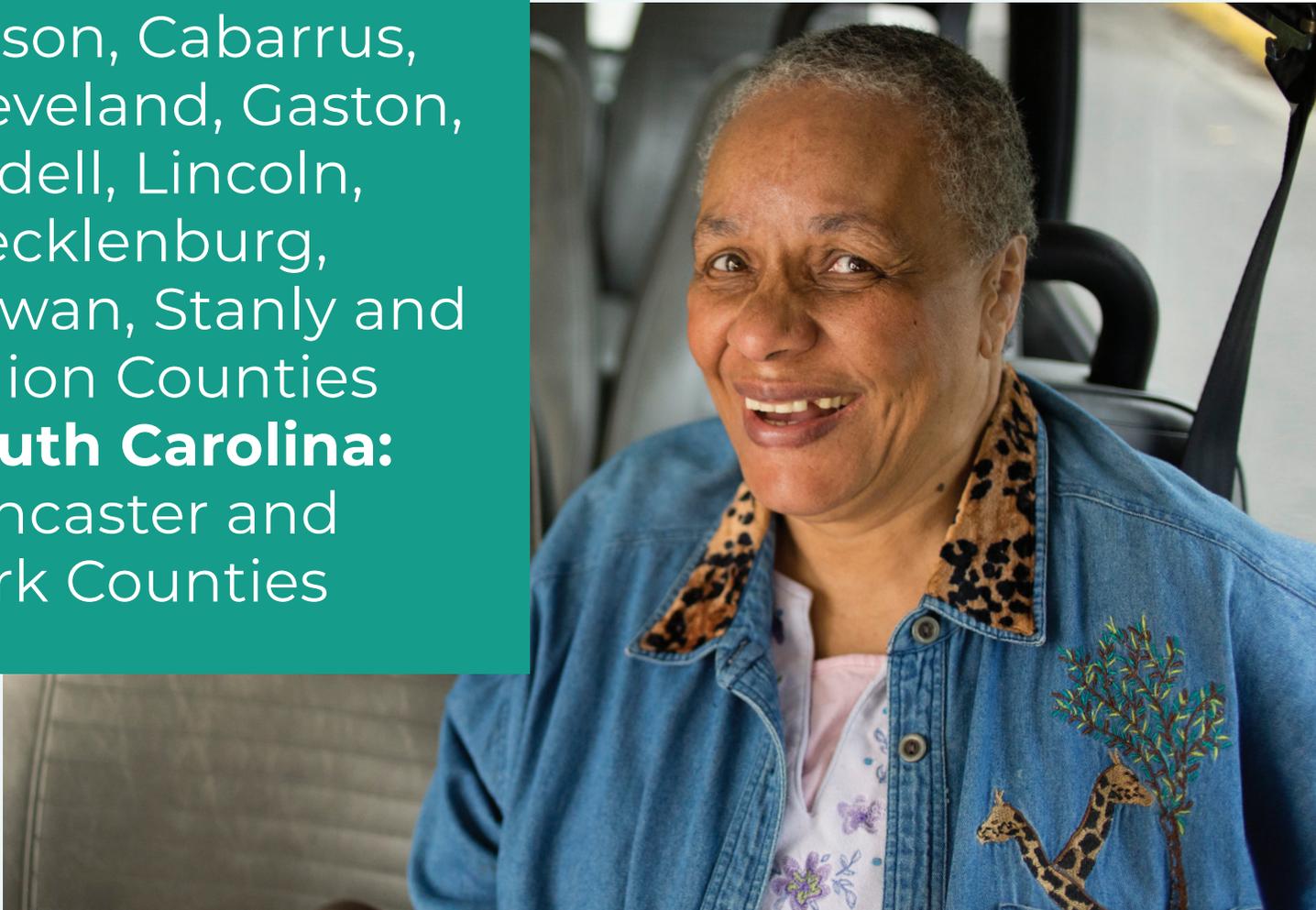# Transportation Guide

FOR OLDER ADULTS AND PEOPLE WITH DISABILITIES

North Carolina:
Anson, Cabarrus, Cleveland, Gaston, Iredell, Lincoln, Mecklenburg, Rowan, Stanly and Union Counties

