

**Union County
Transportation
services are provided
to the clients of local
human service
agencies such as the
Department of Social
Services, Mental
Health, ARC of Union
County, Vocational
Rehabilitation and
Veterans. Limited
transportation is also
available to residents
of Union County who
are not eligible for
transportation service
through a human
service agency.**



General Policies

Minimum of 48 hours notice of appointment. The correct destination address, appointment date and time must be provided.

Passengers adhere to all rules of safety and behavior of the transportation system provided to them at time of registration.

Vans will wait only three minutes beyond a scheduled pick-up time.

Passengers should be ready one hour before scheduled appointment, unless otherwise notified.

Passenger should notify Transportation office of changes in address or telephone numbers immediately.

RGP passengers must give a minimum of 24 hours advance notice of cancellations.

Passengers
Union County Transportation does not discriminate or exclude persons from participation in any federally funded program on the grounds of race, color, sex, age, income status, national origin, or disabilities. Written complaints of a discriminatory act may be submitted to Union County Transportation, 610 Patton Ave., Monroe, NC 28110.

Union County Transportation



**Serving Union County's
Elderly, Disabled and
General Public**

**610 Patton
Avenue
Monroe, NC
28110
704-283-3713
TTY 711**

Eligibility

To receive transportation, a person must be a resident of Union County and qualify under a human service agency. To qualify a person must be one of the following:

- A senior citizen must be at least 60 years of age
- A developmentally disabled adult
- A Medicaid client
- A veteran eligible for medical treatment at a VA Hospital or clinic
- Physically disabled

To qualify under the Rural General Public (RGP) program or EDTAP (Elderly and Disabled) program (participation is based on the availability of space and funding to be determined by Union County Transportation) a person must be all of the following:

- A resident who is not eligible for transportation through a human service agency
- Able to pay required fares
- Willing to work with existing schedules, space and time availability as well as the purchase of prepaid cards as required.



To make an appointment, call:

704-283-3713
between the hours of
8 a.m. and 5 p.m.

Appointments must be made 48 hours in advance of the time the service is needed.

Trips may be scheduled up to 60 days in advance.

Service Hours:
7 a.m. - 5 p.m.
Monday - Friday

Human service agencies often prefer their clients' appointments to be scheduled through their agency. Passengers should check with their sponsoring agency to determine who will be responsible for submitting the appointment information to Union County Transportation.

\$ Fares \$

- 1) Clients sponsored by a human service agency pay no fare.
- 2) Trips for senior citizens can be funded through the Home and Community Care Block Grant Program for those who qualify, however, donations are encouraged. When funding is expanded, senior citizen transportation will then be funded through a grant (EDTAP) that requires a fare paid by the passenger. (see below)
- 3) RGP and EDTAP Client Fares:
 - One-way trip within Union County is \$2.
 - One-way trip to Matthews/Pineville area is \$5.
 - One-way trip to Charlotte is \$10.
 - Fares must be paid as you board the vehicle.
 - Passengers must have correct fare amount.
 - Drivers will not make change.

