Guilford County
Transportation & Mobility Services

You Need To Go...
Getting You Where You Need To Be

Travel Tips and Guidelines

Sibling Services - Getting You Where You Need To Be

Guilford County Transportation & Mobility Services

1-770-205-9176
336-641-3000 or
www.guilfordcom.com - Transportation Services

Guilford County Transportation and Mobility Services

Any person who engages in or allows their defense to be used on behalf of any person who engages in any effort to obstruct, hinder, or delay any person in the exercise of any right to transportation and mobility services as guaranteed by the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990, or any other applicable law shall be subject to the enforcement action of the Guilford County Transportation and Mobility Services Department.

Guilford County Transportation and Mobility Services

Your county needs your voice. Call for even more information to check on your eligibility:

- Please call dispatch at 641-3000 ext. 2 or
- To the secret of your service needs
- Wheelchair equipment are not allowed.
- Children must have their own car seat.
- All wheelchairs must have working seat belts.
- While on the vehicle, please keep your seat belt
- While on the scheduled pick-up time to check on your
- These are delays. Please call 20 minutes before
- This is a shared ride service. You may be picking
- Your scheduled pick-up time.
- Your goal is to arrive at your destination.
- Our goal is for you to arrive at your destination.
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.

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.

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.

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 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, or you can call 641-3000 or TTY (800) 205-6116.