

Passenger Rights & Responsibilities
(Cont.)

8. **Passengers must call when ready to return from their appointment. It may take up to 1 hour to be picked up for an in-county return trip and up to 2 hours for an out-of-county return trip.**
9. **Failure to cancel a return trip may result in receiving a “ No Show”.**
10. **If a passenger needs to cancel a scheduled appointment, CCTS must be notified no later than 2 hours prior to the appointment to avoid receiving a call-in no show.**
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. **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.

**Notifying the Public of
Nondiscrimination Rights
The Cabarrus County
Transportation System**

- The Cabarrus County Transportation System operates its programs and services without regard to race, color, national origin, sex, age, and disability in accordance with Title VI of the Civil Rights Act and related statutes. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice may file a complaint with the Cabarrus County Transportation System.
- For more information on the Cabarrus County Transportation’s civil rights program, and the procedures to file a complaint, visit our administrative office at 1303 South Cannon Blvd Kannapolis, NC 28083. For more information, visit www.cabarruscounty.us/departments/transportation.
- A complainant may file a complaint directly with the North Carolina Department of Transportation by contacting the Office of Equal Opportunity and Workforce Services, External Civil Rights Section, 1511 Mail Service Center, Raleigh, NC 27699-1511, Attention: Title VI Nondiscrimination Program; phone: 919-508-1808 or 800-522-0453, or TDD/TTY: 800-735-2962.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.
- If information is needed in another language, contact 704-920-2932.

**Cabarrus County
Transportation Services**
“Making a Difference”



Information Brochure
Revised 11/01/2022

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.

**Cabarrus County Transportation Services
Providing
“Door-to-Door” Service**

**Cabarrus County Human Services
Cabarrus County
Transportation Services
1303 S. Cannon Blvd.
Kannapolis, NC 28083
Post Office Box 707
Concord, NC 28026-0707
(704) 920-2246
Fax (704) 920-1601**

<http://www.cabarruscounty.us/government/departments/transportation/Pages/default.aspx>

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. All trips in Cabarrus County must 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. Pre-approved medical appointments outside Cabarrus County must be scheduled for Monday thru Friday with an appointment time between the hours of 8 AM and 1PM with return trips no later than 3PM. Only Medicaid clients can go out of county. For Medicaid pre-approval call Deshana M. McMillan at 704-920-1583.
4. Reservations may be scheduled up to two months in advance.
5. Multiple trips on the same day must be at least 1 hour apart. (Medicaid clients)
6. Reservations must be called in no later than 1PM the business 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 1 hour 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.

Rules for Passenger Behavior

- Passengers are not allowed to smoke, eat or drink on CCTS vehicles.
- Passengers must wear seatbelts .
- Passengers are not allowed to stand while vehicles are moving.
- Please limit communication with drivers.
- 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.
- Inappropriately touching or hitting a driver or other client will automatically result in the immediate suspension of services.
- On shopping trips, only CCTS clients are allowed to carry up to 3 standard size bags of items on the van that they can safely secure at their seat.
- No Alcohol allowed on CCTS vehicles.

CCTS provides door-to-door service for all clients to their appointments.

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

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

RGP Public Transportation
Rural citizens of Cabarrus County may also utilize the RGP transportation service by purchasing a “RGP Ticket Book”. Passengers will be able to secure rides from Rural to Urban locations within Cabarrus County. If interested, please call the Demand Response Center for information about this program at 704-920-2246.

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.

**Cabarrus County
Transportation Services**

“Making a difference”