Orange County Department on Aging

endless possibilities

Orange County

TRANSPORTATION GUIDE 2025

Resources from
Chapel Hill Transit and **EZ Rider,**
GoTriangle and **GoTriangle Access,**
Orange County Public Transportation,
and the **Orange County Department on Aging**

AGE FRIENDLY
ORANGE COUNTY, NC

WHAT'S INSIDE

About This Guide

This guide is designed to help older adults understand transportation options available in Orange County, NC. It was developed as part of the Orange County Department on Aging's Master Aging Plan (MAP). Now in its fifth cycle, the 2022-27 MAP is based on the AARP Framework for an Age-Friendly Community, which includes eight areas that affect quality of life for older adults: outdoor spaces, transportation, housing, social participation, respect, employment, health services, and communication.

For questions or feedback about this guide, please call the Orange County Department on Aging's Transportation Help Line at 919-717-1853.

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AGING TRANSITIONS - TRANSPORTATION

The Orange County Department on Aging's Aging Transitions Team provides information and assistance to Orange County residents dealing with age-related issues, including transportation. To speak with staff or to set up an appointment, the Aging Transitions Help Line can be reached at 919-968-2087 Monday through Friday from 9 AM to 4 PM.

Additional services related to transportation include:

Transportation Help Line

The Transportation Help Line is available Monday through Friday from 9:00 am to 4:00 pm at 919-717-1853. Staff provide information on available transportation options. Consultations and one-on-one travel training are also provided.

Eligibility Screening and Application Assistance

The Orange County Department on Aging's Transportation Specialist helps individuals with eligibility screening and applying for paratransit and/or demand response services.

Senior Nutrition Transportation

Transportation to lunch at the Passmore Center is available Monday through Friday. Pickup times vary, but riders typically arrive at the center by 10 AM and leave around 1 PM. To participate in the lunch program, registration is required, which can take 3–5 business days to process. Registration forms are available at either senior center or online at https://www.orangecountync.gov/236/Senior-Center-Programs#lunch.

Once registered for lunch, individuals can arrange transportation by calling the Orange County Department on Aging's Transportation Help Line at 919-717-1853.

Volunteer Driving Program

The Volunteer Driving Program was created for individuals who can self-assist in and out of a vehicle. The program is available to people who are 55 and over who are Orange County residents. Riders must request rides at least 5 days before the ride is needed to allow time to coordinate the ride. No same day rides are available.

To register to request rides, please call the Orange County Department on Aging's Transportation Specialist at 919-717-1853 to schedule an in-home interview to screen for eligibility, complete paperwork, and sign a waiver releasing Orange County from liability.

When available, volunteers help to bridge gaps in public transit options and provide specialized support for medical appointments that require a driver. This service offers door-to-door transportation for medical appointments, grocery shopping, and other activities that are essential to maintain quality of life.

Volunteer drivers use their personal vehicles and must have two years of safe driving history. A background check is required. For more about volunteer opportunities and how to sign up, visit https://www.orangecountync.gov/266/Volunteer.

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What kinds of transportation services are available in Orange County?

1. Fixed Routes

These are buses that follow a set path with designated stops. Examples: Chapel Hill Transit's NS Route, GoTriangle's Route 400, and the Orange County Public Transportation's Orange-Chapel Hill Connector, also called the Hill to Hill.

2. Americans with Disabilities (ADA) Paratransit

This service provides rides for people with disabilities that prevent them from using a fixed route. Note that vehicle drivers cannot provide "personal services" that exceed "door-to-door" service and cannot enter a rider's residence. Please contact the transit provider for details. ADA paratransit operates within three-quarters (.75) of a mile of certain fixed bus routes, but there may be exceptions. Please call the Transportation Help Line at 919-717-1853 or speak directly with the transit provider to confirm eligibility. To use ADA paratransit, an application is required, which can take up to 21 business days to process. Examples: Chapel Hill Transit's EZ Rider, GoTriangle ACCESS, and Orange County ADA Paratransit.

3. Medicaid Non-Emergency Medical Transportation (NEMT)

Medicaid beneficiaries who need transportation for medical appointments may be eligible for NEMT services. To learn more or get assessed, call Orange County Medicaid Transportation at (919) 245-2774.

