



Orange County
Department on Aging

2018

Transportation Guide for Older Adults



A guide to transportation
resources for older adults
in Orange County.

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Orange County Department on Aging – Transportation Specialist:

The Transportation Specialist assists Orange County older adults in accessing existing transportation services, seeks to improve gaps in services, and manages the Transportation Helpline and the Volunteer Driver Program.

Transportation Specialist – Department on Aging

Email: lberley@orangecountync.gov

Transportation Helpline: (919)717-1853

<http://orangecountync.gov/aging/Transportation.asp>

ORANGE COUNTY TRANSPORTATION PROVIDERS

Orange County Public Transportation (OCPT)

Bus routes:

- Hillsborough Circulator – FREE bus with fixed route schedule around Hillsborough; connects to the other OCPT bus routes and the GoTriangle #420 bus; runs Monday-Friday, 8:00 am – 5:00 pm
- Orange-Alamance and Orange-Chapel Hill connectors run from 10:00 am – 3:00 pm each day (GoTriangle runs buses on these lines during peak traffic hours)
- Free for anyone 60+ years old



Hillsborough Circulator Map and Schedule:

<http://cms3.revize.com/revize/orangecounty/departments/HILLSBOROUGH%20CIRCULATOR-forprint.pdf>

Orange-Alamance Connector Map and Schedule:

<http://cms3.revize.com/revize/orangecounty/departments/ORANGE-ALAMANCE.pdf>

Hillsborough Circulator Map and Schedule:

<http://cms3.revize.com/revize/orangecounty/departments/uploads/ORANGE-CHCONNECTOR.pdf>

Door to door services:



Orange County Public Transportation provides complementary transportation services to eligible individuals with disabilities that prevent them from using the buses or from accessing those bus stops.

Orange Public Transportation's [Americans with Disabilities Act Paratransit Plan](#) details to whom, when

and where complementary transportation services are provided and explains the eligibility certification process. To qualify for the service, an individual must demonstrate that:

1. He or she is unable to board, ride or disembark from the accessible vehicles used to provide bus services as a result of his or her disability; or
2. The rider cannot travel to or from a bus stop because a disability prevents it.

The following services are provided from any Orange County residence outside of Chapel Hill and Carrboro and to destinations within Orange County and parts of Durham:

- Elderly Transportation Assisted Program (ETAP): \$3 rides to medical appointments for anyone 60+ years old
 - Rides to any medical provider in the county, as well as parts of Durham
 - For those eligible for Medicaid, this service will be provided free upon sign up through the Department of Social Services (call 919-245-2774)
 - Click this link to register online, or print, the Client Certification Form: <http://www.orangecountync.gov/FormCenter/Orange-Public-Transportation-18/Client-Certification-Form-93>
- Disabled Transportation Assisted Program (DTAP): \$3 rides to medical appointments to residents who cannot use other forms of public transportation due to a disability
 - Rides to any medical provider in the county, as well as parts of Durham
 - For those eligible for Medicaid, this service will be provided free upon sign up through the Department of Social Services (call 919-245-2774)
 - Click this link to register online, or print, the ADA Paratransit Service Application: <https://www.orangecountync.gov/FormCenter/Orange-Public-Transportation-18/ADA-Paratransit-Service-Application-94>
- Transportation to Senior Centers: Free for anyone 60+
 - Call a Senior Center to register (Passmore Center: 919-245-2015, Seymour Center: 919-968-2070)
- Rural General Public Transportation (RGP): \$12.75 rides from anywhere in Orange County to anywhere in Orange County
 - For non-medical trips
- ADA Paratransit: If you live within $\frac{3}{4}$ of a mile of any OCPT bus route, you are eligible to receive rides to destinations within $\frac{3}{4}$ of a mile of an OCPT route at a reduced rate
 - Most people who live in Hillsborough are close enough to the Hillsborough Circulator route to be eligible
 - Click this link to register: <http://cms3.revize.com/revize/orangecounty/EligibilityApplication.pdf>
- Information about eligibility, applying, and requesting rides
 - OCPT has 21 days to process the application and notify you of your eligibility
 - Requests for one-time or regularly scheduled trip must be made at least 2 business days in advance at 919-245-2008 or 919-245-2009
 - Rider will receive a call the day before the appointment as a reminder
 - Drivers have a 30 minute scheduled pick-up window e.g. pick up time of 8:15am can arrive as early as 8:00am or as late as 8:30am (for medical return trips the scheduled pick-up window is one hour); drivers will wait 3 minutes for rider
 - One personal care attendant is allowed per rider, as long they have been registered with OCPT prior to trip

