

**THIS AGREEMENT MUST BE SIGNED, DATED, AND RETURNED WITH APPLICATION.**

Moore County Transportation Services provides services for medical, employment, educational, prescriptions and grocery related rides only.

**STEP 1:** Please **read, sign, and return all documents** (four (4) pages) to 302 Monroe Street, Carthage, NC 28327 or mail it to P.O. Box 905, Carthage, NC 28327.

**STEP 2:** Once our office has received the application packet, you must **purchase tokens to pay for your ride before making a reservation.** Tokens can either be purchased at 302 Monroe Street, Carthage, NC with **no limit,** or ordered by mail with a personal check/money order, by automated telephone system (1-833-299-6594), or through the MCTS website payment portal. **Tokens are \$4.00 each way;** when requesting tokens be mailed, **you must purchase at least ten (10).** Tokens will be sent out by certified mail and someone **MUST** sign for them unless sent to a P.O Box address at your local Post Office. **Shipping and handling is \$10.45 and must be added to the cost of your token purchase.**

**STEP 3:** After receiving your tokens, you can call our office at (910) 947-3389 to schedule your reservation.

**RESERVATIONS**

Reservations must be made **no later than two business days prior to the appointment date. (Weekends not included).** All MCTS Passengers must be ready **one and a half (1-1/2) hours before their reservation/appointment time for in-county trips. This service window of 1.5 hours can also apply to the return time to assist with scheduling if needed... Actual pickup times will vary per appointment and may be adjusted according to system needs.**

**CANCELLATIONS**... MCTS must be notified **within 24 hours of your appointment time** on the business day before your appointment.

**NO-SHOW CHARGE**... A client will be considered a No-Show if MCTS arrives to pick up the client and the client is not at the appointed address, refuses the scheduled trip, and/or MCTS was not notified 24 hours before your appointment time on the business day prior to the scheduled pickup.

**ALL CLIENTS CONSIDERED A NO-SHOW MUST PAY THE FULL COST OF THE RIDE THEY WOULD HAVE RECEIVED PRIOR TO RECEIVING ADDITIONAL TRANSPORTATION.**

**THE FULL COST OF THE RIDE IS \$25.00 EACH WAY / ROUNDTRIP \$50.00.  
(Fees are Subject to change).**

ALL CLIENTS WILL BE PROVIDED THE MCTS NO-SHOW POLICY IN WRITING.  
MCTS will follow the following procedure in the event of a No-Show: (Found Below)

**MCTS No-Show Policy**

**First No-Show:**

After the first documented No-Show, the client and/or the client's sponsoring agency (if applicable) will receive a warning letter advising that further missed trips will result in a suspension of transportation services for a period of thirty days.

**Second No-Show:**

After the second documented No-Show, the client and/or the client's sponsoring agency (if applicable) will receive a letter advising that his/her transportation services have been suspended for 30 days.

**Third No-Show:**

After the third documented No-Show, the client and/or the client's sponsoring agency (if applicable) will receive a letter advising that his/her transportation services have been suspended for 60 days.

**Fourth No-Show:**

After the fourth documented No-Show, the client and/or the client's sponsoring agency (if applicable) will receive a letter advising that his/her transportation services have been suspended for the remainder of the fiscal year or until the following June 30th.

All suspensions will reset on July 1st.

*I acknowledge receipt of Moore County's Transportation Reservation, Cancellation, and NO-SHOW policies:*

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_