4. Demand Response

A broader term that describes a transportation service where riders request rides in advance and vehicles do not follow a set route or path. Examples: $3 Rural General Public (RGP) and EDTAP (Elderly, Disabled Transportation Assistance Program) by Orange County Public Transportation.

5. On-Demand Microtransit

Riders can book a ride through an app or website, with vehicles picking up passengers at different locations and taking them to various destinations. Example: Orange County's developing service, MOD (Mobility On-Demand).

6. Volunteer Transportation

Volunteer drivers offer rides to fill gaps where public transportation doesn't reach. These rides are typically for medical appointments or errands like grocery shopping. Riders must register and schedule rides in advance. Example: Orange County Department on Aging's Volunteer Driving Program.

Where are these transportation services available?

In Chapel Hill and Carrboro town limits, transportation options include:

- Chapel Hill Transit fixed routes
- GoTriangle fixed routes (400, 405, 800, 805, CRX)
- Fare-free local ADA paratransit origin-to-destination service through EZ Rider; for riders with qualifying disabilities only, application with signature from certifying health authority required.
- Fare-free Senior Shuttle for seniors with service to senior living facilities, the library, grocery stores, shopping centers and the Seymour Center.
- Regional ADA paratransit available within three-quarters (.75) of a mile of GoTriangle route 400 and 800
- Orange County Department on Aging's Volunteer Driving Program

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In Hillsborough town limits, transportation options include:

- Orange County Public Transportation fixed routes
- GoTriangle fixed routes (ODX, 420)
- Fare-free ADA paratransit origin-to-destination service through Orange County Public Transportation for people with disabilities that prevent them from using fixed routes
- $3 Demand Response transportation from Orange County Public Transportation
- Developing service from Orange County Public Transportation's MOD
- Senior Nutrition: Fare-free transportation for lunch at the Passmore Center provided by Orange County Public Transportation
- Orange County Department on Aging's Volunteer Driving Program

In all other areas of Orange County:

- $3 Demand Response transportation from Orange County Public Transportation
- Orange County Department on Aging's Volunteer Driving Program
- Senior Nutrition: Fare-free transportation for lunch at the Passmore Center provided by Orange County Public Transportation
- ADA Paratransit through EZ Rider for some locations in southern Orange County that are north of Booth Rd. Call the Orange County Department on Aging's Transportation Help Line at 919-717-1853 or contact EZ Rider at 919-969-4920 to check eligibility by address.
- Developing service from Orange County Public Transportation's MOD

What is considered a disability to qualify for ADA paratransit?

The Americans with Disabilities Act (ADA) defines eligibility for paratransit services based on specific disability-related criteria. To qualify, an individual must have a disability that prevents them from using regular fixed-route transit services independently, some or all of the time. This includes:

1. Physical Disabilities: Conditions such as mobility impairments that prevent boarding, riding, or exiting a standard bus, even if the bus is wheelchair accessible. Examples include conditions requiring mobility aids like wheelchairs, walkers, or prosthetics.

2. Cognitive Disabilities: Impairments that make it difficult to understand how to use fixed-route services, such as navigating routes, schedules, or getting on and off the vehicle without assistance.

3. Visual Impairments: Severe vision loss or blindness that limits the ability to navigate to or from bus stops or recognize buses.

4. Temporary Disabilities: Disabilities that temporarily restrict access to transit, such as recovery from surgery or a short-term injury.

Applicants generally need to complete a certification process, which may involve submitting medical documentation or undergoing an assessment to confirm eligibility. These guidelines ensure that ADA paratransit services are reserved for those whose disabilities make fixed-route services inaccessible. For more information, you can visit the ADA.gov website (https://www.ada.gov/).

Can someone help me apply for transportation services?

Yes, assistance with applications and information on eligibility is available through the Department on Aging's Transportation Help Line at 919-717-1853.

How can I learn to use the transit system?

Adults that are 55 and over should call the Orange County Department on Aging's Transportation Help Line at 919-717-1853 for advice or to schedule a one-on-one travel training session with the Transportation Specialist.

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FOR DRIVERS

As we age, changes in vision, reflexes, and hearing can impact driving safety. While there's no set age to stop driving, research suggests that people generally outlive their ability to drive safely by an average of 7 to 10 years.

