

# Transportation Guide

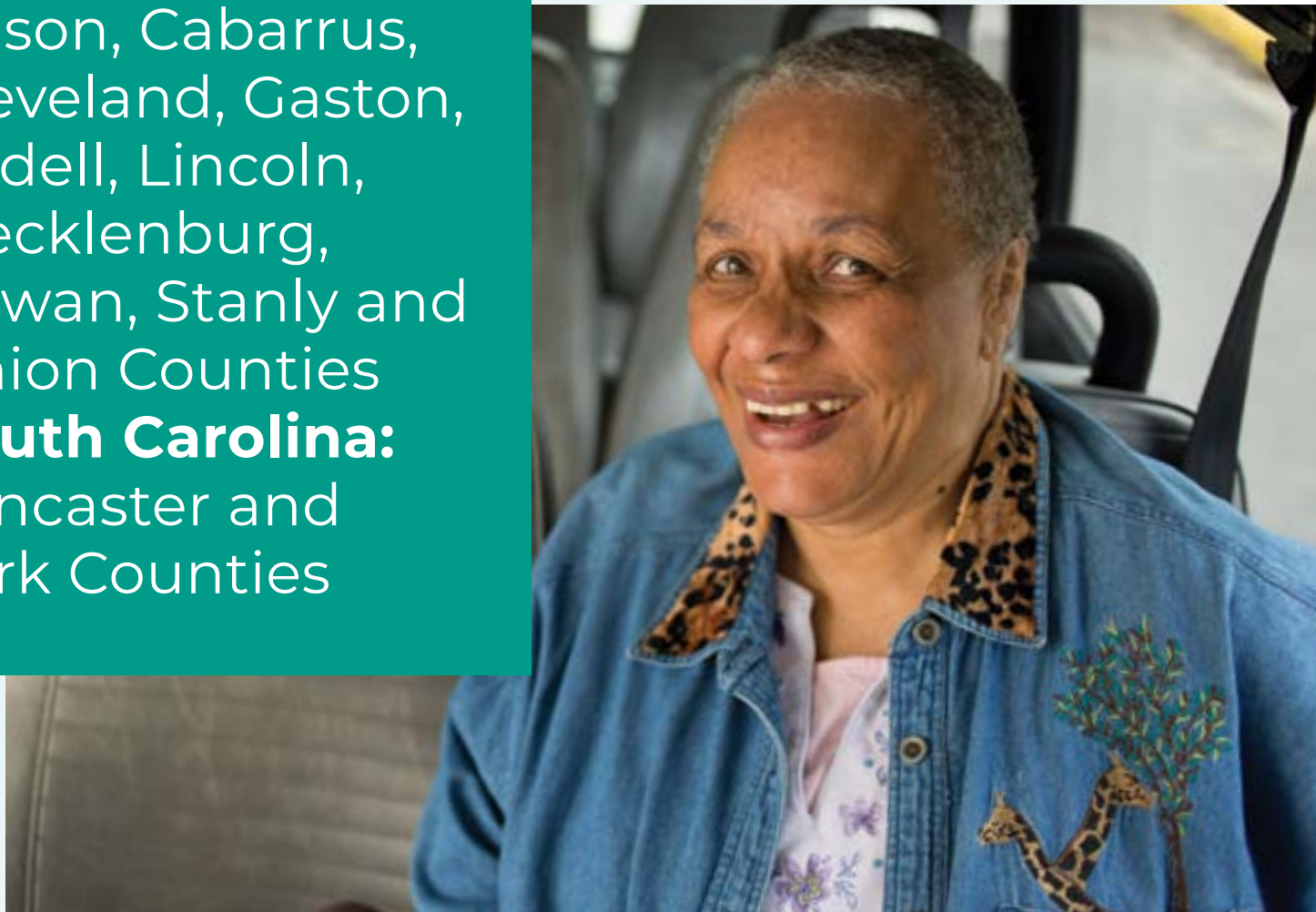
FOR OLDER ADULTS AND  
PEOPLE WITH DISABILITIES

## 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)

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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.

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# Public and Volunteer Information

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.

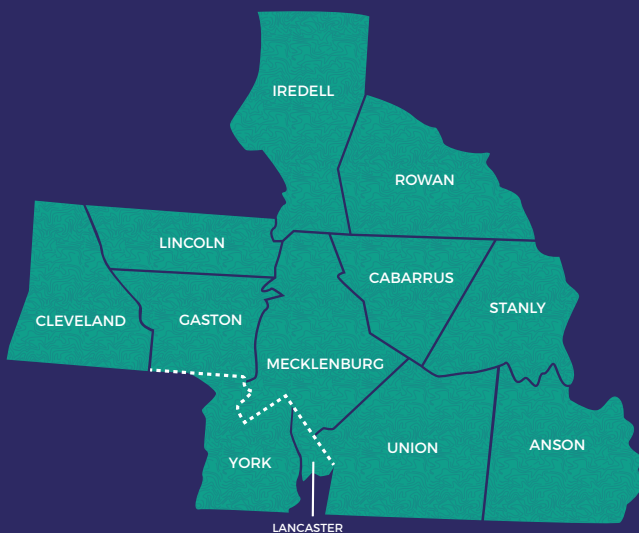
## VOLUNTEER TRANSPORTATION

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 13 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



