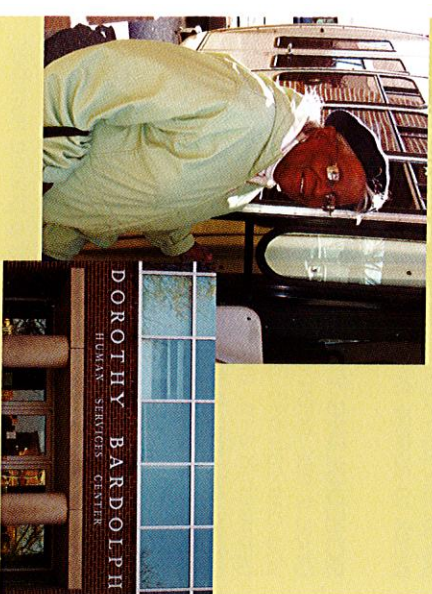


## Providing transportation services to meet your needs



### Do you find it difficult to get to the doctor, to work, to a senior adult program or to other life-sustaining services?

People with disabilities, people with limited incomes, and older adults rely on affordable and dependable transportation for their lives and their livelihood.

Guilford County Transportation and Mobility Services helps meet these needs by providing shared ride services for people 60 years and older, Medicaid recipients and disabled persons throughout the county. It also provides general public transportation to individuals residing outside of the Greensboro and High Point urban areas.

By offering the most cost-effective services available, Guilford County Transportation and Mobility Services gets you where you need to go, helping you stay healthy, active and mobile.

## Travel Tips and Guidelines

- Our goal is for you to arrive at your appointment on time. Please be ready 15 minutes before your scheduled pick-up time.
- This is a shared ride service. You may be riding with people heading to other destinations.
- Since this is a shared ride service, occasionally there are delays. Please wait 30 minutes after your scheduled pick-up time to check on your ride.
- While on the vehicle, please keep your seat belt buckled.
- All wheelchairs must have working seat belts and footrests.
- Children must have their own car seat, as required by North Carolina law.
- Eating, drinking, smoking, and tampering with vehicle equipment are not allowed.
- Guilford County may deny service to anyone who displays inappropriate or unsafe behavior to the driver or to other riders.
- Please call Dispatch at 641-3000 ext. 2 or TTY (800) 205-9116 when you are checking on your ride.

Call for more information, to check on your eligibility for services or to schedule a trip. We also welcome your comments about our services.

### Guilford County Transportation and Mobility Services

#### Title VI Policy Statement

It is the policy of Guilford County Transportation and Mobility Services to ensure compliance with Title VI of the Civil Rights Act of 1964; 49 CFR, Part 21; related statutes and regulations that ensure no person in the United States shall, on any grounds of race, color, sex, age, national origin, or disability, be excluded from participation in, or be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance from the United States Department of Transportation. For more information or to file a complaint you may contact us by mail, telephone, or email. Complaints must be filed in writing or in person no later than 180 days after the alleged act of discrimination occurred.

**Any person who believes he or she has been discriminated against should contact:**

#### Guilford County Transportation and Mobility Services Director

1203 Maple Street, Room 120  
Greensboro, NC 27405  
336-641-3000 or TTY (800) 205-9116

www.GuilfordDSS.com - Transportation Services

## Getting You Where You Need To Go...



## Guilford County Transportation and Mobility Services

Dedicated to quality, customer-oriented transit services

336-641-3000 or  
TTY (800) 205-9116

## Guilford County Transportation and Mobility Services

provides affordable transportation services to our residents, including shared ride trips, gas vouchers, bus tickets and other means. Trips are provided by subscription for regularly reoccurring appointments (such as dialysis treatments and employment trips) and on demand (such as trips to the doctor on a nonrecurring basis). Vehicles are lift-equipped to accommodate riders in wheelchairs. Many residents are eligible for transportation services to medical appointments, employment, senior assistance and other programs.

Call 641-3000 or TTY (800) 205-9116 to learn how we can help you get where you need to go.



### Medical Transportation Services

- Services are available for medical appointments, dental appointments, counseling appointments, hospital stays and other health-related needs.
- Non-emergency transportation is provided to medical facilities in Winston-Salem, Chapel Hill and Durham.
- For Medicaid recipients, these costs are covered by Medicaid. Trips must be called in 3 days in advance for local and 5 days for out of county trips.

### Rural General Transportation

- Services are available to citizens living outside the city limits of Greensboro, High Point and Jamestown for medical, adult day care, employment and education purposes.
- Services are provided throughout the week, including weekends.
- A nominal fee may be charged for these services.

### Work First Employment Assistance

- Transportation services are available to work sites, work-related activities, job training and job fairs for Work First recipients and persons without access to public transit.
- Bus tickets, gas vouchers, car repairs and payment of car insurance may be provided. Child care transportation is available as part of an employment trip.
- Some costs are covered by grant funds. A nominal fee may be charged for these services.

### Transportation for Senior Citizens

- Transportation is available for people 60 years and older to senior programs, nutrition sites, medical appointments, employment and other life-sustaining needs.
- Services are provided throughout the week, including weekends.
- Cost of transportation is often covered by grant funds. Call for more information.

### ARE YOU ELIGIBLE?

Before you can take your first trip, the County must determine if you are eligible for transportation services. It may take up to a one week to assess eligibility.

### SCHEDULING YOUR TRIP

Once it has been determined you are eligible, you can call 641-3000 or TTY (800) 205-9116 between 8 a.m. and 5 p.m., Monday-Friday, to schedule your trip. Medicaid trips must be scheduled 3 days in advance for local trips and 5 days outside of Guilford County.

When you call, be sure to have the following information ready:

- Your name and pick-up address
- Your phone number and a phone number at your destination
- The address of your destination
- Your Medicaid number, if you have one
- The date and time of your trip
- If a personal care assistant will be traveling with you, if you are in a wheelchair, or you need other special assistance

### NO SHOWS

For scheduled trips, the driver will wait five minutes after your scheduled pick-up time, then will leave. Your return trip may be cancelled. If you have three "no shows" in 30 days, you may be suspended from the program.

### CANCELLATIONS

To cancel your trip, call 641-3000 ext. 2 or TTY (800) 205-9116 at least one hour before your pick-up time. Otherwise, you will be considered a "no-show."

### INCLEMENT WEATHER

Severe weather, such as snow or ice storms, may require us to cancel the transportation service for safety reasons. Schedule changes will be posted on WFMY News 2, WGHP Fox 8, and on the web at [www.co.guilford.nc.us](http://www.co.guilford.nc.us), or you can call 641-3000 or TTY (800) 205-6116.