Chapel Hill Transit

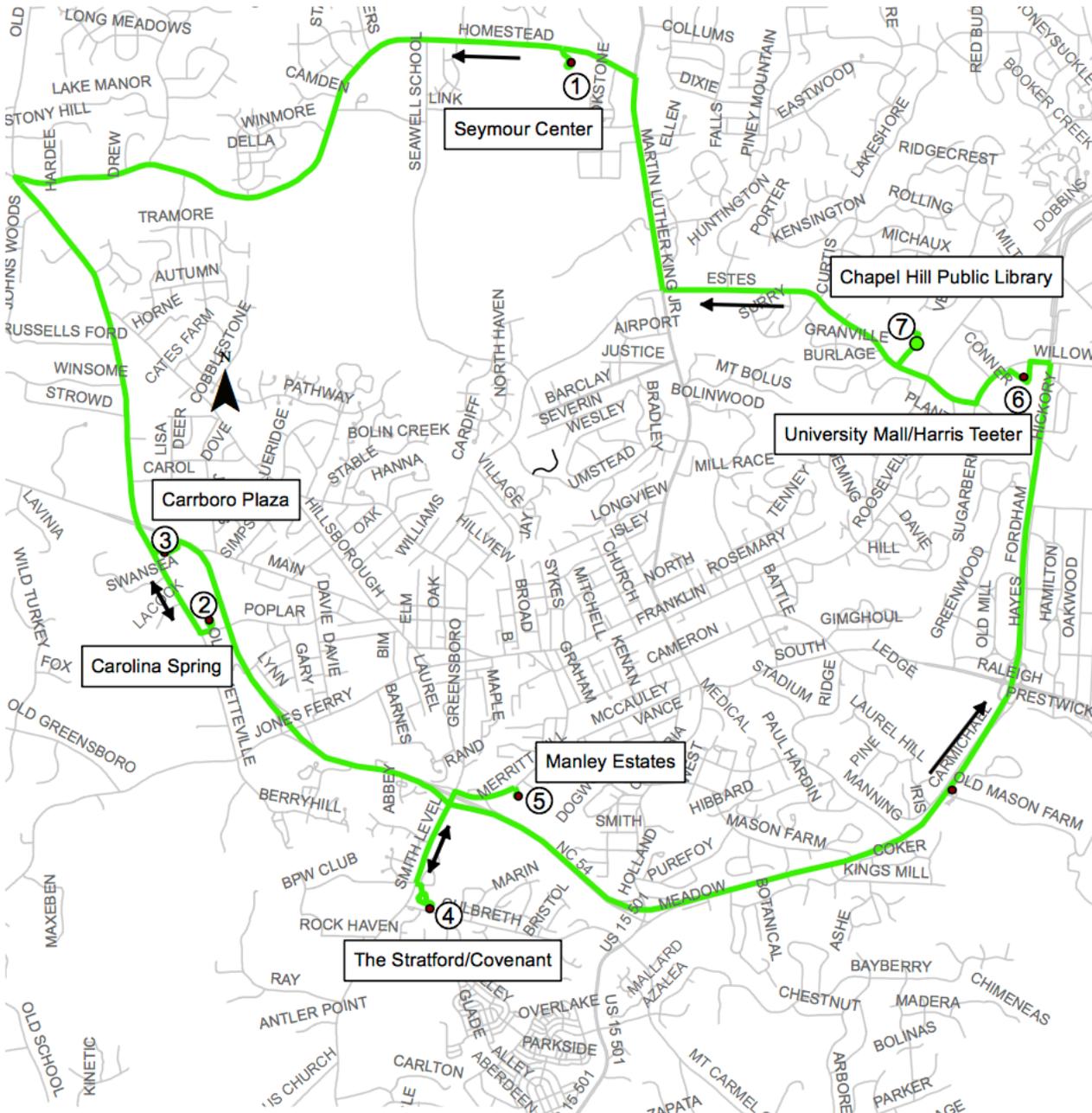
Bus system that operates within Chapel Hill and Carrboro; free to all riders

