

**AGENDA**  
**Orange Unified Transportation Board**  
**February 18, 2015**  
**7:00 p.m.**

**You can bring your laptops/tablets if you would like to use them.**

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**Conference Room 004 (Lower Floor) Orange County West Campus**  
**131 West Margaret Lane, Hillsborough**

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<u>Time</u>	<u>Item</u>	<u>Title</u>
7:00	1.	<b>Call to Order and Roll Call</b>
	2.	<b>Approval of Minutes from December 17, 2014</b>
	3.	<b>Consideration of Additions to the Agenda</b>
	4.	<b>Regular Agenda (Action Items)</b>
7:10	4.a.	<u>Transportation Services, Orange Public Transportation (OPT)</u> <ul style="list-style-type: none"> <li>i. Introductions of representatives</li> <li>ii. Review of importance of transportation services function of the OUTBoard (Peter Murphy)</li> <li>iii. Public Hearing: OPT Americans with Disabilities Act (ADA) Plan (Bret Martin and Peter Murphy)</li> <li>iv. OPT Title VI of the Civil Rights Act Plan. Title VI prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. Introduction to the Title VI Plan to be provided at the meeting. (Bret Martin and Peter Murphy)</li> </ul> <p>OUTBoard Action: Receive information, discuss and provide comments; and make recommendation on approval of ADA Plan, following public hearing.</p>
8:10	4.b.	<u>Draft Statewide Transportation Improvement Program (STIP)</u> – Review Planning staff’s comments on the Draft STIP. The Draft STIP can be viewed at the following link: <a href="https://connect.ncdot.gov/projects/planning/DraftSTIPDivisionFiles/Division%2007.pdf">https://connect.ncdot.gov/projects/planning/DraftSTIPDivisionFiles/Division%2007.pdf</a> (Bret Martin and Abigaile Pittman)
		OUTBoard Action: Receive information, and provide any comments the Board may have
8:30	5.	<b>Staff Updates</b> <p><u>Bicycle Safety</u> – Update on the BOCC petition for Planning staff to work with the OUTBoard to discuss bicycle safety. At the time this agenda was prepared, the Planning Director was in communication with the County Manager regarding the best approach (i.e., venue, BOCC representation, citizen participation, defining and achieving objectives, meeting calendars, and reporting results). The outcome was provided to the BOCC as an Information Item at its February 3, 2014 meeting. (Abigaile Pittman)</p> <p>OUTBoard Action: Receive updates</p>
8:50	6.	<b>Board Comments</b> <p>OUTBoard Action: Receive comments</p>
8:55	7.	<b>Upcoming Future Agenda Items</b> <ul style="list-style-type: none"> <li>a. Bicycle safety review and comment (Abigaile Pittman)</li> <li>b. Transportation related technologies review (Peter Murphy)</li> </ul>

9:00 8. **Adjournment** - The OUTBoard's next meeting will be March 18, 2015

***Charge of the OUTBoard (from Section I, Part C of the adopted Rules and Procedures)***

1. *The OUT Board is charged with advising the Board of County Commissioners on the planning and programming of transportation infrastructure improvements and other County transportation planning initiatives, as directed by the Board.*
2. *From time to time the OUT Board may be directed to provide input on regulations on which the Planning Board has primary statutory and local ordinance advisory duties. In such instances, the OUT Board shall serve in an advisory capacity to the Planning Board.*

***Meetings (from Section IV, Part C of the adopted Rules and Procedures)***

*C. Date, Time, and Location of Regular Meetings*

3. *Regular meetings of the OUT Board shall be held as needed to address items that require Board action consistent with its Charge and Duties identified herein. Meetings are held on the third Wednesday of the month. The start time and location of the meeting shall be included on the agenda and shall typically be 7:00 p.m. at the Orange County West Campus Office Building located at 131 West Margaret Lane, Hillsborough. The OUT Board Chair, in consultation with staff, shall have the authority to change the start time and location of a regular meeting to meet any special circumstances, provided the information is included on the distributed agenda.*

MINUTES  
ORANGE UNIFIED TRANSPORTATION BOARD  
DECEMBER 17, 2014

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6 **MEMBERS PRESENT:** Paul Guthrie, Chapel Hill Township Representative; Alex Castro, Bingham Township  
7 Representative; Brantley Wells, Hillsborough Township Representative; Heidi Perry, Bicycle Advocate  
8 Representative; Ted Triebel, Little River Township Representative; Ed Vaughn, Cedar Grove Township  
9 Representative; Art Menius, Economic Development Commission; Tom Magnuson, Pedestrian Access & Safety  
10 Advocate;

11  
12  
13 **MEMBERS ABSENT:** Gary Saunders, CFE Representative; Amy Cole, Transit Advocate; Cheeks Township  
14 Representative- Vacant; Planning Board Representative – Vacant; Eno Township Representative - Vacant;

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17 **STAFF PRESENT:** Abigaile Pittman, Transportation/Land Use Planner

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20 **AGENDA ITEM I: CALL TO ORDER AND ROLL CALL**

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23 **AGENDA ITEM II: APPROVAL OF MINUTES FOR APRIL 16, 2014**

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25 Minutes were approved with correction by consensus

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28 **AGENDA ITEM III: CONSIDERATIONS OF ADDITIONS TO THE AGENDA**

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31 **AGENDA ITEM IV: REGULAR AGENDA**

32 **OUTBoard Input for County Commissioners' Annual Planning Retreat**

33 Continuation of discussion and completion of the activities and emerging issues lists  
34 for 2015, to be included in the BOCC Annual Planning Retreat Input Form.

35 **OUTBoard Action:** Complete, recommend and submit the activities and emerging  
36 issues lists 2015, to be included in the BOCC Annual Planning Retreat Input Form.

37  
38 Abigaile Pittman reviewed the highlighted additions and discussed bike lane funding processes used by other  
39 regions under new legislation. She suggested that the OUTBoard may want to request the BOCC to send a  
40 resolution to the DCHC MPO endorsing banding with the other divisions in our "group" to revise the prioritization  
41 criteria for highway bike lane projects, because it has to be done as a group.

42  
43 Members discussed a wish list of wants for bike lanes, and 2-foot widening of existing roads during resurfacing.  
44 Abigaile Pittman pointed out there has previously been OUTBoard concern about a lack of coordination from  
45 NCDOT when they do projects and suggested a dialogue prior to NCDOT starting a project with a contractor.

46  
47 OUTBoard requested that the list of roads scheduled for maintenance be provided at the next meeting.

