

Inclement Weather

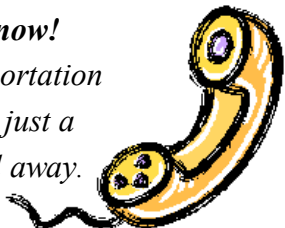
Good judgment will be used when hazardous road conditions are present in order to ensure the safety of all passengers and drivers. Passengers who are transported to agencies should contact the agency to determine if transportation will be provided or listen to WKXR (AM1260), or local TV stations.

RCATS generally follows the same closing schedule for inclement weather as the Randolph County Public Schools. If the county schools are delayed RCATS may be delayed or cancelled.

SCHEDULING
TO SCHEDULE OR
CANCEL YOUR TRIP
Call (336) 629-7433
Or (866) 580-8726

Trips may be scheduled up to 14 days in advance. Trips must be scheduled a minimum of 72 hours prior to requested pick-up time. If you need to cancel a scheduled trip or if you will not be ready at the scheduled time, notify the RCATS office as far in advance as possible of the scheduled pick-up day/time.

Call us now!
Your transportation
service is just a
phone call away.



Out-of-County Trips

RCATS offers limited out-of-county trip destinations. Trips to High Point are scheduled on Monday. Trips to Greensboro are scheduled on Tuesday. Salisbury trips are scheduled on Wednesday. Trips to Winston-Salem are scheduled on Thursday. Trips to Chapel Hill and Durham are scheduled on Friday. Out-of-county trips will go only if reservations have been made. Details concerning fares, departure times, and appointment scheduling will be given when reservations are made.

A detailed riders guide is available upon request.



RCATS Main Office

347-B W. Salisbury St.

Asheboro, NC 27203

Phone: 336.629.7433

Fax: 336.625.0660

Toll Free: 866.580.8726

Email: rcatsdirector@senioradults.org



**Serving the
Public Community
Transportation needs of
Montgomery and
Randolph County**

ASHEBORO OFFICE

**347-B W. Salisbury St.
Asheboro, NC 27203**

Phone: 336.629.7433

Toll Free: 866.580.8726

TTY Relay NC: 711

1.877.735.8200

email

rcatsdirector@senioradults.org

www.senioradults.org

Inclement Weather

Good judgment will be used when hazardous road conditions are present in order to ensure the safety of all passengers and drivers. Passengers who are transported to agencies should contact the agency to determine if transportation will be provided or listen to WJRM (AM1390), or local TV stations.

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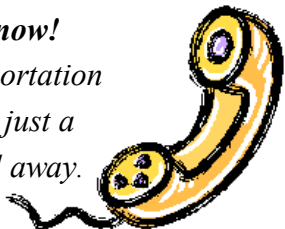
SCHEDULING

TO SCHEDULE OR
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Call 910.572.3430
Or 866.580.8726

Trips may be scheduled up to 14 days in advance. Trips must be scheduled a minimum of 72 hours prior to requested pick-up time. If you need to cancel a scheduled trip or if you will not be ready at the scheduled time, notify the RCATS office as far in advance as possible of the scheduled pick-up day/time.

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Out-of-County Trips

RCATS offers limited out-of-county trip destinations. Trips to Pinehurst and the Southern Pines area are offered daily. Trips to Chapel Hill / Durham are scheduled on Tuesday and Friday.. Albemarle and Salisbury trips are scheduled on Wednesday. Trips to the Concord/Charlotte area are coordinated with SCUSA transportation on Wednesday. Trips to Asheboro are offered as the schedule permits. Out-of-county trips will go only if reservations have been made. Details concerning fares, departure times, and appointment scheduling will be given when reservations are made.

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upon request.**



RCATS Main Office

347-B W. Salisbury St.
Asheboro, NC
336.629.7433

Toll Free 866.580.8726

Email: rcatsdirector@senioradults.org



**Serving the
Public Community
Transportation needs of
Montgomery and
Randolph County**

TROY OFFICE

**122 Bruton St.
Troy, NC 27371**

**Phone: 910.572.3430
Toll Free: 866.580.8726
TTY Relay NC: 711
1.877.735.8200**

**email
rcatstrans@senioradults.org
www.senioradults.org**

Regional Coordinated Area Transportation System (RCATS) provides public transportation service on an advance reservation basis. Curb-to-curb transportation services for older adults, persons with disabilities, human service agencies, and the general public are provided on a county-wide basis. Clean, dependable vans (some of which are equipped with special accessibility features) are used to transport passengers. Drivers are trained in first aid, CPR, defensive driving and in other safety-related areas.

HOURS OF SERVICE

6:00 AM—6:00 PM

Monday—Friday



HOLIDAYS

Transportation services will not be available on major holidays that are observed on weekdays such as: New Year's Day, Martin Luther King, Jr. Day, Easter Friday, Memorial Day, Fourth of July, Labor Day, Veteran's Day, Thanksgiving Holidays, Christmas Eve, Christmas Day.

Please note: The RCATS system does not provide emergency medical transportation services.

You Need to Know:

Seat belts must be worn at all times to ensure the safety of all riders. If children under the age of eight are being transported, child safety seats are required. Child safety seats must be provided by the Parent/Guardian.

A one hour "service window" is allowed for passenger trips. This means that the RCATS van may pick you up one hour before or after your scheduled pickup time. Passengers should wait at the main entrance or curbside. Drivers are allowed to wait for you only 3 minutes beyond your scheduled pick up time.

Passengers are not allowed to get off the vehicle at any location other than their scheduled destination.

RCATS vehicles are tobacco free. Smoking, chewing or other use of tobacco products is prohibited. No eating or drinking is allowed on RCATS vehicles except for medical reasons.

If you require an escort or personal attendant to ride with you, please notify the RCATS office at the time that your reservation is made

Children age 12 and under may ride only if accompanied by an adult, guardian or other authorized escort or aide. For safety reasons, additional information may be required before any person under age 18 is transported. Passengers who are physically or verbally abusive to other passengers or the driver and/or interfere with a driver's safe operation of a vehicle may have services temporarily and/or permanently discontinued.

Services may be discontinued if you continually forget or elect not to take a scheduled trip and do not cancel the trip in advance.

If you have service problems, concerns, comments, suggestions or if additional information is needed on services, please call 336.629.7433 or write RCATS, 347-B W. Salisbury St. Asheboro, NC 27203.

RCATS is a service of the Randolph County Senior Adult Association, Inc. which receives financial support from the NC-DOT, United Way of Randolph County, the Home and Community Care Block Grant, Randolph and Montgomery Counties and private contracts.

NON-DISCRIMINATION POLICY

We are committed to ensuring that no person is excluded from participation in or denied the benefits of the transit services we offer. This policy is consistent with the requirements of Title VI of the 1964 Civil Rights Act.

If you believe you have been subjected to unequal treatment because of race, color, or national origin, then you have the right to file a formal complaint.

Complaints must be filed within one hundred-eight (180) days following the date of the alleged discriminatory action.

For more information or to file a complaint you may contact us by mail, telephone, or email:

Mr. Roger King
Transportation Director

Regional Coordinated Area Transportation System
Randolph County Senior Adults Association, Inc.
347-B W. Salisbury St.
Asheboro, NC 27203
336.629.7433 or 866.580.8726
rcatsdirector@senioradults.org