Many older adults ignore signs of unsafe driving to avoid losing independence. Here are some warning signs that it may be time to consider changes for safer driving:

- Frequently being honked at by other drivers.
- Having minor accidents.
- Difficulty staying in your lane.
- Getting lost on familiar routes.
- Health issues, like stiffness or joint pain, that impact driving.

If you're concerned about your driving, talk to a friend, family member, or medical provider.

You can also use these resources to help you drive safely and confidently in the years to come:

1. AARP Smart Driver™ Course

This course refreshes driving skills, covers defensive driving techniques, and offers tips for age-related challenges. It's offered both online and in-person at Orange County senior centers a few times each year. For dates and times, check the current issue of Endless Possibilities or call 919-717-1853.

2. CarFit Program

CarFit is a free program that checks how well your car fits you. Trained professionals walk you through a checklist to make adjustments for better comfort and safety. CarFit appointments are available at the Seymour and Passmore Centers. Contact 919-968-2087 or AgingTransitions@orangecountync.gov for more information.

3. My Car Does What?

This website, mycardoeswhat.org, helps you understand modern car safety features like adaptive cruise control and blind-spot monitoring.

4. Volunteer Driving Programs

Interested in helping others? Consider becoming a volunteer driver. The Orange County Department on Aging's program matches volunteers with older adults who need rides to medical appointments, grocery stores, or other important destinations. Drivers need to pass a background check and have a clean driving record for at least two years.

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NON-EMERGENCY MEDICAL TRANSPORTATION (NEMT)

Non-Emergency Medical Transportation (NEMT) is available to Medicaid beneficiaries who need transportation to their healthcare appointments. Here's what you need to know:

Eligibility:

• You must be enrolled in Medicaid

• The trip must be for a Medicaid-approved medical service, such as doctor visits

How It Works:

• Transportation may be provided by existing fixed routes, specialized vehicles, rideshare services, or other options approved by Medicaid.

• Medicaid beneficiaries may also need to apply for ADA paratransit service which can take up to 21 business days to process. For example, if Medicaid determines that a beneficiary is served by Chapel Hill Transit fixed routes, the beneficiary is not automatically eligible for ADA paratransit and would need to apply for EZ Rider service if they have a disability that prevents them from using the fixed routes.

How to Schedule a Ride:

• Call the NEMT provider listed on your Medicaid ID card or contact your Medicaid caseworker.

• Be prepared to provide your Medicaid number, the date and time of your appointment, and the address of your destination.

• Transportation pre-qualifications are made through the Orange County Department of Social Services. Please leave a voicemail at this number to set up Medicaid service, 919-245-2774

For additional assistance, contact the Orange County Department of Social Services at 919-245-2800 or your Medicaid caseworker.

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PUBLIC TRANSPORTATION IN ORANGE COUNTY

Chapel Hill Transit, GoTriangle, and Orange County Public Transportation provide most public transit options in Orange County. Additional fixed route service from Alamance County to Chapel Hill is available through PART (Piedmont Area Regional Transportation). For an overview of service providers in nearby counties, please check out the **Resources by County** section of this guide.

Each provider offers various services like fixed routes, ADA paratransit, and/or demand response. Eligibility for ADA paratransit and demand response services depends on your trip's starting point.

For help figuring out options, adults in Orange County aged 55 and older should call the Orange County Department on Aging's Transportation Help Line at 919-717-1853. For general trip planning, the GoTransit Regional Information Center at 919-485-RIDE (7433) is available daily.

Chapel Hill Transit and EZ Rider

6900 Millhouse Road,
Chapel Hill, NC 27516

Phone: 919-969-4900

Website: townofchapelhill.org/transit

Trip Planning: 919-485-RIDE (7433)

Chapel Hill Transit operates fare-free buses that serve Chapel Hill and Carrboro with 20+ weekday routes and 9 weekend routes. For riders with disabilities that prevent them from using the fixed routes some or all of the time, Chapel Hill Transit provides ADA paratransit service through their EZ Rider service.

Chapel Hill Transit Fixed Routes

Chapel Hill Transit operates a fare-free bus network that connects neighborhoods in Chapel Hill and Carrboro to downtown Chapel Hill, the University of North Carolina at Chapel Hill (UNC), and UNC Hospitals.

