

ADA Transition Plan | 2025



TRIANGLE WEST
Transportation Planning Organization

Adopted October 28, 2025



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Acknowledgements

We would like to extend our deepest gratitude to the Triangle Disability Awareness Council for their invaluable role in facilitating and participating in a focus group dedicated to shaping our ADA Transition Plan. Their commitment to accessibility brought critical perspectives to the table, ensuring that the voices of people with disabilities are not only heard but actively integrated into planning efforts.

The vulnerability and honesty shared during these discussions were both courageous and essential.

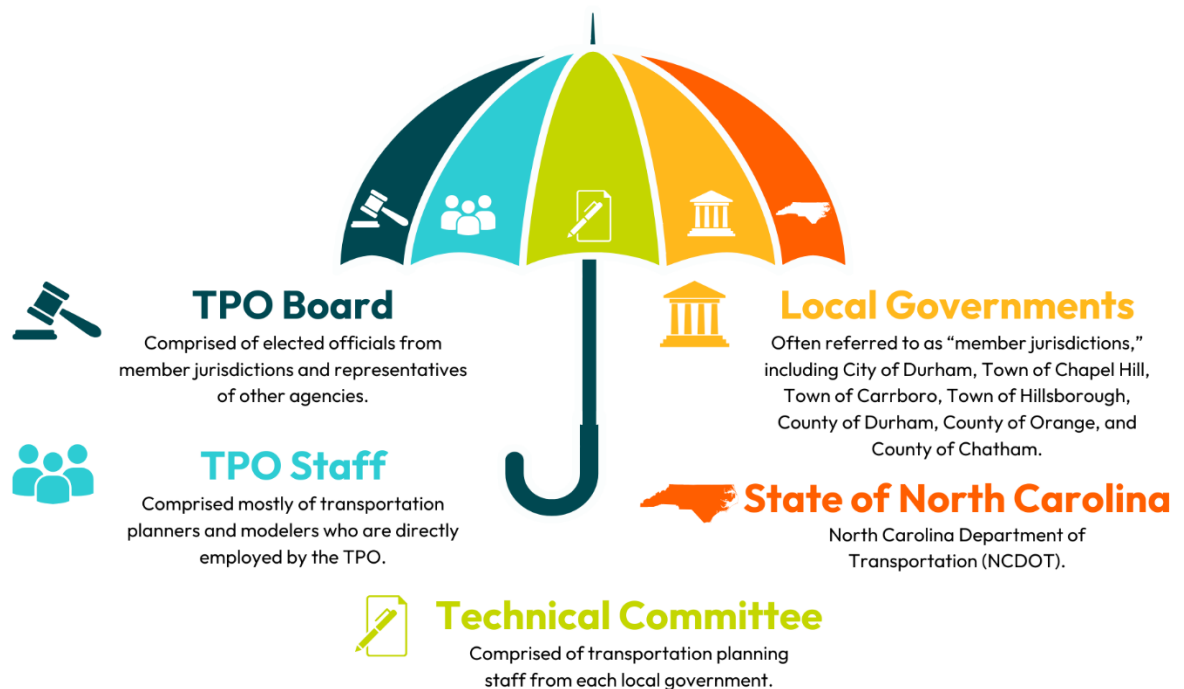
We would also like to thank Bike Durham for their meaningful contributions to the development of our ADA Transition Plan.



INTRODUCTION

About Triangle West Transportation Planning Organization

The Triangle West Transportation Planning Organization (Triangle West TPO) was created in 1980. When created, Triangle West was originally named the Durham-Chapel Hill-Carrboro Metropolitan Planning Organization (DCHC MPO). The organization changed its name to Triangle West TPO in January 2025. Triangle West is responsible for transportation planning for the western part of the Research Triangle in North Carolina. Triangle West is an umbrella organization made up of the TPO Board, the Technical Committee (TC), TPO Staff, local governments, and the State of North Carolina.



What is an ADA Transition Plan?

