



ORANGE PUBLIC TRANSPORTATION ADA PARATRANSIT PLAN

Information About Entity Submitting Plan:

Orange County/Orange Public Transportation
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Introduction:

Transit Requirements of ADA

The Americans with Disabilities Act of 1990 (ADA) requires that public entities that operate non-commuter fixed-route transportation services also provide complementary paratransit service for individuals whose disabilities make them unable to use the fixed-route system. In addition, public entities subject to the ADA regulations must develop and administer a process for determining if individuals who request service meet the regulatory requirements for eligibility.

Essentially, the ADA requires that paratransit service be “comparable” to the fixed-route service in terms of service levels and availability. There are six (6) service criteria that are used to evaluate ADA paratransit service comparability to the fixed route. These criteria only represent the minimum service standards and can be exceeded if the local governing body so chooses. The six (6) basic criteria for determining ADA comparability to fixed-route service are as follows:

- 1) Availability in the same area served by fixed routes. Specifically, service must be made available to all origins and destinations within a width of $\frac{3}{4}$ of a mile on each side of each fixed route. This includes an area within $\frac{3}{4}$ of a mile radius at the end of each fixed route as well;
- 2) Available to any ADA-paratransit-eligible persons at any requested time on any particular day during which fixed-route vehicles are operating for the respective $\frac{3}{4}$ -mile radius in response to a request for service made the previous day;
- 3) ADA paratransit fares that are no more than twice the fare that would be charged to an individual paying full fare for a trip of similar length, at a similar time of day on the fixed-route system;
- 4) There can be no trip restrictions or priorities based on trip purpose;

ORANGE PUBLIC TRANSPORTATION ADA PARATRANSIT PLAN

- 5) Service must be made available to eligible persons on a next-day basis; and
- 6) There can be no constraints on the amount of service that is provided to any eligible person. Specifically, there can be no operating practice that significantly limits the availability of service to ADA-paratransit-eligible individuals.

ADA paratransit service must be provided to all individuals who are unable, because of their disability, to use the fixed-route system, some of the time or all of the time. The criteria for determining eligibility are also regulated by the ADA, and Orange Public Transportation (OPT) must have a documented process in place to determine if an individual qualifies for ADA service.

Who is Entitled to ADA Paratransit Services?

There are three (3) major categories of individuals who are required to be served based upon their functional disability interacting with conditions of the service and surrounding environment:

- 1) Persons who are unable to board, ride, or disembark from accessible fixed-route vehicles as a result of their disability.
- 2) Persons who could use accessible fixed-route services, but such services are being operated using vehicles that are not fully accessible.
- 3) Persons who cannot travel to or from a bus stop because their disability prevents it.

It is important to emphasize that only those persons who are **prevented** from using fixed-route services because of their disability are required to be served by ADA paratransit, rather than individuals who would have difficulty using fixed-route services but could, in fact, use it. Within the ADA paratransit requirements, there are also provisions relating to the transportation of personal care attendants, other traveling companions, and persons visiting from other areas.

Difference Between ADA Paratransit and Other Types of Paratransit Services Provided by OPT:

ADA paratransit is quite different from other types of demand-response and specialized transit services provided by OPT in that its service parameters are highly prescribed by federal regulation. ADA paratransit is required only for a narrowly defined population of individuals who are unable to use fixed-route service because of their disability, unlike OPT's Elderly and Disabled Transportation Assistance Program (EDTAP), which serves any elderly person 60 years of age or older or any individual with a disability. EDTAP-funded services also only provide transportation to medical appointments as opposed to trips for other purposes, which is required of federal regulations pertaining to ADA paratransit.

ORANGE PUBLIC TRANSPORTATION ADA PARATRANSIT PLAN

ADA paratransit also requires a much higher level of service than is provided under EDTAP in terms of response time, days and hours of service, and capacity constraints. For this reason, it is generally recommended that locally operated transit systems treat these programs as two (2) distinct services. While both services may be operated using the same vehicles and drivers, certification processes and community outreach should clearly differentiate between the programs to ensure that EDTAP registrants do not expect the same level of service as ADA paratransit registrants.

Orange Public Transportation Background:

Orange Public Transportation (OPT) is a division of the Planning and Inspections Department of Orange County government that operates fixed-route, demand-response, contract, and subscription services throughout Orange County, North Carolina, for both general public and human service transportation needs. OPT operates under the unofficial name “Orange Bus.”

Orange Public Transportation’s (OPT’s) service area generally involves all areas of Orange County excluding the Chapel Hill Transit service area located in the southeastern portion of the county (**Exhibit 1**). The population of this service area is roughly 56,986 persons and involves both rural outlying portions of the county and more urbanized areas located along the I-40/I-85 and U.S. 70 corridors extending through the central part of the county. OPT provides specialized demand-response, contract and subscription service to persons deemed eligible for such services within this area. One of OPT’s fixed routes connects the OPT service area to the Chapel Hill Transit service area and serves a small population of those making trips within the Chapel Hill Transit service area.

In the spring of 2015, OPT will begin providing additional fixed-route and deviated fixed-route services throughout Orange County that will expand the general public fixed-route or deviated fixed-route service provided by a total of approximately 6,560 service/revenue hours per year, a 238% increase in service/revenue hours over what is currently provided. Of these additional service hours, 5,000 service hours will be purely general public fixed-route service. When fixed-route service is provided, complementary paratransit service is federally mandated by the ADA. This document shall serve as the plan for complying with ADA paratransit requirements.

Description of Current Fixed-Route System:

Currently, OPT operates two (2) general public fixed routes. One such route is the Hillsborough Circulator, which serves major origins and destinations in Hillsborough with hourly headways during the hours 8:00am-5:00pm, Monday through Friday. This route is operated using one (1) wheelchair accessible vehicle (with an electric wheelchair lift) that is 100% accessible to and usable by persons with disabilities. No fare is collected for riding the Hillsborough Circulator service. The location of the Hillsborough Circulator and its schedule and stop locations are provided in **Exhibit 2**.

ORANGE PUBLIC TRANSPORTATION ADA PARATRANSIT PLAN

The other fixed route, the Hillsborough to Chapel Hill shuttle (“Route 420 Midday”), serves major origins and destinations in and between Hillsborough and Chapel Hill Monday through Friday during the hours 10:00am-11:25am and 1:00pm-2:25pm. The 10:00am-11:25am and 1:00pm-2:25pm time periods each involve the operation of one (1) wheelchair accessible vehicle (equipped with an electric wheelchair lift) that is 100% accessible to and usable by persons with disabilities traveling from Hillsborough to Chapel Hill and back. The fare for this service is \$2.00 each way for the general public, \$1 each way for persons with disabilities, and free for persons 60 years of age or older. A schedule of stop locations and service times for the Hillsborough to Chapel Hill shuttle is provided as **Exhibit 3**.

Description of Current Paratransit Services:

OPT currently provides the following transportation services that involve the provision of ADA-compliant paratransit service:

Elderly and Disabled Transportation Assistance:

Service is provided to persons 60 years of age or older and to persons of any age with a disability using EDTAP funding appropriated to Orange County by the State. These funds are supplemented by a local match and additional general County operating funds appropriated by the Orange County Board of County Commissioners (BOCC) annually. The service is provided to medical appointments primarily located within Orange and Durham Counties and involves a fare of \$3.00 each way for all patrons. This service is provided on a demand-responsive, point deviation basis in which advance reservations for pick-ups and drop-offs are made at least two (2) business days in advance and routes are structured to efficiently collect clients for a shared ride to medical-related destinations. The service currently involves the provision of door-to-door assistance by vehicle operators for persons who lack the independent ability to access the vehicle from the street, and the vehicles used to provide the service are 100% accessible to and usable by persons with disabilities. The vehicles are equipped with electric wheelchair lifts.

Medicaid Transportation:

Through agreement with the Orange County Department of Social Services, OPT provides door-to-door transportation to medical appointments for persons enrolled in Medicaid. These services are funded through a billing arrangement between OPT and the Department of Social Services and are provided on a demand-responsive, point deviation basis in which advance reservations for pick-ups and drop-offs are made at least two (2) business days in advance. Pick-ups and drop-offs for Medicaid clients are intermingled with those for EDTAP clients, and routes are structured to efficiently collect clients for a shared ride to Medicaid-funded, medical-related destinations. The service currently involves the provision of door-to-door assistance by vehicle operators for persons who lack the independent ability to access the vehicle from the street, and the vehicles used to provide the service are 100% accessible to and usable by persons with disabilities. The vehicles are equipped with electric wheelchair lifts.

ORANGE PUBLIC TRANSPORTATION ADA PARATRANSIT PLAN

Senior Center Transportation:

Through agreement with the Orange County Department on Aging, OPT provides daily transportation (Monday-Friday) to two (2) Orange County senior centers. The service is funded using Home and Community Care Block Grant (HCCBG) funding appropriated to the Department on Aging and is provided at no cost to seniors electing to use the service. The service is provided on a subscription, point deviation basis in which standing reservations for pick-ups at residences and drop-offs at senior centers are maintained by patrons. Routes are structured to efficiently collect clients for a shared ride to the senior centers. The service currently involves the provision of door-to-door assistance by vehicle operators for persons who lack the independent ability to access the vehicle from the street. The vehicles used to provide the service are 100% accessible to and usable by persons with disabilities. The vehicles are equipped with electric wheelchair lifts.

