



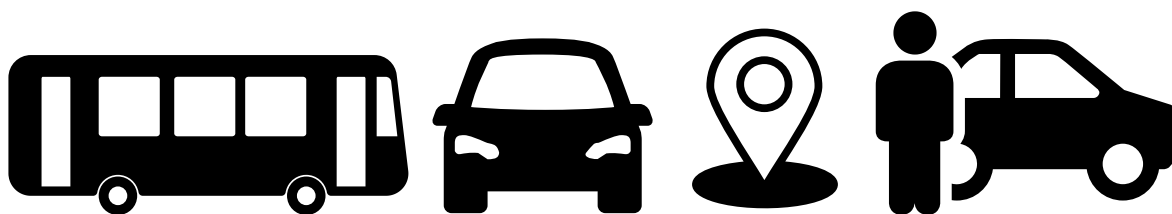
Work Together NC

Possibility to Opportunity

presents...

Transportation In North Carolina

**A Guide to Transportation
Services, Problems, &
Solutions**



Updated 3/1/2025

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What Transportation Models in North Carolina WORK?





Buncombe County

📍 Mountain Mobility

Mountain Mobility is Buncombe County's Community Transportation System. They provide ADA Complementary Paratransit Services as well as deviated fixed route public transportation.

Pros	Cons
Door-to-door service	Cost (\$2 fare)
Plan trips in advance	Services cease at 7:30pm
Available most holidays	



[Website](#)



(828) 250-6750



339 New Leicester
Hwy
Asheville, NC

Transportation Resource Spotlight



**autism
grown up**

[Autism Grown Up](#) is a completely virtual non-profit in North Carolina dedicated to creating and providing resources for autistic people. You can access their free transportation toolkit [here](#).



Durham County

GoDurham

GoDurham is a public transit service that includes GoDurham ACCESS. GoDurham ACCESS is an on-demand transportation option that provides curb-to-curb and/or door-to-door paratransit services within the City of Durham. Additionally, the microtransit pilot program Durham Connect (formerly GoDurham Connect) is an additional way to travel within Durham.

Pros	Cons
Door-to-door available	Fare costs (after June 2024)
Plan trips in advance	Limited holiday service
Evening hours available	Only serves Durham County



[Website](#)



(919) 485-7433



515 W Pettigrew St
Durham, NC

Transportation Resource Spotlight

[Work Together NC](#) hosts [resource](#) and [service](#) libraries to help support you in your transportation goals.



Guilford County

Access GSO & I-Ride

Access GSO is a shared-ride transportation service in Greensboro, NC for riders with disabilities. Curb-to-curb and/or door-to-door services are also available, e.g. through I-Ride. Service animals, children 5 years or younger, and Personal Care Attendants are welcome and ride for free.

Pros	Cons
Door-to-door available	Cost (\$2.50 fare for Access GSO)
Plan trips in advance	Plan trips only 7 days advance
Evening/weekend availability	Limited holiday service



[Website](#)



(336) 333-6589



300 W Washington St
Greensboro, NC

Transportation Resource Spotlight



[The National Aging and Disability Transportation Center](#) is dedicated to meeting the transportation needs of people with disabilities and their caregivers. You can visit their website [here](#).



Orange County

EZ Rider

EZ Rider is a paratransit, demand-response, shared ride service that operates in Chapel Hill (CH) and Carrboro, NC. EZ Rider may be a good fit for you if you cannot use Chapel Hill's fixed route bus system and would benefit from origin-to-destination (generally door-to-door) transportation.

Pros	Cons
Schedule ahead of time	Cannot reserve >2 weeks
Reliable	Not able to designate drivers
Free	Only serves CH/Carrboro
Origin-to-destination	Limited holiday service
Weekend/evening availability	



[Website](#)



(919) 969-5544



6900 Mill House Rd
Chapel Hill, NC

Orange Co. Mobility On-Demand

Orange County Mobility On-Demand (MOD) uses an on-demand model to expand existing Orange County Public Transportation (OCPT) service availability. Additionally, OCPT services are still available when fixed route and on-demand transportation are not available.

Pros	Cons
On-demand available	Cost (\$5 fare)
Able to access with mobile app	Limited evening service hours
Saturday service hours	No hours on Sundays



[Website](#)



(919) 245-2008



606 NC Hwy 86 N
Hillsborough, NC

Point-to-Point

Point-to-Point (P2P) is a transportation service offered by the University of North Carolina (UNC) at Chapel Hill. It provides on-demand and fixed route options for traveling around UNC campus day and night. It is only available to UNC students and employees.

