

# Disability Rights & Resources

*Fighting for Justice \* Advancing Independence*



Access to safe, affordable, reliable transportation is one of the most persistent problems facing many people, especially seniors and people with disabilities. Knowing where to obtain information about transportation options can be a frustrating challenge. **Disability Rights & Resources** developed this transportation toolkit to make locating transportation services in Charlotte more convenient and accessible. Basic information about the company/agency name and contact information, service area, costs, eligibility requirements (if any), and hours of operation are listed for each transportation provider. This document was updated January 2017 and the information contained herein was accurate at that time, but information is always subject to change. Please call the transportation providers to verify accuracy.

Funds to develop and publish this *Transportation Toolkit* were made possible by a grant through the **Charlotte Area Transit System (CATS)**. Their funding of this project is greatly appreciated.

***Disability Rights & Resources*** is also funded in part by:



*To receive this information in an alternate format, please contact Disability Rights & Resources at (704) 537-0550.*

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*If you require additional information regarding Charlotte Area Transportation System (CATS), please call customer service at (704) 336-ride(7433).*

# Disability Rights & Resources

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## Charlotte Area Transit System

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

*Let's All Go!*



The Charlotte Area Transit System (CATS) is the largest transit system between Atlanta, GA and Washington, DC with over 70 local and regional routes, a light rail line, a historic trolley, services for the disabled, and vanpools. More than 24,000,000 trips are taken each year. CATS is managed by the Public Transit Department, a department within the City of Charlotte. CATS maintains a dual focus - managing and continually improving day-to-day operations of the region's transit services within a six-county area while advancing planning for a regional rapid transit system integrated with land-use plans which includes light rail, commuter rail, bus rapid transit, and expanded bus services.

All of CATS fixed route buses and trains are accessible and meet the Americans with Disabilities Act (ADA) requirements. CATS also offers para-transit, Special Transportation Service (STS), for eligible customers with disabilities. Use this link to view all the accessibility features of CATS fixed route buses. [CATS Accessibility](#).

### **Riding CATS**

Riding CATS is easy. Here are a few tips to get you started:

- Plan your trip. Look at the [CATS System Map](#) to determine which bus route(s) you need to take to reach your destination. The system map gives an overview of all the bus service.
  - Obtain the corresponding [bus schedule\(s\)](#)
  - Look at the map on your bus schedule and find the point along the route that is in the most convenient place for you to board. Not all bus stops are listed, only major timepoints. There will be a bus stop sign, with the route number on it, along that route within a few blocks of that location.
  - Find the timepoint that is closest to the time you want to arrive, then move your finger along that line to your boarding point. This determines your departure time.
- Go to your bus stop.
  - Be at your bus stop a few minutes early. Look at the headway sign above the windshield for the route number and name.
  - When you see the bus approaching stand near the bus stop sign and have your fare ready. Be sure to stand where the operator can see you.
- Have Your Fare Ready
  - Exact fare or a CATS pass is acceptable. All fares are posted on the farebox as you enter the bus.
  - If you need a transfer, please ask the driver. They are free unless you are transferring to a connecting service whose fare is higher than the one you paid.
- Get on your bus.
  - Allow other passengers to exit the bus before boarding.
  - Generally seating near the front is reserved for the elderly and mobility impaired passengers.
  - You must carry on baby strollers and other small items. Please do not block the aisles.
  - Lastly, sit back and enjoy the ride.
- Get off at your stop.
  - About one block from your stop gather your belongings and ring the bell. This will signal to the driver to stop at the next bus stop.
  - Exit through the front or rear doors.

### **PROPER FARE AND PROOF OF PAYMENT**

It is against the law to ride a CATS or LYNX vehicle without paying the proper fare. All passengers must either pay the appropriate fare or use a valid transfer, pass or ticket.

The LYNX Blue Line operates as a Proof of Payment fare collection system. Everyone riding must be able to produce, on demand, proof of

payment or a valid transfer, or pass when requested to do so by a fare inspector.

Ride anytime, anywhere, for an unlimited number of times with a monthly or weekly pass. Monthly passes are sold for express and local routes, while weekly passes are available only for local routes.

### **The Way To Pay**

How should you pay? CATS provides a variety of payment options. As you board, place your fare in the easy-to-use fare box. You may pay with coins and dollar bills, but the fare box does not make change. Be prepared with correct fare, because your bus operator cannot make change. Current fares are posted on the fare box, or go to: [Passes & Fares](#) (at "Riding CATS" page, click on "Fares" and then "Fares and Passes") on the CATS website. The most current fares are shown on this page.

See: [Passes & Fares](#) for costs and other Pass Outlets for purchasing locations.