Downtown Chapel Hill serves as a central hub for many routes, making it accessible from various parts of the transit network. The Franklin Street corridor is a key focal point, with numerous stops and transfer points that facilitate access to the area's businesses, restaurants, and cultural venues.

In addition to serving local neighborhoods, Chapel Hill Transit connects to the regional transportation provider, GoTriangle, and to Orange County Public Transportation's Orange-Chapel Hill Connector route, allowing residents and commuters access to Hillsborough and the broader Triangle area, including Durham, Raleigh, and Research Triangle Park.
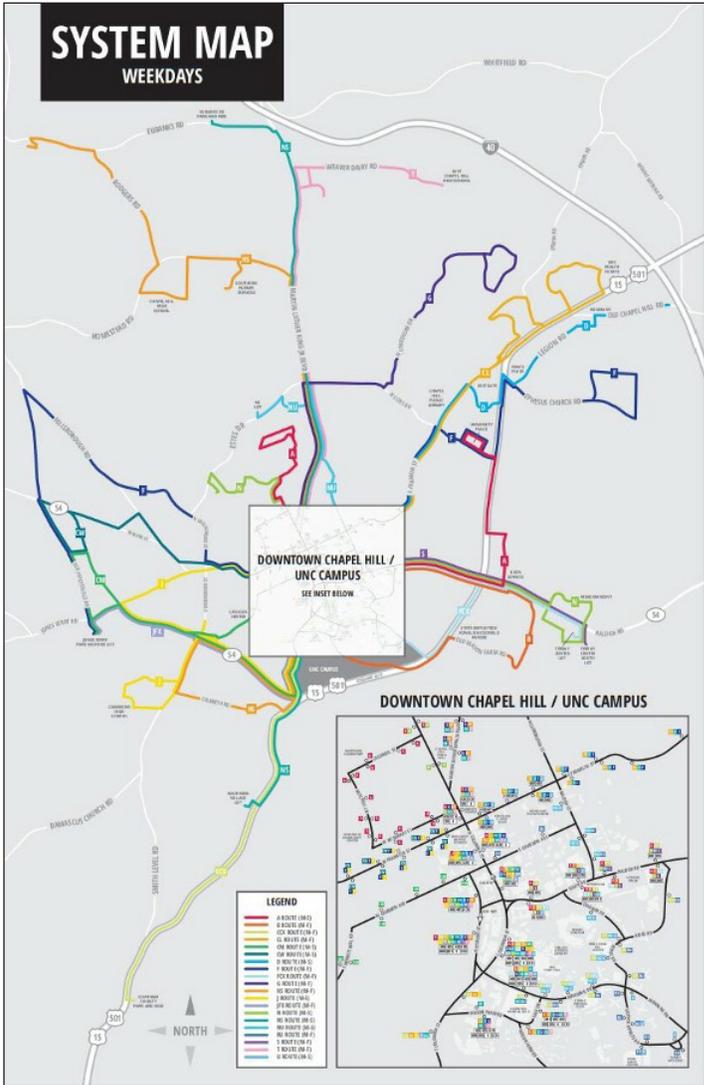
Chapel Hill Transit System Map (Weekdays)

Chapel Hill Transit Fixed Route Bus

Planning Your Trip

To plan your trip with Chapel Hill Transit, use Google maps, the GoTriangle trip planner at https://gotriangle.org/trip-planner/, or the Transit app for your Android or iOS smartphone.

Trip planning assistance is also available by calling the GoTransit Regoinal Information Center at 919-485-RIDE (7433). The Department on Aging's Transportation Specialist can also be reached at 919-717-1853.

Chapel Hill Transit to the Seymour Center

Chapel Hill Transit's HS (Homestead), NS (North-South), and the Senior Shuttle provide options for reaching the Robert and Pearl Seymour Center, 2551 Homestead Road in Chapel Hill. All three routes are part of the fare-free transit system. For the most updated schedule and bus route information, please visit https://www.townofchapelhill.org/transit.

HS Route

The HS route operates Monday through Friday from 5:30 AM to 6:41 PM, with hourly stops along Homestead Road to downtown Chapel Hill and the Seymour Center.