General Public Demand-Response Transportation:

General public demand-responsive, point deviation service is provided to persons throughout Orange County who request pick-ups outside the Chapel Hill Transit service area. These services are funded using Rural Operating Assistance (ROAP) funding appropriated to Orange County by the State and supplemented by user fares and the County's general operating fund. The service is provided for any trip purpose and involves a \$12.75 fare each way. Pick-ups and drop-offs for users are intermingled with those for users of other specialized services throughout the county, and routes are structured to efficiently collect users for a shared ride, in many cases with users of other services, to any destination within the County. Advance reservations for the service are required to be made two (2) business days in advance. The service currently involves the provision of door-to-door assistance by vehicle operators for persons who lack the independent ability to access the vehicle from the street, and the vehicles used to provide the service are 100% accessible to and usable by persons with disabilities. The vehicles are equipped with electric wheelchair lifts.

Fixed-Route Transportation:

ADA paratransit service for OPT's fixed routes is provided through a combination of separate ADA dial-a-ride complementary service and deviation of regular fixed-route vehicles for ADA-eligible scheduled pick-ups and drop-offs within $\frac{3}{4}$ -mile of the fixed-route corridors served depending on which method can most efficiently and effectively be dispatched to serve the requested trip without compromising the rights of the ADA-eligible user and the timing and service integrity associated with fixed-route service. The $\frac{3}{4}$ -mile buffer surrounding OPT's existing fixed-route bus service corridors within which OPT is responsible for providing ADA paratransit service is depicted in **Exhibit 4**.

While OPT is still responsible for providing ADA paratransit service within $\frac{3}{4}$ -mile of its fixed-route bus service corridor that overlaps Chapel Hill Transit's $\frac{3}{4}$ -mile bus service corridors during the same days and hours the fixed-route service is provided, OPT does not typically receive requests to provide the service because Chapel Hill Transit provides the

ORANGE PUBLIC TRANSPORTATION ADA PARATRANSIT PLAN

same service at no charge to the user. There is no fare for ADA-eligible users to take advantage of this service within $\frac{3}{4}$ -mile of the Hillsborough Circulator route, and the fare is \$4.00 each way to take advantage of the service within $\frac{3}{4}$ -mile of the Hillsborough to Chapel Hill Shuttle (“Route 420 Midday”), which is twice the full fare for the general public for using the fixed-route portion of the service. Both the fixed-route vehicles that are dispatched to deviate for scheduled pick-ups and drop-offs and vehicles used to provide separate complementary service are 100% accessible to and usable by persons with disabilities and are equipped with electric wheelchair lifts.

General Service Details:

For demand-responsive specialized transportation services, under normal circumstances, customers ride no more than one hour to reach their desired destination, and customers are delivered to their destinations on time. All specialized demand-response services are provided within a one (1)-hour window to maximize the active fleet’s available resources. Pick-up times are up to one (1) hour before the scheduled appointment with the actual pick-up times being anytime within that hour. Return trips home are provided within a one (1)-hour window. Currently there are no capacity constraints placed on ADA-eligible users of the system for either the specialized services or the fixed-route services.

For fixed-route service, reservations are taken from up to 14 days in advance of the scheduled service date until the day preceding the day of service for any trip purpose and for service from any origin to destination during the same days and times of operation and within the respective $\frac{3}{4}$ -mile buffer of each respective fixed-route. Reservation service is available during the normal business hours of OPT’s administrative offices, as well as during the same time as OPT’s normal administrative business hours on days when the offices are closed preceding a service day.

Description of Current Eligibility Determination Process:

Requirements of Transit System:

As previously noted, there are three (3) major categories of individuals who are required to be served based on their functional disability upon interacting with conditions of the service and the surrounding environment:

- 1) Persons who are unable to board, ride, or disembark from accessible fixed-route vehicles as a result of their disability. This includes persons with mental or visual disabilities who cannot navigate the transit system.
- 2) Persons who could use accessible fixed-route services, but such services are being operated using vehicles that are not fully accessible. This includes persons who require a lift or ramp to board a bus. *Because OPT uses 100% accessible vehicles for its general public and specialized services, this category of persons is inapplicable.*

ORANGE PUBLIC TRANSPORTATION ADA PARATRANSIT PLAN

- 3) Persons who cannot travel to or from a bus stop because their disability prevents it. This includes persons whose path of travel between their origin or destination and the bus stop is inaccessible, such as persons who use wheelchairs but cannot get to or from the bus stop because there is no sidewalk or the sidewalk is blocked (by lack of accessible curb cuts or a barrier that reduces the width of the sidewalk to less than three (3) feet). It also includes persons whose specific disability otherwise prevents them from traveling to or from or waiting at a bus stop, such as persons whose health would be endangered by certain weather conditions during this phase of the trip.

Orange Public Transportation's ADA paratransit service eligibility application screens for **functional** disability in order to control service demand and reserve assistance for eligible persons who are prevented from reaching fixed-route stops due to their disability. It is important to emphasize that only those persons who are prevented from using fixed-route services because of their disability are required to be served by ADA paratransit, rather than individuals who would have difficulty using fixed-route services but could use it.

A formal ADA eligibility determination process is part of federal ADA paratransit requirements. As such, OPT's ADA eligibility application is used to determine ADA paratransit eligibility (**Exhibit 5**). There are also requirements for transporting personal care attendants (PCAs), other traveling companions, persons visiting from other areas on ADA paratransit, and the eligibility determination process itself. The application requires certification from a certified and/or licensed professional as to the presence of a permanent or temporary disability preventing the applicant from reaching public transportation fixed routes. The application also collects personal care attendant (PCA) information and information explaining the eligibility determination process.

Determination of Eligibility:

A determination of whether individuals with disabilities are certified eligible for service is made by completing the attached application and submitting it to the OPT administrative offices (**Exhibit 5**). Applications are taken by phone, email, fax, or in-person by OPT staff. Applicants are required to provide verification of their disability from a certified and/or licensed professional (doctor, psychiatrist, social worker, case manager, etc.), and documentation as to why they are unable to access fixed-route service must be provided. **A determination of eligibility is made in these cases based on the functional ability or inability of a person to access fixed-route service and not solely on their disabled status.**

Applicants may be determined eligible for some trips and not others depending on circumstances, and eligibility can be temporary based on a temporary disability. ADA service may also be used as a feeder route to transport individuals to the closest public transportation route, which they can then access. Applicants are notified of their eligibility

ORANGE PUBLIC TRANSPORTATION ADA PARATRANSIT PLAN

status by mail within 21 days of submitting a **completed** application. An eligibility decision may be full or conditional based on the day or functional ability to make trips. If applicants are not notified within the 21-day timeframe, they are presumed eligible and provided service until such time a determination is made. All applications are updated annually. Once a determination of approval is made, the registrant/passenger is added to an eligibility list and can begin scheduling trips.

Personal Care Attendants/Traveling Companions:

The need for a PCA must be noted during the application process. PCAs are not charged a fare for accompanying an eligible registrant. In addition to a PCA, registrants may have one traveling companion accompany them who pay the price paid by the ADA registrant. Additional traveling companions are allowed on a space-available basis only and are subject to the ADA fare. Traveling companions and PCAs must have the same origin and destination as the customer.

Visitors to the Transit System:

ADA transportation service is provided to eligible visitors. Visitors are presumed eligible for service after providing documentation of their ADA paratransit eligibility in the jurisdiction within which they reside. If a visitor is unable to provide this documentation, documentation of the applicant's place of residence is required as well as documentation of his/her disability if the disability is not readily apparent. These persons are additionally required to sign a certification that they are unable to use fixed-route transit.

ADA paratransit is provided to eligible visitors for no more than 21 days during a rolling 365-day period. After 21 days of service within this timeframe, applicants/registrants are required to complete OPT's full eligibility process, which involves completing an application and providing professional documentation of ADA transportation eligibility.

Determination of Ineligibility and Appeals:

If it is determined that a person is not eligible for ADA service, he/she is notified in writing of the reason(s) in a denial letter and will be given 60 days to appeal the decision. If a request for appeal is received, OPT must render a decision within 30 days. Services are not provided during this review process. Instructions for appeal that are provided to applicants that are determined ineligible for ADA paratransit service are provided in **Exhibit 6**.

The administrative appeals process provides the applicant the opportunity to be heard and to present information to a third party not involved in the initial determination. The County's designated hearing/appeals officer is the OPT Administrator, who is not involved in initial eligibility determinations. A date, time, and location for the meeting to discuss the applicant's appeal are sent to the applicant by mail within five (5) working days of the appeal request being received. The meeting is held and a decision rendered within the required 30 days. Should a decision not be rendered within 30 days, the applicant is provided ADA service after the 30-day period until such time a decision is reached. The applicant is **not** provided service during the 30-day appeal period.

ORANGE PUBLIC TRANSPORTATION ADA PARATRANSIT PLAN

ADA paratransit service may also be affected by a pattern of no-shows in which ADA-eligible registrants abuse the service by making reservations but not appearing to make use of the service. To avert the detrimental effects of this behavior on the effectiveness and efficiency of the service, OPT has adopted an ADA paratransit service no-show policy (**Exhibit 7**).

Description of Proposed Complementary Paratransit Service:

As previously noted, in spring 2015, OPT will begin providing additional fixed-route and deviated fixed-route services throughout Orange County that will expand the general public fixed-route or deviated fixed-route service provided by a total of approximately 6,560 service/revenue hours per year. With the addition of the fixed-route service, complementary paratransit service is federally mandated by the ADA. For the additional deviated fixed routes, curb-to-curb service will be provided for general public, non-ADA-eligible patrons as well as ADA-eligible registrants for those requesting a deviation. The fare for a requested deviation for both will be twice the general public fare as for those persons accessing the deviated fixed-route service at the fixed stop locations.