An Americans with Disabilities Act (ADA) Plan is intended to identify needs in the transportation system and integrate them with the state of North Carolina's planning processes. Additionally, an ADA Transition Plan is intended to provide better access to people with disabilities and prohibit discrimination on the basis of disability in planning activities and programs. ADA Transition Plans are prepared in accordance with two pieces of civil rights legislation:

1. Americans with Disabilities Act of 1990 (ADA), Title II Regulations, Nondiscrimination on the Basis of Disability in State and Local Government Services, 28 CFR Part 35, and
2. Section 504 of the Rehabilitation Act of 1973, as amended, Nondiscrimination on the Basis of Disability in Programs or Activities Receiving Federal Financial Assistance, 49 CFR Part 27

Additionally, ADA Transition Plans should accomplish the following four tasks per the Federal Highway Administration:

1. Identify physical obstacles in the public agency's facilities that limit the accessibility of its programs or activities to individuals with disabilities;
2. Describe in detail the methods that will be used to make the facilities accessible;
3. Specify the schedule for taking the steps necessary to upgrade pedestrian access to meet ADA and Section 504 requirements in each year following the transition plan; and
4. Indicate the official responsible for the implementation of the plan. 28 CFR §35.150(d)(3). (9-12-06)

Legal Framework – What is ADA? What is Section 504?

Section 504 of the Rehabilitation Act of 1973, a national law, that protects qualified individuals from discrimination based on their disability. The nondiscrimination requirements of the law apply to employers and organizations that receive financial assistance from any federal department or agency.

In 1990, the Americans with Disabilities Act was signed into law as a comprehensive civil rights law that protects the rights of individuals with disabilities in employment, access to State and local government services, places of public accommodation, transportation, and other important areas of American life.

TRIANGLE WEST TPO'S ROLE IN REGIONAL ACCESSIBILITY

Triangle West TPO's primary goals are to:

1. Assist our local governments in meeting the requirements set forth by the Federal Highway Administration regarding ADA Transition Plans
2. Increase and improve accessibility to people with disabilities within the TPO boundaries
3. Provide guidance relating to ADA policies and procedures where feasible

Evaluation of General ADA Policies and Procedures

ADA Coordinators

The federal government, via §35.107, requires a public entity that employs 50 or more people to designate at least one employee to coordinate its efforts to comply with the ADA. Although Triangle West TPO does not employ 50 or more people, it has designated an ADA Coordinator to support accessibility for people with disabilities. Below is a table of the ADA Coordinators of local governments and partner agencies within the Triangle West TPO's boundary.

Organization/Agency	ADA Coordinator	Phone Number	Email Address
Triangle West TPO	Monet Moore	919-503-4116	Monet.Moore@twtpo.org
City of Durham	ADA Coordinators Office	919-560-1200	ADA@durhamnc.gov
Town of Carrboro	Bear Tose	919-918-7425	BTose@carrboronc.gov
Town of Chapel Hill	Wage Gulledge	919-969-5118	WGulledge@townofchapelhill.org
Town of Hillsborough	Haley Thore	919-241-4615	Haley.Thore@hillsboroughnc.gov
Orange County	Jamael Wiley	(919) 245-2006	JWiley@orangecountync.gov

In addition to designating an employee as ADA Coordinator, §35.107 requires public entities with 50 or more people to adopt and publish grievance procedures that provide for prompt and equitable resolution of complaints alleging any action prohibited by the ADA. Although not required, Triangle West TPO has proposed the following Complaint and Grievance Procedures.

Complaint and Grievance Procedures

1. File a written (or audio recording when applicable) complaint via email, online form, mail, or in-person to Triangle West TPO's ADA Coordinator within 60 days of the issue occurring. All complaints should be signed (physically or digitally) and should contain the following, at a minimum:
 - a. An explanation of what took place, the issue presented, or discrimination experienced.
 - b. Contact information of the filer:
 - i. Name
 - ii. Email Address
 - iii. Phone Number
 - c. Date(s) of the event or issue presented.
2. The Triangle West TPO ADA Coordinator will meet (virtually or in-person) with the filer within 15 calendar days after receipt of the filed complaint.
3. The Triangle West TPO ADA Coordinator will investigate the complaint.
4. 30 calendar days of meeting with the filer, the Triangle West TPO ADA Coordinator will issue a report of the findings and possible solutions, and meet (virtually or in-person) with the filer. If the proposed resolutions do not satisfactorily resolve the issue, the complainant may file a grievance with a federal transportation agency (i.e., USDOT, FHWA, FTA) within 180 days of the last date of the alleged discrimination.
USDOT and Federal Highway Administration | ADA Complaint Form:
<https://highways.dot.gov/civil-rights/ada-complaint>
5. The Triangle West TPO will maintain records of all complaints, responses, resolutions, and appeals for at least a period of three years.