Pros	Cons
Reliable	Only operates on UNC campus
Free	Only for UNC students/staff
On-demand available	Limited holiday availability
Late evening availability	



[Website](#)



(919) 969-5544



6900 Mill House Rd
Chapel Hill, NC

📍 Residential Services, Inc.

Residential Services, Inc. (RSI) offers many residential and community-based supports for individuals of all ages with intellectual and developmental disabilities. Their independent & supported living services can help individuals with daily needs and desires, including transportation.

Pros	Cons
Reliable	Service cost
Individualized	Service may depend on staffing
Flexible schedule	Only serves Orange County



[Website](#)



(919) 942-7391



111 Providence Rd
Chapel Hill, NC

Transportation Resource Spotlight



[Disability Rights NC](#) is a legal advocacy agency. They created a FAQ sheet for using accessible public transportation [here](#).



Transylvania County

Transylvania in Motion

Transylvania in Motion (TiM) offers fixed route, paratransit, and demand response options in Brevard and Rosman (Transylvania County). TiM includes the opportunity for scheduled trips for ADA-eligible customers, medical appointment transportation, and on-demand services at a fee.

Pros	Cons
Schedule ahead of time	Inflexible
Medical services transportation	Service cost
Door-to-door pickup	Only serves Brevard/Rosman



[Website](#)



(828) 884-3203



106 East Morgan St.
Ste 205
Brevard, NC 28712



Wake County

GoRaleigh Access

GoRaleigh Access is a transportation service for riders with disabilities. Riders may be eligible for paratransit services through GoRaleigh Access as well. Paratransit services can take riders to and from locations within 3/4 miles of GoRaleigh bus stops.

Pros	Cons
Curb-to-curb service	Cost (\$2.50 fare)
Plans to expand service area	Travel must be near bus stops
Plan trips in advance	Limited holiday availability



[Website](#)



(919) 966-3459



310 W. Martin St.
Suite 212
Raleigh, NC

GoWake SmartRide

GoWake SmartRide offers rideshare options for riders in Zebulon, Wendell, Rolesville, and unincorporated areas nearby. Users can request a ride through the Mobility by Ecoland app or call GoWake Access. Then, a vehicle will meet the rider at a designated spot to begin the trip.

Pros	Cons
Free	Relatively limited service area
Reliable	24 hour advance trip plans only
Convenient for same-day trips	May share ride with others

 [Website](#)
 (919) 212-7005
 Raleigh, NC

Morrisville Smart Shuttle

The Morrisville Smart Shuttle is a free, on-demand transit program for Morrisville residents, commuters, and visitors. It's operated by GoCary, and serves the Town of Morrisville. There are 16 shuttle stops that are serviced seven days each week.

Pros	Cons
Free	Serves Morrisville only
On-demand	Limited holiday hours
Weekend availability	Reservations via app only

 [Website](#)
 (919) 463-6200
 100 Town Hall Dr
Morrisville, NC



Wilson County

📍 RIDE

RIDE is an on-demand, micro-transit service that has replaced the fixed route bus system in Wilson, NC. This service provides on-demand transportation to users who make requests through the RIDE app, the website, or by phone. RIDE does not operator on Thanksgiving or Christmas, but does on other holidays.

Pros	Cons
On-demand	Cost (\$2.50 fare)
Some holiday availability	Serves only City of Wilson
Free for COVID-19 vaccine	Limited evening hours



[Website](#)



(252) 595-5357



320 E Nash St
Wilson, NC

Transportation Resource Spotlight



The UNC School of Social Work's [FSP](#) has organized additional transportation resources by NC county [here](#).



Other/Multi-County Service

RTP Connect

RTP Connect is a pilot program for riders who are commuting in Research Triangle Park. Riders are able to get up to \$10 off per Lyft trip within the RTP Connect service boundaries. RTP Connect is a collaboration between Research Triangle Park and GoTriangle.

Pros	Cons
On-demand	Lyft costs
Convenient and eco-friendly	Serves only RTP
Accessible vehicles available	No weekend service



[Website](#)



(919) 485-7433



RTP, NC

RideMICRO

RideMICRO is a point-to-point rideshare transportation service by Wave Transit, part of the Cape Fear Public Transportation Authority. RideMICRO serves Brunswick, Pender, and New Hanover counties in NC. It is a pilot program funded by the North Carolina Department of Transportation.