Table 1 summarizes these services and the proposed ADA service type associated with each. **Exhibit 8** depicts the locations of these service corridors and the $\frac{3}{4}$ -mile buffer surrounding the corridors within which OPT will be responsible for providing ADA paratransit service. **Exhibit 9** depicts the areas of ADA paratransit service responsibility by timeframe based on the service times indicated for each route in **Table 1**.

Table 1: Summary of New/Expanded and Existing Fixed-Route Services Beginning Spring 2015

Service/Route	Service Days	Service Times	ADA Service Type	Fare
Orange-Alamance Connector	Monday-Friday	10:00am-3:00pm	Combination of separate dial-a-ride service and fixed-route deviation	\$2 general public and ADA
Efland-Hillsborough Commuter Loop	Monday-Friday	6:00am-9:00am and 4:00pm-7:00pm	Combination of separate dial-a-ride service and fixed-route deviation	\$2 general public and ADA
Cedar Grove-Hillsborough-Chapel Hill Shuttle	Monday-Friday	10:00am-3:00pm	Combination of separate dial-a-ride service and fixed-route deviation	\$2 general public and ADA
Hillsborough Circulator	Monday-Friday	8:00am-5:00pm	Combination of separate dial-a-ride service and fixed-route deviation	No fare for general public or ADA passengers

The additional fixed-route services are scheduled to begin May 1, 2015. Once the new services commence, the same method of ADA paratransit service currently provided as

ORANGE PUBLIC TRANSPORTATION ADA PARATRANSIT PLAN

described in the Description of Current Paratransit Services section of this document will be implemented and will apply to the new and expanded services. The same eligibility determination process will also apply to the new and expanded fixed-route services.

Estimate of Demand and Description of Estimation Methodology:

The current demand for ADA paratransit service in OPT’s fixed-route ADA service area is estimated at 2.7 paratransit trips per day (based on 2014 data). This estimation is based on an assumption that approximately four (4) percent of trips associated with fixed-route service would be provided as ADA paratransit trips and borrows from the experience of a similar system in a similar hybrid rural/urban environment, Apple Country Transit in Hendersonville, North Carolina. Experiences of other providers in the Triangle region range from a low of approximately 0.9 percent for Chapel Hill Transit to a high of approximately 7.1 percent for C-Tran, the Town of Cary’s local public transportation provider. As such, the four (4) percent assumption lies safely in the middle of the range for the region. When OPT’s fixed-route ADA service area expands in the spring of 2015, demand is estimated to increase to approximately eight (8) paratransit trips per day.

Complementary ADA paratransit trips are generally more expensive to provide than fixed-route trips or ADA paratransit trips provided as deviations from fixed-route service. However, given that a good portion of OPT’s existing service is provided in a demand response format, OPT can continue to realize the cost per trip benefit of combining complementary ADA paratransit trips with demand response trips provided for other purposes. Consequently, the use of OPT’s existing cost per trip for the system is a good estimation of the cost per trip for those dispatched to service ADA paratransit clients. The current cost per trip for OPT’s demand response service (using 2014 data), including both pure operating and administrative costs, is \$12.85. Assuming a demand of eight (8) ADA paratransit trips per day and 2,000 per year based on an assumption of there being 250 days of service per year, the total cost to provide these trips is anticipated to be \$25,700 per year with an escalation of approximately three (3) percent per year to account for inflation/increases in costs over time.

Operating and Capital Budget for Proposed ADA Paratransit Service:

The operating budget for proposed ADA paratransit service for the next five (5) years is provided in **Table 2** and is based on the estimation of demand explained in the previous section.

Table 2: Five-Year ADA Paratransit Service Operating Budget

Year	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Budget	\$27,265	\$28,083	\$28,926	\$29,793	\$30,687

Based on the anticipated cost per year to absorb the estimated demand for ADA paratransit service and in the manner it is anticipated to be provided, no additional capital needs are foreseen as necessary. OPT vehicles used for fixed-route service that may deviate to provide service to an ADA-eligible client are ADA-accessible and equipped with lifts. OPT

ORANGE PUBLIC TRANSPORTATION ADA PARATRANSIT PLAN

vehicles that may be available to provide complementary ADA service independent of fixed-route deviation that also provide other demand response services are also ADA-accessible and equipped with lifts. These vehicles will be used to provide the service exerting no additional demands for capital expenses on the system than what already exists.

Description of Public Participation Process Used to Develop Plan:

After the development of a draft of the plan, a 30-day public comment period was opened between February 3, 2015, and March 5, 2015, for members of the public to submit comments in response to the draft. A public meeting for the draft plan was held February 12, 2015, by Orange County transportation planning staff, at which a presentation of the draft plan was provided and public attendees were given an opportunity to ask questions and comment. A subsequent public hearing for the draft plan was held March 17, 2015, before the Orange County Board of Commissioners, at which public attendees were given the opportunity to comment on the draft plan before its adoption by the Board.

Notices for the 30-day public comment period, public meeting and public hearing were published in the local paper, visibly posted on all OPT vehicles, and posted on the OPT website. Notices for the public comment period, public meeting and public hearing were also distributed to the following agencies having a potential interest in the plan and its implementation:

- 1) The Orange County Department of Social Services;
- 2) The Orange County Department on Aging;
- 3) The Orange County Department of Housing, Human Rights, and Community Development;
- 4) Alliance of Disability Advocates; and
- 5) Project Compassion.

The public participation notice published in the local paper, on the OPT website and within the OPT vehicles is provided as **Exhibit 10**. No public comments were received in response to the draft plan, and no significant issues with the draft plan's effect on ADA paratransit service in OPT's ADA paratransit service area were raised. The OPT ADA Paratransit Plan was adopted by the Orange County Board of Commissioners by resolution March 17, 2015. **Exhibit 11** is a signed copy of the adopted resolution.