48  
49 Paul Guthrie stated that the immediate rail issue is to get status reports from Hillsborough concerning where they  
50 are in the train station process because it will have the biggest impact on heavy rail. For heavy rail the crossings  
51 are a political issue of the County Board which is going to happen one way or another.

52  
53 Members discussed the pros and cons of light rail versus commuter rail and the locations and times.

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55 Abigaile Pittman informed the members that 4 times a year the Board will meet to discuss transit related items  
56 concerning OPT and when that happens representatives from other County departments will attend.

57

58 Paul Guthrie advised that Abigaile have the OUTBoard charge incorporated into the Memo from Craig Benedict.

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60 The OUTBoard members approved the draft annual work plan as amended by consensus.

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62

63 **AGENDA ITEM V: STAFF UPDATES**

64 Release of Draft STIP for Division 7

65 **OUTBoard Action:** Receive updates

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67 Abigaile Pittman reviewed the schedule for the OUTBoard and updated them on revisions and status of current  
68 projects and upcoming projects. Abigaile informed the Board that going forward the OUTBoard will meet  
69 between 6 and 8 times a year next year.

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71 Abigaile Pittman pointed out some of the highlights from the Draft STIP for Division 7.

72

73 Heidi Perry asked Abigaile to create a history of how the projects got on the list as the new members are not  
74 familiar with how they came to be.

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77 **AGENDA ITEM VI: BOARD COMMENTS**

78 **OUTBoard Action:** Receive comments.

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80 Abigaile Pittman informed the OUTBoard that the next meeting will be held February 18.

81

82 Paul Guthrie informed that Board that he will be contacting Craig Benedict to have a conversation and will then  
83 send out a memo to the OUTBoard members summarizing his thoughts on the conversation.

84

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86 **AGENDA ITEM VII: ADJOURNMENT**

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88 The meeting was adjourned by consensus.

**ORANGE COUNTY  
ORANGE UNIFIED TRANSPORTATION BOARD (OUTBoard)  
ACTION AGENDA ITEM ABSTRACT  
Meeting Date: February 18, 2015**

**Action Agenda  
Item No. 4.a.ii.**

**SUBJECT:** Review Importance of Transportation Services Function of the OUTBoard

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**DEPARTMENT:** Planning and Inspections      **PUBLIC HEARING: (Y/N)**     

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**ATTACHMENT(S):**      **INFORMATION CONTACT:**  
Peter Murphy, Transportation Manager,  
OPT, 245-2002

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**PURPOSE:** To review the Transportation Services function of the OUTBoard.

**BACKGROUND:**

Legal Requirement for Recipients of Federal Section 5311 Funds:

Orange County is a sub-recipient of the State of North Carolina to receive federal Section 5311 funds for Orange Public Transportation (OPT) services provided within the county’s non-urbanized areas.

Specifically, the Section 5311 program intends to: (1) enhance the access of people in nonurbanized areas to health care, shopping, education, employment, public services and recreation; (2) assist in the maintenance, development, improvement and use of public transportation systems in nonurbanized areas; (3) encourage and facilitate the most efficient use of all transportation funds used to provide passenger transportation in nonurbanized areas through the coordination of programs and services; (4) assist in the development and support of intercity bus transportation; and (5) provide for the participation of private transportation providers in nonurbanized transportation.

To continue receiving Section 5311 funding in support of OPT services the County must have a locally formed advisory group made up of representatives from the County’s public human service agencies, transportation providers, public and business sectors, government affiliates, and transit users, as well as representatives from elderly, minority, and limited English proficiency populations, etc.

History:

The County’s I has been in existence since 1992 when it was operating under the name of the Transportation Services Board (TSB). In June, 2010 OPT and the BOCC approved the administration of the TSB to be moved from the Aging Department to the Planning Department, and the function was incorporated into the Orange Unified Transportation Board (OUTBoard).

Current Status:

In order to more fully meet requirements for Section 5311 funding, Planning and Orange Public Transit (OPT) staff has:

1. Expanded the transportation services/OPT advisory function by adding transit topics to OUTBoard agendas on a quarterly basis.
2. Requested that supplemental staff from other County departments (Aging; DSS; Housing, Human Rights and Community Development; Health; Child Support Enforcement; and the Library) attend OUTBoard meetings on a quarterly basis for the portion of the agenda that is transit specific. A representative from Triangle Transit Authority (TTA) will also be invited to attend.
3. Included OPT Transportation Administrator, Peter Murphy, on the agenda for the community transportation system to maintain ongoing communications as one means of seeking public involvement, and ongoing administrative oversight.

Nature of Future Discussion Items:

The Board is expected to discuss unmet needs in the service area, service design and scheduling, billing rates and fares, and to resolve complaints. They also monitor compliance with federal regulations and the status of any deficiencies noted in any official federal, state or local review or report.

**RECOMMENDATIONS:** The Staff recommends the OUTBoard and any additional County staff representatives:

1. Receive the information.

**ORANGE COUNTY**  
**ORANGE UNIFIED TRANSPORTATION BOARD (OUTBoard)**  
**ACTION AGENDA ITEM ABSTRACT**  
**Meeting Date:** February 18, 2015

**Action Agenda**  
**Item No.** 4iii

**SUBJECT:** Orange Public Transportation Americans With Disabilities Act (ADA) Plan

**DEPARTMENT:** Planning and Inspections

**PUBLIC HEARING: (Y/N)**

Y

**ATTACHMENT(S):**

1. Draft ADA Plan
2. Public Meeting, Public Hearing and 30-Day Public Comment Period Notice
3. Summary of Public Comments to Date

**INFORMATION CONTACT:**

Bret Martin, Transportation Planner, 245-2582  
Peter Murphy, Transportation Administrator,  
245-2002

**PURPOSE:** To hold a public hearing and recommend for approval to the Board of County Commissioners the draft Orange Public Transportation Americans with Disabilities Act (ADA) Plan.

**BACKGROUND:** The Americans with Disabilities Act (ADA) requires Orange Public Transportation (OPT) to extend complementary ADA-accessible paratransit (disabled) service to eligible persons within  $\frac{3}{4}$ -mile of its fixed-route service on dates and during times concurrent with normal fixed-route operations. In order to show compliance with this requirement, each system providing fixed-route service is required to draft and adopt an ADA plan detailing how the service will be provided, as well as the eligibility certification process for ADA-eligible clients. OPT currently provides two (2) fixed routes and will be expanding to provide two (2) more this spring. The system will also be expanding the hours of operation associated with existing routes. As a result of such profound growth in the system, OPT has updated its ADA plan to reflect an ADA service plan and service area that captures this expanded system of services (Attachment 1).