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## **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

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## **LINCOLN COUNTY, NC**

### **Transportation Lincoln County (TLC)**

[www.lincolncounty.org/139/  
transportation](http://www.lincolncounty.org/139/transportation)

Services: Subscription route, demand response  
704-479-0020

*(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

704-216-8899

### Salisbury Transit System (STS)

[www.salisburync.gov/](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: Rufty-Holmes Senior Center Program

[www.ruftyholmes.org/cars](http://www.ruftyholmes.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

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 (free)

803-329-7433

## 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?



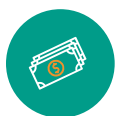


- **Change of plans:** What is their cancellation policy and when do you need to give notice?
- **Returning home:** How do I notify my driver that I'm ready to be picked up to go home?



## 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.



## 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?

### 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**

# Ridesharing



## WHAT IS RIDESHARING?

Ridesharing is an individually tailored, on-demand service that can take a rider anywhere they want to go, including doctors' offices, the grocery store, a family member's house or a community event. This versatile transportation option provides older adults with an accessible alternative that allows them the independence to safely and reliably get where they need to go.

## HOW DOES RIDESHARING WORK?

Users request a ride with their preferred ridesharing service such as Lyft and Uber using an application (app), through a website or by phone. The service then matches users with a private contracted driver in the area who will pick up the rider(s) and then drop them off at their destination.

## RIDER BENEFITS

- ▶ Travel anytime on demand with no need to schedule in advance
- ▶ Book rides from a mobile device, phone, computer or tablet
- ▶ Pay through the app with safe, contactless payment options
- ▶ Journey across county lines as needed
- ▶ Book rides for patients, clients or loved ones ahead of time

## RIDESHARING FAQ

### *Booking Rides*

#### **Do I have to use a mobile device or mobile phone application for this service?**

For those who do not have or are not comfortable using an application (app) on a mobile device, **Uber** and **Lyft** allow riders to book rides through their websites. **Uber** riders with a mobile phone also have the option to call (833) 873-8237 to request a ride without using the app. Landlines can't be used because trips are confirmed by text message.

**GoGoGrandparent** is a booking assistance service where operators assist users in setting up Lyft or Uber rides. Users can either call or use the website to book with this service.

#### **How do I download an app on my smartphone?**

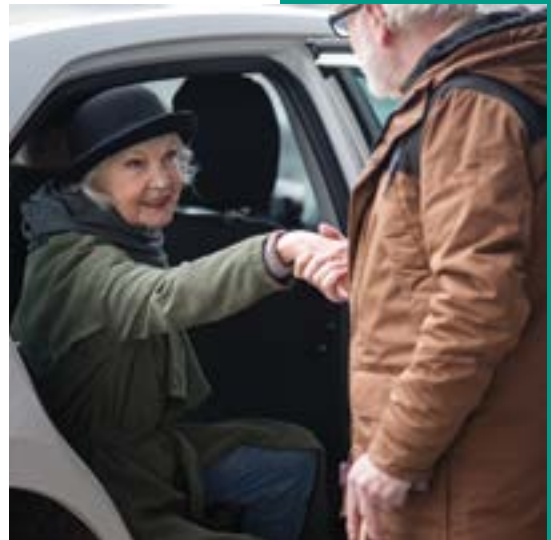
Learn how to download mobile apps on [Android](#) and [Apple](#) smartphones.

#### **How Do I Schedule My Trip?**

[Scheduling with Uber](#)  
[Scheduling with Lyft](#)

#### **How do I access ride sharing services with a Jitterbug phone?**

**Lively Rides by Lyft:** Lively is a service that can connect a rider with a **Lyft** ride through a Jitterbug device while also providing additional care and support for seniors and riders with disabilities. Support includes 24/7 urgent response through a button on a Jitterbug phone, on-call nurses, fall detection, personal operators and real-time location tracking of vehicles throughout the entire ride. [Visit Lively's website](#) to learn more about their services.





## Payment Options

### What are the payments and fares?

Services such as **Uber** and **Lyft** utilize stored payment methods (credit cards, debit cards or gift cards) through their website and mobile device applications. Cash is not accepted.

**Uber** and **Lyft** fare rates and fees are subject to change according to the area in which the service is operating. [UberFareFinder](#) can be used to calculate a typical Uber trip. [Lyft's website](#) breaks down payment options.

