



Moore County Transportation Service
1048 Carriage Oaks Drive
Carthage, NC 28327
Mailing Address P.O. Box 905
Office (910) 947-3389 - Fax (910) 947-1303

Rural General Public (RGP) Token Application

SUBMITTING THIS FORM DOES NOT AUTOMATICALLY QUALIFY YOU AS A PASSENGER. YOU MUST BE APPROVED. ANY OMITTED INFORMATION MAY DELAY THE PROCESS OF YOUR APPLICATION.

FULL NAME: Mr., Mrs., Miss: _____ (Circle One)

➤ Physical Address: _____ (Do not use Post Office Box)

City: _____ State: _____ Zip: _____

Mailing Address: _____ (Post Office Box)

Telephone Number: (Home) () - _____ - _____ (Cell) () - _____ - _____

Date of Birth: ____/____/____ Gender: (M) ____ (F) ____ Social Security: _____ (Month) (Day) (Whole Year) (Check One) (Last 4)

➤ EMERGENCY CONTACT PERSON: (Family Member or Guardian)

Name: _____ Relationship: _____

Telephone Number: Home) () - _____ - _____ (Cell) () - _____ - _____

➤ MOBILITY TYPE: Ambulatory (walk) ____ Needs Assistance ____ Wheelchair ____

➤ . TYPE OF TRIP: Work (related) ____ School (related) ____ Medical ____

➤ TRANSPORTATION NEEDS: If possible what days would you need transportation?

Mon – Tue – Wed – Thurs – Fri - /Destination: _____ (Circle all that apply)

- * MCTS is not open on week-ends
* Office must be notified within 48 hours of all appointments
* Office must be notified within 24 hours of a cancellation
* Anyone under the age of 16 must be accompanied by a parent or guardian
* All passengers must follow the MCTS Policy and Procedures at all times

MCTS Applications can be mailed, faxed or pickup from the address above. Policies and Procedures can be located at www.moorecountync.gov/planning-and-transportation

THE ABOVE INFORMATION IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE. I UNDERSTAND THAT IF I SUBMIT ANY FALSE INFORMATION I CAN BE DENIED TRANSPORTATION SERVICES FROM MCTS.

Applicant's Signature: _____ Today's Date: _____

MCTS Office Use Only: ____Approved ____Declined Approved by: _____ Date: _____

PLANNING, COMMUNITY DEVELOPMENT, AND TRANSPORTATION SERVICES



Planning: (910) 947-5010
Code Enforcement: (910) 947-2221
Transportation: (910) 947-3389
Fax: (910) 947-1303

Before scheduling any medical or employment related ride appointments you must first read and sign this document, and return it to 1048 Carriage Oaks Drive; Carthage, NC 28327 or mail it to P.O. Box 905; Carthage, NC 28327. **Please be reminded that tokens are now \$4.00 and must be purchased before you can ride.** Tokens may be purchased at the above address or by sending in a check/money order or by calling the office to order with a debit or credit card (minimum of 10). Tokens will be sent out by certified mail.

RESERVATIONS

MCTS must be notified of appointments by 11:00AM two business days (**48 hours**) **before day of appointment.**

Actual pickup times will be adjusted according to system needs. All MCTS Passengers should be ready approximately **one and a half (1.5) hours before their appointment time.**

NO-SHOW CHARGES

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 within 24 hours of the scheduled pickup.

All clients will be provided the MCTS No-Show policy in writing. (Found below)

MCTS will follow the following procedure in the event of a No-Show:

ALL CLIENTS CONSIDERED A NO SHOW MUST PAY THE FULL COST OF THE RIDE THEY WOULD HAVE RECEIVED (except for Medicaid riders) PRIOR TO RECEIVING ADDITIONAL TRANSPORTATION.

THE FULL COST OF THE RIDE IS \$23.00 EACH WAY/ROUNDTRIP \$46.00. (Fees are Subject to change).

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 Transportation Reservation and NO SHOW policies:

Signature _____ *Date:* _____