Public Involvement:

To facilitate public participation in the plan's development, Orange County transportation planning staff advertised a public meeting (February 12, 2015), public hearing (February 18, 2015), and 30-day public comment period to be open through March 5, 2015 (Attachment 2). The public meeting on February 12<sup>th</sup> involved a presentation of the plan and a question/answer session for public attendees. The public meeting was also used to collect any comments from attendees. In addition to soliciting public comments, Orange County transportation planning staff also solicited comments from specific agencies that might have an interest in the plan, including:

- 1) Orange County Department on Aging;
- 2) Orange County Department of Social Services;
- 3) Orange County Department of Housing, Human Rights and Community Development;

- 4) Alliance of Disability Advocates; and
- 5) Project Compassion

Comments received by public meeting participants and interested agencies to date are summarized in Attachment 3. A public hearing for the draft ADA plan is required by federal law. The public hearing for OPT's draft plan is scheduled to occur before the OUTBoard at its February 18, 2015, meeting in advance of the OUTBoard's consideration of recommendation of approval of the plan to the Board of County Commissioners (BOCC).

**NEXT STEPS:** Following the public hearing and the OUTBoard's review and consideration of approval of the draft ADA plan, the 30-day public comment period will close on March 5, 2015, and the plan will then be considered for adoption by the BOCC. The ADA plan will then be forwarded for review and approval to agencies that require the plan for grant eligibility, such as NCDOT and the Federal Transit Administration. Once approved by those agencies, the plan will be published as OPT's official ADA plan and implemented accordingly before expansion services begin this spring.

**RECOMMENDATIONS:** The Staff recommends the OUTBoard:

1. Open the public hearing for the draft ADA plan;
2. Close the public hearing for the draft ADA plan; and
3. Recommend approval of the draft ADA plan to the BOCC.



**ORANGE PUBLIC TRANSPORTATION ADA PARATRANSIT PLAN**

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**Information About Entity Submitting Plan:**

Orange County/Orange Public Transportation  
P.O. Box 8181  
600 Highway 86 N  
Hillsborough, NC 27278  
Office: (919) 245-2008  
Fax: (919) 732-2137

Contact for Plan: Bret Martin, AICP, Orange County Transportation Planner  
[brmartin@orangecountync.gov](mailto:brmartin@orangecountync.gov)

**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;



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- 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.



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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, a 234% 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-12:00pm and 1:00pm-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**

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The other fixed route, the Hillsborough to Chapel Hill shuttle (“Route 420 Middy”), 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**

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### 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



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same service at no charge to the user. There is no fare for ADA-eligible users to take advantage of this service within ¾-mile of the Hillsborough Circulator route, and the fare is \$4.00 each way to take advantage of the service within ¾-mile of the Hillsborough to Chapel Hill Shuttle (“Route 420 Middy”), 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 ¾-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.*



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- 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 status by mail within 21 days of submitting a **completed** application. An eligibility decision



## ORANGE PUBLIC TRANSPORTATION ADA PARATRANSIT PLAN

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 9,310 service/revenue hours. 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 ¼-mile buffer surrounding the corridors within which OPT will be responsible for providing ADA paratransit service during the service times indicated for each 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/\$4 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/\$4 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/\$4 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 described in the Description of Current Paratransit Services section of this document will be



## **ORANGE PUBLIC TRANSPORTATION ADA PARATRANSIT PLAN**

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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 5.9 percent for Capital Area Transit. As such, the four (4) percent assumption lies safely in the high end 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**

<b>Year</b>	<b>FY 2016</b>	<b>FY 2017</b>	<b>FY 2018</b>	<b>FY 2019</b>	<b>FY 2020</b>
<b>Budget</b>	\$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 vehicles that may be available to provide complementary ADA service independent of fixed-



## **ORANGE PUBLIC TRANSPORTATION ADA PARATRANSIT PLAN**

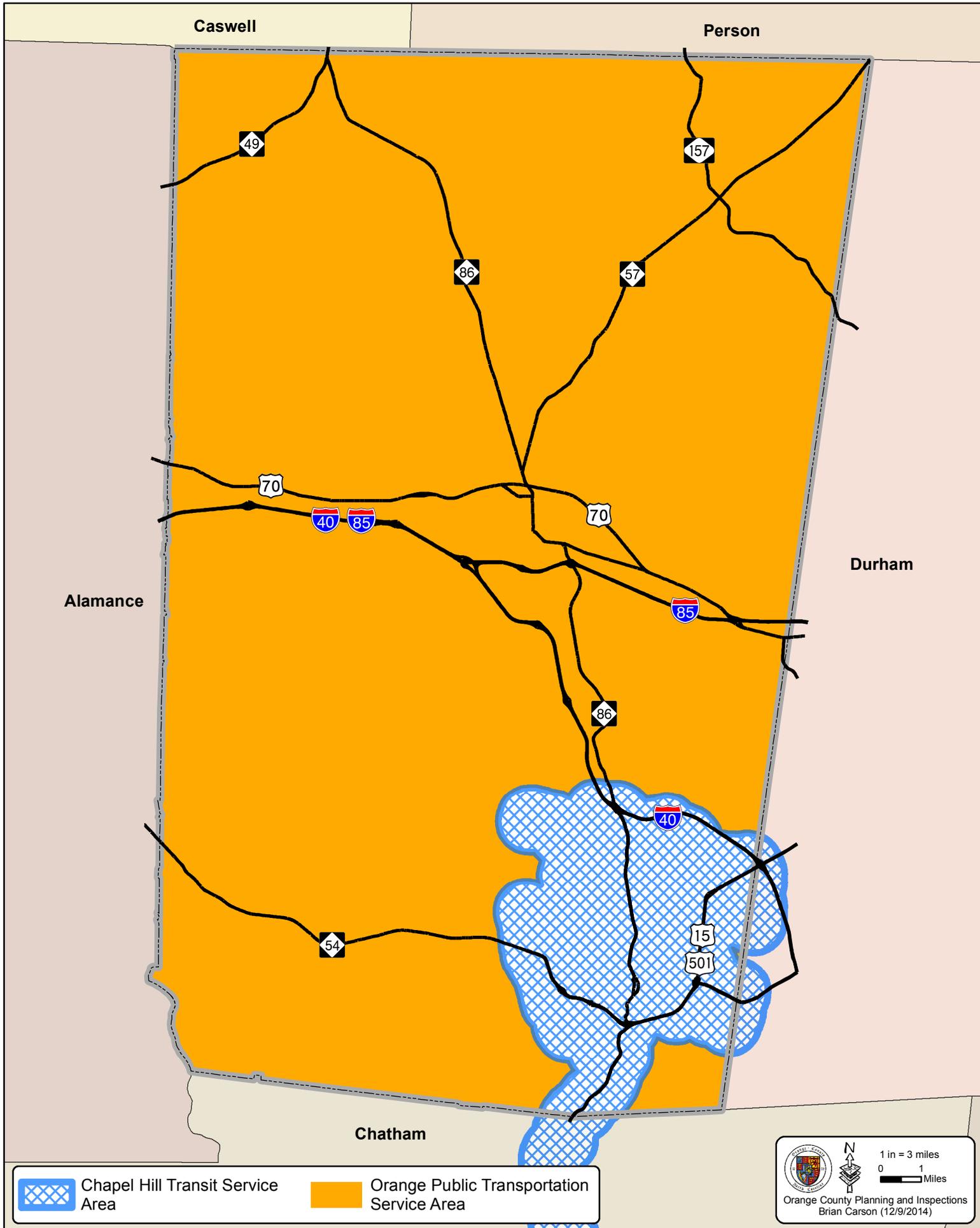
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route deviation that also provide other demand response services are also ADA-accessible and equipped with lifts. These vehicles will be used to provide the service exerting no additional demands for capital expenses on the system than what already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