EXHIBIT 1

Orange Public Transportation Service Area

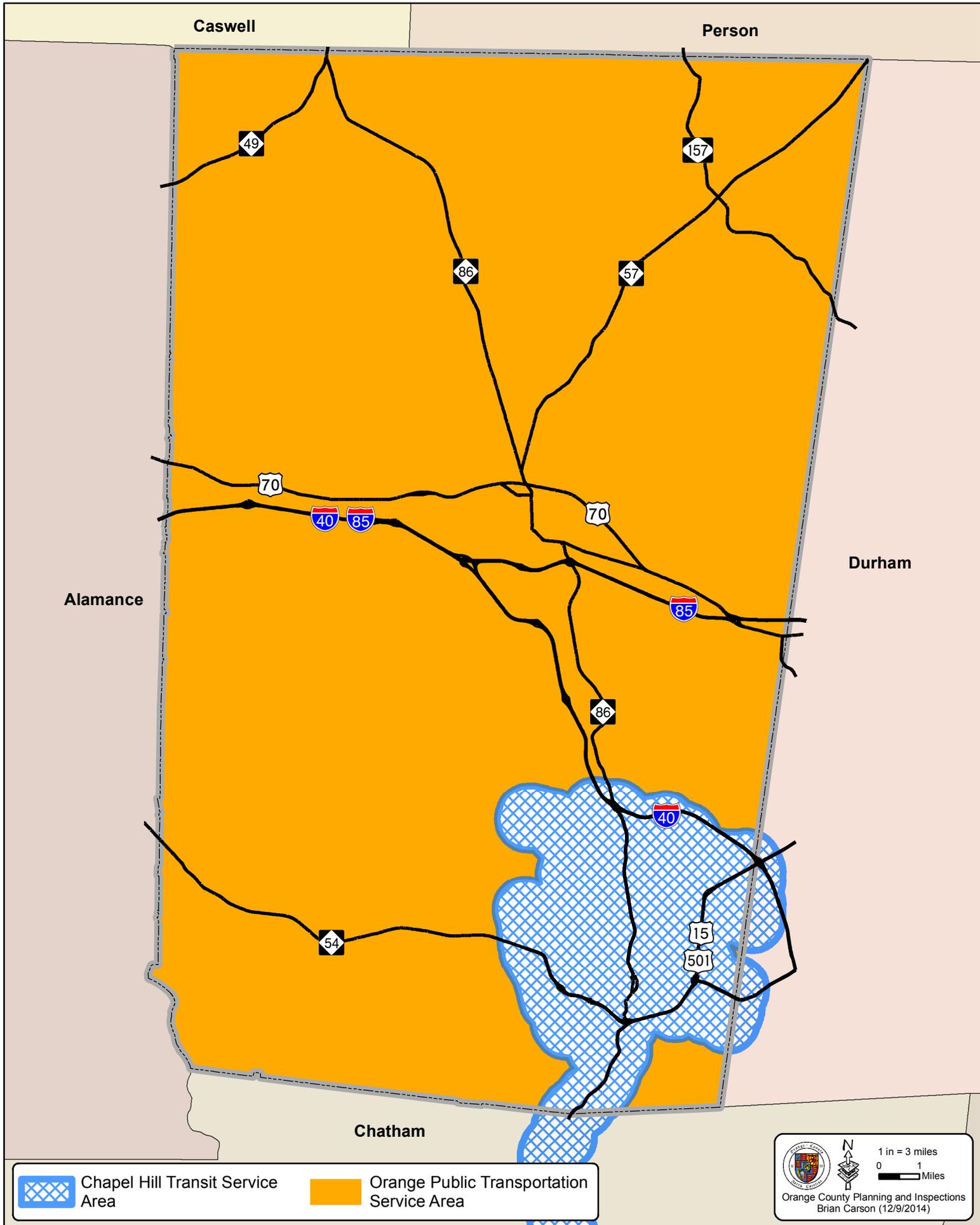


EXHIBIT 2

ORANGE PUBLIC TRANSPORTATION HILLSBOROUGH CIRCULATOR STOP LOCATIONS AND SCHEDULE

North Hills Shopping Center	Rainey Street/Hillsborough Police Substation	Faucette Mill Road/Cornelius Road	Hillsborough West Village Apartments	Lakeshore Drive	Lakeshore Drive/King Street	King Street/Nash Street	King Street/Hassel Street	Library/Downtown – Margaret Lane	Orange County Social Services	Rebecca Drive Shopping Area	Orange Grove Road/Timber Street	Coachwood Apartments	Gateway Apartments	UNC Family Practice	Durham Tech Campus	UNC Hospital – Hillsborough Campus	Hampton Pointe Shopping Center	Eno Haven	Triangle Sportsplex/Senior Center	Riverside Drive/U.S. 70	Scottswood Blvd/U.S. 70	Kerr Drug/Walgreen's	North Hills Shopping Center
A.M. CIRCULATOR BUS SCHEDULE																							
:00	:03	:06	:08	:10	:11	:12	:13	:14	:18	:21	:25	:28	:28	:31	:36	:39	:45	:49	:51	:56	:58	:59	:00
8:00	8:03	8:06	8:08	8:10	8:11	8:12	8:13	8:14	8:18	8:21	8:25	8:28	8:28	8:31	8:36	8:39	8:45	8:49	8:51	8:56	8:58	8:59	9:00
9:00	9:03	9:06	9:08	9:10	9:11	9:12	9:13	9:14	9:18	9:21	9:25	9:28	9:28	9:31	9:36	9:39	9:45	9:49	9:51	9:56	9:58	9:59	10:00
10:00	10:03	10:06	10:08	10:10	10:11	10:12	10:13	10:14	10:18	10:21	10:25	10:28	10:28	10:31	10:36	10:39	10:45	10:49	10:51	10:56	10:58	10:59	11:00
11:00	11:03	11:06	11:08	11:10	11:11	11:12	11:13	11:14	11:18	11:21	11:25	11:28	11:28	11:31	11:36	11:39	11:45	11:49	11:51	11:56	11:58	11:59	12:00
P.M. CIRCULATOR BUS SCHEDULE																							
:00	:03	:06	:08	:10	:11	:12	:13	:14	:18	:21	:25	:28	:28	:31	:36	:39	:45	:49	:51	:56	:58	:59	:00
12:00	12:03	12:06	12:08	12:10	12:11	12:12	12:13	12:14	12:18	12:21	12:25	12:28	12:28	12:31	12:36	12:39	12:45	12:49	12:51	12:56	12:58	12:59	1:00
1:00	1:03	1:06	1:08	1:10	1:11	1:12	1:13	1:14	1:18	1:21	1:25	1:28	1:28	1:31	1:36	1:39	1:45	1:49	1:51	1:56	1:58	1:59	2:00
2:00	2:03	2:06	2:08	2:10	2:11	2:12	2:13	2:14	2:18	2:21	2:25	2:28	2:28	2:31	2:36	2:39	2:45	2:49	2:51	2:56	2:58	2:59	3:00
3:00	3:03	3:06	3:08	3:10	3:11	3:12	3:13	3:14	3:18	3:21	3:25	3:28	3:28	3:31	3:36	3:39	3:45	3:49	3:51	3:56	3:58	3:59	4:00
4:00	4:03	4:06	4:08	4:10	4:11	4:12	4:13	4:14	4:18	4:21	4:25	4:28	4:28	4:31	4:36	4:39	4:45	4:49	4:51	4:56	4:58	4:59	5:00

EXHIBIT 2

HILLSBOROUGH CIRCULATOR STOP LOCATIONS AND TIMES MAP

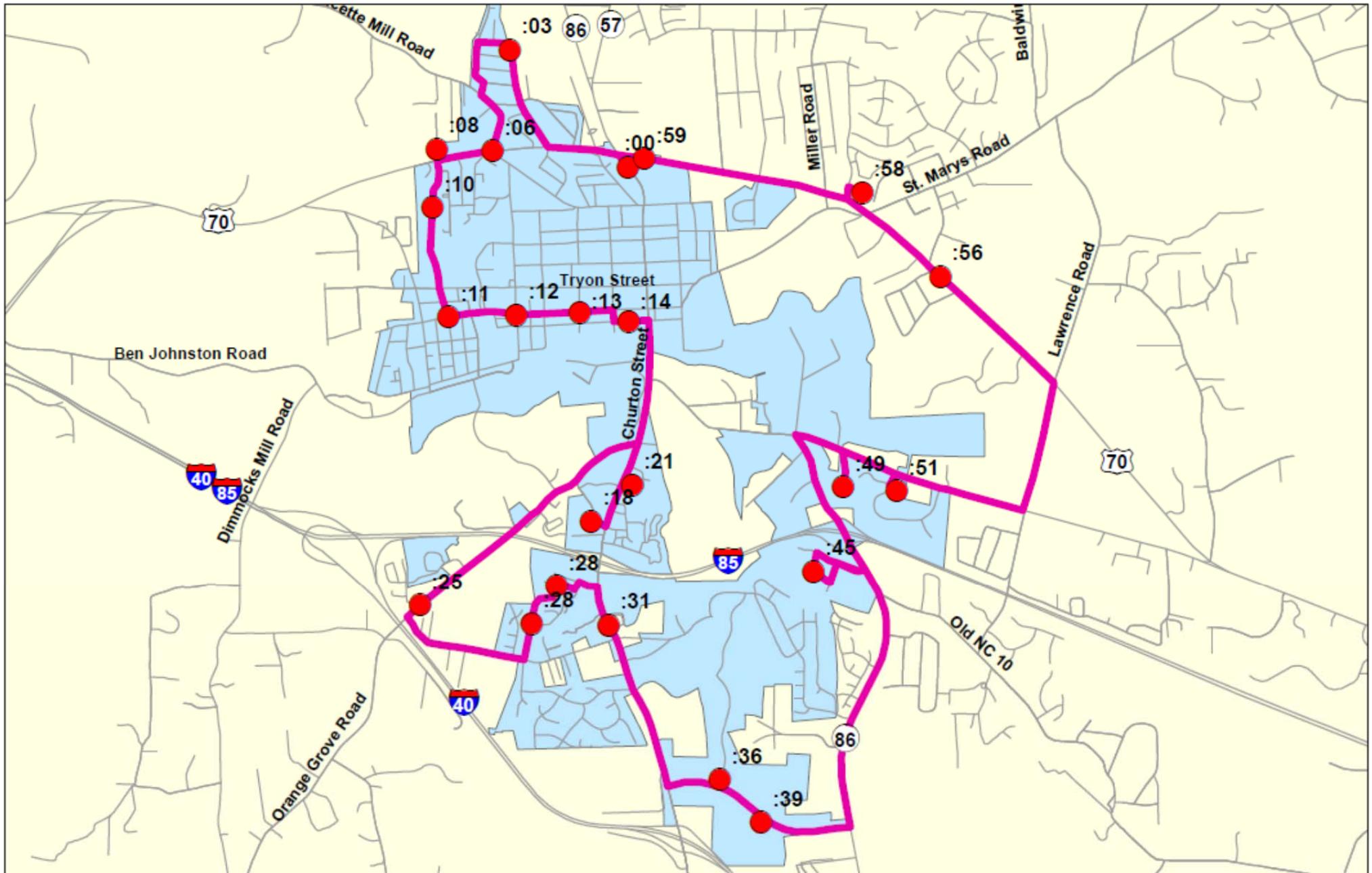


EXHIBIT 3**ORANGE PUBLIC TRANSPORTATION (OPT)****MID-DAY SHUTTLE**

General Fares - \$2.00 Each Way

Disabled Fares - \$1.00 Each Way

Senior Citizen (60+) Fares – Free

(OPT does not accept any other transit system passes)

LOCATION**PICK-UP TIMES**

North Hills Shopping Center	10:00 a.m.	1:00 p.m.
Cornelius St.	10:02 a.m.	1:02 p.m.
Revere Rd.	10:04 a.m.	1:04 p.m.
Hillsborough Police Station	10:06 a.m.	1:06 p.m.
Triangle SportsPlex	10:11 a.m.	1:11 p.m.
Hwy 86 at Home Depot	10:14 a.m.	1:14 p.m.
Durham Tech Campus	10:19 a.m.	1:19 p.m.
MLK across from Harris Teeter	10:23 a.m.	1:23 p.m.
Seymour Senior Center	10:25 a.m.	1:25 p.m.
Columbia & Franklin	10:35 a.m.	1:35 p.m.
State Employee's Credit Union	10:38 a.m.	1:38 p.m.
Ambulatory Care Center	10:41 a.m.	1:41 p.m.
Manning Dr at UNC Hospital	10:45 a.m.	1:45 p.m.
Health Science	10:48 a.m.	1:48 p.m.
Sitterson Hall	10:50 a.m.	1:50 p.m.
Columbia & Rosemary	10:52 a.m.	1:52 p.m.
Seymour Senior Center	10:58 a.m.	1:58 p.m.
MLK at Harris Teeter	11:00 a.m.	2:00 p.m.
Durham Tech Campus	11:10 a.m.	2:10 p.m.
Hwy 86 at Home Depot	11:14 a.m.	2:14 p.m.
Triangle SportsPlex	11:17 a.m.	2:17 p.m.
Orange County Court House	11:21 a.m.	2:21 p.m.
North Hills Shopping Center	11:25 a.m.	2:25 p.m.

