



Transportation Lincoln County

115 W. Main Street Lincolnton, NC 28092

Phone: 704-736-2030 TTY/TDD 1-800-735-2962

“PUTTING PEOPLE FIRST”

www.lincolncounty.org/tlc

Transportation Lincoln County (TLC) is a fully coordinated, public transportation system that operates as a branch of Lincoln County Government. TLC provides transportation for human service agencies, the elderly, the disabled, and the general public of Lincoln County.

TLC offers deviated fixed routes, wheelchair accessible transportation service and a demand response service between 6:00 a.m. and 5:00 p.m. Monday through Friday, except county holidays.

With the exception of the town route, requests for services must be made at least **3 days prior** to the scheduled trip for in county trips, and **5 days prior** for out of county trips.

Medicaid Transportation-Department of Social Services

* For Authorization and approval for services-contact your DSS case worker at 704-732-0738.

* To Schedule Transportation-contact the DSS Medicaid Transportation Coordinator at (704)732-3471.

Elderly or Disabled Transportation-Senior Services Department:

* For Authorization, approval for services, and to schedule transportation contact the Senior Services Transportation Coordinator at (704)736-8492.

Services for the Blind Transportation

* For Authorization and approval for services, contact the Services for the Blind Transportation Coordinator at (704) 924-4111.

* To schedule transportation contact TLC Dispatch at (704)736-2030.

Veteran's Transportation-Lincoln County Veteran Services

* For Authorization, approval for services, and to schedule transportation contact Veteran Services at (704) 736-8506.

Public and Other Transportation Services-Transportation Lincoln County

* To schedule transportation service requests, contact TLC Dispatch at (704)736-2030. Service is provided daily Monday-Friday from 6:00 A.M. until 5:00 P.M.

OPERATIONS/DISPATCH OFFICE

ADMINISTRATION OFFICE

Monday-Friday (Except County Holidays) 5 AM - 6 PM

Monday-Friday (Except County Holidays) 8 AM – 5 PM

Phone: (704)736-2030

Phone: (704) 736-9626

Cancellations made less than 2 hours in advance may count as a NO SHOW. Three NO SHOWS within a 90 day period will result in the suspension of transportation services in accordance with the TLC and coordinating agencies' policies.

COMMON QUESTIONS:

Are you a taxi service? No. Services are provided by appointment only.

Is Transportation Free? No, however some people may qualify for transportation through an agency at no cost.

How can I get transportation assistance? Call the transportation office at 704-736-2030 and tell us what you need. The transportation staff will explain available services and offer ways we may be able to help.

Do You Transport Outside the County? Yes, primarily for medical appointments and the individual needing transportation must be a Lincoln County Resident.

SERVICE AREA/SCHEDULE OF SERVICE

In order for TLC to provide a cost effective and efficient transportation program for the residents of Lincoln County, passengers will need to use the following time frames when scheduling appointments:

Catawba County, including Hickory – Monday-Friday:

Appointments for this area should be scheduled beginning after 9am and ending by 3pm;

Charlotte- Monday, Wednesday, and Friday: Appointments for this area should be scheduled beginning after 9am and ending by 2pm;

Cleveland County, including Shelby – Monday-Friday:

Appointments for this area should be scheduled beginning after 9am and ending by 3pm;

Gaston County, including Gastonia – Monday-Friday:

Appointments for this area should be scheduled beginning after 9am and ending by 3pm;

Huntersville – Tuesday and Thursdays: Appointments for this area should be scheduled beginning after 9am and ending by 2pm;

Iredell County, including Mooresville – Tuesday and Thursdays: Appointments for this area should be scheduled beginning after 9am and ending by 2pm;

Cabarrus County, including Concord - Tuesday and Thursdays: Appointments for this area should be scheduled beginning after 9am and ending by 2pm.

Walmart 