### **Description of Public Participation Process Used to Develop Plan:**

*To be completed when public participation process is completed.*

# Orange Public Transportation Service Area





# Save Some Cash ... Take the Bus!

*New Schedule with More Stops!*

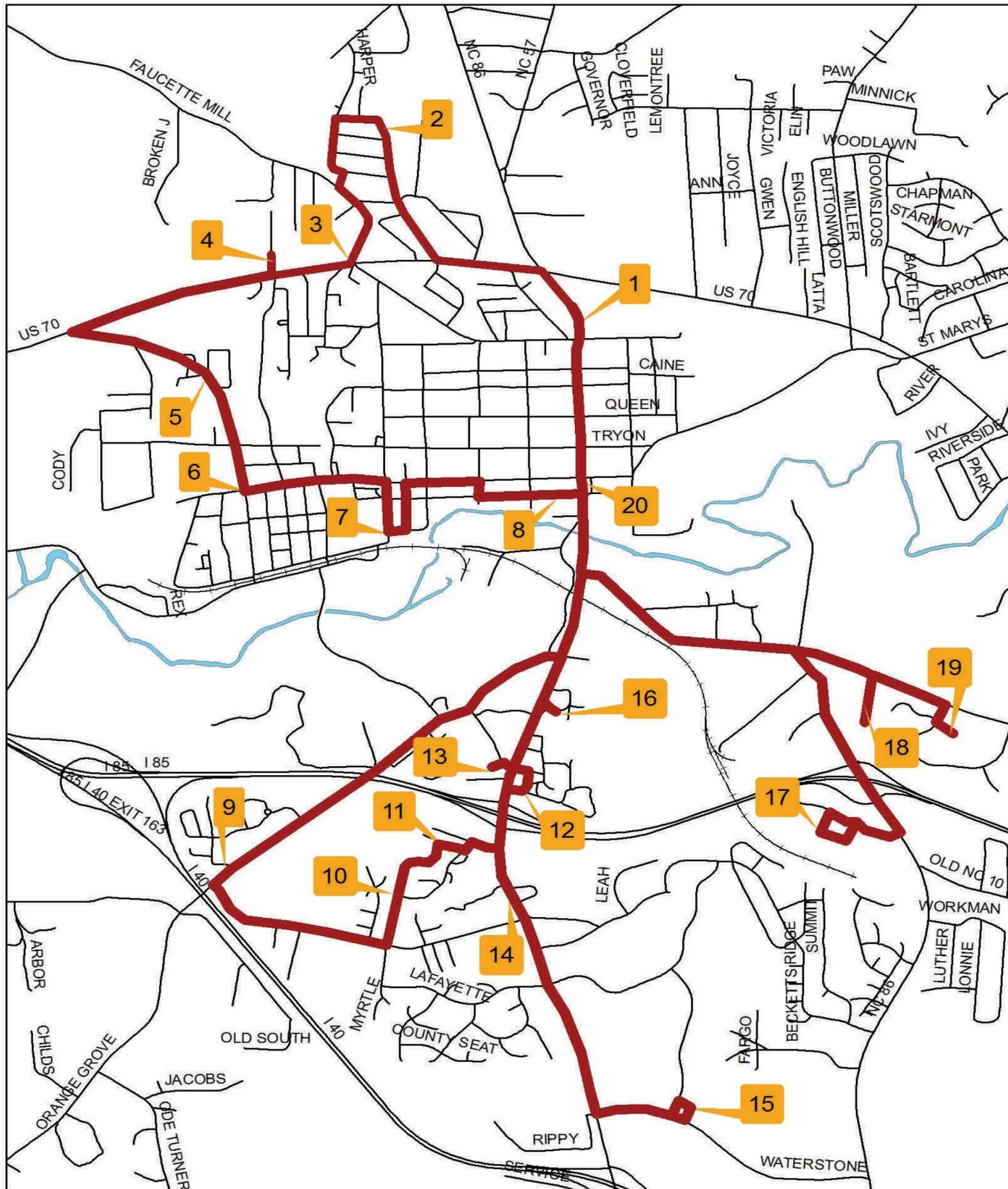
## Hillsborough Circulator

A.M. CIRCULATOR BUS SCHEDULE																				
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	1
8:00	8:03	8:05	8:06	8:09	8:10	8:12	8:14	8:17	8:20	8:21	8:23	8:24	8:26	8:29	8:35	8:41	8:45	8:48	8:51	8:55
9:00	9:03	9:05	9:06	9:09	9:10	9:12	9:14	9:17	9:20	9:21	9:23	9:24	9:26	9:29	9:35	9:41	9:45	9:48	9:51	9:55
10:00	10:03	10:05	10:06	10:09	10:10	10:12	10:14	10:17	10:20	10:21	10:23	10:24	10:26	10:29	10:35	10:41	10:45	10:48	10:51	10:55
11:00	11:03	11:05	11:06	11:09	11:10	11:12	11:14	11:17	11:20	11:21	11:23	11:24	11:26	11:29	11:35	11:41	11:45	11:48	11:51	11:55

P.M. CIRCULATOR BUS SCHEDULE																				
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	1
1:00	1:03	1:05	1:06	1:09	1:10	1:12	1:14	1:17	1:20	1:21	1:23	1:24	1:26	1:29	1:35	1:41	1:45	1:48	1:51	1:55
2:00	2:03	2:05	2:06	2:09	2:10	2:12	2:14	2:17	2:20	2:21	2:23	2:24	2:26	2:29	2:35	2:41	2:45	2:48	2:51	2:55
3:00	3:03	3:05	3:06	3:09	3:10	3:12	3:14	3:17	3:20	3:21	3:23	3:24	3:26	3:29	3:35	3:41	3:45	3:48	3:51	3:55
4:00	4:03	4:05	4:06	4:09	4:10	4:12	4:14	4:17	4:20	4:21	4:23	4:24	4:26	4:29	4:35	4:41	4:45	4:48	4:51	4:55