Pros	Cons
On-demand	Cost (\$2 fare)
Plan trips in advance	Limited evening hours
Thousands of stops available	Limited holiday service

 [Website](#)
 1-844-764-1223
 P.O. Box 12630
Wilmington, NC

YVEDDI: Elkin & Mocksville Microtransit

The Yadkin Valley Economic Development District (YVEDDI) provides general public transportation as well as transportation for people with disabilities. Their microtransit program offers flexible, on-demand service that can be reserved by phone, website, or app. They serve Davie, Stokes, Surry and Yadkin counties.

Pros	Cons
On-demand available	Cost (\$2 fare)
Door-to-door service	Service limited by staffing
Convenient	Limited evening service

 [Website](#)
 (336) 679-2071
 622 N Main St
Mocksville, NC



Additional Considerations

📍 Natural Supports

Natural supports are friends/acquaintances in the community that can support individuals with transportation. For example, if two individuals live in the same neighborhood and one is able to drive, they may be able to support the other in going to the grocery store, pharmacy, etc. This model can reduce the burden on parents who care for individuals with disabilities by filling in transportation gaps.

📍 Mobility Hubs

The NC Department of Transportation is currently working to expand transportation options with their “Mobility Hub Plan” that will serve seven communities in central and eastern parts of the state. Mobility hubs are physical places like bus stations, but uniquely, they allow all mobility resources to come together in one center (e.g. trains, commuter rails, pedestrian, bikes, transit/microtransit options, etc). NC’s “Mobility Hub Plan” has an estimated completion timeline of December 2024.



Work Together NC

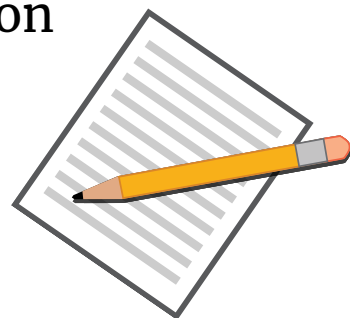
Possibility to Opportunity

What Questions Should You Ask About Transportation?



“What are my next steps in accessing transportation options in my community?”

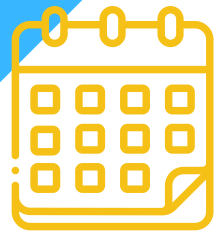
Check out Work Together NC’s [Transportation Action Plan](#). This is a customizable tool that suggests action steps for you to focus on as you think about transportation in your community. You can select which action steps you like, browse the suggested resources, add any additional action steps that are relevant to your life, then email your individualized plan to yourself and/or others.



“How much does this service cost to use and/or who funds this service?”

Some services are free and paid for by government agencies, for example. Some services charge fares for each ride, but might have discounts available if you buy fare passes in bulk (e.g. 20 passes for 1 month may be cheaper than buying 20 passes individually, etc). This latter option may be attractive if you know you will have to use the same transportation service to get to and from work on a regular weekly schedule.

“On what schedule does this service operate?”



Plan ahead and make sure that you’re able to get home safe after a late evening shift at work or on a snowy holiday morning.



“What does service look like for this transportation option?”

Is service door-to-door, curb-to-curb, or an alternative method of pick up and drop off?

“Am I able to plan trips in advance? Are there on-demand options for transportation?”



For important occasions such as a doctor’s appointment, you may prefer to schedule a trip in advance. For lower stakes, day-to-day activities like visiting and returning from the grocery store, an on-demand option may better suit your needs. Investigate which service(s) may offer either option, and choose the service that best fits your lifestyle.



“What areas does this transportation option serve?”

Some transportation services span counties, while others serve single towns or parts of towns. This information is important to keep in mind while researching transportation options that may be viable for you.

“Who do I contact if I have a problem with my chosen transportation service?”



Before you use a transportation service, make sure to establish an emergency plan in case something goes wrong - including the correct contact information for your chosen transportation option.



“How can I determine whether or not a transportation service is reliable?”

An absence of overwhelming negative online reviews, rather than an outpouring of positive reviews, is a good sign that a service is reliable. Otherwise, consider asking the opinions of fellow travelers the next time you are trialing a new transportation method.

