Madison County Transportation Authority (MCTA) Rider Information

It is a pleasure to serve you. We appreciate that you choose to ride with MCTA. Here are some guidelines for your information.

1. WEATHER: Check WLOS News 13, for closings. If it says, for example, that MCTA opens at 10:00 am, all pickups before 10 am will not occur. Only appointments after 10:00 am will be eligible for pickup. We believe your safety and the safety of our drivers are important, so it may be that we are unable to pick you up when your road or driveway is impassable due to weather conditions.
2. All Mon-Medicaid scheduling is to occur through MCTA. Call 828.649.0729 to schedule rides.
3. It is important for you to contact MCTA as soon as you have an appointment scheduled. MCTA is fortunate to be very busy, and we want you to have the opportunity to ride with us. ***Calling us well in advance helps to ensure transportation.*** Clients going to dialysis and medical appointments take precedence over Non-Medical trips.
4. ***All Medicaid clients must contact DSS at 828.649.9498 to schedule medical trips.*** MCTA cannot schedule your Medicaid trip without preapproval.
5. **When you have completed your appointment or shopping trip YOU WILL CONTACT US AT 828.649.0729**
   "DO NOT CONTACT THE DRIVER DIRECTLY"
6. All drivers are expected to pick you up and dropoff at the curb. They are not allowed to enter your home, walk you to the door, or carry your groceries or anything that takes them beyond the cameras of the van.
7. All policies and procedures can be requested for a more in depth understanding. Contact the MCTA office at 828.649.0729.
8. No MEDICAL in Buncombe County after 1:00 pm and Madison County after 2:00pm.