1- Maxway	6- King Street/West Hill Avenue	11- Gateway Apartments	16- Food Lion
2- Rainey Street	7- South Nash and Calvin Streets	12- Daniel Boone (antiques area)	17- Walmart/Home Depot (around loop)
3- Hester/Whitted/Daye	8- Library	13- Social Services	18- Eno Haven
4- Whitted Forest	9- Timbers Mobile Home Park	14- UNC Family Practice	19- Triangle SportsPlex
5- West Hill Avenue	10- Coachwood Apartments	15- Durham Tech Campus	20- Courthouse



# ORANGE PUBLIC TRANSPORTATION (OPT)

## MID-DAY SHUTTLE



*General Fares - \$2.00 Each Way*

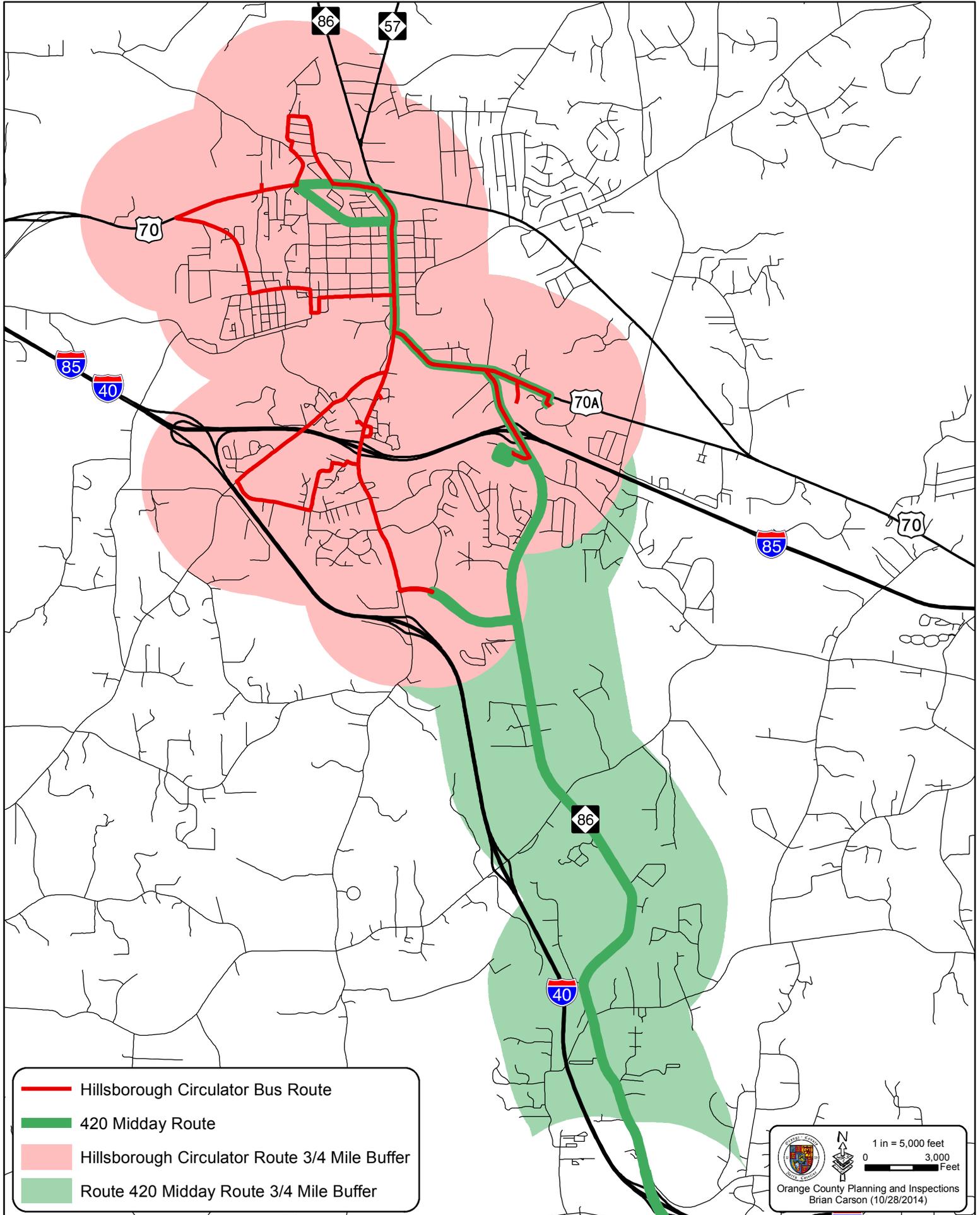
*Disabled Fares - \$1.00 Each Way*

*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.

# Hillsborough Circulator and 420 Route Service Areas





### **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.



## 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.

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

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

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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

\_\_\_\_\_



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

\_\_\_\_ YES \_\_\_\_ NO \_\_\_\_ SOMETIMES

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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

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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

---



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?

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**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



*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.*



### **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](mailto: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.



### **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.)



“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.