EXHIBIT 4

Existing ADA Paratransit Service Area

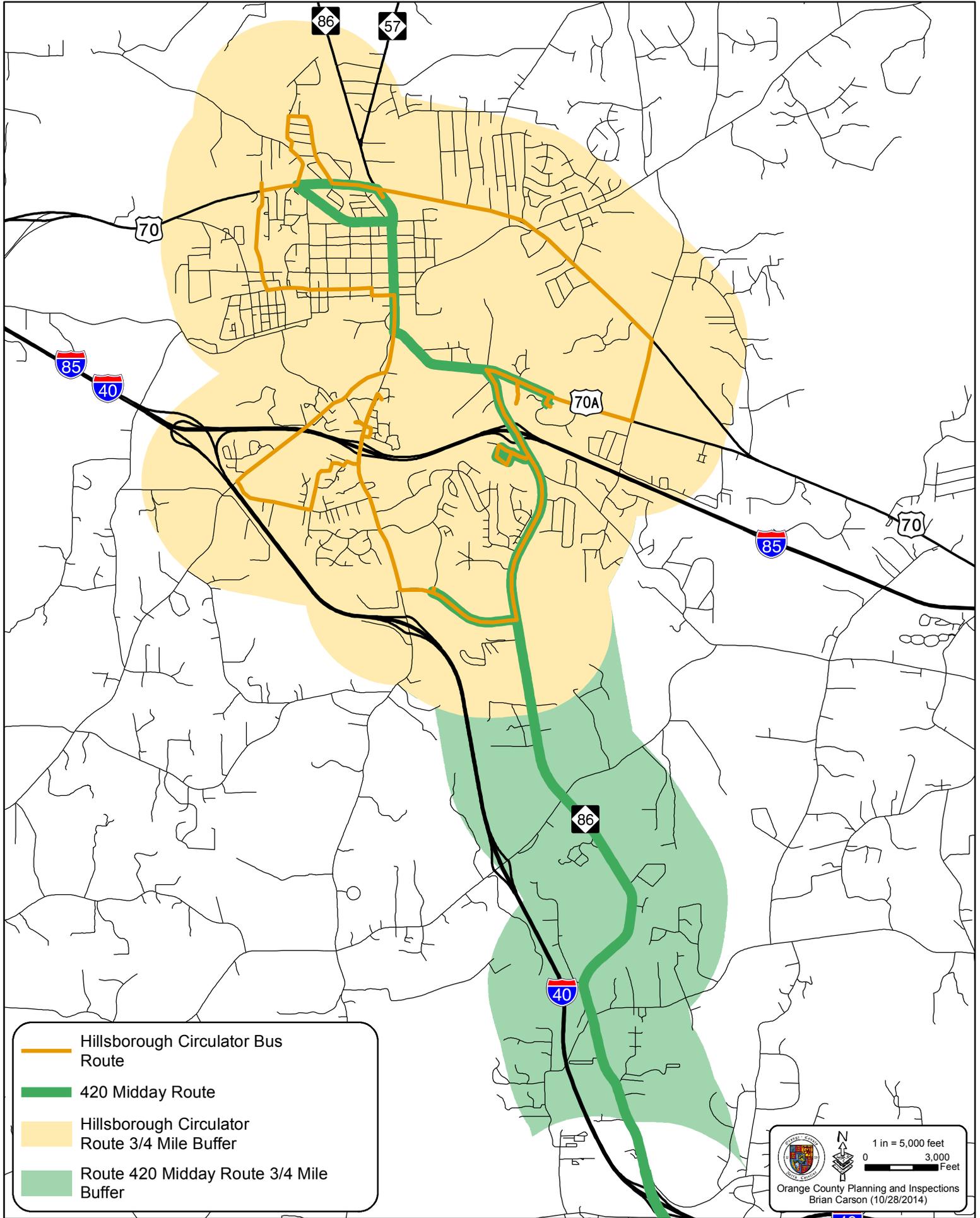


EXHIBIT 5



ADA Paratransit Eligibility Application Information and Instructions

Orange Public Transportation (OPT) provides complementary paratransit to eligible persons living within $\frac{3}{4}$ -mile of OPT's fixed routes or those visiting locations within $\frac{3}{4}$ mile of the fixed routes.

Through our Complementary Paratransit services, Orange Public Transportation provides an equivalent accessible transportation option to people who are unable to use the fixed-route bus service because of a disability. Orange Public Transportation provides rides, from origin to destination, within the $\frac{3}{4}$ -mile of its fixed routes.

Transportation services are accessed by completing this application and being certified through Orange Public Transportation, or if you are visiting from another area, by providing documentation of ADA certification from a transportation service in another area of the country.

Who should apply for ADA Paratransit services?

- People who are unable to use the fixed-route public bus services because of barriers like steep stairs, busy intersections, hills, lack of curb cuts, lack of sidewalks, unavailability of a lift on a public bus, weather-related heat or cold, difficulty traveling along and/or recognizing new destinations.
- People with mobility impairments due to visual limitations, arthritis, spinal cord injury, or other physical and/or cognitive limitations that are a barrier to using fixed route services.

How do you apply for ADA Paratransit services?

- Complete this application and **sign the Applicant Agreement** section.
- Have your doctor, rehabilitation specialist, or other qualified health care provider complete and sign the professional verification section.
- Send the completed application to:

Orange Public Transportation
PO BOX 8181
Hillsborough, NC 27278

Or fax to: (919) 732-2137

If you need an alternative format of this application or additional information, please contact us at (919) 245-2008 or pmurphy@orangecountync.gov.

EXHIBIT 5



ADA PARATRANSIT SERVICE APPLICATION

If you have a **physical or functional disability, as defined by the Americans with Disabilities Act (ADA), which limits you from using Orange Public Transportation's fixed-route accessible buses**, you may be eligible for Orange Public Transportation ADA Paratransit service. The information obtained in this certification process will be used by to determine your eligibility. The information may be shared with other transit providers to facilitate your travel in other areas.

This application must be **filled out completely**, including the verification of eligibility by a qualified professional. Incomplete applications will be returned to applicants.

Step 1: Complete the General Information Section

Name:

Last _____ First _____ MI _____

Address:

Street _____ City _____ State _____ Zip _____

Phone:

Home _____ Work _____ Cell _____

Date of Birth: _____

Step 2: Information about your disability

1. What disability prevents you from using Orange Public Transportation Fixed-Route Bus Service? Please specify all that apply.

2. How does your disability prevent you from using Orange Public Transportation Bus Service?

3. Please describe the area where you live (e.g., rural, urban, suburban, flat, very steep hill, gradual hill, etc)?

EXHIBIT 5



4. Are there sidewalks at your residence? ____ YES ____ NO

5. What is the most difficult part of riding the bus for you?

6. What is the closest bus stop to your home? (Please give location)?

In the next section, please check "Yes," "No," or "Sometimes." If you answer "No" or "Sometimes" to any of these questions, explain your answer in the space below the question.

7. Can you get to this bus stop by yourself?

____ YES ____ NO ____ SOMETIMES

8. Can you board the bus by yourself?

____ YES ____ NO ____ SOMETIMES

9. If vision-impaired, are you able to travel a distance of 200 feet without assistance?

____ YES ____ NO ____ SOMETIMES

10. Are you able to travel a distance of 3 blocks (1/4-mile) without assistance over different types of terrain?

____ YES ____ NO ____ SOMETIMES

11. Able to climb three 12-inch steps without assistance?

____ YES ____ NO ____ SOMETIMES

EXHIBIT 5



12. Able to cross: _____ 2-way stop _____ 4-way stop?

_____ YES _____ NO _____ SOMETIMES

13. Able to cross traffic light-controlled intersection in the following areas:

_____ residential _____ semi-business _____ business

14. If you have a cognitive disability, are you able to give name, address, and telephone numbers upon request?

_____ YES _____ NO _____ SOMETIMES

15. Are you able to recognize your destination or landmark?

_____ YES _____ NO _____ SOMETIMES

16. Deal with unexpected situations or unexpected changes in routine?

_____ YES _____ NO _____ SOMETIMES

17. Ask for, understand, and follow directions?

_____ YES _____ NO _____ SOMETIMES

18. Safely and effectively travel through crowded and/or complex facilities?

_____ YES _____ NO _____ SOMETIMES

EXHIBIT 5



19. Do you use Orange Public Transportation fixed-route buses now? If NO or SOMETIMES, what limits or prevents you from using the buses? (e.g. no sidewalks)

YES NO SOMETIMES

20. Have you ever received any training to use the fixed-route bus service?

YES NO

If not, would you like to participate in training? YES NO

21. If you do not ride Orange Public Transportation fixed-route buses, how do you currently travel? (e.g. family, friends, volunteer drivers)

22. Do you use any of the following assistive devices? Check all that apply:

Manual wheelchair – passenger is able to transfer to a seat

Passenger is not able to transfer to a seat without assistance

High Wheelchair

Long Wheel chair

Electric Wheelchair

Power Scooter

Walker (foldable)

Cane

Crutches

Service Animal

Oxygen

23. If you use a mobility assistance device such as a wheelchair or power scooter, what is the total weight of the device inclusive of the passenger when the device is in use?