This grievance procedure applies to any ADA complaints related to Triangle West TPO projects, programs, services, and activities. Complaints received by Triangle West TPO relating to projects, programs, services, and activities related to its member jurisdictions (local governments), or partner organizations will be referred to an appropriate organization. If grievance procedures do not exist for the organization, Triangle West TPO may choose to refer the complaint to the North Carolina Department of

Transportation, Federal Highway Administration, or the Federal Transit Authority, depending on the nature of the complaint.

Triangle West ADA Focus Group

To better understand the transportation needs of people with disabilities within the Triangle, the Triangle West TPO hosted a focus group with people with disabilities for the development of this ADA Transition Plan on June 23, 2025. The group consisted of 8 participants with disabilities from around the Triangle, including but not limited to:

- City of Durham
- Durham County
- Town of Chapel Hill
- Orange County
- Wake County
- City of Raleigh

Participants had a variety of disabilities including limited vision, sight, and mobility. Triangle West TPO provided accommodation including:

- ASL interpretation
- Large text materials
- Braille materials

Focus groups participants were racially and age ranging from 18 years of age to aging adults (65+).

This group participated in two sessions focusing on accessibility issues in the Triangle and recommendations for an effective ADA Transition Plan. The sessions were planned by Triangle West TPO staff and facilitated by Dr. Timothy Miles of the Triangle Disability Awareness Council who additionally supported the recruitment of focus group participants.

Four participants who registered were unable to participate in person, at least one of these individuals stated that they faced transportation barriers in attending.

Recognizing the challenges presented, Triangle West TPO staff in partnership with the Triangle Disability Awareness Council facilitated the completion of questionnaires and written statements to collect additional feedback.

The following recommendations and policy changes are the result of the findings from the focus group.

Evaluation of Programs and Facilities

Triangle West TPO Office

The Triangle West TPO Office is located at 4307 Emperor Blvd, Suites 110 and 130, Durham, NC 27703. The office space is shared with our Lead Planning Agency, Central Pines Regional Council, and is accessible via GoDurham and GoTriangle Access. Access via Orange County Paratransit or Chapel-Hill Transit's EZRider system requires a transfer to either GoDurham or GoTriangle Access.

The office space is on the ground level and is fully wheelchair accessible with at-grade doors and ADA push buttons. Multiple accessible parking spots are available in front of the building. Triangle West TPO meetings feature large text and high contrast signage directing people to the appropriate room. Office rooms also have braille text signs.

Triangle West TPO Public Meetings

The Triangle West TPO hosts its public meetings (Board and Technical Committee) in the Long Leaf Meeting room at the TPO office. Meetings include a hybrid option utilizing Zoom, and Zoom calls include live transcription. American Sign Language (ASL) interpretation can be provided upon request if made at least 48 hours before the meeting. The TPO live streams these meetings on YouTube, and YouTube live streams also include auto-generated live captioning.

[Triangle West TPO's public meeting agenda and minutes](#) can be found on our website and the TPO can provide large text and braille copies of these documents at the TPO meetings, upon request. Request for agendas must be made at least 48 hours before the meeting, and Minutes requests can be made at any time. Minutes from the Technical Committee or Board meetings will not be available until they are approved at the next meeting. Once approved, they can be provided in a large text format or braille 48 hours after the request.

Off-Site Events

The TPO will select spaces for off-site events using the following criteria to ensure that these events are accessible to all:

- Accessible via paratransit
 - Locations should be within a paratransit service area (see the Triangle West Transit Guide in the Appendix for regional paratransit service areas and hours)

- Ideally, within multiple partner agencies' paratransit service areas to limit transfers
 - Events should be scheduled during regional paratransit service hours
- At-grade entrances or service ramps
- Single-story or have accessible elevators
 - TPO staff should confirm that elevators are working day of the event
- Pedestrian ROW (sidewalks, greenway, multi-use path, etc.) connectivity from nearest transit stop
- Seating
 - Event set up should accommodate a 60" turning radius for wheelchair users
- Accessible entrances with clearly marked pathways
- Signage with raised large print lettering and braille

General Guidelines for TPO Events

Following the Guidance of the Southeast ADA Center, the TPO should select sites and host events to allow participants with disabilities to do the following:

- Obtain information and directions in an accessible format prior to or during the event. Accessible formats may include pictures, visual schedules, or other supports that may be requested as accommodation
- Find and use accessible parking
- Navigate from accessible parking to event space entrances
- Move around the site as needed
- Participate in activities and enter exhibits
- Use public restrooms, telephones, water fountains, shelters, first aid stations, and other common amenities

Federal Transit Administration

The Federal Transit Administration (FTA) provides annual, population-based funding to transit agencies, state departments of transportation, and metropolitan planning organizations to support different types of transportation projects and activities. This funding is given to these agencies by the FTA, and the amount each agency gets is determined by a formula that is written by Congress. Agencies that meet the criteria for funding receive this money automatically. These funding programs are named based on

the section where they are located within the United States Code (i.e., Section 5307). Formula-based funds include:

- Section 5307 (Urbanized Area)
- Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities)
- Section 5311 (Rural Areas)
- Section 5337 (State of Good Repair)
- Section 5339 (Bus and Bus Facilities)

Multiple funding sources are used in transportation planning because of diverse needs across different areas and populations, the need for an equitable distribution of funds, for predictability of funds so that recipients can properly budget for their needs, and other critical factors. The FTA also has funding programs that are not formula-based; those programs require agencies like Triangle West TPO to apply for the funds.

Section 5310 Funding

The Enhanced Mobility of Seniors and Individuals with Disabilities Funding (“Section 5310 funding”) seeks to provide funding:. This program provides funding for the purpose of meeting the transportation needs of older adults and people with disabilities, when the transportation services provided are unavailable, insufficient, or inappropriate to meet these needs. Funding is distributed based on factors such as population, age, and disability status statistics. For more information about the currently funded grants, check the TPO’s website [here](#).

Eligible projects under Section 5310 funding are divided into three categories: “traditional”, “nontraditional”, or “other.” At least 55% of the program funds must be used on traditional projects. “Traditional projects” typically mean capital projects, new infrastructure, vehicles, scheduling, and technological systems. Some examples are below.

- Transit vehicles: buses and vans
- Wheelchair lifts, ramps, and securement devices
- Transit-related information technology systems, including scheduling/routing/one-call systems
- Mobility management programs
- Acquisition of transportation services under a contract, lease, or other arrangement

“Nontraditional” or “other” Section 5310 projects are most other projects, and could include any of the below:

- Travel training
- Volunteer driver programs
- Providing accessible paths to bus stops, including sidewalks, curb cuts, accessible pedestrian signals (APS), or other features
- Wayfinding and signage
- Incremental cost of providing same-day service or door-to-door service
- Purchasing vehicles to support new accessible taxi, ride sharing and/or vanpooling programs
- Mobility management programs

Triangle West’s Section 5310 Funds come from the FTA through the City of Durham. While the city receives the money from the Federal Government, the TPO manages the funds and decides which projects to fund in a call for projects every two years. The projects funded by the 5310 program must meet selection criteria defined by the TPO’s Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan), and management of the grant is defined by the 5310 Program Management Plan. Previous funding years include projects and investments such as:

- Fare Free Paratransit in Orange County
- Adding an additional Chapel Hill Transit Senior Shuttle service route and on-demand van pilot program.
- Purchase of 3 new light transit vans for the GoDurham Access paratransit system
- Expanded Orange County Mobility Management supporting the Mobility on Demand Program, including an expanded volunteer driver program, and funding for a mobility manager educating and supporting older adults on their mobility options.

Between the 5310 funds and the required local match, these projects represent a \$1.2-million investment in mobility and accessibility for aging adults and people with disabilities. Additional information about the currently funded program of projects is available on the TPO’s website [here](#).

Transit Planning for People with Disabilities

Triangle West TPO is responsible for coordinating with the following transit operators:

- GoTriangle
- GoDurham
- Chapel Hill Transit
- Orange County Transit
- Chatham Transit

The Triangle West Transit Guide in the [Appendix](#) outlines the details of the current transit and paratransit services within the Triangle West TPO boundaries. During Triangle West's ADA focus group held on June 23, 2025, several observations and experiences were shared, along with several opportunities for improvement.