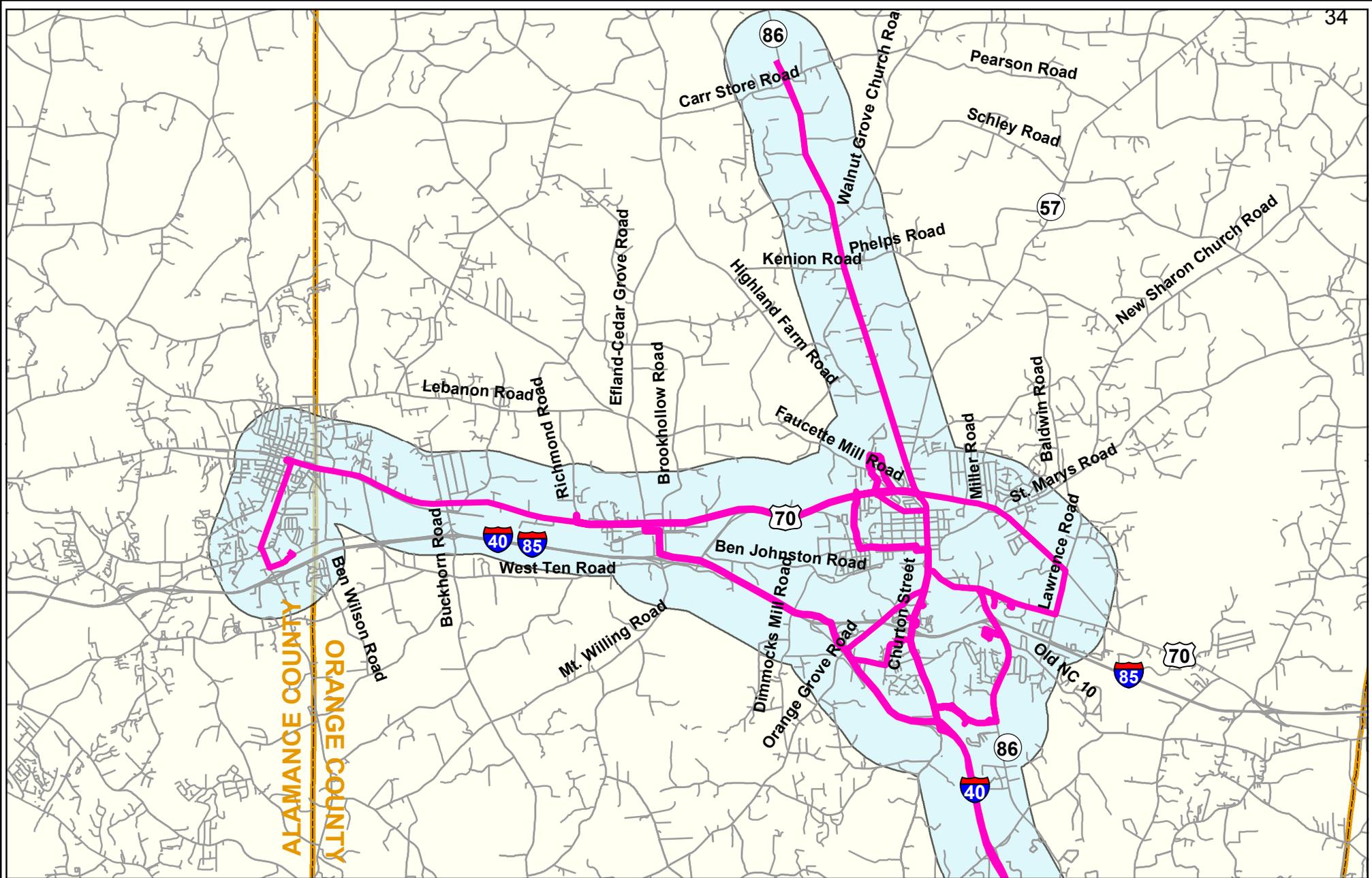
**Appeal Process:**

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](mailto:pmurphy@orangecountync.gov)



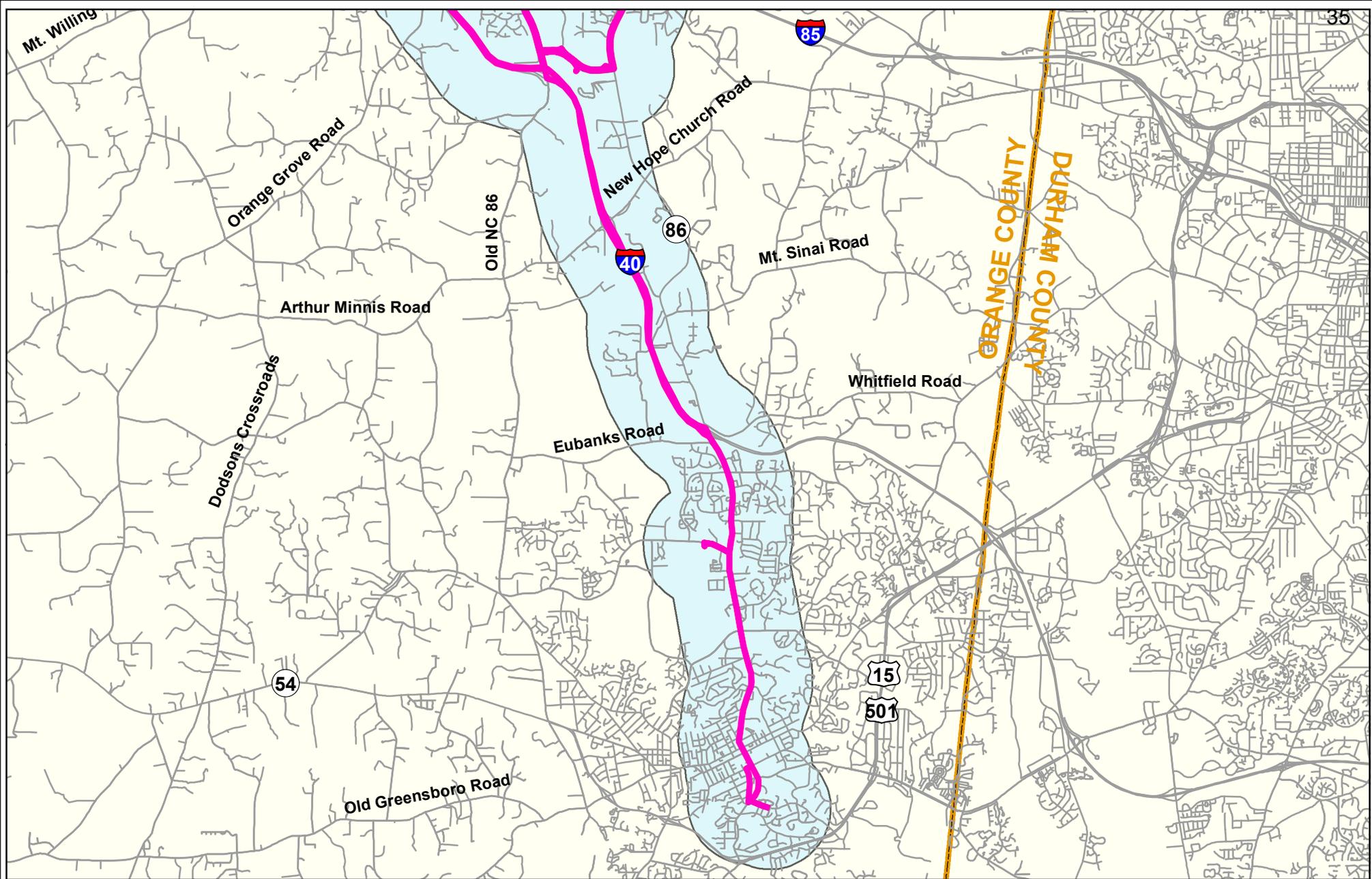
**LEGEND**

-  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**



## ATTACHMENT 2

### ORANGE PUBLIC TRANSPORTATION Notice of Public Meeting, 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.

Presentation of the draft Orange Public Transportation ADA Paratransit Plan and associated policies will be provided at a **public meeting** held by Orange Public Transportation staff February 12, 2015, at 7:00pm in Room 004 in the basement of the Orange County West Campus Office building located at 131 W. Margaret Lane, Hillsborough, NC 27278. The public will then be provided the opportunity to comment on the draft plan.