South Carolina:
Lancaster and York Counties

CENTRALINA
Area Agency on Aging

www.CentralinaAging.org

Older adults wish to age in place and many live a decade or longer without a personal car. When driving is no longer an option, other arrangements should be made to access important resources such as healthcare, healthy food, community support, religious organizations and more. It's critical that communities offer a variety of transportation options to build mobility equity.

Getting around the greater Charlotte region can be challenging for older adults and people with disabilities. To help you navigate options and get you where you need to go, use this Transportation Guide for Older Adults and People with Disabilities that walks you through resources and key considerations when making transportation decisions for yourself or a loved one.

WHAT'S INSIDE

Every ride counts.

The following are some of the types of transportation that public agencies and community organizations offer.

DEMAND RESPONSE

This type of transit service transports multiple passengers who are picked up from different places and then dropped off at separate locations. Vehicles do not operate on a fixed route or schedule and trips must be booked 24-48 hours in advance by calling the transit provider.

FIXED-ROUTE PUBLIC TRANSIT

This service operates on a set schedule along established routes, making stops at transit stations or bus stops. Fixed-route transit services include local buses, bus-rapid transit, light rail and commuter rail. No reservations are required.

ADA PARATRANSIT

Paratransit is a requirement of the Americans with Disabilities Act (ADA) and must be offered by public transit agencies to individuals who are not able to use fixed route transit. This service operates within 3/4 of a mile of fixed route service and follows the same hours of operation. With this door-to-door service, personal care attendants can travel with passengers at no cost. To qualify, riders must meet specific ADA eligibility requirements.

VOLUNTEER TRANSPORTATION

This on demand service is offered by local nonprofit and faith-based organizations. Drivers provide rides in their cars or agency-owned vehicles to medical appointments or other important destinations. This service may also offer door-to-door assistance. Rides are generally booked in advance and may require a small fee.

Resources by County

The following North Carolina and South Carolina public and volunteer transit resources are organized by county. Please visit the transit provider's webpage for additional information. You may also call your local Area Agency on Aging for assistance - see page 7 for details.

ANSON COUNTY, NC

Anson County Transit System (ACTS)
www.co.anson.nc.us
Services: Fixed-route public transit, demand response for people 60+
704-694-2596

CABARRUS COUNTY, NC

Cabarrus County Transit Services (CCTS)
www.cabarruscounty.us/ departments/transportation
Service: Demand response
704-920-2246

Rider Transit
www.ckrider.com/accessibility/
Service: Fixed-route bus
704-920-7433

Service: ADA Paratransit
704-920-5876

CLEVELAND COUNTY, NC

Transportation Administration of Cleveland County (TACC) – Cleveland County Transit (CCT)
www.taccshelbync.com
Services: Fixed-route and deviated fixed-route public transit, paratransit demand response
704-482-6465

GASTON COUNTY, NC

Gaston County Division of Social Services (DSS)
www.gastongov.com
Services: Transportation for people 60+ to medical appointments and community resources
704-862-7540

Gaston County ACCESS
www.gastongov.com
Services: Demand response
704-866-3206

Gastonia Transit
www.cityofgastonia.com/city-bus-service
Services: Fixed-route public transit, complimentary ADA transportation
704-866-6855

IREDELL COUNTY, NC

Iredell County Area Transportation System (ICATS)
www.rideicats.com
Services: Fixed-route public transit, demand response, subscription route
704-873-9393

LINCOLN COUNTY, NC

Transportation Lincoln County (TLC)
www.lincolncounty.org/139/transportation
Services: Subscription route, demand response
704-736-2030

704-736-8492 (Senior Services Transportation Coordinator)