Service and Performance Related Observations and Opportunities for Improvement:

Transit riders with disabilities shared the following experiences:

- Paratransit operators not identifying themselves upon arrival, resulting in riders being stranded.
- Difficulty arranging and taking inter-city trips as certifications and operations across paratransit providers differ.
- Long paratransit wait times and poor communication between reservation staff and operators, resulting in missed connections and appointments.
- Limited-service hours, resulting in restricted social life, work opportunities, and access to public meetings.
- Inadequate training for paratransit operators in identifying and accommodating people with hidden or non-visible disabilities.
- Lack of clear education for riders about available services and their rights.
- Lack of clarity regarding how to schedule pick-ups for appointments with uncertain end times.

The following recommendations for improvement were identified:

- Train paratransit operators:
 - Identify themselves clearly upon arrival.
 - Adjust pick-up approaches during bad weather or for riders with vision impairments.
 - Better understand and respect visible and non-visible disabilities.
- Improve educational resources for riders by:
 - Create easy-to-understand guides on ADA services

- Share information relating to paratransit during call hold times (like utility calls)
- Increase uniformity of services and certification amongst the paratransit providers in the Triangle
- Extend or adjust service hours to allow increased access to evening activities and public meetings.
- Improve coordination between dispatch, operators, and riders to prevent missed trips.
- Require paratransit to offer door-to-door service instead of curb-to-curb.
- Partner with “mobility as a service” providers (e.g., Uber, Lyft) to increase service during evenings, nights, and weekends.
- Include user input when planning changes to service schedules or processes.

Transit Facilities Related Observations and Opportunities for Improvement:

Transit riders with disabilities shared the following experiences:

- Many bus stops lack shelters, seating and/or shade and expose riders to heat and bad weather
- Unsafe walking environment connected to bus stops, such as:
 - Uneven or missing sidewalks
 - Micromobility devices blocking pathways
- Bus/vehicle designs do not always accommodate people with disabilities well:
 - Slippery equipment, such as smooth grab bars
 - Height differences between buses and sidewalks create a challenge when boarding

The following opportunities for improvements were identified:

- Install more shaded bus shelters, especially in hotter areas where natural shade does not exist.
- Include people with disabilities in resiliency planning efforts.
- Improve bus accessibility by:
 - Adding rubber grips to handrails.
 - Provide step stools upon request where height gaps exist.
- Ensure bus stop areas and pathways are clear of micromobility devices.

Pedestrian Planning for People with Disabilities

The Triangle West TPO continues to include pedestrian (and cyclist) improvements within our long-range transportation plans, including the Metropolitan Transportation Plan (MTP) and the Comprehensive Transportation Plan (CTP). Additionally, Triangle West TPO supports its member jurisdictions in pedestrian planning activities such as:

Member Jurisdiction	Plan Name and Adoption Status	Description
Durham County and City of Durham	2017 Durham Bike + Walk Plan (ongoing update, anticipated completion early 2026)	The Bike + Walk plan guides the City of Durham and Durham County's development and prioritization of bike lanes, sidewalks, and multi-use paths.
Town of Carrboro	ADA Transition Plan (Ongoing)	The Carrboro ADA Transition Plan will include an inventory of public facilities and their accessibility in the Town of Carrboro.
Town of Chapel Hill	2020 Mobility and Connectivity Plan	The Mobility and Connectivity plan outlines the steps the Town needs to take to make biking, walking, and transit a safe and convenient option. It includes a prioritized list of short- and long-term pedestrian projects.
Town of Hillsborough	N/A	N/A
Chatham County	2016 Chatham County CTP	Chatham County's CTP is a multi-modal long-range transportation plan that includes projects for improving mobility and pedestrian accessibility.
Orange County	Orange County Bike Ped Plan (Ongoing: expected completion in December 2025)	The Bicycle and Pedestrian Plan is Orange County's first comprehensive vision to create a safer, more equitable experience for walking or rolling around the county, and to make getting around more convenient and accessible for everyone.

Member Agencies and ADA Compliance

During Triangle West's ADA focus group with people with disabilities held on June 23, 2025, several observations and experiences were shared, along with several opportunities for improvement.