Transfers to local buses are free, but higher when transferring to an Express Route or a higher fare service. You must ask for one when you pay your fare. Transfers must be used within 1 hour and 45 minutes or on the next connecting bus. With the exception of neighborhood shuttles, Village Riders, or Routes 25, 29, 30, 42, 43, 51, 55, 56, 57, 58 and 60, every bus travels through the CTC and can be boarded there. To see the transfer costs for a specific service go to: [Passes & Fares](#)

### **Riders Code of Conduct**

*The following has been adapted from Charlotte Code Sec. 15-272 and 15-273. Any violation of these articles may be enforced by the issuance of a civil penalty in the amount of \$50 or by arrest.*

#### **ACTS PROHIBITED**

It is unlawful for any person to commit the following acts on a CATS or LYNX vehicle:

- Smoke or carry any lighted tobacco product or expel the residue of any other tobacco product including chewing tobacco
- Consume any alcoholic beverage or possess an open container of any alcoholic beverage
- Engage in disruptive, disturbing behavior including: loud conversation, profanity or rude insults, or operating any electronic device used for sound without an earphone(s)
- Take any animal onto a vehicle unless its purpose is to assist a person with a disability or in training activities

- Carry, possess or have within immediate access any dangerous weapon
- Possess or transport any flammable liquid, combustible material or other dangerous substance such as gasoline, kerosene or propane
- Litter
- Vandalize the vehicle or station platform by writing, marking, scribbling, defacing or causing damage to the vehicle or platform facilities in any manner
- Beg by forcing yourself upon another person
- Excrete any bodily fluid or spit upon or at another person on the vehicle or station platform
- Possess, use or sell any controlled substance
- Lying down on seats, benches or tables at stations and bus stops
- Standing, sitting or lying within 2 feet of the edge of the rail station platforms except for boarding and exiting the light rail vehicle
- Skating or skateboarding on station platforms
- Trespassing upon any area not open to the public and posted as such



### **LYNX Blue Line**

The LYNX Blue Line is the Charlotte region's first light rail service. It is 9.6 miles long and operates from I-485 at South Boulevard to Uptown Charlotte. With 15 stations including seven park and ride locations, the LYNX Blue Line provides a congestion free commute with a consistent travel time. LYNX operates seven days a week. Weekday service operates from 5:26 a.m. to 1:26 a.m. and service is available every 10 minutes during weekday rush hour and every 15 minutes during non-peak hours. Weekend service operates every 20 minutes during the day and every 30 minutes during late night hours.

### **LYNX Blue Line Extension**

The Blue Line Extension is an extension of the successful LYNX Blue Line light rail service that is currently under construction. The 9.3-mile alignment extends from 7th Street Station in Center City through the NoDA (North Davidson) and University areas, terminating on the UNC Charlotte campus. By including the LYNX Blue Line Extension in a comprehensive transportation system that includes roads, buses, streetcar and light rail Charlotte can offer more transportation choices and alternatives to traffic congestion.

All stations will be serviced by CATS' bus network. All stations will have canopy coverage, covered ticket vending machines (TVMs), system and area maps, train and bus schedules, public art, bicycle storage, benches, trash receptacles and security features. The Blue Line Extension has an opening service delivery date of March 31, 2018.

## Getting Started

- Familiarize yourself with the LYNX Blue Line map and schedule to determine which station is closest to you.
- Decide what time and which station you will need to catch the train to reach your destination. Many of CATS bus routes provide service to the LYNX Blue Line for easy access to stations.
- Purchase a pass or ticket that best meets your needs

## Riding A LYNX Train

- Prior to the train arriving, an audio announcement will be broadcast on the station platform informing you of the approaching train's destination.
  - Stand at least three feet from the tactile edge of the platform.
  - There is no need to flag down the train. In-service LYNX trains stop at every station.
  - Wait for the train to come to a complete stop, and let the doors open fully.
- If the doors do not open automatically, push the flashing button in the center of the doors to activate them.
  - Allow passengers to exit before you board.
  - Find a seat or hold on tightly to a hand rail. Never lean against the doors.
  - Be prepared to show your valid pass or ticket should a CATS Fare Inspector request to see it.
- Shortly before reaching your stop, gather your belongings and prepare to exit.
- Move toward the doors and exit once they completely open. If the doors do not open automatically, push the flashing button in the center of the doors to activate them.
- Upon exiting the train, move to a safe distance away from the vehicle so others can board.

## The Way To Pay

- The LYNX Blue Line operates as a proof of payment fare collection system. A valid pass or ticket is required to ride. Failure to possess a valid ticket or pass could result in a citation of \$50.
- All tickets must be date and time-stamped;
- therefore, ten ride passes and STS yellow tickets are not valid on the LYNX Blue Line.
- Cash is not accepted on LYNX - customers must have a ticket or pass.
- Customers needing to purchase a ticket may purchase them from a Ticket Vending Machine (TVM) located at each station platform.
- All ticket prices are posted on the TVM.

## **Riding the City LYNX Gold Line:**

- Familiarize yourself with the CityLYNX Gold Line map and determine which station is closest to you. The Gold Line connects to the Charlotte Transit Center, providing easy connection to the LYNX Blue Line and CATS bus services.
- This is a free service, so there is no pass needed. Simply arrive at the station and wait for the rail vehicle behind the yellow textured warning strips.
  - There is no need to flag down the rail vehicle. When in service, the rail vehicle will stop at all stations.
  - Wait for the rail vehicle to come to a complete stop and allow other passengers to exit before boarding.
  - Due to space constraints, bikes are not allowed on the Gold Line. However, there are bike racks located near each station.
- Once you have boarded, take a seat and enjoy your ride.
- As you approach your stop, gather your belongings and prepare to exit. Wait until the rail vehicle has come to a complete stop and the doors have fully opened before exiting.
- Upon exiting the rail vehicle, move to a safe distance away from the vehicle so others can board.