NS Route

The NS route runs every day with reduced service on the weekends. It operates along the North-South corridor, linking UNC-Chapel Hill, downtown Chapel Hill, and neighborhoods along Martin Luther King Jr. Boulevard. The NS route only stops at the Seymour Center on Saturdays after the 8 AM departure from Eubanks Park and Ride. For all other days, riders can disembark at stops along Martin Luther King Jr. Blvd and walk approximately half (.5) a mile to the Seymour Center.

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Senior Shuttle by EZ Rider

The Senior Shuttle is a fixed route available Monday through Friday that serves several senior apartments, the Seymour Center, and grocery stores along its route in Chapel Hill.

The Senior Shuttle vehicles are wheelchair accessible and provide curb-to-curb service. Customers are able to bring up to four (4) bags onboard. Trips on the Senior Shuttle are not reserved, and space is first-come first-serve as available.

EZ Rider (ADA Paratransit)

EZ Rider is a fare-free, origin-to-destination (with door-to-door option) service for people who can't use fixed routes due to a disability. It is available Monday through Friday from 5:15 am to 10:27 pm, and on Saturdays and Sundays from 7:50 am to 7:57 pm.

Rides must be requested at least one day in advance and are available to approved riders only. To apply, riders must complete an application signed by a healthcare provider and return to Chapel Hill Transit for processing, which can take up to 21 days.

EZ Rider vehicle

EZ Rider Contacts:

Reservations: 919-969-5544
Dispatch: 919-969-4919

After-Hours Supervisor for emergencies between 8:00 PM and 11:00 PM: (919) 259-6327

EZ Rider Application and Certification: 919-969-4920

Customer Feedback: 919-485-7433

Lost & Found: 919-969-4901

Email: chtransit@townofchapelhill.org

Senior Shuttle by EZ Rider - WESTBOUND							
Seymour Center	**Azalea Estates**	**Chapel Hill Public Library**	**Harris Teeter-University Place**	**Manley Estates**	**Covenant Place**	**Carolina Spring**	**Carrboro Plaza**
8:00 am	8:06 am	8:12 am	8:19 am	8:33 am	8:37 am	8:44 am	8:48 am
9:40 am	9:46 am	9:52 am	9:59 am	10:13 am	10:17 am	10:24 am	10:28 am
11:20 am	11:26 am	11:32 am	11:39 am	11:53 am	11:57 am	12:04 pm	12:08 pm
1:00 pm	1:06 pm	1:12 pm	1:19 pm	1:33 pm	1:37 pm	1:44 pm	1:48 pm
2:40 pm	2:46 pm	2:52 pm	2:59 pm	3:13 pm	3:17 pm	3:24 pm	3:28 pm
4:20 pm	4:26 pm	4:32 pm	4:39 pm	4:53 pm	4:57 pm	5:04 pm	5:08 pm

Senior Shuttle by EZ Rider - EASTBOUND							
Carrboro Plaza	**Carolina Spring**	**Covenant Place**	**Manley Estates**	**Harris Teeter - University Place**	**Chapel Hill Public Library**	**Azalea Estates**	**Seymour Center**
8:48 am	8:52 am	8:59 am	9:03 am	9:17 am	9:21 am	9:26 am	9:32 am
10:28 am	10:32 am	10:39 am	10:43 am	10:57 am	11:01 am	11:06 am	11:12 am
12:08 pm	12:12 pm	12:19 pm	12:23 pm	12:37pm	12:41 pm	12:46 pm	12:52 pm
1:48 pm	1:52 pm	1:59 pm	2:03 pm	2:17 pm	2:21 pm	2:26 pm	2:32 pm
3:28 pm	3:32 pm	3:39 pm	3:43 pm	3:57 pm	4:01 pm	4:06 pm	4:12 pm
5:08 pm	5:12 pm	5:19 pm	5:23 pm	5:37 pm	5:41 pm	5:46 pm	5:52 pm

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GoTriangle Fixed Route Bus

GoTriangle Access vehicle

GoTriangle and GoTriangle Access

4600 Emperor Blvd.,
Suite 100, Durham, NC
Phone: 919-485-RIDE (7433)
Website: gotriangle.org

GoTriangle is a regional transit agency that connects Wake, Durham, and Orange counties with bus routes and ADA paratransit services.