Pedestrian-Related Observations and Opportunities for Improvement:

Participants shared the following observations and experiences:

- Sidewalks and curb ramps are often unsafe or missing, forcing people to travel in the roadways or on uneven surfaces.
- E-scooters and other micromobility devices are often abandoned on sidewalks, creating obstacles for pedestrians with disabilities.
- Audible signage is lacking at intersections and bus stops, making it hard for people with visual impairments to navigate safely.
- Crosswalks are often blocked by vehicles, and drivers run red lights without penalty.
- The following opportunities for improvement were identified:
- Repair and maintain sidewalks, prioritizing sidewalks connecting to transit stops.
- Increase and enforce regulations relating to the use and parking of micro-mobility devices.
- Install audible crossing signals.
- Improve crosswalk safety through enforcement and design (e.g., curb extensions, improved markings).
- Incorporate resiliency into pedestrian planning efforts to include improvements that increase shade infrastructure and accessible seating in high-heat areas.

Evaluation of Communication Methods

In-Person

Triangle West TPO should provide accommodations for participants in meetings, engagement events, and other in-person events. Triangle West TPO is prepared to provide ASL interpretation, braille documents, large print and screen reader-compatible documents, and navigational assistance for individuals with disabilities.

Written

Triangle West TPO will accommodate all reasonable requests for access to written materials, including requests for documents in large print, braille, and document formats more easily read by screen readers. Additionally, Triangle West TPO will include an announcement on all notices of Triangle West TPO planning activities that state that people with disabilities will be accommodated. Special provisions will be made if notified within 48 hours in advance. The required announcement is provided below:

“In compliance with the Americans with Disabilities Act (ADA), Triangle West TPO will not discriminate against qualified individuals with a disability on the basis of disability. Anyone who requires accommodations for effective communications or assistance to participate in a Triangle West TPO program, service, or activity should contact Monet Moore, ADA Coordinator, Voice: 919-503-4116, North Carolina Relay Services: 711(Request Triangle West TPO) Email: Monet.Mooret@twtpo.org, as soon as possible but no later than 48 hours before the scheduled event.”

Website

On July 1st, 2025, Triangle West TPO launched a new website (www.twtpo.org), and the website aligns with ADA Section 508 and WCAG 2.1 Level AA web accessibility standards. This standard includes more than 50 accessibility requirements that ensure web content is:

- Perceivable
- Operable
- Understandable
- Robust

This includes but is not limited to:

- A high contrast color scheme and large font/print
- Screen reader compatibility and the ability for staff to add alternative text to featured images
- Full content review with simplified content, navigation, and a focus on plain language
- Future plans and documents are being uploaded in. Doc format and as PDFs for screen reader compatibility
- Keyboard only accessibility
- Website content that can be easily zoomed in while maintaining an easy user experience
- The full list of standards can be found [here](#).

These standards ensure that our web content is widely accessible but may not be comprehensive. If content on the Triangle West TPO website is not accessible to you, please contact ADA Coordinator Monet Moore (Monet.Moore@twtpo.org).

Social Media

Triangle West TPO aims to ensure its social media content meets web accessibility guidelines, which includes large text and high contrast fonts and color schemes, avoiding serifed fonts, and including alt text on all images. Social media content should be written in plain language and be in terms understandable to all users. Participants at Triangle West's ADA focus group shared that all methods of communication can be helpful for people with disabilities. Advertisements for engagement events should mention any accessibility issues that may be present at the event venue and if the event is accessible using area paratransit.

Findings and Next Steps

Triangle West TPO is committed to improving accessibility in our planning processes and promoting accessibility and mobility freedom across the TPO region. Based on the conversations and input during the ADA focus group, Triangle West TPO has developed the following recommendations for increasing accessibility in the region.

Recommendation	Description	Responsible Agency	Time Frame
Host an Annual Triangle West ADA Summit.	Triangle West TPO should host a Bi-Annual ADA summit convening ADA stakeholders to discuss progress toward universal accessibility and areas for future improvement across the area. The summit should include CAMPO to coordinate better cross-regional cooperation.	Triangle West TPO	Short Term
Investigate single-seat paratransit region-wide.	Triangle West TPO should investigate how to ensure paratransit users can get to any location within a TPO paratransit service area without needing to transfer to a different paratransit service upon crossing a county/city border.	Triangle West TPO, GoTriangle, GoDurham, Chapel Hill Transit, Orange County Transit	Long Term
Ensure future engagement events are held at accessible locations.	TPO staff will develop a short list of venues that are accessible and have paratransit access to share with partners and use that as first-line locations for public engagement.	Triangle West TPO	Short Term
Revamp paratransit information distribution.	Work with Paratransit providers to ensure that information on hours of	Triangle West TPO, GoTriangle, GoDurham, Chapel	Short Term

