



Mission

To provide quality, safe, efficient, and courteous public and specialized transportation service throughout Mecklenburg County and the surrounding community.

Vision

To be recognized as a leader in transportation by serving as a mobility connector throughout Mecklenburg County utilizing enhanced technology and various modes of transportation to expand community and business partnerships by ensuring access to resources in the community are met and available to all.

Who Are We?

Mecklenburg Transportation System (MTS) is a service within the Mecklenburg County Department of Social Services (DSS) that provides approved non-emergency subscription route and demand response transportation to eligible consumers within Charlotte/Mecklenburg County. Some service is provided by a coordinated effort with neighboring county transportation system

Transportation is provided seven days a week depending on the service program from 5:00a.m. until 7:00p.m., except December 25.

How is Transportation Provided?

Transportation is provided using MTS certified county drivers and vehicles. MTS also contracts with transportation vendors such as taxicab companies and private companies to transport citizens to their destinations. These vendors must meet all of the local Passenger Vehicle for Hire (PVH) guidelines. MTS has wheelchair equipped vehicles to help with specialized transportation needs. Although MTS contracts with taxicab companies, MTS services are to be used to take customers to medical appointments or other destinations approved by DSS. The transportation service provided by MTS and its contracted providers is not a taxi service. MTS county drivers and contracted transportation providers are not permitted to enter a customer's home.

Arrangements are made between the DSS Transportation Scheduling and CATS's pass distribution department to receive an approved monthly CATS bus passes.

Transportation is also provided using Greyhound for veterans needing to travel to Veterans Affairs hospitals in North Carolina or non-emergency Medicaid trips.

Description of Programs and Eligibility Provided by MTS

Medicaid Transportation for Adults and children authorized to receive Medicaid transportation are transported to and from a medical destination. CATS bus service is the primary mode of transportation. When the person cannot ride the bus, door-to-door transportation is provided. A Medicaid Transportation Exception Form (5048) is required. Cost: No fare.

Elderly Disabled Transportation Assistance (EDTAP) for Adults aged 60+ and children and adults with a disability are transported to and from dialysis or chemotherapy. Cost: \$1.50 fare per one way trip.

Elderly General Purpose (EGP) Transportation for adults aged 60+ that are not living in an assisted living facility or nursing home or persons with a disabilities (SSI, SSA Disability, Veterans Disability) are transported to and from medical appointments, grocery shopping, Mecklenburg County Park and Recreation /Senior Centers, paid employment, post secondary education services. Bus service is the primary mode of transportation. When the person cannot ride the bus, door-to-door transportation is provided. A physical assessment form (Medicaid Transportation Exception Form (5048)) is required. Cost: \$1.50 fare per one-way trip. \$10.00 for a monthly bus pass.

Rural General Public (RGP) Transportation within an unincorporated of Mecklenburg County. Door to door service is provided or passengers may choose to be taken to a local Charlotte Area Transit System (CATS) park and ride facility or main CATS terminal in uptown Charlotte. Cost: \$1.50 fare per one-way trip.

Senior Citizens Nutrition Congregate (SCNP) transportation provided directly by MTS for adults aged 60+ to and from Mecklenburg County Senior Citizens Nutrition sites for a nutritious meal and social activities. This service is provided directly by MTS drivers. Cost: No fare. Contributions are accepted but not required.

Veterans Services Transportation qualified veterans are transported to and from Veterans Affairs hospitals in North Carolina and to and from medical clinics in Charlotte. Call the Veterans Services Office at 704-336-2102 for more information. Cost: No fare.

Comprehensive Community Program (CCP) transportation provided directly by MTS for developmentally disabled adults to participating agencies that provide employment and enrichment opportunities. Cost: Charges may apply through the sponsoring CCP agency.

Important to Remember: All MTS programs, except Medicaid Transportation, have limited funding available. As a result, frequencies and types of trips may be adjusted.

How To Apply for Transportation

To apply for Medicaid funded transportation, an individual should contact his/her Medicaid worker or call 704-336-3000 or 704-336-4547.