“How can I keep myself safe when using public transportation?”



Learning how to use public transportation can be scary at first, especially because there are so many factors to think about. Consider these points of safety when researching transportation options:

- Does this option give me any information about who my driver might be? Am I able to choose the gender of my driver?
- Does this option have a phone number for emergencies?
- Is this option generally reliable in terms of time, location, and route?

Finally, make sure to create a personal emergency plan before you begin using public transportation!



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Addressing Transportation Issues in North Carolina





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Facilitating Discussions

While we can support each other in navigating North Carolina's public transportation systems, we know that they are not perfect. The following sections are meant to guide discussions and action steps relevant to transportation in North Carolina among community members and government officials.

The following pages provide a brief overview of discussion strategies. For more information and additional examples, visit Work Together NC's full resource:

[Talking About Transportation in North Carolina: Discussion Guide.](#)

What Should Be Said to Government Officials About Transportation in North Carolina?

The Strategy

Instead of beginning discussions by directly addressing funds (or lack thereof), present a compelling picture of what is and is not working regarding North Carolina's

current systems of transportation. Review the talking points below for information and inspiration.



What is WORKING in NC?

Background
Checks for
Transportation
Service Providers

Free or
Nominal
Fares

Ability to
Plan Trips
via Multiple
Methods

Curb-
to-Curb

Ability to
Plan Trips in
Advance

Some
Services
ARE
Reliable



What is NOT Working?

Lack of inter-city
and/or inter-
county routes

Unreliability
Persists

Rural
Service

Limited
Service
Hours

Lack of
adequate
paratransit
staff training

Learn More:

[Talking About Transportation in North
Carolina: Discussion Guide](#)

The Strategy

This is a collection of research summaries and statistics relevant to transportation for individuals with disabilities. The use of “hard” facts may help supplement or

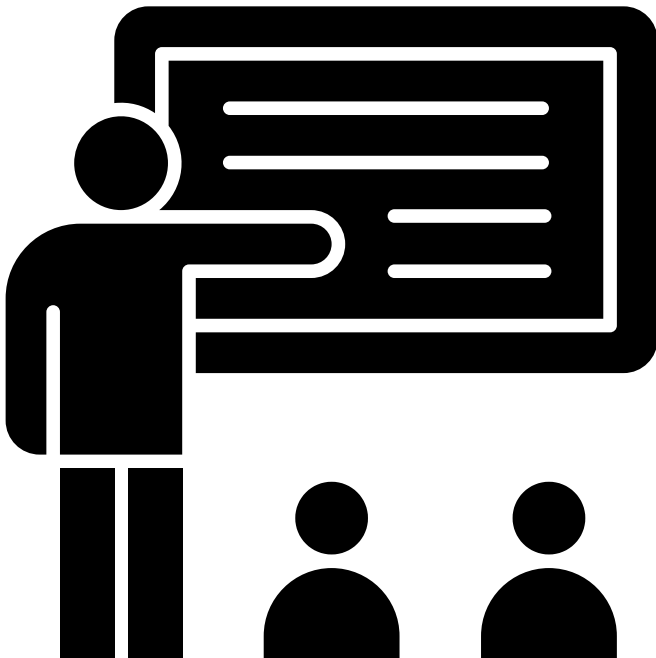
further illustrate the transportation needs that are described by the anecdotes and examples in the previous section.

Why Transportation Matters: Additional Examples



Revenue from Travel & Tourism

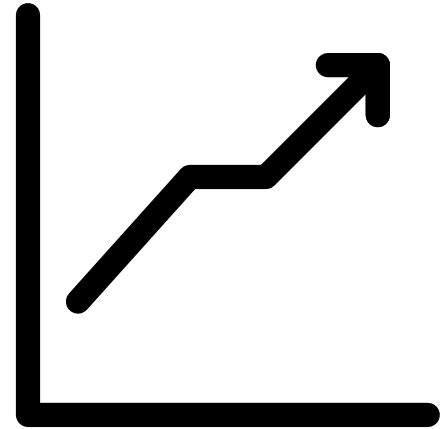
From Disability Scoop (2024): read more [here](#).



- Spending on travel by Americans with disabilities has **increased 339%** since 2015
- More than **70% of travelers with disabilities still encounter major obstacles** when dealing with airlines, airports, cruise lines, and hotels

From Open Doors Organization: Market Study (2015): [read more here](#).