GoTriangle Fixed Routes

Seven GoTriangle routes operate in Orange County, including:

- Route 400: Connects Durham and Chapel Hill.
- Route 405: Chapel Hill to Carrboro and Durham
- Route 800: Connects Chapel Hill to Southpoint area of Durham.
- Route 805: Connects Chapel Hill to Durham.
- ODX: Connects Mebane, Hillsborough, Durham.
- CRX: Connects Chapel Hill to Raleigh.
- 420: Operated by Chapel Hill Transit, connects Chapel Hill and Hillsborough from 6-9 am and 4-6 pm.

Planning Your Trip

To plan a trip with GoTriangle, you can use their Trip Planner tool available on their website, Google Maps, or use the Umo smartphone application. Trip planning assistance is also available by calling the Regional Transit Center at 919-485-RIDE (7433).

To plan a trip with Google Maps, enter your start and end locations and click on the Transit icon (🚆 the train symbol) to see public transportation options. Google Maps will show you available bus routes, including GoTriangle. GoTriangle also integrates with the Umo app, which allows you to plan trips, track buses, and pay your fare all in one place. Free or discounted fare is available to eligible riders after registering with the Umo smartphone application.
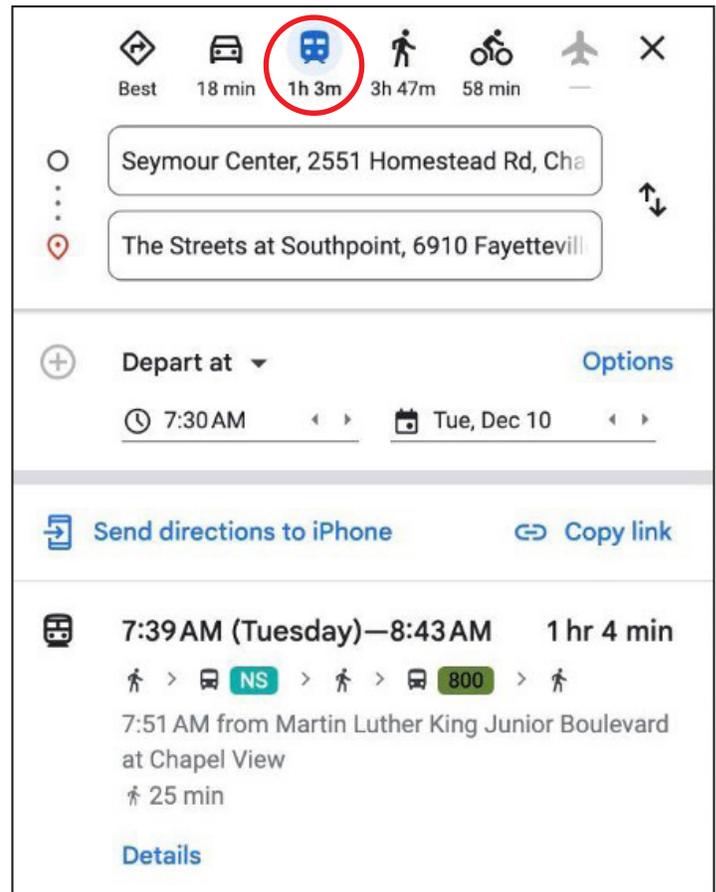
Paying GoTriangle Fare

In addition to cash (exact change only), GoTriangle accepts the Umo Mobility app and the GoPass Umo card for fare payment. Umo cards are available for $5 at the Regional Transit Center in Durham or can be ordered online through PayPal for $6, https://gotriangle.org/buy-umo-gopass.

Discount Fare

GoTriangle's regular cash fare is $2.50, but Umo users enjoy a $5 daily cap on fare costs. For assistance signing up for Umo and discount fares, people that are 55+ should call the Orange County Department on Aging's Transportation Specialist at 919-717-1853. Discounts are available to Umo users in the following categories:

- Senior fare: Ages 65+ Free with GoPass benefit code (https://gotriangle.org/discount-fare-qualifications)
- Youth fare: Ages 13-18 Free with GoPass benefit code (https://gotriangle.org/discount-fare-qualifications)
- Disability fare: $1.25 Discount Fare with GoPass benefit code (https://gotriangle.org/discount-fare-qualifications)
- Transit Assistance Pass: Free with GoPass benefit code (https://gotriangle.org/discount-fare-qualifications)

The Transit Assistance Pass offers free rides for individuals aged 19-64 who qualify for Medicaid, SNAP/EBT benefits, or whose household income is below $35,000.

