

Passenger Rights & Responsibilities (Cont.)

6. Reservations must be called in no later than 1PM the day PRIOR to the appointment (Monday appointments must be called in by 1PM the Friday before the appointment).
7. Passengers MUST be ready to be picked up 90 minutes prior to an in-county appointment and 2 hours prior to an out-of-county appointment. CCTS drivers will not wait more than 5 minutes.
8. Passengers must call when ready to return. It may take up to 90 minutes to be picked up for a return trip. Failure to cancel a return trip may result in receiving a "No Show".
9. Next day trip requests received after 1 PM and same day requests will be work-in appointments. CCTS can not guarantee that the passenger will arrive at their destination on time. The passenger will need to be ready to be picked up at any time the van arrives .
10. If a passenger needs to cancel a scheduled appointment, CCTS must be called no later than 1 PM the day prior to the appointment. If this is not done, clients will receive a Same Day Cancellation or a No Show Notice. Three Same Day cancellations will equal 1 No Show. Three No Shows within a 30-day period may result in a 30-day suspension of the client's transportation privileges.
11. If a caregiver or child will be riding with a passenger, Demand Response must be notified when the reservation is made. We request that no more than 2 children ride with a parent if possible.
12. If a passenger has a child riding, the parent MUST provide a child safety seat. NC State law requires that any child under 80 lbs or 8yrs old MUST be restrained in a car seat. All CCTS riders MUST wear a seatbelt.
13. CCTS does not provide wheelchairs or child restraint seats.
14. Wheelchair client's homes must have accessible ramps installed.
15. CCTS is not responsible for any items left on the vans by riders. Make sure you take all your items with you when you leave the van.

Title VI Compliance Policy

- It is a policy of CCTS to ensure compliance with Title VI of the Civil Rights Act of 1964; 49 CFR, Part 21; related statutes and regulations that ensure that no person in the United States shall, on the grounds of race, color, sex, age, national origin, or disability, be excluded from participation in, or be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance from the U.S. Department of Transportation.

RGP Public Transportation

Citizens of Cabarrus County may also utilize the RGP transportation service by purchasing a "RGP Ticket Book". Passengers will be able to secure rides to locations within Cabarrus County. If interested, please call the Demand Response Center for information about this program.

Rules for Passenger Behavior

- Passengers are not allowed to smoke, eat or drink on CCTS vehicles.
- Weapons are not allowed on CCTS vehicles.
- No animals, other than service animals, are allowed on CCTS vehicles.
- Inappropriate behavior or bad language with either the van operators or CCTS staff is not acceptable and may lead to suspension of services.
- Touching a driver inappropriately or hitting a driver will automatically result in the immediate suspension of services.

Cabarrus County Transportation Services *"Making a Difference"*



Information Brochure

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(Replaces any previous versions)



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Cabarrus County Transportation Services

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Kathy Gray
Representative

Demand Response Center



Tiffany Settles
Representative



Lori Leatherman
Representative

Hours of Operation

The Demand Response Center receives calls Monday through Friday from 8:00 AM until 5:00 PM. If assistance is needed after this time, listen to the voice message that you receive at 704-920-2246 and select the appropriate option. Please remember that any next day reservation that needs to be scheduled after 1:00 PM will be treated as a same day request and the appointment time cannot be guaranteed.

Inclement Weather Policy

During inclement weather, dialysis and other “life sustaining” appointments will get priority over other trips.

Holiday Schedule and Policy

CCTS will follow the Cabarrus County schedule for holidays. Only dialysis, “life sustaining” and other critical appointments will be scheduled.

Cabarrus County Transportation Services also provides ADA Paratransit for the CK Rider Bus System.



<http://www.ckrider.com/>

If you think that you may be eligible for ADA paratransit, please call 704-920-2246 for more information or to request one of the ADA application forms.

This printed material will be provided in an alternative form upon request.

NOTICE TO PASSENGERS CONCERNING SCHEDULED TRIPS

Cabarrus County Transportation Services will make every attempt to get you to your scheduled appointment on time.

However, you should be aware that there are times when there may be delays due to inclement weather, road conditions, traffic backups and other unexpected reasons.

You should check with the Demand Response Center if you are not picked up at least 30 minutes before your scheduled appointment time.

Driver Supervisors



Steve Cude



Vera Andrews



Vincent Johnson

Cabarrus County Transportation Services

“Making a difference”

- ### **Passenger Rights & Responsibilities**
1. In order to receive transportation through CCTS, you must be approved through one of a number of local agencies or CCTS. Once certified, you are responsible for scheduling your appointments within the appropriate time guidelines.
 2. Medical appointments in Cabarrus County should be scheduled for Monday thru Friday with an appointment time between the hours of 8 AM and 1PM with return trips no later than 4 PM.
 3. Medical appointments outside Cabarrus County should be scheduled for Tuesday, Wednesday or Thursday with an appointment time between the hours of 9 AM and 1PM with return trips no later than 3PM.
 4. Reservations may be scheduled up to two month in advance.
 5. Multiple trips on the same day must be at least 1 hour apart .