- 26 million adults with disabilities took **73 million trips** from 2012 - 2014
- Adults with disabilities often **travel with others**, which **increases economic impact**
- Travel spending of adults with disabilities continues to grow annually:
 - 2002: \$13.6 billion
 - 2015: \$17.3 billion
 - **2024: \$58 Billion**



Learn More:

[Talking About Transportation in North Carolina: Discussion Guide](#)



Steps To Resolve A Transportation Issue



1. Start by contacting the transportation service directly.
2. Contact the local disability committee.
3. Contact the ADA coordinator.
4. Contact the transportation advisory board.
5. Contact the town or city manager.

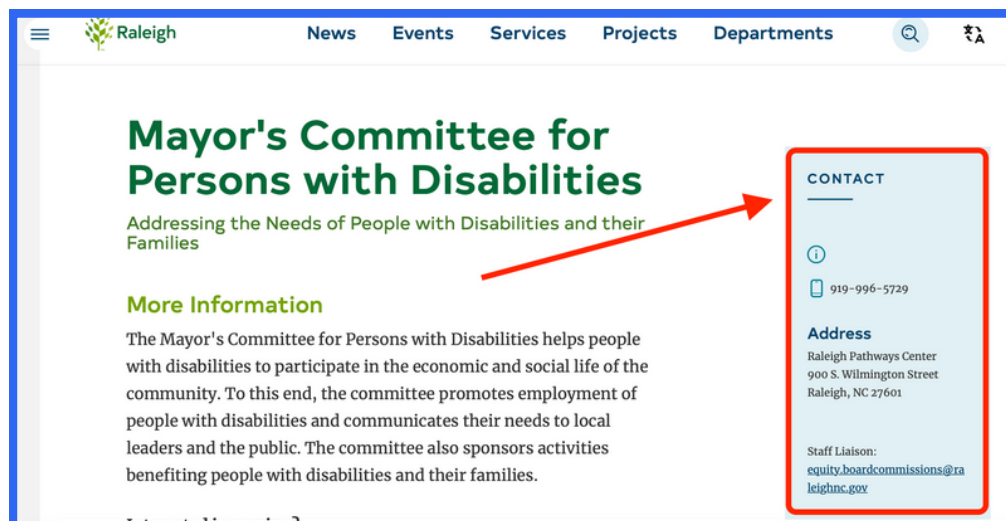
**Next Page: Applying This in
Wake County & Madison County**

Example: Wake County

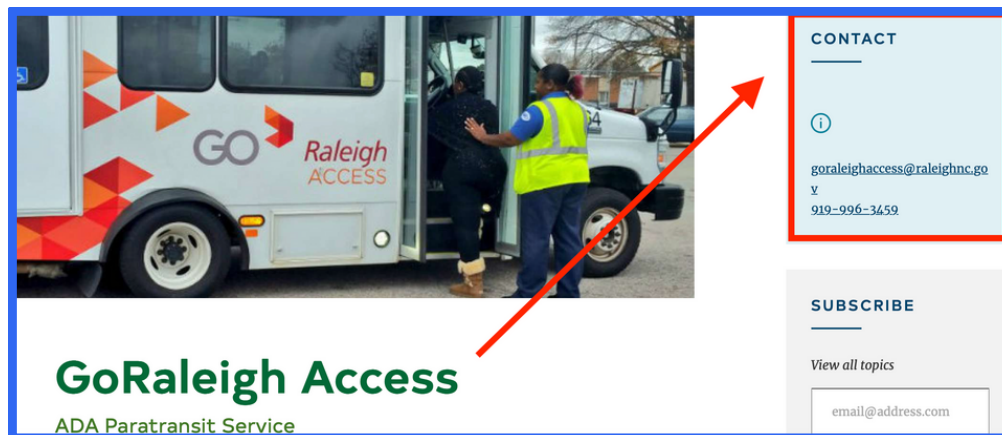
1. If you are having an issue with GoRaleigh, start by reaching out to the email or phone number of the “Contact Us” page of their website. (goraleigh@raleighnc.gov, 919-485-7433)