## **Rules of Rail Safety**

Your safety on and near the CityLYNX Gold Line and the LYNX Blue Line is CATS' #1 priority.

## **Look, Listen, and Live**

- Obey all traffic signals and signs. They are there for your safety, not as an inconvenience.
- Cross only at designated crosswalks. There are clearly marked signs showing you safe areas to cross the street.
- Always hold your child's hand when waiting for the streetcar or light rail.
- Rail and recreation don't mix. Rail vehicles and tracks are not the places for partying, pranks, or horseplay. CATS wants you to enjoy your rail experience in a responsible way.
- Keep away from all overhead wires that power trains. These high voltage wires will cause serious injury.



## **Safety is Everyone's Responsibility**

- If you see something, say something. Report all suspicious packages, activities, and/or persons on a train, streetcar, at a station, or on the tracks.
- Trains always have the right-of-way. All day, every day. They can approach from any direction, on any track, at any time.
- Never enter into a construction area. It is dangerous, and only authorized personnel are allowed in construction areas. Being and remaining in construction areas without authorization will be considered trespassing.

**Let's All Go!**



## **Riding Para-transit / STS**

### **Special Transportation Services**

The STS service area is up to  $\frac{3}{4}$  mile on either side of an existing fixed or local bus route. Service is available on the same days and times that routes in the area are operating.

**Please Note:** You may be approved for services even if you are not in the service area. However, you will be required to be picked up and dropped off within the service area.

#### **How Do I Get Certified?**

- Individuals interested in applying for STS can receive an application via mail, fax, or online. To receive an application via mail or fax, contact STS at 704-336-2637 or [click here](#) to download your application.
- On your application, you will need to describe your disability and how it impacts your ability to use CATS fixed route service. The application

must be verified and signed by a medical, rehabilitation or healthcare professional.

**After you've completed your application, mail it back to STS at**

**901 N. Davidson Street  
Charlotte, NC 28206**

**OR fax to: 704-336-5119**

Once STS receives your application, you will be contacted to schedule your appointment for an in-person interview and possibly a functional assessment.

All interviews will be conducted at the Charlotte Transportation Center, located at 310 East Trade, Charlotte, NC 28203.

Interview hours are 9:00 AM to 4:00 PM, Monday through Friday. Based on demand, Saturday interview hours may be available.

Once your interview and assessment are complete, you will be considered either:

- Eligible to ride STS
- Eligible with conditions or
- Ineligible to ride STS

Those considered as eligible to ride STS will be sent a letter of determination stating their certification and their eligibility to use CATS' STS service.

Applicants determined to be ineligible or eligible with conditions may appeal their evaluation. An independent panel has been established to hear appeals and does include a person with a disability.

Depending on the nature of your disability, STS may also require that you be certified by a Functional Assessment professional that you are unable to use CATS Fixed Routes Buses. STS staff will let you know if this assessment will be required. The ADA regulations require that STS transport you if you have a disability and:

- Are unable to board, ride or get off an accessible bus without the assistance of someone, other than the operator of the lift or other boarding device, or
- Are able to board, ride and get off an accessible bus, but require Transportation during a time when an accessible bus is not being used on a route, or

- Have a specific impairment-related condition that prevents you from traveling to or from a bus stop.

If you live within Charlotte's City limits or the towns of Pineville and Matthews, or if someone can get you to where you will be within the city limits, and your destination is within this area, STS rides are possible.

### **Once you have been certified.....**

You will need to schedule your ride(s) and obtain either pre-paid STS tickets or an STS monthly pass.

### **To Schedule A Ride**

- STS customer service representatives are available Monday - Sunday between 8:00 am and 5:00 pm.

### **When scheduling a trip(s), STS customer service representatives will need to know:**

- The exact address of your pick-up and drop-off locations
- The date and time(s) to be picked-up and dropped-off

### **STS provides two basic types of service requests:**

- **On-Demand Service Request**
  - STS accepts service requests for the next day or for sometime within the next five days. For example: On June 1, you could call to request a trip on June 2 or any day through June 6. Remember, you must call between 8 a.m. and 5 p.m. to schedule transportation. You may schedule up to 4 one-way trips during any one-phone call. Each time you board STS, that boarding is considered a trip. So, riding to the mall to shop and then riding back home is two trips.
- **Subscription Service Request**
  - Subscription service is limited by the ADA. Subscription service is designed for people who need to travel to the same place at the same time repeatedly; for instance, to work, school or kidney dialysis. A subscription allows you to call once and set up your schedule, rather than calling for each trip. Subscription service is available only if you schedule 6 or more trips a week to the same place at the same time (Remember, 3 round-trip requests are the same as 6 trips).

If you use the subscription service and your work or school schedule changes, you will need to reapply. Call STS at 704-336-2637 to apply for subscription service. If subscription service cannot be immediately arranged, you may still call STS during regular business hours and schedule your desired trips individually.

The ADA requires that STS limit the total number of subscription reservations to ensure availability to customers who wish to schedule individual trips.