	service, service boundaries, and cost is easily accessible.	Hill Transit, Orange County Transit	
Improve paratransit scheduling and hours of operation.	Work with Paratransit providers to extend call scheduling hours for paratransit service and work to extend nighttime paratransit service hours.	Triangle West TPO, GoTriangle, GoDurham, Chapel Hill Transit, Orange County Transit	Medium-Long term
Maintain and prioritize improvements to sidewalks and pedestrian right-of-way.	TPO partners should ensure all sidewalks and pedestrian right of way in the region are maintained and accessible for users.	City of Durham, Town of Chapel Hill, Town of Carrboro, Town of Hillsborough, Orange County, Chatham County, Durham County	Long term
Fully implement audible pedestrian signals.	TPO partners should ensure their signalized intersections and high-visibility crosswalks include auditory signals informing pedestrians when it is safe to cross.	City of Durham, Town of Chapel Hill, Town of Carrboro, Town of Hillsborough, Orange County, Chatham County, Durham County, NCDOT	Long Term
Improve and facilitate coordination with the ADA coordinator and planners.	Triangle West TPO should work with the regional ADA Coordinators to improve regionwide coordination between ADA coordinators and planning staff.	City of Durham, Town of Chapel Hill, Town of Carrboro, Town of Hillsborough, Orange County, Chatham County, Durham County, GoTriangle	Short Term

Additional Recommendations

Below are additional recommendations for member jurisdictions and transit providers withing the Triangle West TPO boundaries:

- Create specific deadlines/benchmarks for upgrades (stops, APS, paratransit improvements);
- Develop a public dashboard and yearly progress report;
- Host quarterly rider advisory groups to keep lived experience at the center;
- Integrate the City of Durham's ADA ramp and bus-stop inventories so planning/repairs aren't siloed;
- Provide clear ownership for rider communications during service changes.



Triangle West Transit Guide



	Who is eligible?	Where can I go?	When can I go?	How much does it cost?	Where can I learn more?
Chapel Hill Transit EZ Rider	ADA-certified riders who cannot use fixed-route bus service	Within 3/4 mile of Chapel Hill Transit bus routes. Service is door-to-door.	Mon-Fri: 5:15am-10:27pm Sat-Sun: 7:50am-7:57pm <u>Booking:</u> 1 to 14 days in advance	Free	Visit here or call 919-969-5544
Chapel Hill Transit Senior Shuttle	Older adults in Chapel Hill and Carrboro	Fixed route with stops at assisted living facilities, grocery stores, Seymour Center, and Chapel Hill Public Library	Hourly service on weekdays from 8:16 am-4:50 pm. No reservations needed, first-come first-serve basis.	Free	Visit here or call 919-969-5544
GoDurham ACCESS	City of Durham residents: ADA-certified riders who cannot use fixed-route bus service	all locations within the City of Durham, any location outside the City within 3/4 mile of any fixed-route bus route operated by GoDurham	Mon-Sat: 5:30am-12:30am Sundays and holidays: 6:30am-9:30pm <u>Booking:</u> 1 to 14 days in advance	Free	Visit here , contact GoDurham staff here , or download the GoDurham ACCESS app
	Durham County Residents who live in a rural area and are: Certified riders who are 60 or older, or have a disability	Anywhere in Durham County, as long as the trip begins and/or ends outside of the City of Durham			

	Who is eligible?	Where can I go?	When can I go?	How much does it cost?	Where can I learn more?
GoDurham Senior Shuttle	Residents from 13 senior communities in Durham	Between senior communities and Walmart	Hourly service between 10am and 3:05 pm. Each community is assigned one day per week.	Free	Visit here
Orange County EDTAP Elderly and Disabled Transportation Assistance Program	Adults 60 years or older and people with disabilities. Must be an Orange Co. resident in a rural area.	Medical, human services, group field trips, personal care or job-related transportation within Orange Co.	Weekdays from 7am-5pm. Trips must be booked 2-7 business days in advance.	\$3 one-way	Visit here . For Seymour Senior Center, call 919-968-2070
Orange County Rural General Program	Any rural Orange County resident who does not qualify for ADA paratransit or EDTAP	Medical, human services, or job related trips within Orange County. Trips must begin or end in a rural area.	Weekdays from 7am-5pm. Trips must be booked 2-7 business days in advance.	\$3 per ride	Visit here or view Orange County's Passenger Handbook here
Orange County EMPL Employment Transportation Assistance Program	DSS clients transitioned off TANF/ Work First in last 12 months, Workforce Dev. Program participants, disadvantaged public, and/or general public.	Job-related trips and childcare trips for children of working parent	Weekdays from 7am-5pm. Trips must be booked 2-7 business days in advance.	Free	Visit here or view Orange County's Passenger Handbook here