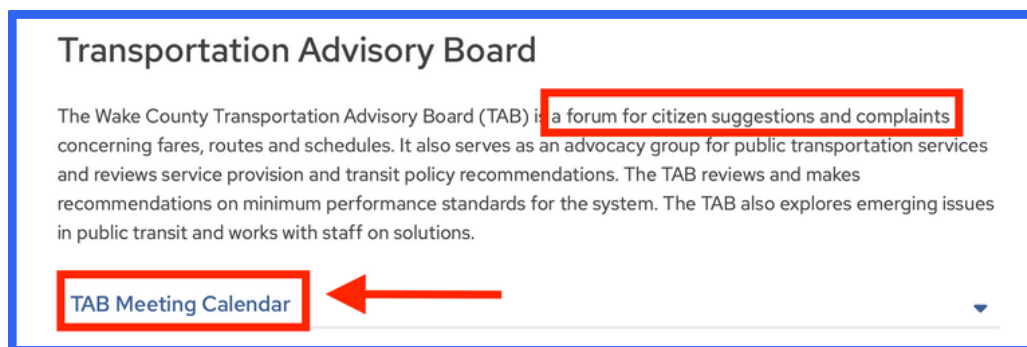
2. Next, you could reach out directly to the Raleigh Mayor's Committee for Persons with Disabilities. (equity.boardcommissions@raleighnc.gov, 919-996-5740)



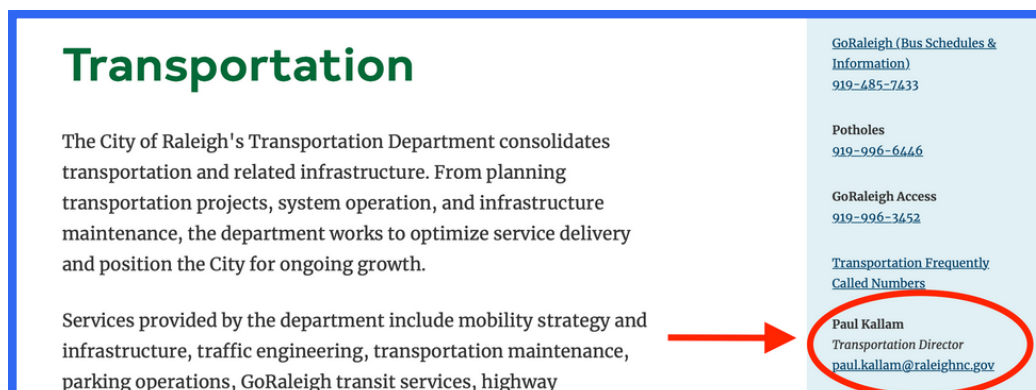
3. Then, reach out to the coordinator for ADA Paratransit Services specifically for GoRaleigh. (919-996-3459)



4. Contact the Wake County Transportation Advisory Board (TAB). Citizens can attend meetings to voice concerns. The meeting calendar can be found on the TAB website.



5. Lastly, contact the Transportation Director for Raleigh, Paul Kallam. (paul.kallam@raleighnc.gov)



Urban, Populous Areas vs. Rural, Sparse Areas

The previous example (Wake County) shows how this process works in a busy city with lots of people and many transportation options. The next example, Madison County, will show how it works in a more rural area with fewer people and limited transportation choices.

Example: Madison County

1. Contact Madison County Transportation Authority directly by reaching out via phone number listed on the “About Us” page. (828-649-2219)



Contact Information:

Who do I call?

Please call our main number: 828-649-2219

- Eligibility and Registration
- Schedule or cancel a trip
- Speak to dispatcher about current trip
- Suggestion or Complaint

Thank you for allowing us to serve you!

TTY/Text to Voice Communications

Madison County Transportation Authority is accessible through:

Relay North Carolina, 1-800-753-2962.

