

**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.

## **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 and time.

## **HOURS OF SERVICE**

**Monday - Friday**

**6:00 AM - 6:00 PM**

**Call us now!**

**Your transportation service is just a phone call away!**



**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 5 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 16 and under may ride** only if accompanied by an adult, guardian or other authorized escort or aide.

**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.

**Passengers scheduled for grocery, retail shopping and multi-purpose trips** are limited to two (2) bags or packages total that cannot weigh over 10 pounds.

## **NO SHOW POLICY:**

**When a passenger elects not to take a scheduled trip** and fails to cancel the trip at least 24 hours before the scheduled pick-up time, a no-show trip is recorded. A trip will be considered a **no-show** if the driver waits five (5) minutes and the passenger does not appear. **All clients must sign an acknowledgement form stating they have read the Rider’s Guide and understand the details of the no show policy.**

**RCATS is a service** of the Randolph Senior Adults Association which receives financial support from the NCDOT, 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-eighty (180) days following the date of the alleged discriminatory action.

For more information or to file a complaint , contact RCATS by mail, telephone or email:

*Tawanna Williams, RCATS Transportation Director*  
347 W. Salisbury St. ; Asheboro, NC 27203  
336-629-7433 or 866-580-8726  
[rcatsdirector@senioradults.org](mailto:rcatsdirector@senioradults.org)

## INCLEMENT WEATHER:

Good judgement will be used when hazardous road conditions are present in order to ensure the safety of all passengers and drivers.

**RCATS follows Randolph County schools** when closing due to inclement weather. If the schools are *delayed or closed*, RCATS will be closed. Check our website, [www.senioradults.org](http://www.senioradults.org), RSAA Facebook page or TV channels: Spectrum14, WGHP Fox 8, WXII 12 or WFMY 2, or call RCATS office.

## 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.

**A detailed riders guide is available upon request.**

**Phone: 336-629-7433 or 866-580-8726**  
**[rcatsdirector@senioradults.org](mailto:rcatsdirector@senioradults.org)**



## OUT-OF-COUNTY TRIPS:

RCATS offers *limited out-of-county trip destinations*. Destinations are scheduled weekly as follows:

**Monday - High Point**

**Tuesday - Greensboro**

**Wednesday - Salisbury**

**Thursday - Winston-Salem & Kernersville**

**Friday - Chapel Hill and Durham**

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.

## RCATS IS OPEN TO THE PUBLIC AND AVAILABLE FOR ALL AGES

**If you have questions or need more information, call or email:**

**336-629-7433 or 866-580-8726**

**[rcatsdirector@senioradults.org](mailto:rcatsdirector@senioradults.org)**

**RCATS does not provide emergency medical transportation services.**

**OPEN TO THE PUBLIC AND AVAILABLE FOR ALL AGES**



**Providing safe and reliable transportation for Randolph and Montgomery Counties**

## ASHEBORO OFFICE

**347 W. Salisbury Street  
Asheboro, NC 27203  
Phone: 336-629-7433**

**Toll Free: 866-580-8726**

**TTY Relay NC: 711 1-877-735-8200**

**[rcatsdirector@senioradults.org](mailto:rcatsdirector@senioradults.org)  
[www.senioradults.org](http://www.senioradults.org)**

