

2015

# Transportation Guide for Older Adults



A guide to transportation  
resources for older adults.

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**Orange County Department on Aging - Mobility Manager:**

The Mobility Manager assists Orange County older adults in accessing existing transportation providers for service, seeks to improve gaps in services, and manages the Transportation Helpline.

***\*\*\*The Mobility Manager does NOT drive individuals to services/appointments\*\*\****

**Transportation Specialist – Department on Aging**

**Email: [agingtransitions@orangecountync.gov](mailto:agingtransitions@orangecountync.gov)**

**Transportation Helpline: (919)717-1853**

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

# ORANGE COUNTY TRANSPORTATION PROVIDERS

## **Orange County Public Transportation (OPT)**

- OPT Service Hours are Monday thru Friday, 8:00am – 5:00pm
- FREE ride to Senior Centers for older adults 60+ years old
- 60+ elderly (ETAP) or disabled (DTAP) transportation to medical care providers for \$3.00/each way
- Door-to-Door transportation to medical facilities in Orange and Durham counties with (2) two business day notice
- Hillsborough Circulator – FREE shuttle with fixed route schedule around Hillsborough with connection to Bus #420 (during off peak hours the Hill to Hill shuttle fixed route, TTA -ODX connection available during peak hours)



## **OPT - Application Process:**

1. Fill out Department on Aging or OPT Certification Form – OPT has 21 days to process this application before service can be scheduled

## **Elderly Discount form:**

<http://www.co.orange.nc.us/transportation/documents/EDTAPClientCertificationForm.pdf>

## **Disabled Discount form:**

<http://www.co.orange.nc.us/transportation/documents/DTAPClientCertificationForm.pdf>

2. Make one-time or regular schedule trip request at (919)245-2008, or (919)245-2009
3. Reservations must be made 2 days prior to appointment date; and Rider will receive a courtesy call the day before appointment as a reminder
  - Drivers have 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 (medical return trips up to 1 hour scheduled pick-up window)
  - Drivers will wait 3 minutes for rider
  - One personal care attendant is allowed per rider, as long they have been registered with OPT prior to trip

## **FARES:**



- Elderly Transportation Assisted Program (ETAP) 60+ old \$3 each way
- Disabled Transportation Assisted Program (DTAP) \$3 each way
- Travel for Department of Social Services (DSS) - paid by Medicaid
- Fixed Route to Senior Centers - FREE
- All other trips are \$12.25 each way

### **Circulator Schedule**

<http://orangecountync.gov/transportation/documents/Townofhillsboroughandorangecounty.pdf>

### **Circulator TTA #420 MIDDAY Schedule**

<http://www.co.orange.nc.us/transportation/documents/Mid-DayServiceStops.pdf>

### **Circulator Map**

<http://www.co.orange.nc.us/transportation/documents/Townofhillsboroughandorangecounty.pdf>

### **Complementary Disabled Transportation for Fixed-Route Service**

Orange Public Transportation provides complementary transportation services to eligible individuals with disabilities that prevent them from using the Hillsborough Circulator and Hill to Hill shuttle or from accessing those services' stops. Orange Public Transportation's [Americans with Disabilities Act Paratransit Plan](#) details to whom, when and where complementary transportation services are provided to eligible individuals and explains the eligibility certification process. To apply for the service, individuals must demonstrate that:

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

The service is provided from any origin and to any destination within ¾-mile of the Hillsborough Circulator and Hill to Hill shuttle route and stops.

### **ROUTE #420**

<http://www.co.orange.nc.us/transportation/documents/RoutesAndSchedules-420.pdf>

## **FARES:**

For more information on Older Adult discounted fares

visit: <http://www.triangletransit.org/discounted-pass-store>

See attached schedules and maps for more details on pick-up times and locations.

## **HILLSBOROUGH to CHAPEL HILL**

Leaves every 30 min from Maxway Shopping Center (HWY 70) from 6:00 AM - 8:30 AM

## **CHAPEL HILL to HILLSBOROUGH**

- Leaves UNC Hospitals at 6:50 AM, 7:20 AM, and 7:50 AM
- 65 and Older Fare: \$1.00 each way
- Disabled Fare: \$1.00 with TTA ID card
- TTA ID Card applications must be turned into the TTA Regional Transit Center at
- 901 Slater Rd, Durham (*Disabled fares require a Medicare or VA Disability card*)

## **OPT Mid-Day Shuttle – (919)245-2008**

- Pick up times between 10 AM and 2:25 PM
- 65 and Older Fare: \$1.00 each way
- Disabled Fares: \$1.00
- Chapel Hill Transit (CHT) Late-Afternoon Shuttle- 919-485-7433