## **The Way to Pay**

STS drivers cannot accept cash so you must have an STS ticket or an STS Monthly Pass. You may purchase a book of ten STS tickets at the Charlotte-Mecklenburg Government Center, or at the Information Center at the [Charlotte Transportation Center](#) located in uptown Charlotte at 310 East Trade Street. You may also order tickets and passes by mail by sending a check or money order, payable to the City of Charlotte, to:

Charlotte Transportation Center  
Information Center  
310 East Trade Street  
Charlotte, NC 28202

\* Please write your STS ID number on the bottom of the check or money order.

STS customers may also choose to order an STS monthly pass or a book of ten STS tickets online.

**Online Pass Sales - [Click Here](#)**

## **[Fares and Passes](#)**

If you plan to ride more than 40 one-way trips during a month, the STS Monthly Pass may be a better value since it provides UNLIMITED rides. Just remember, the pass cannot be returned for a refund. You can buy this pass at the Information Center at the Charlotte Transportation Center, at most Harris Teeters or to locate other pass sales outlets [click here](#).

## **STS Riders Code of Conduct**

*The following has been adapted from Charlotte Code Sec. 15-272 and 15-273. Any violation of these articles may be enforced by the issuance of a civil penalty in the amount of \$50 or by arrest.*

## **ACTS PROHIBITED**

It is unlawful for any person to commit the following acts on a CATS or LYNX vehicle:

- Smoke or carry any lighted tobacco product or expel the residue of any other tobacco product including chewing tobacco
- Consume any alcoholic beverage or possess an open container of any alcoholic beverage
- Engage in disruptive, disturbing behavior including: loud conversation, profanity or rude insults, or operating any electronic device used for sound without an earphone(s)
- Take any animal onto a vehicle unless its purpose is to assist a person with a disability or in training activities
- Carry, possess or have within immediate access any dangerous weapon
- Possess or transport any flammable liquid, combustible material or other dangerous substance such as gasoline, kerosene or propane
- Litter
- Vandalize the vehicle or station platform by writing, marking, scribbling, defacing or causing damage to the vehicle or platform facilities in any manner
- Beg by forcing yourself upon another person
- Excrete any bodily fluid or spit upon or at another person on the vehicle or station platform
- Possess, use or sell any controlled substance
- Lying down on seats, benches or tables at stations and bus stops
- Standing, sitting or lying within 2 feet of the edge of the rail station platforms except for boarding and exiting the light rail vehicle
- Skating or skateboarding on station platforms
- Trespassing upon any area not open to the public and posted as such

## **STS Rules To Ride By**

1. Please be ready and on time. Have your fare ready for the driver. Because of traffic, weather, and other unforeseen events, we are sometimes delayed, but you do not want to be the cause of further delays. We try our best to be there within your 30-minute pickup window; if it looks like we will be delayed by more than 30 minutes ... we will call you provided we have a phone number where you can be reached.

2. If you are to be picked up from a high-rise building, you will need to meet us in the lobby on the ground level at your scheduled time. STS only provides door-to-door service. This applies to the front door of all residences and other buildings. STS drivers will not come into your residence to assist you with anything you may need to do before riding.

3. If you use a wheelchair, and there is not a ramp at your home, someone must be there to help you up or down the stairs. All STS vehicles are equipped with 800 lb. capacity wheelchair lifts.
4. If for some reason you are unable to travel at your scheduled time, please call and cancel your appointment as soon as possible so that we can schedule someone else. If you do not let us know, we will consider you a "no-show". If you are a "no-show" four times in a two-month period, you will not be able to use STS for 30 days.
5. You will be allowed to suspend your subscription service for up to 15 days without losing your seat to someone else. If you need more time, and you let us know before those 15 days are up, we will give you up to 15 more days, but 30 days is the maximum. After this period, if you do not start riding again, your subscription will be canceled and you will have to reapply when you are ready to start riding again. Subscription riders who repeatedly cancel individual trips may lose their subscription service.
6. You may bring groceries and lightweight packages on board; the bus driver can help you with up to 4 lightweight packages. If you have more than that, we ask that you are considerate, bringing only what you and your attendant or companion can handle yourselves.
7. If you use a wheelchair and are able to do so, you may transfer from your chair to a seat on the vehicle.
8. How you behave on our vehicles is important, and we will refuse transportation for people who are disruptive, who pose a threat or danger to themselves or to other passengers.
9. If you are using a STS Monthly Pass, you must have it with you on every trip or you will not be permitted to board the vehicle.
10. You may bring personal portable oxygen bottles.
11. If you have a commendation or a complaint, call the STS Customer Service Manager at 704-336-6103.

*Let's All Go!*



**MTS**  
Mecklenburg Transportation System  
704-336-3000

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 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 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 per one-way trip. \$10.00 for a monthly bus pass.**

**Rural General Public (RGP) Transportation** for persons living within an unincorporated area of Mecklenburg County. Door to door service is provided to destinations within their community or passengers may choose to be taken to a local Charlotte Area Transit System (CATS) park and ride facility or the main CATS terminal in uptown Charlotte. **Cost: \$1.50 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 at 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 at 704-336-4547.