MECKLENBURG COUNTY, NC

Mecklenburg Transportation System (MTS)
www.mecknc.gov
Services: Subscription route, demand response
704-336-4547

Charlotte Area Transit System (CATS)
www.charlottenc.gov
Services: Light rail, fixed route bus, demand response, streetcar, vanpool
704-336-7433

Service: ADA paratransit
704-336-2637 (Special Transportation Services)

Disability Rights & Resources
www.disability-rights.org
Service: Travel training for CATS bus, light rail and streetcar
704-537-0550

Shepherd's Center of Charlotte
www.shepherdscharlotte.org
Service: Volunteer transportation for medical appointments and essential needs
704-365-1995

ROWAN COUNTY, NC

Rowan Transit System (RTS)
www.rowancountync.gov
Services: Subscription route,
demand response
704-216-8899

Salisbury Transit System (STS)
*www.salisburync.gov/
Government/Transit*
Services: Fixed route,
demand response
704-638-5252

Service: ADA paratransit
704-638-5252

**Connecting Across Rowan for
Seniors: Rufty-Holmes
Senior Center Program**
www.ruftyholmes.org/cars
Service: Transportation for people
60+ to medical appointments
(first trip is free)
704-216-7717

STANLY COUNTY, NC

**Stanly County Umbrella
Services Agency (SCUSA)**
*www.stanlycountync.gov/
transportation*
Services: Demand response,
subscription route
704-986-3790

Service: Transportation for
people 60+
704-986-3769 (Stanly County
Senior Center)

Oasis of Stanly County
www.stanlyoasis.org/services
Service: Volunteer transportation
704-983-6483

UNION COUNTY, NC

Union County Transportation (UCT)
*www.unioncountync.gov/
departments/transportation*
Service: Demand response
704-292-2511

LANCASTER COUNTY, SC

Lancaster Area Ride Service (LARS)
*www.lancastercoa.org/
transportation*
Service: Demand response
803-285-6956

YORK COUNTY, SC

York County Access
*www.yorkcountygov.com/697/
Transportation*
Service: Transportation for work and
essential services ($2.50 one-way)
803-327-6694

My Ride Rock Hill
www.myriderockhill.com
Service: Fixed route bus (free)
803-329-7433

Shared Ride Services

These on demand private pay services, including Uber and Lyft, offer prearranged one-way rides for a fee. They will pick you up at your location and drop you off at the site of your choice. Trips can be booked and paid for using an application (app) that you download to your mobile device. Not all vehicles are wheelchair accessible.

LYFT
www.Lyft.com
App Alternative: Call **631-201-LYFT (5938)** using a cell phone

UBER
www.uber.com
App Alternative: Book on a computer using *m.uber.com*

GOGOGRANDPARENT
This service books Lyft and Uber for you, with rides monitored by operators and alerts for emergency contacts.
www.gogograndparent.com
855-464–6872

NATIONAL AGING AND DISABILITY TRANSPORTATION CENTER
www.nadtc.org
Find resources and transportation options for older adults, caregivers and people with disabilities.
866-983-3222

ELDERCARE LOCATOR
www.eldercare.acl.gov
A national information and referral resource to link older adults to needed programs and services.
800-677-1116

DISABLED AMERICAN VETERANS
www.dav.org/veterans/ i-need-a-ride
Provides free medical appointment transportation to VA facilities.

AMERICAN CANCER SOCIETY: ROAD TO RECOVERY PROGRAM
https://www.cancer.org/support-programs-and-services/road-to-recovery.html
Volunteers offer patients rides to cancer treatments.

CONNECT BEYOND: TRANSIT IN YOUR AREA
www.connect-beyond.com/ resources/transit-in-your-area
View greater Charlotte area counties on a map to see public transit service hours and costs.

AREA AGENCIES ON AGING
Area Agencies on Aging and can help you connect to resources, review transportation options in your area and any answer questions.