## **HILLSBOROUGH to CHAPEL HILL**

Leaves Maxway at 4:25 PM, 4:55 PM, and 5:25 PM

## **CHAPEL HILL to HILLSBOROUGH**

Leaves every 30 min from UNC Hospitals between 3:40 PM and 6:15 PM

## **TTA #420 map/brochure:**

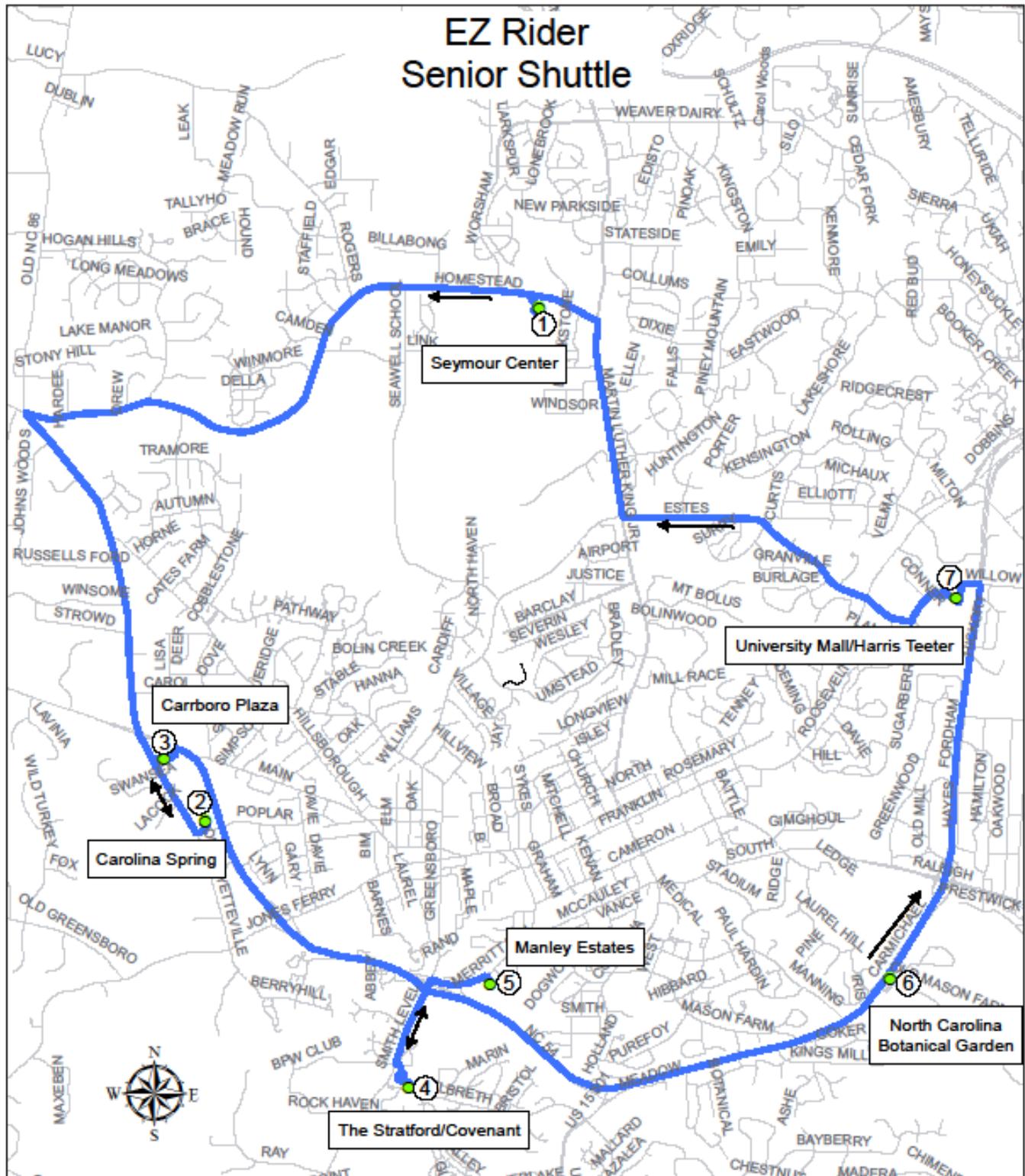
<http://www.triangletransit.org/sites/default/files/maps-and-schedules/RoutesAndSchedules-420.pdf>

## **EZ Rider – Senior Shuttle Service provided by Chapel Hill Transit**

FREE fixed route shuttle service to Seniors 60+ years old to Robert & Pearl Seymour Center (Chapel Hill) or Central Orange Senior Center (Hillsborough)

Services hours are 8:00AM – 5:00PM

# EZ Rider - Senior Shuttle Map





## EZ Rider Senior Shuttle Schedule

Carolina Springs	Carrboro Plaza (Food Lion)	The Stratford/Covenant	Manley Estates	University Mall (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: 5:30 a.m. - 11:56 p.m.