To apply for Veterans Transportation, an individual should call the Veterans Service Office (704-336-2102).

To apply for transportation to a nutrition site, for homebound meal delivery, to a medical facility, or any other location, an individual should contact the Transportation Services Line (704-336-4547).

Step 1-Call the DSS Customer Service Center at 704-336300 to complete an application.

Be prepared to have the

- name**
- Social Security Number**
- date of birth**
- complete home address**
- telephone number of the person needing transportation**
- name and number of an emergency contact person**

Step 2- You will receive a letter notifying you if you have been approved or denied.

Step 3-Once you have been approved for transportation, you are responsible for scheduling your appointment(s).

Scheduling Your Appointment

Transportation requests can be made by calling Transportation Scheduling at 704-336-4547 between 7 a.m. and 4 p.m. Monday through Friday.

Transportation requests can be scheduled up to 30 days in advance and 2 business days prior to scheduled appointment or intended destination.

Requests must be made by 2 p.m. the day prior to the appointment.

Be prepared to provide the following, transportation cannot be scheduled without it:

- Name,**
- Number of People Riding**
- Social Security Number**
- Complete Home Address and Phone Number**
- Complete Address of Destination and Phone Number**
- Appointment Date and Time**

Limit two transactions per call.

The Scheduler will provide you with your transportation provider's name and telephone number.

Important to Remember:

- Medicaid appointments will be verified at the time of scheduling and once the appointment is complete.**
- Special Transportation Services (STS) is operated by the City of Charlotte.**
- Charlotte Area Transit System (CATS) light rail and bus services are operated by the City of Charlotte.**

Cancelling Your Trip

Cancellations of appointments must be made to MTS two hours prior to the scheduled appointment.

To cancel your trip call 704-336-4547.

Day of Appointment

You must be ready one hour prior to your scheduled pick-up. The driver may arrive at anytime during this hour to get you to your appointment/destination on time and will leave after waiting for 5 minutes.

If you are not ready, another vehicle will not be sent.

If you are transporting a child you must provide a car seat or booster seat for each child 8 years old or younger or who weighs 80 pounds or less.

Call the transportation provider when you are ready to return from your appointment. They may arrive within 5 – 45 minutes from the time you called.

Be ready and watch for your driver to arrive.

The driver will leave after waiting for 5 minutes and may not be able to return.

Online Requests for Transportation

Subscription Trips : Customers who have scheduled a subscription within the last 6 months and for whom DSS has receive and approved their prior authorization paperwork for a new subscriptions, please use the online request form to request another transportation subscription.

Important to Remember: (List below is subject to change.)

- 1. If you do not meet both criteria, you must call Transportation Scheduling at 704-336-4547 in order to request a subscription service.**
- 2. The following requests cannot be made using the online form and require the services of Transportation Scheduling: 704-336-4547.**

- Bus Pass requests**
- Cancellations**
- Changes to existing subscriptions**
- First Time Riders**
- Group trips (trips consisting of 5 or more riders)**
- Non-Medical trips**
- One time appointments**
- Trips requiring multiple stops**
- Trips that require pre-authorization**
- Trips that require temporary exemptions**
- Veteran Trips**

Passenger Responsibilities

- **Do not use abusive or profane language with the driver, dispatch or schedulers**
- **Be ready and watching for provider – they will only wait 5 minutes after arriving to pick you up**
- **Wear seat belts at all times**
- **Service animals must be controlled at all times – This includes uncontrolled barking, excessive growling, jumping on other people, and running away from the handler. If the service animal poses a direct threat to the health or safety of others the handler may be asked to remove the animal. Service animals must be vaccinated in accordance to state and local laws and housebroken.**
- **Provide a caregiver or attendant if needed**
- **Provide adult supervision for children under the age of 18**
- **Do not smoke, chew or dip tobacco**
- **Do not possess any weapons while on vehicle**
- **Do not display affection of a sexual nature to the driver or other passengers**
- **Do not bring open food or drink onto the vehicle.**
- **Do not possess alcohol or illegal drugs while in vehicle. This includes unopened containers.**
- **Secure all personal belongings and remove them when you exit the vehicle
Drivers are not responsible for returning items left on the vehicle**
- **Grocery or light weight bags need to be limited to what you can carry and safely secure**
- **If you receive a quality sampling letter for your trip, please return by the deadline**
- **If you have a compliment or complaint, contact the MTS Customer Relations line at 704-336-3040, or email us at MTSinfo@MecklenburgCountyNC.Gov**
- **If using a bus pass, follow CATS procedures www.ridetransit.org**