**Step 1** - Call the DSS Customer Service Center at 704-336-3000 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 any time during this hour to get you to your appointment/destination on time and **will leave after waiting for 5 minutes**. Be ready and watch for your driver to arrive.
- 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.

### **Online Requests for Transportation**

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

### **Important to Remember: (The 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 operator 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, 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 care giver 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 [MTSinfo@MecklenburgCountyNC.Gov](mailto:MTSinfo@MecklenburgCountyNC.Gov)
- If using a bus pass, follow CATS procedures.

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:

- 1<sup>st</sup> Offense - The passenger will receive verbal warning from an 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.
- 2<sup>nd</sup> 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.
- 3<sup>rd</sup> 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.

- 4<sup>th</sup> 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 minutes.

### **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 (1<sup>st</sup> warning, 2<sup>nd</sup> warning, or suspension).

### **Notification of No shows to Customers**

- 1<sup>st</sup> no-show : first written warning
- 2<sup>nd</sup> no-show: second written warning
- 3<sup>rd</sup> 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 the 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. [\*\*Complaint Portal Assistant\*\*](#)
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.

 [\*\*Civil Rights form.\*\*](#)

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.



## TRANSPORTATION PROVIDERS

### PRIVATE COMPANIES

***Unless noted otherwise, all companies have an accessible vehicle with a lift or ramp.***

***Information is subject to change. Please call the companies for the most up-to-date rates and availability.***

#### **A-1 Wheelchair Patient Transport Co. 704-333-9741**

***Hours:*** Basic hours 5:00am –5:00pm., can do night/weekend with notice.

***Service Area:*** Mecklenburg, Cabarrus and Gaston Counties

***Rates:*** \$80.00 round trip. Base rate plus mileage for out of county. Night/weekends more.

***Eligibility:*** Appointment only (contracts through Social Services, schools, or DSS for Medicaid). Also accept private pay.