**GoGoGrandparent** requires a monthly or annual membership. Learn more about membership options by visiting their [website](#).

## Accessibility

### What if I use a wheelchair?

If you can fold and stow your mobility device in the trunk or backseat of a vehicle, you can take any kind of **Lyft** ride. Drivers will assist riders in the storage of their mobility devices unless they are physically unable to do so. Wheelchair accessible vehicles (WAVs) for fixed frame wheelchairs are not currently offered.

WAV rides are offered through **Uber** and can be set up using a normal booking process over phone or through a mobile device application. Simply select the “wheelchair accessible” or “WAV” option when booking. [Learn more about Uber WAV wheelchair transportation.](#)

### Are service animals allowed in a ride sharing vehicle?

Yes, [Uber](#) and [Lyft](#) allow service animals to accompany passengers, subject to certain regulations.



## *Safety*

### **How safe is ridesharing?**

Both [Lyft](#) and [Uber](#) apps show you a picture of your driver, the vehicle make and model and the license plate number so you can confirm the identity of the vehicle and driver that is picking you up. You can share your trip information from the mobile application (app) with a caregiver or other trusted friend so they can see your location on a map along with your estimated time of arrival, details about your driver and the vehicle in which you're riding. Both services also provide emergency buttons in their app that passengers can use in emergency situations.

**GoGoGrandparent** uses the services of Lyft and Uber and is covered by their safety and insurance policies.

**Driver safety:** Every Uber and Lyft driver must pass a background check, including checks for impaired driving and violent offenses, before they can be certified drivers. They must also get annual background checks and are continuously monitored for any criminal convictions.

## *Resources For Helping Others*

### **How do I book rides for others as a caregiver or healthcare professional?**

**Uber Health** and **Lyft Healthcare** provide transport options for hospitals, healthcare patients, senior facilities, independent living homes, healthcare staff and more. Lyft Healthcare provides ride sharing options for medical facilities and non-emergency medical rides for individual riders, with or without mobile devices, and can even deliver prescriptions directly to patients' doors. Visit their websites to learn more about [Uber Health](#) and [Lyft Healthcare](#), respectively.

### **Are there resources for senior centers to help participants with ride sharing?**

The National Council on Aging has toolkits, participant guides and presentations available on their [website](#).

Every Uber and Lyft driver must pass a background check, including checks for impaired driving and violent offenses, before they can be certified drivers.



# Ridesharing Service Options

The following options are some of the most popular rideshare services available. Market availability throughout the region may vary and other alternatives may be available in your area.

## LYFT

Book this service using the app or by calling 631-201-5938.

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

[Learn about wheelchair accessible Lyft options](#)

## UBER

Book this service using the app, website or by calling 833-873-8237. Uber agents are available in English or Spanish from 4 a.m. to 10 p.m.

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

[Learn about wheelchair accessible Uber options](#)

## GOGOGRANDPARENT

This membership-based service books Lyft and Uber for you, with rides monitored by operators and alerts for emergency contacts. Book by calling 855-464-6872.

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

[Learn about membership rates](#)



## 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**

<https://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**

## Driving Resources



Aging impacts everyone differently. When it comes to driving, it is important to understand the impact age-related changes can have on your ability to drive safely. Maintaining mobility and independence is important to us all, so being proactive about your health and ability to drive can ensure that you're behind the wheel for as long as possible. Use the resources below to become familiar with age-related changes and identify ways to address them.

### RESOURCES FOR DRIVERS

#### Clearinghouse for Older Road User Safety

[www.roadsafeseniors.org](http://www.roadsafeseniors.org)

#### NC Senior Driver

[www.ncseniordriver.org](http://www.ncseniordriver.org)

#### National Institute on Aging

[www.nia.nih.gov/health/older-drivers](http://www.nia.nih.gov/health/older-drivers)

The natural aging process may affect your ability to drive at some point in the future. Plan for a safe transition from behind the wheel today by using the driver transition agreement form to discuss other mobility options with your loved ones.



# Driver Planning Agreement

I acknowledge that my ability to drive safely may be affected as I age. This tool can be used for planning with a trusted designee to ensure my safety and the safety of others while also maintaining my mobility and independence.

The most important thing my designee can do is to help me explore options to keep me driving safely. Examples include consulting a physician, occupational therapist or optometrist as needed, taking a driver safety course or developing a driver safety plan to help decide where and when I drive.

My designee will help me explore other forms of transportation including those listed in this transportation guide. These options may complement my driving or be used as a substitute to extend my mobility if driving becomes unsafe.

I trust my designee to prioritize my safety and mobility. Should it become necessary to discuss my continued driving, I designate \_\_\_\_\_ to address this issue with me.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
*Your Signature*

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
*Designee*

# Transportation Needs Checklist

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 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:

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

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