See routes and schedules here: <http://www.townofchapelhill.org/town-hall/departments-services/transit/routes-schedules/all-routes-schedules>

Senior Shuttle

FREE fixed route shuttle service to Seniors 60+ years old to Robert & Pearl Seymour Center (Chapel Hill), the Chapel Hill Public Library, and other destinations frequented by older adults

Services hours are 8:00AM – 5:00PM



Senior Shuttle Schedule

Carolina Springs	Carrboro Plaza (Food Lion)	The Stratford/Covenant	Manley Estates	University Place (Harris Teeter)	Chapel Hill Public Library	Seymour Center
8:11a	8:15a	8:20a	8:25a	8:40a	8:45a	9:00a
9:11a	9:15a	9:20a	9:25a	9:40a	9:45a	10:00a
10:11a	10:15a	10:20a	10:25a	10:40a	10:45a	11:00a
11:11a	11:15a	11:20a	11:25a	11:40a	11:45a	12:00p
12:11p	12:15p	12:20p	12:25p	12:40p	12:45p	1:00p
1:11p	1:15p	1:20p	1:25p	1:40p	1:45p	2:00p
2:11p	2:15p	2:20p	2:25p	2:40p	2:45p	3:00p
3:11p	3:15p	3:20p	3:25p	3:40p	3:45p	4:00p
4:11p	4:15p	4:20p	4:25p	4:40p	4:45p	

EZ-Rider – Paratransit Service

Monday - Friday: 5:00a.m. - 11:17 p.m.

Saturday: 8:15 a.m. - 11:17 p.m.

Sunday: ADA Service: 10:38 a.m. - 11:17 p.m.;

Premium Service: 10:00 a.m. - 4:00 p.m.



- FREE shared ride door-to-door service operated by Chapel Hill Transit
- Transit for eligible riders who cannot use conventional buses due to physical and cognitive impairments
- Riders must have a disability that qualifies under the Americans with Disabilities Act (ADA) of 1990 and apply for certification through EZRider.
- Operates within ¾ of a mile from nearest fixed route that is operated by CHT (anywhere within Chapel Hill/Carrboro city limits)
- Provides lift equipped vehicles for wheelchair access up to 600lbs
- Trips may be scheduled between 1 and 7 days in advance
- Riders are able to bring up to 4 bags on board

EZ-Rider Application Process:

Certifications: (919)969-4920

Reservations: (919)969-5544

- Request an application from EZ Rider or download from this page:
<http://www.townofchapelhill.org/town-hall/departments-services/transit/ez-rider>
- Apply for determination of eligibility with Chapel Hill Transit
- Chapel Hill Transit has 21 days to mail a Notice of Eligibility or Denial; individuals have a right to appeal a decision by following directions in the denial letter
- Subscription Service: If a person travels the same day and time each week, he/she may be eligible for subscription service

Call 919-969-5544 to make a reservation, Sunday - Friday: 8:30 a.m. - 5:00 p.m.

*** Reservations for Sunday service must be requested no later than 12 p.m. on the Friday prior to the requested Sunday service date. ***

GoTriangle

Runs a bus system across city and county lines throughout the research triangle area
A ride costs \$1 (or \$1.25 for express routes) if the rider shows proof that he or she is over 65

Route #420: (Route from Hillsborough to Chapel Hill, run by GoTriangle during peak transit times; replaced by Orange-Chapel Hill Connector during the middle of the day)

https://gotriangle.org/sites/default/files/brochure/420_hillsborough_unc_hosp_jan2018.pdf

See more routes, maps, and schedules at <https://gotriangle.org/maps-schedules/gotriangle>

GoACCESS– paratransit service provided by GoTriangle

- Regional shared ride door-to-door service operated by GoTriangle
- Transit for eligible riders who cannot use fixed-route transit system due to physical and/or mental impairments
- Vans are wheelchair accessible and operate between Orange, Durham and Wake Counties at the cost of \$4.50 per one way trip
- Riders must have a disability that qualifies under the Americans with Disabilities Act (ADA) of 1990
- Door to door service is available for ADA qualified riders who live within ¼ mile of a GoTriangle all day bus line. Riders can also meet GoACCESS vans at UNC Hospital in Chapel Hill and other locations.