Centralina Area Agency on Aging
www.CentralinaAging.org/ Transportation
Serving Anson, Cabarrus, Gaston, Lincoln, Iredell, Mecklenburg, Stanly, Rowan and Union Counties
800-508-5777

Region C Area Agency on Aging
www.foothillsregion.org/ area-agency-on-aging
Serving Cleveland, Polk, Rutherford and McDowell Counties
828-287-2281

Catawba Area Agency on Aging
www.catawba-aging.com
Serving Chester, Lancaster, Union and York Counties
800-662-8330

Questions? Call Centralina Area Agency on Aging at 800-508-5777

Key Considerations

PLANNING YOUR TRIP

Many transportation services have a defined coverage area in addition to set operating hours. They may also have restrictions regarding the type of trip, such as rides to medical appointments, or age requirements. The following are a list of key considerations when selecting a transportation vendor and planning your trip.

Questions When Evaluating Providers

- **Your destination:** Is your trip within their coverage area?

- **When you need to travel:** Is it during their operating hours? Do they have special evening, weekend or holiday schedules?

- **Trip type and mode options:** What types of trips are covered and what are my transit options?

- **Roundtrip needs:** Do they provide roundtrip service or will you need to book separate rides to and from your destination?

- **Advance notice:** How much notice does the provider need to book your trip? What type of reservations are required?

- **Pickup location and wait time:** How long will I need to wait and where will I be picked up? If using regular public transit, where are the transit and bus stops?

- **Change of plans:** What is their cancellation policy and when do you need to give notice?

- **Returning home:** How do I notify my driver that I'm ready to be picked up to go home?

ELIGIBILITY AND COST

Fees for transportation services will vary and may include a reduced rate or no-cost service for older adults and people with disabilities, but they may require riders to meet certain criteria to qualify for programs or reduced pricing. Examples of qualifying information you may need to provide include age, household income, veteran status and disability or mobility limitations.

Questions When Evaluating Providers

- What is the cost for the service?

- Will insurance pay for rides provided by the service?

- Is there a membership fee that must be paid before scheduling rides?

SPECIAL ACCOMMODATIONS

Consider any special needs you may have when traveling, such as door-to-door assistance or vehicles that can accommodate equipment such as scooters or wheelchairs.

Questions When Evaluating Providers

- Are accessible vehicles available?

- Do they offer help getting in and out of the vehicle or getting to the door?

- Is hands-on assistance available to help you travel?

- Is an aide or assistant available to stay with you/ your family member during appointments?

- Can a personal care attendant or family member ride with you?

Adapted from the National Aging and Disability Transportation Center

Helping you navigate your options and get you where you need to go.

View this information online or download a digital copy of this brochure at www.CentralinaAging.org/Transportation

CENTRALINA
Area Agency on Aging

10735 David Taylor Dr., Suite 250
Charlotte, NC 28262
www.CentralinaAging.org
800-508-5777

Transportation Needs Checklist

This checklist is a companion to the Transportation Guide for Older Adults and People with Disabilities. A mobility counselor can help walk you through how to fill this out to clarify your transportation needs based on where you need to go, your personal support network and available public or private transit services.

MY TRANSPORTATION NEEDS

Fill out the chart with the places you regularly go, including medical appointments, grocery stores, pharmacies, places of worship, work, volunteer or social activities, hair salons/barbershops and the homes of friends or family. Then list how you currently get there and possible alternatives.

Where do I go?	How do I get there?	What are my alternatives?

TRANSPORTATION OPTIONS IN MY COMMUNITY

List the various public and private transportation services available in your area, including public transit, paratransit, volunteer services, shared ride services and demand response.

Transportation Option	Contact Information	Cost	Will take me to: (doctor, grocery, etc.)

MY PERSONAL TRANSPORTATION SUPPORT NETWORK

Name of family, friend, neighbor or co-worker	Contact Information	Gives me a ride to

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