A **public hearing** for the draft plan will additionally be held by the Orange Unified Transportation Board February 18, 2015, at 7:00pm in Room 004 in the basement of the Orange County West Campus Office building located at 131 W. Margaret Lane; Hillsborough, NC 27278, at which time a presentation of the draft plan will be provided and the public will be given an opportunity to comment.

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 will begin Tuesday, February 3, 2015, and 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](mailto:brmartin@orangecountync.gov).

**ORANGE COUNTY  
ORANGE UNIFIED TRANSPORTATION BOARD (OUTBoard)  
ACTION AGENDA ITEM ABSTRACT  
Meeting Date: February 18, 2015**

**Action Agenda  
Item No. 4b**

**SUBJECT:** Planning Staff Comments on the Draft 2016-2025 Statewide Transportation Improvement Program

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**DEPARTMENT:** Planning and Inspections

**PUBLIC HEARING: (Y/N)**

No

**ATTACHMENT(S):**

**INFORMATION CONTACT:**

1. Staff Comments on the Draft 2016-2025 Statewide Transportation Improvement Program

Bret Martin, Transportation Planner, 919-245-2582

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**PURPOSE:** To review planning staff comments on the draft 2016-2025 Statewide Transportation Improvement Program (STIP)

**BACKGROUND:** Biennially, the North Carolina Board of Transportation (BOT) adopts a multi-year Statewide Transportation Improvement Program (STIP) containing funding and scheduling information for transportation projects throughout the state including those for highway improvements, aviation facilities, public transportation, ferry travel, freight rail, and bicycle and pedestrian facilities. The STIP is the major tool the State uses for the implementation of locally and regionally adopted transportation plans from which projects are conceived for programming consideration. In 2013 and 2014, the State, in conjunction with the metropolitan planning organizations (MPOs) and regional planning organizations (RPOs) throughout the state, completed the prioritization process for the 2016-2025 STIP, which is scheduled to be finalized and adopted in July 2015. The OUTBoard was involved in this process in the summer and fall of 2013 when it recommended for endorsement to the Board of County Commissioners priority lists each for the Burlington-Graham (BG) MPO, the Durham-Chapel Hill-Carrboro (DCHC) MPO and the Triangle Area RPO.

The 2016-2025 STIP was released in December 2014, which commenced a multi-month open comment period for MPOs, RPOs and the public to review and provide feedback on the programming of projects. The first five (5) years of the STIP are considered committed, while the following five (5) years are considered developmental, with those projects in the developmental phase of the STIP being subject to reprioritization in the next iteration of STIP development. For the DCHC MPO, Orange County transportation planning staff and the MPO technical committee have already generated comments on the draft 2016-2025 STIP and forwarded those comments to NCDOT. Comments related to Orange County projects that were forwarded to NCDOT are provided in [Attachment 1](#). No comments were generated by staff for projects located within the Triangle Area RPO planning area as staff did not find it necessary to comment on the limited scope of those projects. The sharing of these comments are meant to inform the OUTBoard of transportation planning staff's concerns and preferences regarding Orange County projects included for funding in the draft STIP.

**RECOMMENDATION(S):** Staff recommends the OUTBoard accept staff's comments and provide any additional comments or feedback on projects to be shared with the NCDOT.

## Attachment 1

### Orange County Transportation Planning Staff Comments on the Draft 2016-2025 Statewide Transportation Improvement Program (STIP)

- 1) U.S. 70 Bypass Bridge at Eno River (Project #B-4962): The area around the U.S. 70 bridge at the Eno River east of Hillsborough is a crucial connection for the North Carolina Mountains-to-Sea Trail and for connecting bicyclists and pedestrians to the Eno River State Park. As project development and bridge design begins, coordination with the Town of Hillsborough and Orange County, as well as the efforts to extend the Mountains-to-Sea Trail is needed. Specific comments on this project were sent to Ms. Brenda Poole, NCDOT Project Development and Environmental Analysis Branch, from the Orange County Planning and Inspections Department in a letter dated October 27, 2009. It is requested that these comments be reviewed before design of the bridge begins.
- 2) I-40 Widening from I-85 to U.S. 15-501 (Project #I-3306): Orange County, the Town of Chapel Hill, and the DCHC MPO request clarification on the scope of improvements proposed in the project. We request confirmation that the Chapel Hill-requested interchange improvements at NC 86 are included as part of the project. We also request an explanation for why right-of-way is scheduled for 2023 if the design is scheduled for completion in 2015 and the categorical exclusion is scheduled for completion in 2015 or 2016. We are concerned that the documentation of environmental analyses could expire prior to 2023, and we request that the right-of-way, construction and any mitigation phases be scheduled during the first five (5) years of the STIP.
- 3) I-40 Pavement Rehabilitation (Project #I-5822): We request that this project be coordinated with I-3306 to avoid duplicative paving and repaving costs.
- 4) South Churton Street Widening from I-40 to Eno River (Project #U-5845): The project involves the widening of South Churton Street at its interchange with I-85. The Town of Hillsborough and Orange County had previously been advised that the I-85 widening project needed to be scheduled first and that the interchange improvement could not be implemented independently. Has there been a change of opinion as to whether the interchange would need to be modified to implement the South Churton Street widening project, or is there some other way that the interchange improvement will be incorporated into the widening project?
- 5) Orange Grove Road Extension (Project #U-5848): In addition to overlapping with the South Churton Street widening project, the project also overlaps with the Hillsborough Train Station project. The timing and scope of all three projects are connected and need to be considered in the scheduling of these projects. Additionally, there is a small project the Town of Hillsborough and the County have identified at the intersections of Eno Mountain Road and Mayo Street with Orange Grove Road that would ideally be added to this project scope. This is an off-set intersection that cannot accommodate signalization in its current

## Attachment 1

configuration. The Town and County have funded and completed some preliminary investigation to identify a realignment configuration. Any ability to pursue the realignment further and discuss this project scope would be greatly appreciated.