GoACCESS Reservation Process:

Reservations can be made by calling: (919)485-7468

- Riders must first certify with EZ Rider or Orange County Public Transportation
- Riders must request that EZ Rider or Orange Public Transportation fax information to GoACCESS
- Riders call GoACCESS to make a reservation

Find more information at <https://gotriangle.org/access>

OTHER TRANSPORTATION SERVICES

A Helping Hand

Provides a wide range of volunteer and fee based supplemental transportation services to seniors (medical, errands, and special trips). For free service, clients enroll, are assessed and then placed on a waiting list.

(919)403-5555

1502 West NC Hwy 54, Suite 405, Durham, NC

Website: www.ahelpinghandnc.org

Alliance of Disability Advocates

Offers individualized travel training to older adults (how to pay, understanding schedules, etc.) who due to physical or cognitive disabilities find it difficult to access public transportation options.

(919)833-1117

505 Oberlin Road; #148, Raleigh, NC

Website: www.adanc.org

H2GO

Door-through-door services for the mobility-impaired (wheelchair, stretch-chair, scooter, and walker users) in Central and Eastern North Carolina; fee-based service, advance notice required

252)523-6400 or (800)533-H2GO (toll free)

1136 Hwy 258 N, Suite 104 Village Square, Kingston, NC

Website: www.h2gollc.com

Email: h2gollc@aol.com

Seniors On The Go

Seniors on the Go is a paid service that provides one-way and round-trip, door-through-door private transportation service to social events, errands, non-emergency medical appointments, and personal care appointments in Raleigh, Durham, Chapel Hill, and the surrounding areas. The organization also offers airport escorts to those who need assistance when traveling.

(800)517-4149 or (919)521-8092

P.O. Box 11961, Durham, NC 27703

Website: www.ncseniorsonthego.com

Email: sotgo@ncseniorsonthego.com

Wheelchair Getaways

Feel free to contact Wheelchair Getaways of North Carolina to assist you with your Wheelchair Accessible Vehicle rental needs.

(919)878-7110 or (800)662-7537 (toll free)

Fax: (919)878-7151

P.O. Box 1090, Mulkiteo, WA 98275

Website: http://www.wheelchairgetaways.com/franchise/northcarolina_raleigh/home.html

Email: info@wheelchairgetaways.com

Uber and Lyft

Two smartphone apps that allow passengers to order drivers directly to their door; paid service, operates 24/7

Download from either iOS or Android app stores

GLOSSARY

Volunteer Driver Programs: Local faith-based and non-profit organizations frequently have a network of volunteers who offer flexible transportation for shopping, doctor's appointments, recreation, and other activities. One-way; round-trip, and multi-stop rides are usually available; reservations are needed. These programs are provided free, on a donation basis, through membership dues, or for a minimal cost. *** beginning Spring 2015 in Orange County***

Paratransit Service: Public Transit provides door-to-door or curb-to-curb transportation using mini-buses or small vans (vehicles for less than 25 passengers). Paratransit service often requires riders make advanced reservations but still offers a degree of flexibility in scheduling. Curb-to-curb service provides for passenger pick-up and delivery at the curb or roadside; door-to-door service offers a higher level of assistance by picking up passengers at the door of their homes and delivering them to the doors of their destinations. Paratransit and van services offer reduced fares for older adults and persons with disabilities, and some providers may operate on a donation basis.

Door-through-Door (Escort) Service: Agencies provide drivers or escorts who offer personal, hands-on assistance by helping passengers through the doors of their residences and destinations, as needed. This type of service includes several levels of assistance from opening doors and providing verbal guidance, to physical support. Persons with severe physical or mental disabilities typically use this service. Contact your local aging organizations to find out if this service is available in your area.

Public Transit/Fixed Route Service: Public transit agencies provide bus and rail service along established routes with set schedules on a non-reservation basis - also referred to as "public transportation" or "mass transit". Reduced rate fares and additional transportation services are available for older adults and persons with disabilities. Information about routes, schedules, fares, and special services are available through your public transit agency.

Travel Training: Public Transit agencies and local aging organizations provide free, hands-on instruction to help older adults and persons with disabilities learn to travel safely and independently within public transit systems. Topics discussed include the best routes to take to reach various destinations, hours of service, the cost of the trip (including available discounts), and how to pay for services (such as fare cards or tokens). Demonstrations on how to ride public buses are provided.

Source: National Center on Senior Transportation (NCST)