EXHIBIT 5



APPLICANT AGREEMENT

I agree that, if I am certified for Orange Public Transportation ADA Paratransit, I will pay the exact fare, if required, for each trip. I agree to notify the office of any changes in my status that may affect my eligibility to use the service. I also understand that failure to adhere to the policies and procedures will be grounds for revoking my application and the right to participate in the program.

I understand and agree to hold Orange County and Orange Public Transportation harmless against all claims or liability for damages to any person, property, or personal injury occurring as a result of my failure to equip or maintain the safety of the adaptive equipment or certified guide/service animal that I require for mobility.

I hereby authorize the release of verification information and any additional information to Orange County/Orange Public Transportation for the purpose of evaluating my eligibility to participate in the Program.

I certify that the information provided in this application is true and correct.

Signature

Date

If someone assisted you in completing this application, please provide his/her information and signature below:

NAME: _____ DAYTIME PHONE: _____

ADDRESS: _____

Street _____ Apt. # _____

City State Zip

Signature

Date

EXHIBIT 5



The Orange Public Transportation Administrator will review your application and may ask you additional questions. You may also be required to participate in an assessment so we can further evaluate your functional abilities.

EXHIBIT 5



**Orange Public Transportation
Health Care Professional
ADA Paratransit Verification of Eligibility**

As a requirement of the Americans with Disabilities Act of 1990 (ADA), Orange Public Transportation is a federally subsidized public transportation service set aside for passengers who are prevented from using fixed-route service due to a mobility limitation. ADA paratransit service is not intended to include persons who find it inconvenient or even difficult to get to or from fixed-route bus stops. Disability alone is not an automatic qualifying determinant for ADA paratransit bus service. As a medical provider, you are uniquely familiar with the general health and abilities of your patient. As such, please provide answers to the following questions as they relate to mobility limitations resulting from a functional or cognitive disability.

ALL INFORMATION FOR VERIFICATION OF ELIGIBILITY MUST BE FILLED IN BY A QUALIFIED HEALTH CARE PROFESSIONAL.

PERSON COMPLETING VERIFICATON:

PROFESSIONAL TITLE:

AGENCY AFFILIATION:

STATE OF NORTH CAROLINA CERTIFICATION ID# _____

BUSINESS ADDRESS: _____
Street Street Ste. #

City City State State Zip Zip

BUSINESS PHONE NUMBER _____

If you mark NO or SOMETIMES on any of the following items, please explain.

- 1) What is the medical diagnosis that causes the disability? (e.g. epilepsy, intellectual & development disability)

Is this condition: Temporary _____ Permanent _____

If temporary, what is the expected duration? _____
Dates of Duration

EXHIBIT 5



2. Does the applicant's disability require that he or she travel with an attendant?

____ YES ____ NO ____ SOMETIMES

Explain: _____

3. Is there any other medical information we should know in the event of an emergency?

(e.g. hepatitis, tuberculosis, cardiac) _____

4. If the person has a cognitive disability, is he or she able to give name, address, and telephone numbers upon request?

____ YES ____ NO ____ SOMETIMES

Explain: _____

Recognize a destination or landmark?

____ YES ____ NO ____ SOMETIMES

Explain: _____

5. If the person is speech impaired, is he or she able to communicate verbally?

____ YES ____ NO ____ SOMETIMES

Explain: _____

I verify that the information provided above for verification is true and correct to the best of my knowledge.

Signature of Qualified Professional

Date

EXHIBIT 6



Orange Public Transportation ADA Paratransit Appeals Process

Orange Public Transportation staff will carefully review each application to ensure that only qualified persons are approved. Upon completion of review, a letter of certification or denial will be mailed. If your application for ADA paratransit service is denied, you have the right to appeal this decision.

ADA Application Appeals

To appeal the decision, you will need to submit your request in writing sixty (60) days within receipt of the denial letter.

Appeals may be mailed to:

Orange Public Transportation
PO BOX 8181
Hillsborough, NC 27278
Or faxed to: (919) 732-2137
Email to: pmurphy@orangecountync.gov

Your appeal will be heard by an ADA paratransit hearing officer. The ADA paratransit hearing officer is an individual who was not involved in the initial certification process. His/her decision is made independently of the ADA Certification Process.

Upon receipt of your letter, Orange Public Transportation will set up a meeting with the ADA paratransit hearing officer. You will be notified by mail of the date and time of this meeting. You will have the opportunity to submit any additional information and written evidence and/or arguments to support your qualifications for service. You may bring a representative with you to this meeting.

You will be notified of the hearing officer's decision in writing within thirty (30) days of the hearing. The hearing officer's decision is final.

EXHIBIT 7



Orange Public Transportation ADA Paratransit No-Show Policy

The mission of Orange Public Transportation (OPT) is to provide quality and efficient ADA paratransit service to passengers while complying with the Americans Disabilities Act (ADA). No Shows, as well as late cancellations, result in wasted trips that could have been used by other passengers. It is the policy of Orange Public Transportation to record each customer's no-shows and apply appropriate sanctions when customers establish a pattern of excessive No-Shows. The policy is necessary in order to recognize the negative impact No-Shows have on the services provided to other passengers.

Procedures

Orange Public Transportation schedules pick-up and return trips separately. We will assume all scheduled return trips are needed unless notice is given by the passenger. If a passenger is a No-Show for the first trip of the day, Orange Public Transportation will automatically cancel subsequent trips for the day. If, however, the passenger does not need the return or other subsequent trip(s), they will need to cancel them as soon as possible out of courtesy for other riders.

If a passenger has been transported to his/her destination but is a "no-show" when the bus returns, the passenger will not be stranded; however, no pick-up window will be guaranteed. Return trips that are not canceled will be counted as a No-Show.

Definitions

The Orange Public Transportation definition of a "No-Show" is any time a driver goes to pick up a customer and he or she decides not to use the service or is not at the pick-up site and has not called to cancel his/her trip at least one (1) hour before the scheduled pick-up time. Customers who call at least one (1) hour before their scheduled pick-up will not be charged with a "No-Show."

If a vehicle arrives at the scheduled location within the scheduled pick-up time window and the bus operator cannot reasonably see the customer approaching the vehicle after waiting three (3) minutes, passengers will be charged with a "No-Show."

We understand emergencies do occur, and "No-Shows" for reasons that are beyond the passenger's control will not be counted. Examples of excused "No-Shows" include but are not limited to:

- Accidents
- Family emergency
- Personal Care Attendant who did not arrive on time to assist the rider
- External acts beyond the control of humans (flood, earthquake, etc.)

EXHIBIT 7



“No-Shows” are not excused when the trip is not canceled at least one (1) hour prior to the scheduled pick-up time and is missed for one of the following reasons:

- Passenger did not want to travel today
- Passenger received another ride
- Passenger did not contact the OPT administrative offices to convey that they were not planning to travel.

Should you encounter an emergency situation, please contact Orange Public Transportation as soon as possible to alert transit staff of your circumstances. Taking these proper steps may prevent your trip from being recorded as a “No-Show” and deter from any possible service suspensions.

No Show Policy:

Three (3) “No-Shows” within a 90-day period will result in suspension from the service for up to a period of one (1) month.

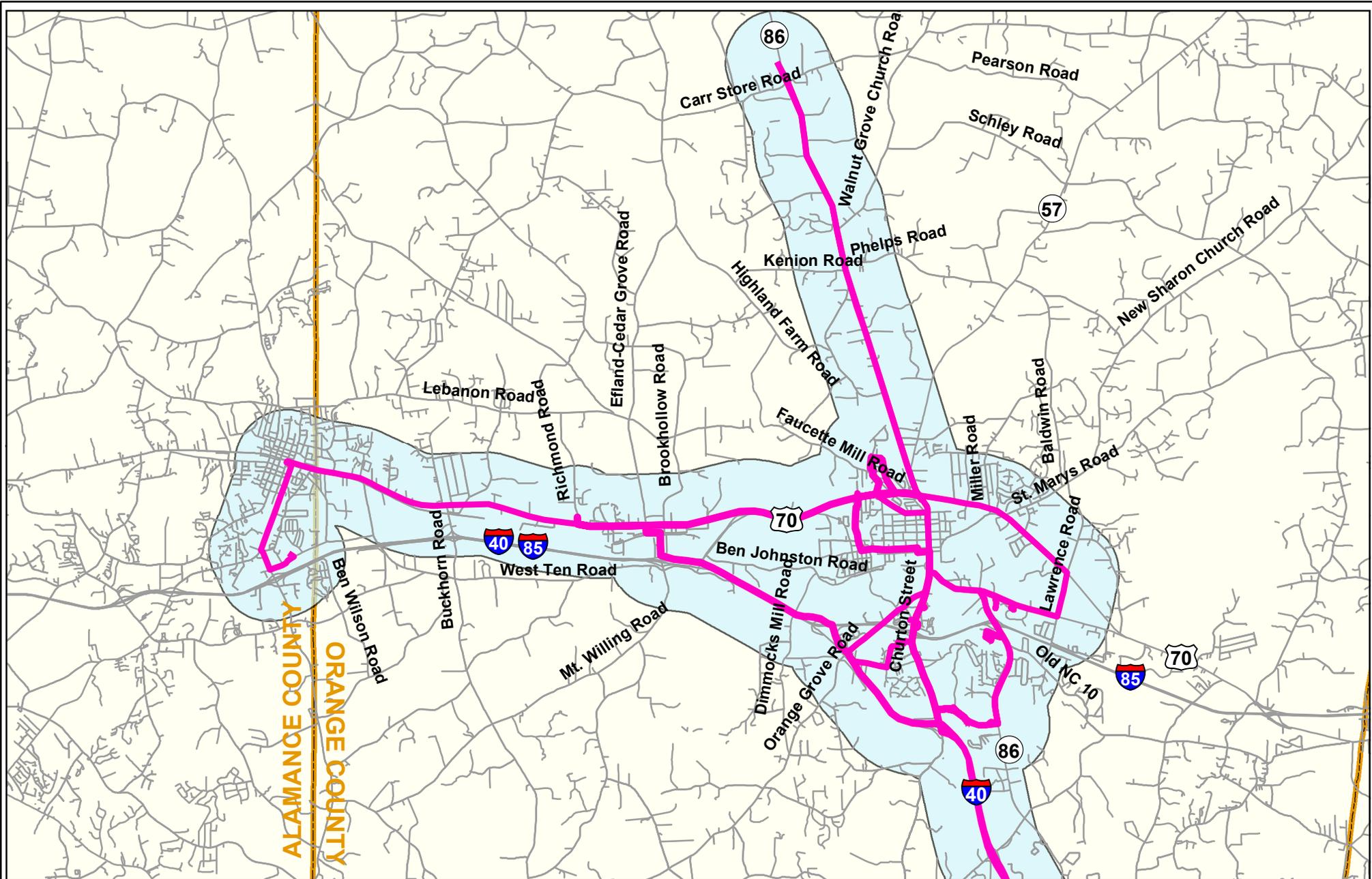
Appeal Process:

If you have been suspended from service and you feel information regarding your “No-Show” is incorrect, you have the ability to submit an appeal. You can appeal in writing to Orange Public Transportation, and a representative will contact the passenger within five (5) working days of receiving the notification to schedule a time to visit regarding the appeal. Appeals are granted at the discretion of the Transportation Administrator.

All appeals must be submitted in writing within 30 days. Please include the time, date and pickup address of the “No-Show” ride you are appealing.

Orange Public Transportation
PO BOX 8181
Hillsborough, NC 27278

Or email at pmurphy@orangecountync.gov



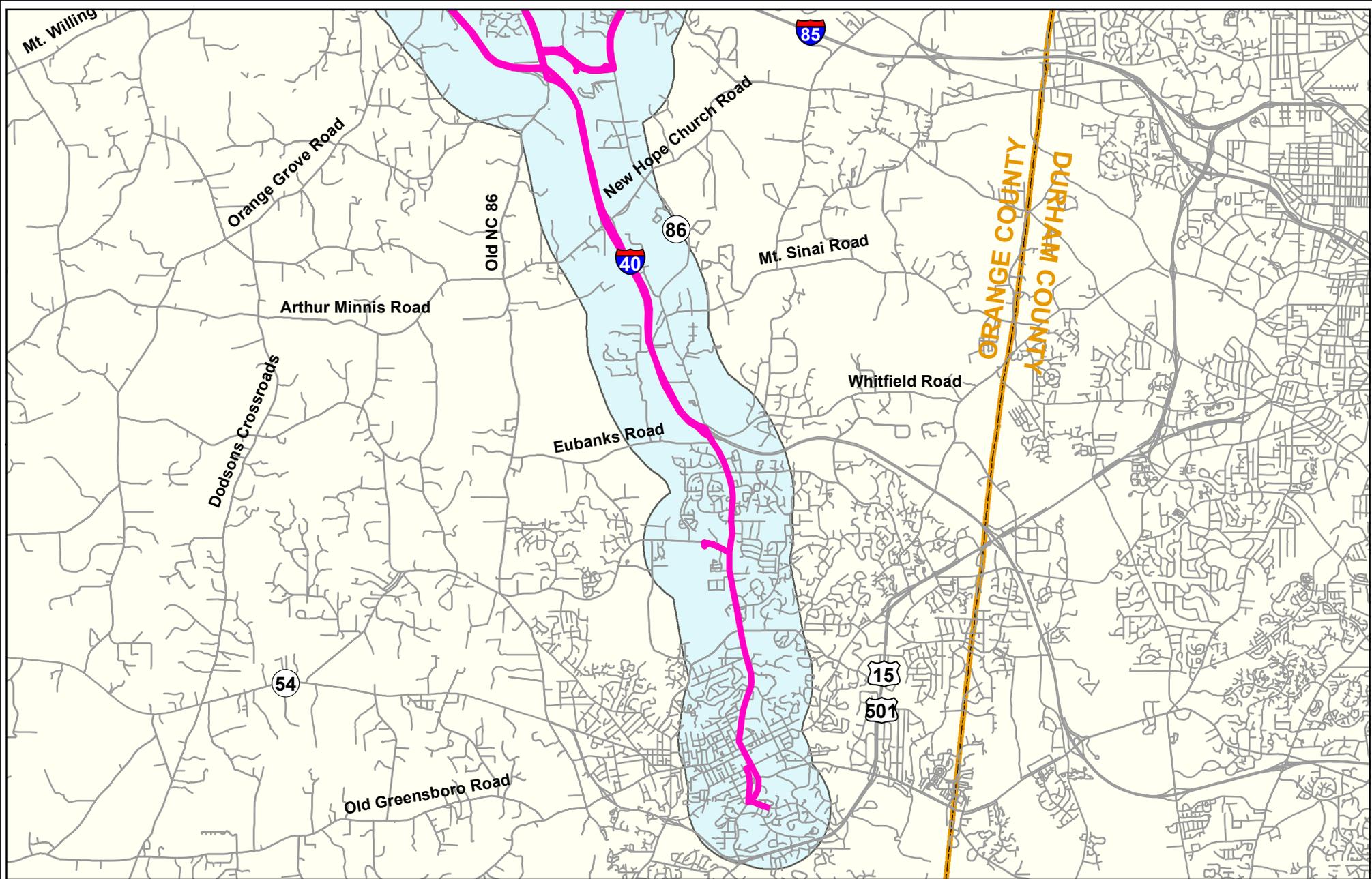
LEGEND

-  Route Locations
-  Road/Street
-  Fixed Route ADA Paratransit Service Area



**EXHIBIT 8: OPT FIXED ROUTE ADA SERVICE AREA
SHEET 1 OF 2**





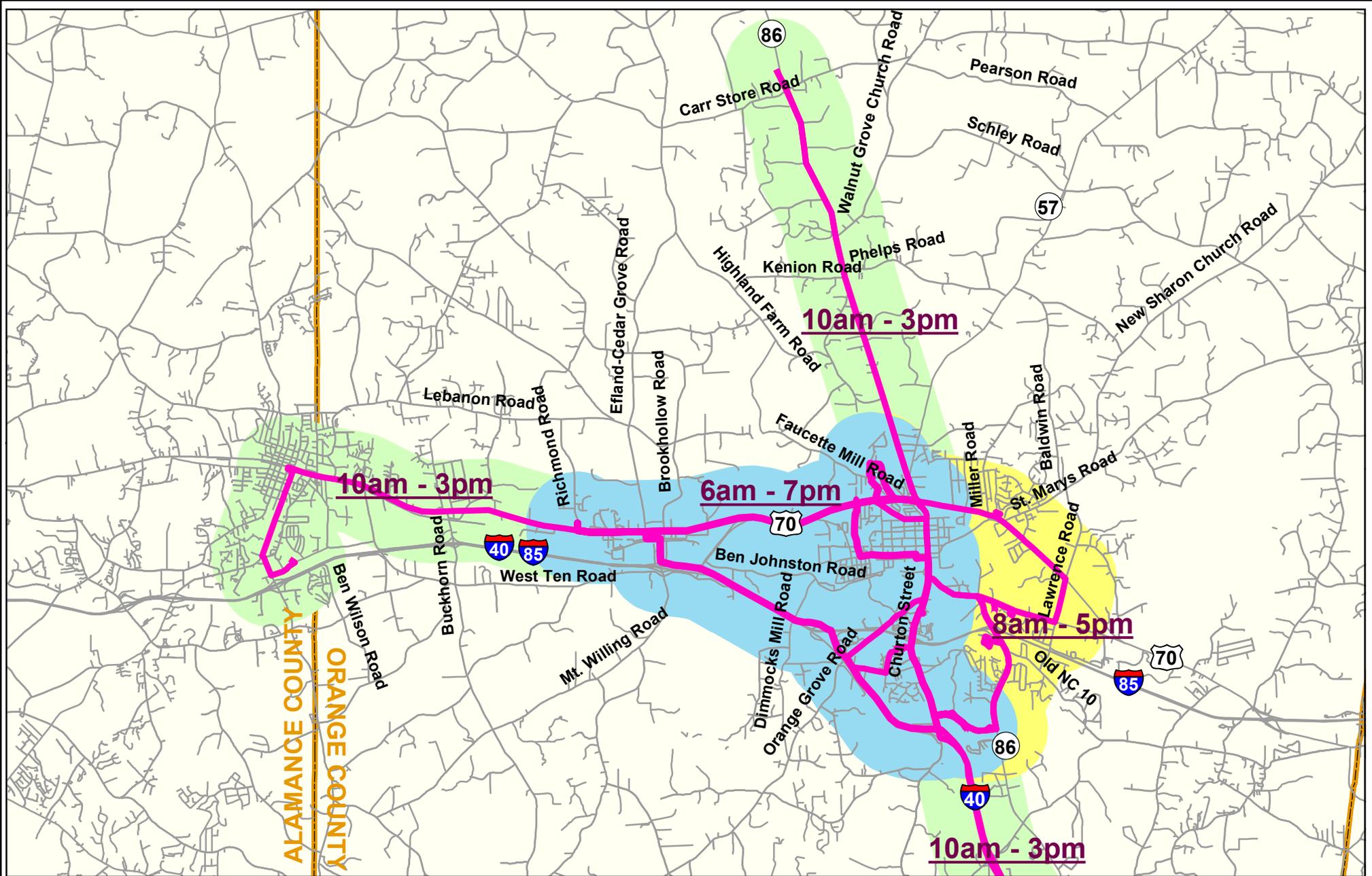
LEGEND

-  Route Locations
-  Road/Street
-  Fixed Route ADA Paratransit Service Area



**EXHIBIT 8: OPT FIXED ROUTE ADA SERVICE AREA
SHEET 2 OF 2**





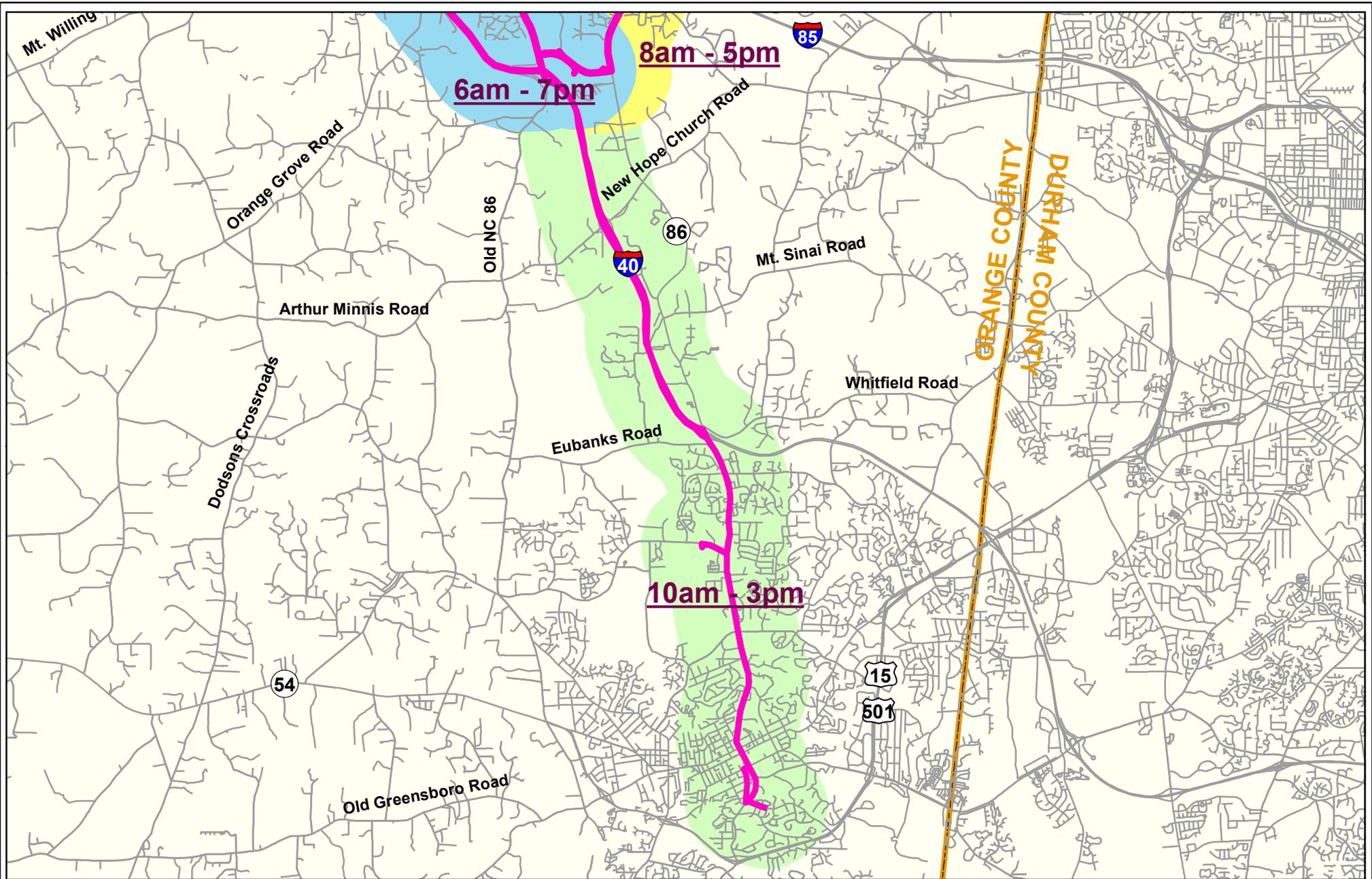
LEGEND

-  Route Locations
-  Road/Street
-  ADA Service Area 6am-7pm
-  ADA Service Area 8am-5pm
-  ADA Service Area 10am-3pm



**EXHIBIT 9: AREAS OF ADA SERVICE BY TIME
SHEET 1 OF 2**





LEGEND

-  Route Locations
-  Road/Street
-  ADA Service Area 6am-7pm
-  ADA Service Area 8am-5pm
-  ADA Service Area 10am-3pm



**EXHIBIT 9: AREAS OF ADA SERVICE BY TIME
SHEET 2 OF 2**



EXHIBIT 10

ORANGE PUBLIC TRANSPORTATION Notice of Public Hearing and 30-Day Public Comment Period on a Draft ADA Paratransit Plan

The Americans with Disabilities Act (ADA) requires Orange Public Transportation to extend complementary ADA-accessible paratransit service to eligible persons within $\frac{3}{4}$ - mile of its fixed-route service at concurrent times and dates to the routes and hours of fixed-route operation.

A presentation of the draft Orange Public Transportation ADA Paratransit Plan and associated policies was provided at a **public meeting** held by Orange County staff February 12, 2015, at 7:00pm in the Orange County West Campus Office building located at 131 W. Margaret Lane, Hillsborough, NC 27278.

A **public hearing** for the draft plan will be held by the Orange County Board of County Commissioners March 17, 2015, at 7:00pm in the Orange County Southern Human Services Center located at 2501 Homestead Road; Chapel Hill, NC 27514, at which time a brief presentation of the draft plan will be provided and the public will be given an opportunity to comment. The **public hearing** originally scheduled for February 18th was cancelled due to inclement weather.