- 6) Hillsborough Train Station (Project #P-5701): Need clarification on the exact scope of work for this project. The project relates directly to #U-5848 (Orange Grove Road extension). These projects may overlap or create the opportunity to shift costs to different sources as the extension of Orange Grove Road is intended to provide access to the train station unless the train station project scope provides access to the station independently. It is the desire of the Town of Hillsborough to go under the railroad due to site topography issues. This concept has been shared with the North Carolina railroad Company on multiple occasions.

**ORANGE COUNTY  
ORANGE UNIFIED TRANSPORTATION BOARD (OUTBoard)  
ACTION AGENDA ITEM ABSTRACT  
Meeting Date: February 18, 2015**

**Agenda  
Item No. 5**

**SUBJECT:** Bicycle Safety

**DEPARTMENT:** Planning and Inspections

**PUBLIC HEARING: (Y/N)**

N

**ATTACHMENT(S):**

1. November 18, 2014 BOCC Meeting Information Item – Manager’s Response to Petition regarding Bicycle Safety
2. Staff Plan to Address Board of County Commissioners Petition Regarding OUTBoard/ Bicycle Safety – *to be distributed at the meeting*

**INFORMATION CONTACT:**

Abigaile Pittman, Transportation/Land Use Planner,  
919-245-2567  
Tom Altieri, Comprehensive Planning Supervisor,  
919-245-2579

**PURPOSE:** To receive an update on the Board of County Commissioners (BOCC) Petition related to bicycle safety.

**BACKGROUND:** At the BOCC November 6, 2014 regular meeting, a petition (Attachment 1) regarding bicycle safety was brought forth by Commissioners Price and Jacobs requesting Planning staff to review policies related to pedestrian bicycle access and begin working with cyclist groups, law enforcement and transportation officials to develop a culture of sharing the road. In response, Planning developed its plan to address the petition, which was provided to the BOCC as an Information Item at its February 3, 2015 meeting.

Planning staff’s plan to address the BOCC petition regarding OUTBoard/Bicycle Safety (Attachment 2) will be distributed at the meeting due to recent discussions and revisions. The Staff Plan will address representation from the BOCC, citizen participation, public outreach, task objectives, and ultimately a report back to the BOCC in June with recommendations/plan. The intent is to resolve these tasks over the course of three OUTBoard meetings. This first meeting will provide an introduction that includes an update on past discussions and recent events, and to provide a reference for the review of State laws. An overview of future meeting activities will be provided at the meeting as part of the Staff Plan.

The issue of bicycle safety has been a topic of interest by various County groups over the past several years, including discussions by the OUTBoard, the BOCC, and citizen groups that have consulted with authorities at the Sheriff’s Department, the Highway Patrol, and the North

Carolina Department of Transportation (NCDOT). Discussions regarding bicycle safety have increased over the past 6-7 months following incidents between motorists and bicyclists last year. There has been interest in developing policies and procedures for enhancing bicycle safety, reviewing State laws, promoting the development of safer bike lanes, and clearly identifying agencies/departments for addressing the problems. Because counties in North Carolina do not maintain roads, Orange County's involvement in this issue must look more towards policies, procedures and public education rather than enforcement.

#### Timeline of OUTBoard Prior Discussions of Bicycle Safety

The OUTBoard has discussed the issue of bicycle safety a number of times over the past several years:

- September 2011 – Bicycle Safety on OUTBoard agenda. Citizens Bonnie Hauser and Gail Alberti addressed the Board.
- October 2011 – Bicycle Safety on OUTBoard agenda. Agreement to send letter to BOCC 11/11/11 letter from Chair Cole-Baker to BOCC Chair Pelissier.
- January 2012 – Update provided at OUTBoard meeting. BOCC response to OUTBoard (1/6/12 letter from Chair Pelissier). At the request of OUTBoard, OC Planning staff follow-up with Sheriff's Office. No response provided.
- Winter/Spring 2012 – Citizen group (Rural Road Safety Coalition) comprised of motorists and cyclists meet to discuss bicycle safety. Guidelines are produced and published.
- October 2012 – Jeff Charles, OUTBoard member and representative of Rural Road Safety Coalition presents published guidelines to BOCC during "Public Comments, Matters Not on the Printed Agenda" and requests BOCC endorsement.
- August 2014 – Bicycle Safety on OUTBoard agenda pursuant to recent incidents between motorists and bicyclists.

#### NC Bicycle Laws

For additional background and information, NCDOT has produced a guide intended to serve as a tool and reference document for education and enforcement of bicycle and pedestrian laws:

[http://ncdot.gov/bikeped/download/bikeped\\_laws\\_Guidebook-Full.pdf](http://ncdot.gov/bikeped/download/bikeped_laws_Guidebook-Full.pdf) .

**RECOMMENDATIONS:** The Staff recommends the OUTBoard receive the information.

**Attachment 1**  
**INFORMATION ITEM**



**Orange County Board of Commissioners**  
**Post Office Box 8181**  
**200 South Cameron Street**  
**Hillsborough, North Carolina 27278**

*BARRY JACOBS, CHAIR*  
*EARL MCKEE, VICE CHAIR*  
*MARK DOROSIN*  
*ALICE M. GORDON*  
*BERNADETTE PELISSIER*  
*RENEE PRICE*  
*PENNY RICH*

November 12, 2014

Dear Commissioners,

At the Board's November 6, 2014 regular meeting, petitions were brought forth which were reviewed by the Chair/Vice Chair/Manager Agenda team. The petitions and responses are listed below:

- 1) Review and consider a request by Commissioners Price and Jacobs that staff review Chapel Hill and Carrboro policies related to pedestrian and bicycle access and begin working with cyclist groups, law enforcement and transportation officials to develop a culture of sharing the road.

***Response:*** *Manager to discuss with Town Managers; Chair and Vice Chair to discuss with NCDOT at quarterly meeting on 11/12; Manager to ask Planning staff to work with OUT Board to set up sub group(s) to discuss/develop plan with input on membership from BOCC.*

- 2) Review and consider a request by Commissioner Price to consider modifications to the County's Facility Naming Policy which would allow for interior portions of a facility to be named for living individuals.

***Response:*** *Referred to Manager for review and recommendation.*

- 3) Review and consider a request by Commissioner Gordon for staff to follow up on an earlier petition request regarding agenda postings on the County website.

***Response:*** *Information Technologies Director to investigate and follow up.*

- 4) Review and consider a request by Commissioner Pelissier that the BOCC begin recognizing staff for superior accomplishments.

***Response:*** *Manager and Human Resources Director will review options with plan to share with BOCC.*

This letter will be provided as an Information Item on the November 18, 2014 agenda for public information.

Best,

Barry Jacobs, Chair  
Board of County Commissioners