#### **Affordable Town Car Service 704-906-9010**

***Hours:*** 24/7

***Service Area:*** Mecklenburg, Gaston & Cleveland Counties

***Rates:*** Varies with location; call for details.

***Eligibility:*** No eligibility requirements

#### **City Cab Transportation 704-333-3327**

***Hours:*** 24/7

***Service Area:*** Charlotte and surroundings areas

***Rates:*** Taxi rates apply

***Eligibility:*** No eligibility requirements

#### **First (1<sup>st</sup>) Choice Transportation Services 704-537-1819**

***Hours:*** 24/7

***Service Area:*** Local & Long Distance

***Rates:*** Varies with trip and Location

***Eligibility:*** No eligibility requirements

#### **People's Special Transportation 704-408-2637**

***Hours:*** 5am - 5pm (or until everyone is home). Other hours require 24 hour advance notice.

***Service Area:*** Charlotte and some areas outside of city.

***Eligibility:*** Anyone with mobility issues

***Rates:*** Mon-Fri \$60-65 round trip. Sat/Sun \$75-80 round trip.

**Prestige Wheelchair Transport 704-332-3939**

**Hours:** 24/7

**Service Area:** Anywhere

**Rates:** "Low rates" vary by trip. Call for information.

**Eligibility:** No eligibility requirements

**Providence Transportation Solutions 704-366-6835**

**Hours:** 6am – 6pm (And scheduled appointments)

**Service Area:** Mecklenburg County

**Rates:** \$50-70 round trip (call for further details)

**Eligibility:** No eligibility requirements

**Royal Transportation 704-222-2222**

**Hours:** 24/7

**Service Area:** 50 mile radius of city

**Rates:** Taxi rates apply

**Eligibility:** No eligibility requirements

**Secure Comfort Transportation 704-701-7392**

**Hours:** 24/7

**Service Area:** Cabarrus, Mecklenburg, Rowan, Stanly, Davidson counties

**Rates:** Sliding Fee scale / payment based on income (call for details and appointments)

**Eligibility:** No eligibility requirements

**TMS Senior Transportation 704-542-3008**

**Hours:** 7:30am – 6pm. Other times can be arranged.

**Service Area:** 50 mile radius of city

**Rates:** \$75 round trip in Mecklenburg Co. Other trips may vary. Call for details.

**Eligibility:** No eligibility requirements

**United Shuttle 704-400-2900**

**Hours:** 6am – 6pm (And scheduled appointments after hours)

**Service Area:** Mecklenburg and Union Counties

**Rates:** Non-ambulatory \$35 to load/ \$2 per mile  
Ambulatory \$2 per mile

**Eligibility:** No eligibility requirements

**Wheels U Trust 980-225-5378**

**Hours:** 6am – 6pm (And scheduled appointments)

**Service Area:** Charlotte/Mecklenburg, Cabarrus and Gaston Counties

**Rates:** \$65 roundtrip or per mile (Call for details)

**Eligibility:** No eligibility requirements

**Yellow Cab 704-444-4444**

**Hours:** 24/7

**Service Area:** Anywhere

**Rates:** Taxi rates apply

**Eligibility:** No eligibility requirements



# TRANSPORTATION PROVIDERS HUMAN SERVICE AGENCIES

## (Section 1)

### **American Red Cross**

2425 Park Rd.  
Charlotte, NC 28226  
704-347-8270

#### **Transportation Services**

**Area Served:** Mecklenburg County & South Iredell County

**Hours:** Monday – Friday, 8am – 4:30pm

**Eligibility:** Medical appointment only, must be ambulatory and have a medical referral.

**Cost:** No fee, but donations are encouraged.

**Vehicle w/lift:** No, but can handle a wheelchair if passenger has a personal escort to assist.

### **Community Link**

#### **Programs of Travelers Aid Society**

601 East 5<sup>th</sup> St., Ste. 220  
Charlotte, NC 28202  
704-943-9490

#### **Travelers Aid**

**Area Served:** Out of state

**Hours:** As needed

**Eligibility:** Person stranded in Charlotte for less than 90 days, OR medical emergency, OR fleeing domestic violence & trying to get out of state. Must be able to contact someone in new state to confirm housing.

**Cost:** Traveler may be asked to contribute up to 50% for Greyhound voucher, depending on the situation.

**Vehicle w/lift:** No

### **Disabled American Veterans Transportation Network**

8601 University East Dr.  
Charlotte, NC 28213  
704-597-3538

**Area Served:** Mecklenburg County, but also provides transportation to Salisbury. Must call to schedule.

**Hours:** Transportation provided to Charlotte VA clinic: Mon. – Thur., 8am – 12:00noon for scheduled appointments.

**Transportation provided to Salisbury VA Hosp:** Tues. – Thur., 8:30am – 12noon for scheduled appointments.

**Eligibility:** Ambulatory Veterans in Mecklenburg County, with medical appointment at VAMC of Mecklenburg or Salisbury. Must not have access to any other available transportation options. Veterans are not eligible for travel pay with this service.

**Cost:** No Fee

**Vehicle w/lift:** No, but if Vet can provide their own assistance to enter or exit the clinic, the VA has wheelchairs available. Limited space for walkers.

### **Love INC (Love In the Name of Christ)**

2304 The Plaza, Ste. 300

Charlotte, NC 28205

704-536-5588

[www.loveinc-charlotte.org](http://www.loveinc-charlotte.org)

**Area Served:** Charlotte/Mecklenburg

**Hours:** 9am – 4pm

**Eligibility:** Social worker must make the contact. Must not have any other source of transportation available.

**Cost:** No Fee

**Vehicle w/lift:** No, but can handle a wheelchair if passenger has a personal escort to assist.

### **Metrolina Association for the Blind (MAB)**

704 Louise Ave.

Charlotte, NC 28204

704-887-5100

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

**Area Served:** Anywhere in Mecklenburg, Northern Union, and Cabarrus counties

**Hours:** 6:30am - 8:30pm

**Eligibility:** Visually impaired and must be a client of MAB

**Cost:** \$10.00 (over 26 miles from home, fee doubles)

**Vehicle w/lift:** Yes

### **RAIN**

#### **(Regional AIDS Interfaith Network)**

601 E. 5<sup>th</sup> Street, Ste. 470

Charlotte, NC 28202

704-372-7246

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

**Area Served:** Mecklenburg County

**Hours:** 9am – 5pm

**Eligibility:** HIV+ or AIDS, must be a client receiving program services.

**Cost:** No Fee / Call for further details if you are a client.

**Vehicle w/lift:** No

### **Shepherd's Center**

3115 Providence Rd.

Charlotte, NC 28211

704-365-1995

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

**Area Served:** Central / East Charlotte, South Charlotte and Matthews.

**Hours:** 9am – 4:30pm / 9am – 1pm on Fridays

**Eligibility:** Seniors 60+ from the above areas, no friends or family to drive; must be ambulatory and able to enter car without assistance; and use service for medical appointments only.

**Cost:** No Fee / Donations encouraged (\$15/round trip), but not required

**Vehicle w/lift:** No, but can accommodate walkers

### **Volunteer Transportation Services (VTS)**

Centralina Connection

525 N. Tryon Street, 12<sup>th</sup> floor

Charlotte, NC 28202

844-887-7433

[Volunteer Transportation Services](#)

**Area Served:** Anson, Cabarrus, Gaston, Iredell, Lincoln, Mecklenburg, Rowan, Stanly and Union counties.

**Hours:** As needed

**Eligibility:** None

**Cost:** No Fee / Donations are encouraged

**Vehicle w/lift:** No, but can handle a wheelchair/walker if rider has a personal escort.

*Volunteer Transportation Services (VTS) is a new transportation service in the community for older adults, people with disabilities and veterans. VTS is now recruiting volunteer drivers. Volunteers complete a full day orientation and training, an online Proactive Driving course, a criminal and driving background check and complete a drug screening before becoming certified drivers. Consider joining this exciting new volunteer opportunity!*

## (Section 2)

**The following will be helpful for individuals and case workers to identify additional services and possible transportation options.**



CharMeck Citizen Service is where you can access city and county services and make requests 24/7 online or by dialing **311**. (City/County services, non-emergency calls, includes government human services only: Department of Social Services, Area Mental Health & Health Dept.). [Citizen Services - City of Charlotte Mecklenburg County](#). If the service or information you need is not available online, dial **311** or **(704) 336-7600** from outside Mecklenburg County.

