



Moore County Transportation Service
 Mailing Address: P. O . Box 905
 Physical Address : 1048 Carriage Oaks Dr.
 Carthage, NC 28327
 (910) 947-3389-FAX (910) 947-1303

Rural General Public (RGP) Application

SUBMITTING THIS FORM DOES NOT AUTOMATICALLY QUALIFY YOU AS A PASSENGER, YOU MUST FIRST BE APPROVED. ANY OMMITED INFORMATION MAY DELAY YOUR APPLICATION.

Full Name Mr., Mrs., Miss _____
 (Circle One)

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

City _____ State _____ Zip _____

Mailing Address: _____
 (If you pick up your mail at the post office: Give us your Post Office Box number)

Telephone Home () _____ - _____ Cell () _____ - _____

Date of Birth: ____/____/____ Social Security: _____ Male _____ Female _____
 (Month) (Day) (Year) (Last 4) (Check One)

MOBILITY TYPE: Ambulatory (walk) _____ Needs Assistance _____ Wheelchair _____

TYPE OF TRIP: Work (related) _____ School (related) _____ Medical _____

Emergency Contact Person :(Family Member or Guardian) _____

Relationship: _____ Telephone: Home () _____ Cell: () _____

Destination & Days of Transportation Needs: _____

- * MCTS is no open on Weekends (do not include Saturday and Sunday in your 48 hours)
- * MCTS office must be notified within 48 hours of all appointments
- * MCTS office must be notified within 24 hours of all cancellations
- * MCTS has a 24 hour answering service (office will determine if it's a no show or cancellation)
- * Anyone under the age 16 must be accompanied by a parent or guardian
- * All passengers must follow the MCTS Policy and Procedures at all times

STATEMENT: I HEREBY DECLARE 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 applications can be printed from the Moore County webpage or picked up at the above address then mailed, faxed, or delivered by hand to main office. Policies and Procedures can be located at www.moorecountync.gov/planning and transportation

MCTS office use Only ___Approved___ Declined Approved by: _____ Date: _____



County of Moore Planning and Transportation



Inspections/Permitting: (910) 947-2221
Planning: (910) 947-5010
Transportation: (910) 947-3389
Fax: (910) 947-1303

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

You have been selected to ride with Moore County Transportation Services for the upcoming quarter (April to June) 2018 for medical, employment and educational related rides only.

STEP 1- Please **read, sign and return all documents** (three (3) pages) to 1048 Carriage Oaks Drive; 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 be purchased at 1048 Carriage Oaks Dr. Carthage, NC with **no limit**; or they can be ordered through the mail with a personal check/ money order or by telephone with a debit or credit card; **tokens are \$4.00 each way**; when ordering through the mail **you must purchase at least ten (10)**. They will be sent out by certified mail and someone must be at your residents to sign for them. Unless sent to a P.O Box address at your local Post Office.

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

RESERVATIONS

- Reservations with MCTS must be made within two (2) business days **(48 hours) before the day of the appointment. (week-ends not included)**
- All MCTS Passengers should be ready approximately **one and a half (1-1/2) hours before their reservation/appointment time. 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 \$23.00 EACH WAY/ROUNDTRIP \$46.00. (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 Transportation Reservation, Cancellation, and NO SHOW policies:

Signature _____ **Date:** _____