GoTriangle Access (ADA Paratransit)

GoTriangle Access is a regional curb-to-curb paratransit service (with a door-to-door option, upon request) for eligible residents of Wake, Durham and Orange counties. The service is designed for people with disabilities that prevent them from using the GoTriangle fixed-route bus service.

GoTriangle Access Paratransit riders may use punch cards, monthly passes or cash (exact change only) to pay their fares when being transported on a GoTriangle Access vehicle. Fares and tickets are for one way only. Access costs $5 per ride and can be paid with cash, a 10 punch pass for $50, or a monthly pass that costs $160. The fare-free Transit Assistance Pass is also available to ADA eligible passengers who qualify for Medicaid or SNAP/EBT benefit and/or have a household income below $35,000.

Access rides must begin and end within three-quarters of a mile of a GoTriangle all-day fixed-route bus service. In Orange County, Go-Triangle Access is available in Chapel Hill and Carrboro along route 400 and 800. Riders that qualify for paratransit service but must travel outside this area are responsible for transportation needed to arrive within GoTriangle's service area.

Riders that are ADA-certified with Cary, Raleigh, Durham, or Chapel Hill can "share" that certification with GoTriangle so that they don't need to apply for paratransit in each system. Riders should call Access at 919-485-7468 to discuss coordination of trips that require transfer between systems.

OCPT vehicle for fixed routes and demand response services

Orange County Public Transportation (OCPT)

606 NC 86, Hillsborough, NC 27278
Phone: 919-245-2008
Reservations and Dispatch: 919-245-2004

Website:
orangecountync.gov/transportation

Orange County Public Transportation fixed routes, on-demand microtransit, ADA paratransit, and demand response transportation within Orange County and in some parts of Durham.

OCPT Fixed Routes

These routes are operated by Orange County Public Transportation and are open to the general public. For schedule information, please visit https://www.orangecountync.gov/1532/Fixed-Routes.

Hillsborough Circulator

The Hillsborough Circulator is fare-free and connects major origins and destinations throughout Hillsborough with hourly service. The Circulator runs Monday-Friday from 7:00 a.m. to 5:00 p.m.

Orange-Alamance Connector (OA)

The Orange-Alamance Connector service connects major origins and destinations in Hillsborough, Efland and Mebane (western Orange County) with hourly service. The route operates Monday-Friday from 10 am to 3 pm.

Orange-Chapel Hill Connector (OCH)

Provides mid-day service Monday through Friday to Cedar Grove, Chapel Hill. See GoTriangle Route 420 for service in this area during peak travel times. The Orange-Chapel Hill Midday Connector is also known as the "Hill to Hill." This service connects major origins and destinations in Hillsborough and Chapel Hill with hourly service. The OCH runs Monday through Friday from 8:30 am to 3:30 pm.

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Paying Fare

Orange County Public Transportation uses a cashless fare system supported by the Umo platform. Riders can pay for their fare via the Umo Mobility App or a reloadable Umo Smart Card.

The Umo smartphone application is available for free download from the iOS or Android store. You can load funds into your account through the app. When boarding, scan the QR code displayed on your phone.

Alternatively, riders can obtain a Umo Smart Card by scheduling an appointment with Orange County Transportation at (919) 245-2004. Funds can be added to the card through the Umo website, at the transportation office, or over the phone with a credit card.

Fare for the OCH and OA fixed routes are as follows:

- $2 for the general public
- $1 for students aged 6-17
- Fare free to seniors (60+), children (0-5), and people with disabilities with a discount ID issued from OCPT

ADA Paratransit

ADA paratransit is available within three-quarter (.75) of a mile of OCPT's fixed routes to people with disabilities that prevent them from using the fixed routes. ADA Paratransit service is fare-free origin-to-destination ride service which requires submitting an application with a certifying health authority's signature. It can take up to 21 business days to process. After approval, rides must be requested at least one business day in advance.

Planning Your Trip

Planning your trip using OCPT's fixed routes can be done with Google Maps or the Umo smartphone application. For more about using Google Maps to plan a trip, please call the Orange County Department on Aging Transportation Help Line at 919-717-1853.

