

**** Please read and keep for your records ****

Policies and Procedures for the Community Transportation Program

The Community Transportation Program (CTP) provides transportation to eligible rural residents for trips such as: school, shopping, work, and medical appointments (for non-Medicaid riders). Transportation is provided Monday through Friday from 5:00 am to 8:00 pm at a cost of \$2.50 per one-way trip. If multiple trips are being requested whose origin and destination are along a fixed route, then you will need to access the fixed route.

Upon acceptance into the program, clients can request transportation by calling the CTP office at (910) 678-7675 between the hours of 9:00 a.m. and 12:00 p.m., Monday - Friday. Transportation requests must be made no later than 12 noon the business day before your requested transportation. Same day rides cannot be scheduled.

When calling to schedule transportation, please have all pertinent information available. We will need your full name, phone number, the date and time of requested transportation (Time you wish to arrive at destination), and the street address of your destination.

Be ready for your ride one hour before your scheduled appointment time. There may be times when it is necessary for you to be ready one and one-half hours before your scheduled appointment time. The drivers will honk the horn to let you know when your transportation has arrived. It is imperative that you are waiting, watching, and listening. If you miss your ride, we CANNOT reschedule for the same day.

When the transport company takes you to your destination, they will give you a business card with their number on it. Please call the number on the business card when you are ready for pick-up.

If you must cancel your transportation, please call the CTP office at (910) 678-7619 and your transport company (at the number provided to you on the business card). The CTP office requests that all cancellations be made at least two hours prior to your scheduled pick-up. No shows or untimely cancellations may be grounds for suspension or discontinuance of services.

Inappropriate, violent, or unmanageable behavior may also be grounds for revoking transportation privileges.

In the event of inclement weather, we will notify you of delays or cancellations via our voicemail at 910-678-7675, News 14 Closings and/or www.co.cumberland.nc.us.

Please note that riders under the age of eighteen must be accompanied by an adult.