### **The ARC of Mecklenburg County**

The Arc of Mecklenburg County is a non-profit organization that seeks to make positive differences in the lives of children and adults with developmental disabilities and their families. Call **704.332.4535**, or go to: <http://www.arcmeck.org/2015/>

### **Care Ring**

Care Ring strives to empower individuals with limited resources to take responsibility and maintain good health through education, a low-cost clinic, and programs such as Physicians Reach Out and Nurse-Family Partnership. Call **704-375-0172**, or go to: <http://www.careringnc.org>

### **Child Care Resources**

Child Care Resources Inc. is a private, non-profit child care resource and referral (CCR&R) agency that works with families and communities to ensure that all children have access to high quality, affordable early learning and school-age opportunities and experiences that enable them to succeed in school and in life. **Child Care Search** is a free and confidential child care resource and referral service provided by Child Care Resources for parents and families throughout North Carolina's Child Care Resource & Referral Region 6 (Mecklenburg, Cabarrus, Union, Rowan and Stanly counties). Parents and families can call *Child Care Search* for information on locating and choosing early care and education and school-age child care programs, financial assistance to afford the cost of child care, and answers to child development and parenting questions. Call **(704) 348-2181** or go to: <http://www.childcareresourcesinc.org/>

## **Disability Rights & Resources**

### ***Fighting for Justice \* Advancing Independence***

Creating a fully inclusive community in which all people, with and without disabilities, may pursue their own goals and choices for living and working together. Call **704-537-0550**, or go to: <http://disability-rights.org/>.

**Please Note:** *Disability Rights & Resources* provides travel training (one-on-one instruction) to teach and empower individuals to use public transportation. The training is free for seniors, Veterans, people with disabilities, low income and homeless individuals.

## **Homeless Services Network**

Homeless Services Network is a group of agencies united to serve Charlotte's homeless community and those who are most vulnerable to homelessness. The Homeless Services Network is guided by four main operating principles:

1. We collaborate, communicate, and coordinate the services of our agencies.
2. We advocate for homeless people.
3. We plan and manage responses to needs through a continuum of care.
4. We participate in the 10 Year Plan to End Homelessness.

Call **704 335-9380** or go to: <http://homelesservicesnetwork.org>



is a one-stop source of information and assistance for seniors and adults with disabilities living in Mecklenburg County, NC, as well as their families and professional caregivers, wherever they may reside. This service is confidential, free of charge, easy to use and available in 140 languages.

**704-432-1111**, or go to: [www.just1call.org](http://www.just1call.org)

## **NC 211**

The first step in finding help is knowing who to call. 9-1-1 is for emergencies and **2-1-1** is for finding community health and human service resources. To link to vital services in your community, a call to NC 2-1-1 is free, confidential, available all day - 24/7. **To access the information and referral line, Dial 2-1-1 or 888-892-1162.** Or, go to:

<http://www.unitedwaync.org/nc211>

## **Safe Alliance**

### **Domestic Violence Services**

Safe Alliance believes that domestic violence is destructive to individuals, families and society. We work to end violence in every intimate partner relationship. Our focus is to serve and protect victims and potential victims. Call **704.332.2513** (24-hours, 7 days/week) or go to:

<http://www.safealliance.org/programs/domestic-violence-shelter/>

## **Senior Centers**

Senior Centers provide individuals 55 years and older various opportunities to improve their physical and cognitive health, expand their support systems, and find services they need to remain independent.

### **North Meck Senior Center**

8:30 a.m. to 4:30 p.m. Monday through Friday

102 Gilead Road, Huntersville, NC **Phone:** 980-314-1127

[NorthMeckSeniorCenter@mecklenburgcountync.gov](mailto:NorthMeckSeniorCenter@mecklenburgcountync.gov)

### **Shamrock Senior Center** *(relocated: Methodist Home Recreation Center)*

8 a.m. to 4 p.m. Monday through Friday

3200 Shamrock Drive, Charlotte NC **Phone:** 980-314-1123

[ShamrockSeniorCenter@mecklenburgcountync.gov](mailto:ShamrockSeniorCenter@mecklenburgcountync.gov)

### **Tyvola Senior Center**

8:30 a.m. to 4:30 p.m. Monday through Friday

2225 Tyvola Road, Charlotte NC **Phone:** 980-314-1320

[TyvolaSeniorCenter@mecklenburgcountync.gov](mailto:TyvolaSeniorCenter@mecklenburgcountync.gov)

## **United Way of Central Carolinas**

[United Way of Central Carolinas](http://www.unitedway.org)

# Disability Rights & Resources

*Fighting for Justice \* Advancing Independence*

## Local/National Transportation Resources

*Let's All Go!*

### Amtrak

1914 N Tryon St, Charlotte, NC 28206  
(800) 872-7245



**Amtrak** - Amtrak's goal is to provide safe, efficient and comfortable service to all passengers and are pleased to provide additional services to passengers with disabilities. Amtrak supports the Americans with Disabilities Act and have worked to make their facilities more accessible to customers with disabilities.

For information on services and assistance:

[\*\*Amtrak Accessible Travel Services\*\*](#)

For ticket, routes, schedules and accessibility assistance  
1-800-872-7245.