MOD (Mobility On Demand) vehicle

MOD (Mobility On-Demand)

MOD is a developing service from Orange County Public Transportation that can be booked the same day or up to 5 days in advance using the TransLoc app or website. It operates throughout Orange County and in some parts of Durham. While the service is developing, please call 919-245-2004 to speak with OCPT staff to ensure a vehicle is available before booking a same day ride.

One-on-one assistance with TransLoc and other smartphone applications is available to older adults by calling the Orange County Department on Aging Transportation Help Line at 919-717-1853. It costs $5 per ride and must be booked and paid for via the TransLoc app or through the TransLoc website at http://ondemand.transloc.com/. It operates Monday–Thursday, 8am–5pm; Fridays, 8am–9pm; and Saturdays, 9am–5pm.

Demand Response

Orange County Public Transportation offers $3 demand response transportation for Orange County residents that live outside Chapel Hill and Carrboro town limits.

To use the service, prospective riders must first complete a certification form and allow up to 21 business days for processing. Once approved, registrants will be able to request rides with a minimum of 2 days' notice by calling OCPT at 919-245-2004.

Eligible riders can use the service for rides throughout Orange County and up to 5 miles beyond the county line. It is available Monday through Friday from about 9am to 4pm.

Fare for demand response rides must be paid through the Umo app or card, no cash accepted.

RESOURCES BY COUNTY

The following public transportation services are available in Orange and surrounding counties. For more details, contact each provider directly. Not sure where to start? Call the Orange County Department on Aging's Transportation Help Line at 919-717-1853 for personalized assistance.

Alamance County

Alamance County Transportation Authority (ACTA)
Phone: 336-222-0565
Website: acta-nc.com

ACTA provides transportation for general and medical trips. Rides are scheduled on a "first come, first serve" basis.

Piedmont Area Regional Transit (PART)
Phone: 336-883-7278
Website: partnc.org

PART operates Route 4, which connects Greensboro, Burlington, Graham, Mebane, and Chapel Hill. Fares are discounted for seniors and people with disabilities.

Link Transit
Phone: 336-222-5465
Website: linktransit.org

Link Transit serves Burlington and surrounding areas, with ADA-accessible buses.

Caswell County

Caswell County Area Transportation System (CATS)
Phone: 336-694-1424 (Ext 1) or TDD/TTY 1-800-735-2962

CATS provides affordable transportation within Caswell County. For eligibility and scheduling, call the Caswell County Senior Center or DSS.

Chatham County

Chatham Transit
Phone: 919-542-5136
Website: chathamtransit.org

Chatham Transit offers county-wide service. Reservations are required 48 hours in advance, with fares based on trip distance.

Durham County

GoDurham
Phone: 919-485-RIDE (7433)
Website: godurhamtransit.org

GoDurham provides fixed-route and demand-response services, including GoDurham ACCESS for eligible riders.

Orange County

Chapel Hill Transit
Phone: 919-969-4900
Website: townofchapelhill.org/transit

GoTriangle
Phone: 919-485-RIDE (7433)
Website: gotriangle.org

Orange County Public Transportation
Phone: 919-245-2008
Registration, Reservations and Dispatch: 919-245-2004
Website: orangecountync.gov/transportation

Orange County Department on Aging
Phone: 919-717-1853

Offers transportation consultations, travel training, the volunteer driving program, and application assistance.

Person County

Person Area Transportation System (PATS)
Phone: 336-597-1771 (TDD/TTY 1-800-735-2962)

PATS offers public transportation for various needs within Person County.

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ADDITIONAL RESOURCES

Rides in Sight

Website: ridesinsight.org

Provides information on transportation options for older adults throughout the U.S. Call the hotline at 1-855-607-4337.

Plan for the Road Ahead

Website: planfortheroadahead.com

A resource for transportation planning for older adults, including FAQs and mobility readiness information.

National Aging and Disability Transportation Center

Website: nadtc.org

Offers transportation resources for older adults, caregivers, and people with disabilities.

Disabled American Veterans (DAV)

Website: dav.org/veterans/i-need-a-ride

Provides free transportation to VA facilities for medical appointments.

American Cancer Society: Road to Recovery Program

Website: cancer.org/involved/volunteer.html

Volunteers offer rides to cancer treatments.

Orange County
Department on Aging