DSS MTS is always reviewing and updating policies and procedures for its transportation services. To make sure the customer is receiving the latest information, or if a customer has further questions, call 704-336-3040.

Passenger Code of Conduct

When a MTS passenger breaks one the MTS System Passenger Guidelines, the following procedure will be followed:

- **1st Offense** - The passenger will receive verbal warning from a MTS staff member. If the passenger receives transportation services through either a human service agency or an agency that contracts with MTS for transportation, the sponsoring agency will be notified.
- **2nd Offense** – The passenger will be suspended for a period of three (3) days. A member of MTS Administrative team will notify the passenger of their suspension by phone and in writing. The sponsoring agency (if any) will also receive notification by the MTS office, and a copy of the written suspension will be sent to the proper personnel at the sponsoring agency's office.
- **3rd Offense** – The passenger will be suspended for a period of 10 working days. A member of MTS Administrative team will notify the passenger of their suspension by phone and in writing. The sponsoring agency (if any) will also receive notification by the MTS office, and a copy of the written suspension will be sent to the proper personnel at the sponsoring agency's office.
- **4th Offense** – The passenger will be suspended for a period of 30 working days. A member of MTS Administrative team will notify the passenger of their suspension by phone and in writing. The sponsoring agency (if any) will also receive notification by the MTS office, and a copy of the written suspension will be sent to the proper personnel at the sponsoring agency's office.

Depending on the severity of the passenger's actions, MTS reserves the right to suspend clients for a time period at their discretion voiding the above procedures.

No-Shows

No Shows occur when an individual:

- Misses their appointment or scheduled pick-up without notifying MTS of the cancellation two hours prior to the appointment time
- Refuses to ride when the provider arrives
- Is not ready when the driver arrives and the driver leaves after waiting 5

Vendor Notification of No shows

- **DSS Contract Administrators will be notified of No Shows by the vendor weekly.**
- **Vendor will complete No Show form and fax to 704-319-9166 or enter the customer no show in the Vendor TransWeb system.**
- **Based on this report the customer will be sent a letter (1st warning, 2nd warning, or suspension).**

Notification of No shows to Customers

- **1st no-show : first written warning**
- **2nd no-show: second written warning**
- **3rd no-show: suspension will be for a period of 30 days**

Reinstatement

- **When a customer's suspension has ended customer will be mailed the Responsibilities of riding with MTS.**
- **Customer will need to contact Customer Connect Call Center to be reinstated.**

CLOSINGS

Direct service (county) transportation will not be provided on standard holidays that occur Monday through Friday. Transportation will not be provided when a sponsoring agency has announced closings or when training is required for MTS drivers and staff.


Inclement Weather

Good judgment will be used when hazardous road conditions are present to ensure safety of all passengers and drivers. As a general rule, MTS will adhere to the County's inclement weather policy.

Sharing a Compliment or Filing a Complaint

If you have a general compliment or complaint, you may contact MTS Customer Relations Line at 704-336-3040.

If your complaint is related to age, race, religion, or gender, you have two options:

1. **You may complete the online form below and an Ombudsman can assist you with completing the US Department of Health and Human Services  [Civil Rights form](#).**
2. **You can print the form, complete it, and send it directly to the US Department of Health and Human Services Office of Civil Rights.**

The State of North Carolina Department of Health and Human Services will Review the complaint and provide a written response upon consultation with Mecklenburg County DSS.