



Cabarrus County Public Transportation

Randy Bass, Transportation Manager

RGP Client Information Form

Please fill out ALL questions, and mail back to: CCTS Transportation, P.O. Box 707, Concord, NC 28026 A Transportation Representative will contact you as soon as possible.

Name:

(first)

(middle initial)

(last)

Social Security Number: _____ Phone Number: _____

Address: _____

(street)

(city)

(state)

(zip)

(neighborhood/apartment complex, if applicable, and apartment number)

Race: _____ Sex: _____ Date of Birth: _____

Special Needs: _____

Emergency Contacts: _____

(name)

(phone number)

(name)

(phone number)

(name)

(phone number)

List the reason(s) that transportation is needed. Please be specific. _____



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Information about RGP and CCTS, for you to keep.

The RGP Program is set up for Cabarrus County residents that qualify for no other programs through Cabarrus County Transportation System, and have no other means of transportation. This program is for doctors appointments, pharmacy visits, work transportation, etc.

1. Please call (704) 920-2246 to schedule an appointment, call for a return trip home, or cancel an appointment. You may speak to any Transportation Representative for your needs.
2. **All appointments must be called in no later than 1:00pm the day prior to the appointment.** You may schedule a reservation as early as one month in advance.
3. **Reservations will not be accepted after 1:00pm for the following day!**
4. Please call in reservations for Monday on Friday, due to County offices being closed on Saturday and Sunday. You may schedule appointments for Monday – Friday from 8:00am –4:00pm appointments will not be accepted later than 5:00pm.
5. **You must be ready for your return no later than 400pm. Transportation will not be available to transport you home if you are not ready by 400pm, and you will be responsible for your own trip home.**
6. Transportation will only be able to transport you to and from the addresses that you schedule with the Transportation Representative. The Operator will not be able to change your schedule for you, or set up new appointments.
7. You must call the Demand Response Center (704) 920-2246 for any scheduling needs.
8. Make sure you call in at least 2 hours prior to your appointment time to cancel. Otherwise you may be given a No Show. **If you receive 3 No Shows within 90 days, your transportation may be suspended.**
9. **All trips must be in Cabarrus County.** No trips will be provided outside county lines.
10. **You must have your Information Form filled out completely and turned in to CCTS before receiving transportation.**
11. **You must purchase a ticket booklet for \$30 prior to any appointment, and turn in a ticket to the Operator for each trip.** CCTS Operators are not allowed to receive money from you; they are only allowed to collect tickets. You may mail in a check or money order, or purchase can be made at the CCTS Office.
12. **You must turn in a ticket for each trip to the CCTS Operator. Failure to turn in tickets will result in refusal of transportation, and a No Show.**

Please fill out the attached Information Form and mail back to CCTS Transportation, P.O. Box 707, Concord NC 28026. You may call Lori Denney, Administrative Representative, with any questions.

If you need this information in any other format, please contact CCTS at (704) 920-2246. This program is subject to change at the discretion of CCTS Transportation funding and budget requirements.