

# Transportation Guide

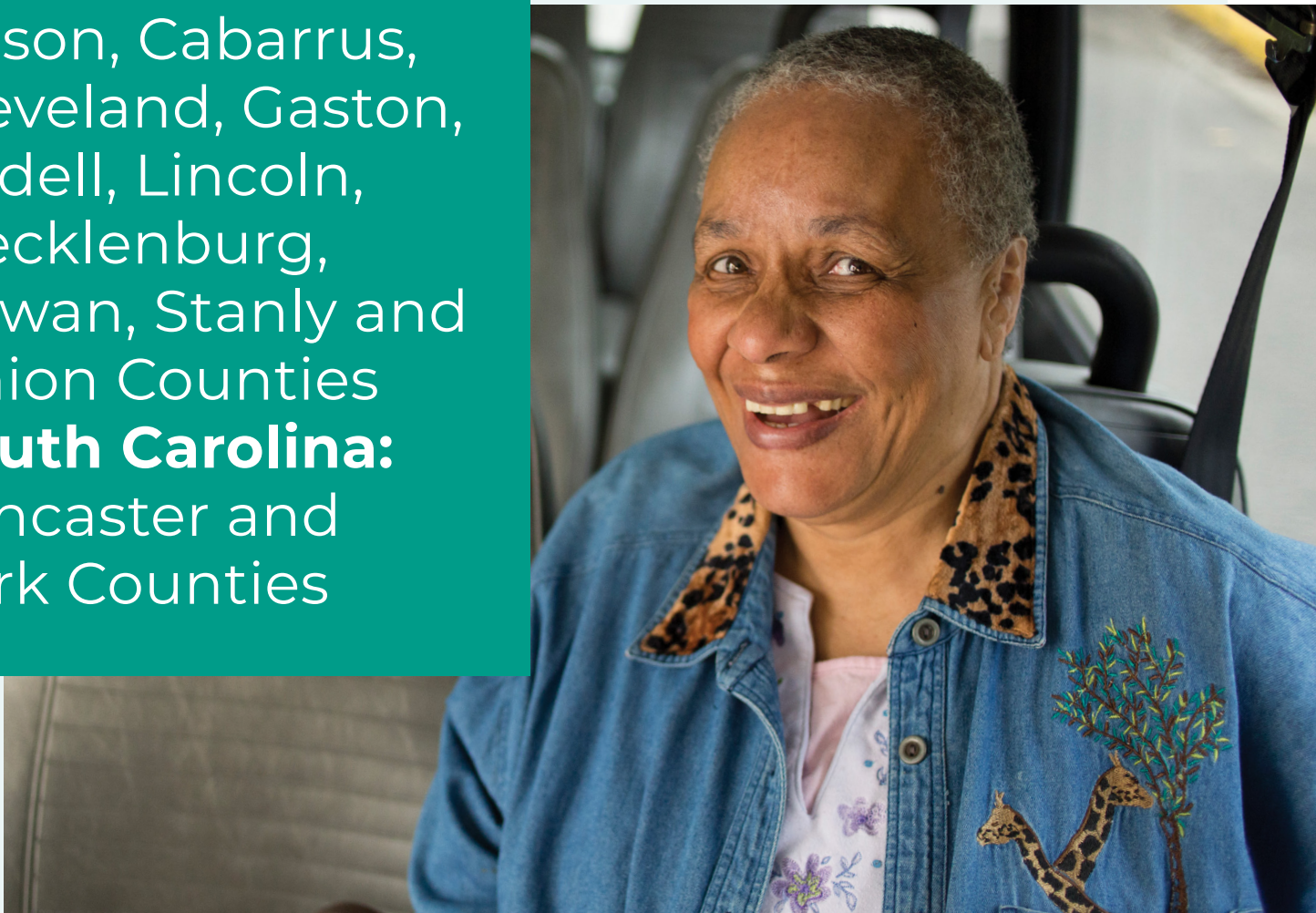
FOR OLDER ADULTS AND  
PEOPLE WITH DISABILITIES

## 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](http://www.CentralinaAging.org)

## Public and Volunteer Transportation

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.

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# 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](http://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](http://www.cabarruscounty.us/departments/transportation)  
Service: Demand response  
704-920-2246

**Rider Transit**  
[www.ckrider.com/accessibility/](http://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](http://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](http://www.gastongov.com)  
Services: Transportation for people 60+ to medical appointments and community resources  
704-862-7540

**Gaston County ACCESS**  
[www.gastongov.com](http://www.gastongov.com)  
Services: Demand response  
704-866-3206

**Gastonia Transit**  
[www.cityofgastonia.com/city-bus-service](http://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](http://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](http://www.lincolncounty.org/139/transportation)  
Services: Subscription route, demand response  
704-736-2030

*(continued on page 4)*





*(Lincoln County continued)*  
Service: Transportation for people 60+  
**704-732-9053** (Lincoln Senior Services)  
**704-736-8492** (Senior Services Transportation Coordinator)

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## **MECKLENBURG COUNTY, NC**

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

**Charlotte Area Transit System (CATS)**  
[www.charlottenc.gov](http://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](http://www.disability-rights.org)  
Service: Travel training for CATS bus, light rail and streetcar  
**704-537-0550**

**Shepard's Center of Charlotte**  
[www.shepherdscharlotte.org](http://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](http://www.rowancountync.gov)  
Services: Subscription route, demand response  
**704-216-8888**

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

Service: ADA paratransit  
**704-638-5252**

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

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## **STANLY COUNTY, NC**

**Stanly County Umbrella Services Agency (SCUSA)**  
[www.stanlycountync.gov/transportation](http://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](http://www.stanlyoasis.org/services)  
Service: Volunteer transportation  
**704-983-6483**

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## **UNION COUNTY, NC**

**Union County Transportation (UCT)**  
[www.unioncountync.gov/departments/transportation](http://www.unioncountync.gov/departments/transportation)  
Service: Demand response for people 60+  
**704-292-2511**

## **LANCASTER COUNTY, SC**

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

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## **YORK COUNTY, SC**

**York County Access**  
[www.yorkcountygov.com/697/Transportation](http://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](http://www.myriderockhill.com)  
Service: Fixed route bus for people 60+ (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](http://www.Lyft.com)

App Alternative: Call 631-201-LYFT (5938) using a cell phone

### UBER

[www.uber.com](http://www.uber.com)

App Alternative: Book on a computer using [m.uber.com](http://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](http://www.gogograndparent.com)  
855-464-6872

## Additional Resources

### NATIONAL AGING AND DISABILITY TRANSPORTATION CENTER

[www.nadtc.org](http://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](http://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](http://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](http://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 can help you connect to resources, review transportation options in your area and answer questions.

#### Centralina Area Agency on Aging

[www.CentralinaAging.org/Transportation](http://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](http://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](http://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](http://www.CentralinaAging.org/Transportation)



**CENTRALINA**  
Area Agency on Aging

10735 David Taylor Dr., Suite 250  
Charlotte, NC 28262  
[www.CentralinaAging.org](http://www.CentralinaAging.org)  
800-508-5777





# Transportation Needs Checklist

## 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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