The draft plan will be available for review and inspection on the Orange Public Transportation website (<http://www.co.orange.nc.us/transportation/>); in the administrative offices of Orange Public Transportation located at 600 Highway 86 N, Hillsborough, NC, 27278; and in the administrative offices of the Orange County Planning and Inspections Department located at 131 W. Margaret Lane, Suite 201, Hillsborough, NC 28278. A **30-day public comment period** on the draft plan began Tuesday, February 3, 2015, and will terminate Thursday, March 5, 2015.

For further information, to view a copy of the draft plan, or to submit comments, please contact Bret Martin, Orange County Transportation Planner at (919) 245-2582 or brmartin@orangecountync.gov.

EXHIBIT 11

RES-2015-016

ORANGE COUNTY BOARD OF COUNTY COMMISSIONERS

A RESOLUTION AUTHORIZING THE ORANGE PUBLIC TRANSPORTATION AMERICANS WITH DISABILITIES ACT (ADA) PARATRANSIT PLAN

WHEREAS, the Americans with Disabilities Act (ADA) was passed by Congress and signed into law by the President in July 1990; and

WHEREAS, the ADA prohibits discrimination against persons with disabilities in employment, housing and transportation; and

WHEREAS, the ADA's intent is to ensure equal opportunity for persons with disabilities to access public accommodations, public services, telecommunications and transportation; and

WHEREAS, to comply with the ADA, Orange Public Transportation is required to provide paratransit service to those persons with disabilities who are unable to use or access the fixed-route transit system; and

WHEREAS, the North Carolina Department of Transportation and U.S. Department of Transportation require public transit operators providing fixed-route service to submit complementary paratransit plans and annual updates to the Federal Transit Administration; and

WHEREAS, Orange Public Transportation will be expanding fixed-route service considerably over the coming year necessitating a need to develop and adopt a major update to its ADA paratransit plan with an updated service plan and service area.

NOW, THEREFORE, BE IT RESOLVED by the Orange County Board of Commissioners that the Board approves and adopts the 2015 Orange Public Transportation ADA Paratransit Plan.

BE IT FURTHER RESOLVED that the Orange County Board of Commissioners authorizes the Orange County Transportation Planner to submit the 2015 Orange Public Transportation ADA Paratransit Plan to the North Carolina Department of Transportation and Federal Transit Administration.

Upon motion of Commissioner *Belser* seconded by Commissioner *Jacob*, the foregoing resolution was adopted this the 17th day of March, 2015.

I, Donna Baker, Clerk to the Board of Commissioners for the County of Orange, North Carolina, **DO HEREBY CERTIFY** that the foregoing is a true copy of so much of the proceedings of said Board at a meeting held on March 17, 2015, as relates in any way to the adoption of the foregoing and that said proceedings are recorded in the minutes of said Board.

WITNESS my hand and the seal of said County, this 17 day of March 2015.

Donna Baker
Clerk to the Board of Commissioners