## **Greyhound**

601 W Trade St, Charlotte, NC 28202  
(704) 375-3332



**Greyhound Lines, Inc.** is the largest provider of intercity bus transportation, serving more than 3,800 destinations across North America with a modern, environmentally friendly fleet. Amtrak passengers use Greyhound to make connections to cities not served by rail on Amtrak Thruway service by purchasing a ticket for the bus connection from Amtrak in conjunction with the purchase of their rail ticket. Passengers may also buy a bus ticket directly from Greyhound.

Greyhound is committed to serving people with disabilities in accordance with its obligations under the ADA. Individuals should contact Greyhound with questions, concerns, or complaints regarding travel on Greyhound for customers with disabilities.

### **[Greyhound Special Needs Travel](#)**

Here are some useful numbers should you need to speak to someone about your travel needs:

- General assistance: 1-800-752-4841
- TTY/TDD: 1-800-345-3109
- Spanish/Español: 1-800-531-5332
- Email: [ADA.support@greyhound.com](mailto:ADA.support@greyhound.com)

**Charlotte Douglas International Airport**  
5501 Josh Birmingham Parkway Charlotte, NC 28208  
(704) 359-4013



The City of Charlotte and Charlotte Douglas International Airport are committed to promoting the quality of opportunity for all. CLT continues to modify its facilities, programs, policies, or practices, as necessary, to ensure access is provided.

**If you require special accommodations or assistance, it is the airline's responsibility to assist you:**

When traveling through CLT...

- Contact your airline prior to travel for assistance carts or wheelchairs, passenger loading lifts, personal assistance throughout a connection or escort assistance for minors.
- Inform the security checkpoint screener of any disability or if you have special equipment that cannot go through an x-ray inspection.
- TTY/TDD is available at the Airport Services Counter and Visitor Info Center. 24/7 assistance is available by calling 704-359-4837 from any TTY/DDD.
- Visual messaging and paging is located on flight information monitors and visual display monitors throughout the terminal.
- All restrooms are accessible. Family restrooms are located near gates A6, B4, C7, D5, E5, E15 and Arrivals/Baggage area, Zones B and E.
- Service Animal/Pet Relief Areas are located inside the terminal (post-security) on the A/B Connector (near Checkpoint A) and on Concourse D between Coca-Cola 600 Cafe and Original Rum Bar and Grill. Areas are also located outside the terminal (pre-security) at the ends (west and east) on the Arrivals/Baggage Claim level.
- Handicap parking is available in all CLT lots and accessible shuttles run continuously. If assistance is needed, please call 704-359-4038. If you wish to park your vehicle and escort a disabled passenger into the terminal, it is recommended that you park in the Hourly Deck in front

of the terminal. The first hour of parking in the Hourly Deck is free. Click [here](#) to learn more about the Hourly Deck.

- Contact [TSA Cares](#), the hotline for people with special assistance needs. Call a week or more before you plan to fly for questions about screening procedures or for assistance at a security checkpoint.

Email questions: [adacoordinator@cltairport.com](mailto:adacoordinator@cltairport.com)

## **Ground Transportation**

With the exception of on-site rental cars, all ground transportation from the airport is available at the lower level curbside (Arrivals/Baggage Claim) of the terminal.

Public transportation provided by Charlotte Area Transit System (CATS) picks up in front of Zone D Baggage Claim.

### **3 Routes 3 Destinations \$3 or less**

If you are looking for a quick, convenient ride from the airport to Center City, Northlake or South Charlotte..... Then get on board one of three CATS routes serving Charlotte Douglas International Airport. With CATS Airport Services, like the Sprinter and Airport Connector Routes 590 and 591, you can travel to and from the airport hassle-free and for \$3.00 or less per ride. Get on board any of these routes and enjoy a hassle free trip on your next visit to the airport.

#### **(CATS) Route 5 Sprinter**

##### **Leaves from the Charlotte Transportation Center**

- Services starts at 5:05 a.m. from Uptown
- Operates every 20 minutes, Monday – Friday
- Operates every 30 minutes on Saturday and Sunday
- Last trip leaves the Airport at 11:54 pm Monday – Friday; last trip leaves at 12:55 am Saturday-Sunday
- Check [here for the schedule](#) and fares/passess

#### **(CATS) Route 590 Airport Connector - Northlake**

##### **Leaves from the Northlake Mall Park and Ride**

- Service starts at 4:50 a.m.
- Operates every 30 minutes, 7 days a week
- Last trip leaves Northlake Mall Park and Ride at 11:25 p.m.
- Express bus fare is required
- Check [here for the schedule](#) and fares/passess

#### **(CATS) Route 591 Airport Connector Archdale**

##### **Serves the LYNX Blue Line Archdale, Tyvola and Woodlawn Light Rail Stations**

- Service starts at 4:55 a.m. from the Archdale Station
- Operates every 30 minutes, 7 days a week
- Last trip leaves the Archdale station at 11:25 p.m.
- Express bus fare is required
- Check [here for the schedule](#) and fares/passess

***Information on each resource was compiled using their website.  
Please see each website for more detailed information.***

***If you require additional information regarding Charlotte Area  
Transportation System (CATS), please call customer service at  
(704) 336-ride (7433).***