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

Sunday: ADA Service: 10:38 a.m. - 11:17 p.m.; Premium Service: 11:30 a.m. - 5:30 p.m.

- FREE shared ride door-to-door service operated by Chapel Hill
- Transit for eligible riders who cannot use conventional buses due to physical and mental impairments
- Riders must have a disability that qualifies under the Americans with Disabilities Act (ADA) of 1990 and apply for certification through EZRider in order to make a trip reservation
- Operates within  $\frac{3}{4}$  of a mile from nearest fixed route that is operated by CHT
- Provide lift equipped vehicles for wheelchair access up to 600lbs
- Trips may be scheduled up to (7) seven days in advance
- Riders are able to bring up to (4) four bags on-board

## **EZ-Rider Application Process:**

**Certifications: (919)969-4920**

**Dispatch: (919)969-4919**

- Request an application from EZ Rider or download here:

<http://www.townofchapelhill.org/Modules/ShowDocument.aspx?documentid=2417>

- Apply for determination of eligibility with Chapel Hill Transit
- Chapel Hill Transit has 21 days to mail a Notice of Eligibility or Denial; as well individuals have a right to appeal a decision by following directions in the denial letter
- Site-assessment and medical review during 21 day period; incomplete applications will be returned to customer and the 21 day time period will restart
- Subscription Service: If you travel the same day and time each week, individuals may be eligible for subscription service.

Contact CHT Reservations: 919-969-5544

Sunday - Friday: 8:30 a.m. - 5:00 p.m. \* Reservations for Sunday Premium service must be requested no later than 12 p.m. on the Friday prior to the requested Sunday Premium service date. \*

**T-LINX – paratransit service provided by Triangle Transit**

- Regional shared ride door-to-door service operated by Triangle
- Transit (TTA) for eligible riders who cannot use fixed-route transit system due to a physical and/or mental impairments
- Vans are wheelchair accessible and operate between Chapel Hill, Raleigh, Durham, RTP, and the airport at the cost of \$4.50 per trip
- Riders must have a disability that qualifies under the Americans with Disabilities Act (ADA) of 1990 and certify with EZRider
- Operates during hours of operation within ¼ of a mile from nearest fixed route that is operated by Triangle Transit
- Serves areas that are beyond EZ Rider’s service area, but does not serve Orange County areas outside of Chapel Hill

**T-LINX Reservation Process:**

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

- Riders must first certify with EZ Rider
- Riders must request EZ Rider to fax information to T-linx
- Riders must then set up reservation time with T-linx

<http://www.triangletransit.org/t-linx-services-paratransit>



## **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 must first enroll and be assessed and then will be placed on a waiting list.

(919)403-5555

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

Website: [www.ahelpinghandnc.org](http://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.alliancecil.org](http://www.alliancecil.org); Email: [alliance@alliancecil.org](mailto:alliance@alliancecil.org)

### **Johnston Ambulance Service**

JAS is non-emergency ambulance transportation for individuals who cannot walk. Transport for dialysis, medical appointments, emergency room, etc. Fee based service, need 24 hour notice, and may accept Medicaid. This service operates out of Durham.

(800)625-3500 – Fax: (919) 739-5989

2803 Hwy. 70W, Goldsboro, NC 27530

Website: [www.jas-online.org](http://www.jas-online.org); Email: [wecare@jas-online.org](mailto:wecare@jas-online.org)

## **Seniors On The Go**

Seniors On The Go 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, and Chapel Hill.

(800)517-4149

P.O. Box 11961, Durham, NC 27703

Website: [www.ncseniorsonthego.com](http://www.ncseniorsonthego.com); Email: [sotgo@ncseniorsonthego.com](mailto:sotgo@ncseniorsonthego.com)

## **The Center for Volunteer Caregiving**

The CVC provides a volunteer transportation service to and from the home. In some cases one volunteer will drop the care receiver off and another volunteer will pick them up. Volunteers are generally assigned on an event-by-event basis. If needed, a volunteer will accompany the care receiver into the doctor's office or store. A care receiver must be able to get in and out of a car on their own. Volunteers are not permitted to transfer individuals to or from wheelchairs.

(919) 460-0567

1150 SE Maynard Rd #210, Cary, NC 27511

Website: [www.volunteercaregiving.org/](http://www.volunteercaregiving.org/); Email: [jkeely@ctrvolcare.org](mailto:jkeely@ctrvolcare.org)

## **Wheelchair Getaways**

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

Toll Free: (800) 662-7572

(919) 878-7110

Fax: (919) 878-7151

Website: [http://www.wheelchairgetaways.com/franchise/northcarolina\\_raleigh/home.htm](http://www.wheelchairgetaways.com/franchise/northcarolina_raleigh/home.htm)

Email: [JDuke@vanproducts.com](mailto:JDuke@vanproducts.com)

## 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. \*\*\* Look for a new volunteer driver program 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 users 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)*