurs

during normal business operations, the PATS voicemail (press #3), local radio station and social media sites will immediately be updated. Once the decision is made to suspend operations during normal business operations, all future pick-ups for the day will be cancelled and staff will begin take-home procedures. All passengers will be offered the option to be picked up at the time of the decision otherwise it will be their responsibility to find their own transportation home. If the decision to delay operations occurs, priority will be given to employment, medical appointment and dialysis passengers. All non-priority transports will be delayed and resumed once the priority-listed passengers above have been taken to their destination. In some cases, non-priority trips might be cancelled at the discretion of PATS Administration for the day. At the discretion of the Director, the 11:00 am deadline for next day trips might be extended to a later time.

Emergency Procedures

In case of an accident or other emergency, passengers should:

- 1) Follow the driver's instructions
- 2) Remain calm
- 3) Maintain an orderly evacuation of the vehicle, if warranted
- 4) If evacuated, stay out of the roadway and assemble in a safe location
- 5) Never attempt any procedures (first aid, extinguishing a fire, etc.) that you have not been trained on

Unless the driver is unable to or instructs a passenger to do so, the driver will be responsible for calling 911.

Lost & Found

Any items found on a PATS vehicle will be turned into the staff at our office. All items will be held for 30 days and then be discarded. Please call our office or stop by the office to report items that are lost or left on our vehicle. Passengers must thoroughly describe the lost item in order for the item to be returned to the proper owner.

Passenger Comment/Complaint Procedure

PATS welcomes any feedback (positive or negative) regarding any transportation services that have been provided to passengers. PATS is committed to ensuring we

continuously achieve our mission to serve the needs of the community. To provide feedback or to file a complaint, please call our office at 336-597-1771 or email our Director at kneufang@personcountync.gov. Passengers may also provide feedback or file a complaint after hours by calling our office and following the instructions on our voicemail (press 4).

Reasonable Modification Requests

To ensure equality and fairness, we are committed to making reasonable modifications to our policies, practices and procedures to avoid discrimination and ensure programs and services are accessible to individuals with disabilities. A Reasonable Modification Request form can be obtained at our office or on our website. Please follow the instructions on the form.

Appeal Process

PATS may suspend or revoke transportation services to any individual whose behavior and/or actions have or may result in interruption of providing safe transportation to all passengers. PATS may also suspend or revoke transportation services for passengers with outstanding fares or no show fees. Suspension or revocation of services due to outstanding fares or no show fees will be lifted once the balance is paid in full. Passengers may appeal an eligibility or suspension from service by submitting their appeal in writing and attaching any supporting documentation. Written appeals and associated documentation may be mailed, dropped off at our office or sent to the Director via email at kneufang@personcountync.gov.

All submitted written appeals for services will be reviewed by the Director. The Director will review all associated materials and issue a written decision within 30 business days of receipt of the appeal. This written decision is final.

Title VI

Person Area Transportation System does not discriminate in the provision of service to any individual based on race, color, sex, age, or national origin. All persons will be treated equally with respect and dignity. Below is the Person Area Transportation System Notice to the Public.

Notifying the Public of Rights Under Title VI

Person Area Transportation System (PATs)

- ✓ The Person Area Transportation System 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 PATs.
- ✓ For more information on the Person Area Transportation System's civil rights program, and the procedures to file a complaint, contact (336) 597-1771, (TTY 800-735-2962); email kneufang@personcountync.gov; or visit our administrative office at 303 S Morgan St Roxboro NC 27573. For more information, visit www.personcountync.gov.
- ✓ 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, contact (336) 599-8361.
Si se necesita informacion en otro idioma de contacto, (336) 599-8361.

Definitions

Passenger: An individual who utilizes transportation services provided by PATs.

Attendant (personal care or companion): An individual who is authorized to ride with and provide assistance to a passenger.

General Public: Individuals whose trip is not paid for by an agency or organization. A general public passenger is required to pay a fare to ride.

The Roxboro Shuttle (Deviated Fixed Route)

The Uptown Roxboro Shuttle was created in late 2014 to fulfill a gap in transportation services around Uptown Roxboro. Upon its creation, the Uptown Roxboro Shuttle had 14 stops covering a total of 16 miles from start to finish. In late 2018, PATS updated the Uptown Roxboro Shuttle, adding a number of stops. In the summer of 2019, PATS staff listened to the feedback of the riders and made more changes to the route to increase ridership. In March of 2020, PATS staff revised the service to add another vehicle. The Red Route #1 and the Blue Route #2 now provide deviated fixed service to the Roxboro community.

Below is the newly created Roxboro Shuttle Schedule and information regarding the Roxboro Shuttle Route policy. Please make sure you look for the PATS Red Route and Blue Route vehicles.

Catching the Bus/Deviations

Passengers should be at the stop at least 5 minutes prior to the scheduled departure time on the schedule. Stop times can vary depending on the number of passengers, requested stops and daily traffic.

For safety purposes, passengers must be waiting on the correct side of the road in the direction that the route is heading.

Upon request, the deviated fixed route may stop anywhere along the route in a safe location and will also deviate off the published route twice each hour rotation up to ½ mile. Passengers who request the bus to deviate to their location must call the office at least 15 minutes prior to the stop to give staff time to advise the driver.

Stop Announcements

Stop announcements are made by the driver at all major stops and intersections, which include but are not limited to grocery/department stores, human services agencies, the hospital and the community college. Drivers are also required to announce any stops that occur from a deviation request. It is common for the driver to ask passengers their destinations to ensure they are aware of the stop at other non-major stops or intersections.

Fares

There is NO FARE for riding the Roxboro Uptown Shuttles. It is a free service for EVERYONE!!

Crossing the Street

For your safety, please cross the street AFTER the bus has pulled away. This allows for you to have a full view of oncoming traffic in both directions.

Additional Information

Carry-on Bags: Passengers have the right to carry items on the vehicle which can fit on their laps and/or between their feet. Carry-on items may not take up an open seat or be left in the aisle.

Seating: Priority seating is for the elderly and disabled. If you are seated in a priority seat, please offer it to a passenger in need.

Seatbelts: All passengers are required to use seatbelts.

Cellphone: Passengers should refrain from using their cellphones while on a PATS vehicle, as they can be distracting to others and the driver.

Food/Drink: Eating and open drinking containers (coffee cups, fast food cups, cans, etc.) are not permitted on PATS vehicles. Passengers are permitted to have closed drinking containers (closable water & soda bottles, spill proof bottles, etc.) on PATS vehicles.

Drug/Alcohol/Smoking: Smoking is prohibited on all PATS vehicles. The use of or possession of illegal drugs and/or alcohol is not permitted on any PATS vehicle. PATS has the authority to deny service to any person thought to be under the influence of drugs or alcohol.

Weapons: Open or concealed weapons are not permitted on a PATS vehicle. PATS has the authority to deny service to any person carrying a weapon (knife, gun, etc.).

Children: Passengers under the age of 8 years old AND weighing less than 80 pounds must be properly secured in an approved child restraint seat provided by the adult passenger. Children under age 12 must be accompanied by an adult. All other related PATS policies and procedures within this handbook apply to the Roxboro Uptown Shuttles with the exception of the no-show and cancellation policy.

For more information about the Roxboro Uptown Shuttles, please reference the attached shuttle schedule or call our office.

