



# Health & Human Services Committee Meeting

DSS Services for Adults

Mecklenburg Transportation System (MTS)

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# Mecklenburg Transportation System (MTS)

## Overview

- MTS provides non-emergency transportation to eligible recipients of Mecklenburg County
  - MTS has 26 vehicles
  - MTS uses 6 contracted vendors
- Transportation is provided 7 days a week from 5:00 am - 7:00 pm
- Service is provided 364 days a year (Closed on December 25<sup>th</sup>)



Type	Description
<b>5307 Urbanized Area General Purpose</b>	<ul style="list-style-type: none"> <li>• Serves Residents in the Charlotte/Mecklenburg Urbanized Area aged 60+ or who are disabled</li> <li>• Trips include Non-Emergency Medical Appointments, Social Security Administration, Government Facilities, Banks, Faith-Based Centers, Exercise or Recreational Centers, Employment, Congregate Nutrition Sites, Grocery Stores and Hair Salons</li> </ul>
<b>5310 Elderly General Purpose (EGP)</b>	<ul style="list-style-type: none"> <li>• Serves residents who are aged 60+</li> <li>• Trips to and from Medical Appointments such as Physician Appointments, Lab Tests, Dialysis, Chemotherapy/Radiation Treatments, Mental Health, Dental Appointments and Pharmacy.</li> <li>• Can also be used for Grocery Shopping, Senior Centers, Employment and Mecklenburg County Senior Center Nutrition Program (SCNP) sites</li> </ul>



Type	Description
<b>Comprehensive Community Program</b>	<ul style="list-style-type: none"> <li>• Serves residents who are disabled</li> <li>• Transportation to and from Sheltered Workshops and Supported Employment Sites such as the Nevins Center, Lifespan, Mecklenburg County Park &amp; Rec and Goodwill Industries</li> </ul>
<b>Medicaid Transportation</b>	<ul style="list-style-type: none"> <li>• Serves eligible Medicaid Beneficiaries with transportation to and from Medical Appointments</li> </ul>



Type	Description
<b>Rural General Public (RGP)</b>	<ul style="list-style-type: none"> <li>• Serves residents who reside in Rural Areas of Mecklenburg County only</li> <li>• Door to door services is provided within the rural areas</li> </ul>
<b>Senior Citizens Nutrition Congregate (SCNP)</b>	<ul style="list-style-type: none"> <li>• Serves residents who are aged 60+</li> <li>• Transportation to and from Mecklenburg County Senior Citizens Nutrition sites to eat and attend social activities</li> </ul>



<b>Type</b>	<b>Description</b>
<b>Veterans Services Transportation</b>	<ul style="list-style-type: none"> <li>• Serves residents referred through the Veteran’s Services Office who are qualified</li> <li>• Transportation to and from Veteran’s Affairs Hospitals in NC and Medical Clinics in Charlotte</li> </ul>
<b>Elderly Disabled Transportation Assistance Program (EDTAP)</b>	<ul style="list-style-type: none"> <li>• Serves residents who are aged 60+ or children with disabilities</li> <li>• Transportation to and from Dialysis or Chemotherapy Treatments</li> </ul>



# Mecklenburg Transportation System (MTS)

## Trips and Clients Served by MTS

- Number of trips provided by MTS
  - FY21 - 278,089 trips (4,476 clients)
  - FY22 YTD -125,486 trips (1,166 clients)
- Number of Bus Passes issued by MTS
  - FY21 - 8,502 passes (3,169 clients)
  - FY22 YTD– 2,641 passes (675 clients)



# Mecklenburg Transportation System (MTS)

## Achievements

- Managed Care Transition (Medicaid Transformation)
- Continued to transport during the pandemic
- Transportation call center
- Installation of Safety Shields (local recognition)





# SCNP & MTS

## Challenges

- Increased demand for transportation (meals and MTS)
- Impact of NCDHHS Managed Care (Medicaid Transformation)



# Mecklenburg Transportation System (MTS)

## MTS Contact information

- To apply for transportation Call MTS Scheduling Line at (704) 336-4547
- For feedback (complaints or compliments) call (704) 353-0689 and use option 2
- Visit the website at <https://www.mecknc.gov/dss/admin/Pages/MecklenburgTransportationSystem.aspx>

Mecklenburg County  
Department of Social Services  
Services For Adults Division  
704-336-4547  
[www.MecklenburgCountyNC.gov](http://www.MecklenburgCountyNC.gov)



# Question & Answers