2. Next, you can reach out directly to the Department of Social Services. (828-649-3687)

Madison County Department of Social Services

Address: 5707 U.S. HWY 25/70, Suite 1, Marshall, NC 28753

State Courier #: 12-20-07

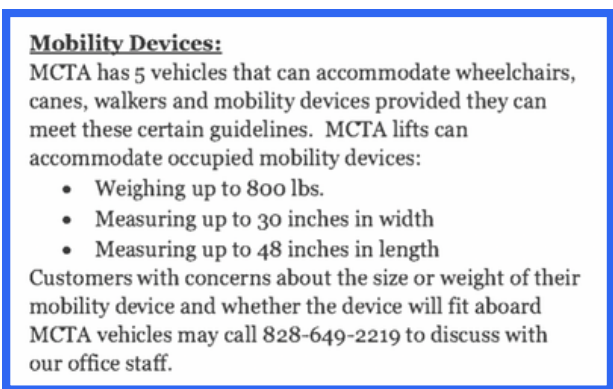
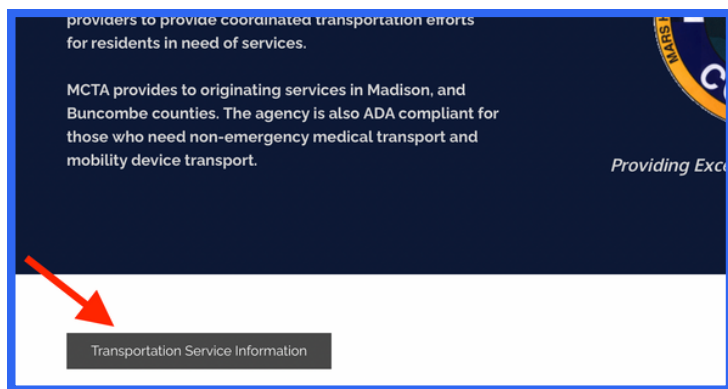
Phone: 828-649-9498

Fax Number: 828-649-3687

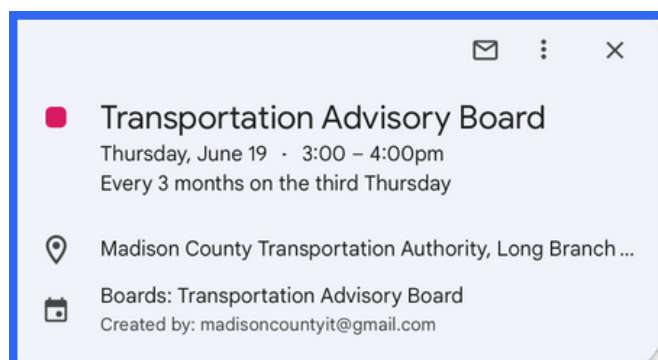
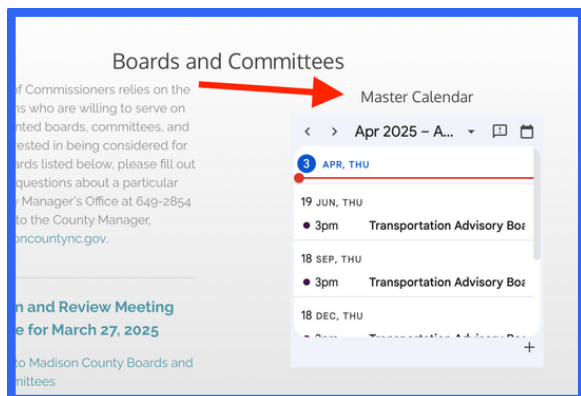
Emergency Phone: 828-649-2721

[Website](#)

3. For a specific ADA issue, you can find the phone number under the “Transportation Service Information” tab. For instance, for information about mobility devices, you can visit that tab.



4. Contact the Madison County Transportation Advisory Board. You can find their meeting dates on the Madison County website.



5. Lastly, you can find the contact information for the Transportation and Operations Director on the “County Departments” website. (Kathy Proffitt, 828-649-0729)





Glossary of Transportation Terms

Curb-to-curb

Describes the act of a paratransit provider picking you up from the curb outside of your starting destination.

Door-to-door

Describes the act of a paratransit provider entering your home to assist you in entering the vehicle.

Fixed Route Transit

This term describes transportation systems (may include buses, vans, light rails, and other vehicles) that operate on predetermined routes and schedules. They systems typically have designated stops with accompanying time tables that let riders know when and where they can be picked up or dropped off.

Microtransit

This term describes flexible forms of transportation in which agencies can offer on-demand transportation options to individuals in lieu of fixed route or appointment only services. Oftentimes, microtransit can be accessed through an app, an online reservation tool, and/or by phone.

Mobility Hub

Mobility hubs are centers in which many modes of transportation in a community converge. For example, a single mobility hub may include a bike share service, a bus station, a train station, etc. all in one place.

Natural Supports

Natural supports have unpaid roles in the lives of people with disabilities. They include family members, friends, coworkers, romantic partners, employers, and fellow members of community organizations such as churches or jobs.

Ridesharing

This is a service that can provide on-demand, one-way transportation. For example, Uber and Lyft are both rideshare services.