	Who is eligible?	Where can I go?	When can I go?	How much does it cost?	Where can I learn more?
Orange County ADA Paratransit	ADA-certified riders who cannot use fixed-route bus service and live within or can come within the service area	Within 3/4 mile of Orange Co. Public Transportation bus routes. Service is origin-to-destination.	Weekdays between 8am and 5pm. Trips must be booked 1 to 30 days in advance.	Between \$0 and \$2, depending on the route	Visit here to learn more or here for details on the ADA Paratransit Plan
Orange County Mobility-on-Demand (MOD)	Anyone	Anywhere in Orange County	Mon-Thurs: 8am-5pm Fri: 8am-9pm Sat: 9am-5pm Sun: No service	\$5 one-way, book trips using Transloc app, phone call, or website	Visit here , call 919-245-2008, email OCPublicTransit@orangecountync.gov
Orange County Volunteer Driver Program	Adults 55 years or older and people with disabilities. Must be able to enter and exit vehicles with minimal assistance.	Essential destinations (i.e., important for well-being) that are within 1 hour of the trip's origin.	Depends on availability. Trips must be booked 5-7 days in advance. Maximum of 8 rides per month.	Free (excluding parking fees)	Contact Brandi Beeker at 919-717-1853 or email here .
GoTriangle Access	ADA-certified riders who cannot use fixed-route bus service.	Within 3/4 mile of GoTriangle bus routes. Service is curb-to-curb.	Mon-Fri: 5:45 am - 11:15 pm Sat: 6:40 am - 11:15pm Sun: 6:40 am - 9:15 pm Book: 1 to 7 days prior	One-way fare: \$5 10-punch pass: \$50 Monthly pass: \$160	Visit here or call 919-485-7468
Chatham Transit In County Service	Chatham County residents. Buses are equipped with wheelchair lifts.	Anywhere in Chatham County.	Weekdays from 4:30am to 5:30pm. Reservations must be booked at least 48 hours in advance.	0 to 3 miles: \$2.00, 3.1 to 5 miles: \$3.00, 5.1 to 7 miles: \$4.00, 7.1 to 10 miles: \$5.00, 10.1 to 13 miles: \$7.00	Visit here or call 919-542-5136 TTY: 1-800-735-2962

Comparison of Services

	SERVICE TYPE			ELIGIBILITY REQUIREMENTS			SERVICE FEATURES	
	Fixed Route Transit	Demand Response Paratransit	ADA Paratransit: requires certification	Disability	Older Adult	Rural Resident	Unrestricted Trip Purpose	Free Fares
Chapel Hill Transit EZ Rider		✓	✓	✓			✓	✓
Chapel Hill Transit Senior Shuttle	✓			Service for older adults, no age minimum or certification required				✓
GoDurham ACCESS (for City residents)			✓	✓			✓	✓
GoDurham ACCESS (for non-City, County residents)		✓		✓ or ✓ or ✓				✓
GoDurham Senior Shuttle	✓			Must live in 1 of 13 senior communities in Durham				✓
Orange County EDTAP		✓		✓ or ✓		✓		

	Service Type			Eligibility Requirements			Service Features	
	Fixed Route Transit	Demand Response Paratransit	ADA Paratransit: requires certification	Disability	Older Adult	Rural Resident	Unrestricted Trip Purpose	Free Fares
Orange County Rural General Public		✓				✓		
Orange County EMPL		✓		Specific eligibility requirements (see above or click here)				✓
Orange County ADA Paratransit			✓	✓			✓	
Orange County Mobility-on-Demand (MOD)	On-demand microtransit			Open to anyone			✓	
Orange County Volunteer Driver Program		✓		✓	or ✓			✓
GoTriangle ACCESS			✓	✓			✓	
Chatham Transit In County Service		✓		Open to anyone			✓	