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*Work Together NC (Possibility to Opportunity) presents…*

**Transportation in North Carolina**

A Guide to Transportation Services, Problems, & Solutions

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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 |  |

**Contact** | [Website](https://www.buncombecounty.org/governing/depts/transportation/default.aspx) | (828) 250-6750 | 339 New Leicester Hwy, Asheville, NC

**Transportation Resource Spotlight: Autism Grown Up**

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[Autism Grown Up](https://www.autismgrownup.com) 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](https://worktogethernc.com/resource/transportation-toolkit/).

**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 services Durham County |

**Contact** | [Website](https://godurhamtransit.org/) | (919) 485-7433 | 515 W Pettigrew St., Durham NC

**Transportation Resource Spotlight: Work Together NC**

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[Work Together NC](https://worktogethernc.com) hosts [resource](https://worktogethernc.com/resources-for-all/) and [service](https://worktogethernc.com/services/) 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 |

**Contact** | [Website](https://www.greensboro-nc.gov/departments/transit/access-gso-and-i-ride-paratransit-services) | (336) 333-6589 | 300 W Washington St., Greensboro NC

**Transportation Resource Spotlight: National Aging and Disability Transportation Center**

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[The National Aging and Disability Transportation Center](https://www.nadtc.org) is dedicated to meeting the transportation needs of people with disabilities and their caregivers. You can visit their website [here](https://www.nadtc.org/about/about-nadtc-and-our-mission/).

**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 |  |

**Contact** | [Website](https://www.townofchapelhill.org/government/departments-services/transit/ez-rider) | (919) 969-5544 | 6900 Mill House Rd., Chapel Hill NC

Orange County 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 |

**Contact** | [Website](https://www.orangecountync.gov/2624/MOD) | (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 |  |

**Contact** | [Website](https://move.unc.edu/p2p/) | (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 |

**Contact** | [Website](https://www.rsi-nc.org/) | (919) 942-7391 | 111 Providence Rd., Chapel Hill NC

**Transportation Resource Spotlight: Disability Rights NC**

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[Disability Rights NC](https://disabilityrightsnc.org) is a legal advocacy agency. They created a FAQ sheet for using accessible public transportation [here](https://worktogethernc.com/resource/accessible-public-transportation-frequently-asked-questions/).

**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 |

**Contact** | [Website](https://raleighnc.gov/go-raleigh-access) | (919) 966-2459 | 222 W Hargett St., 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 |

**Contact** | [Website](https://www.wake.gov/departments-government/health-human-services/programs-assistance/gowake-smartride-ne) | (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 |

**Contact** | [Website](https://www.morrisvillenc.gov/our-community/morrisville-smart-shuttle) | (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 |

**Contact** | [Website](https://www.wilsonnc.org/residents/all-departments/public-works/wilson-transit-ride-wilson-industrial-air-center/ride) | (252) 595-5357 | 320 E Nash St., Wilson NC

**Transportation Resource Spotlight: Family Support Program (UNC School of Social Work)**

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The UNC School of Social Work’s [FSP](https://fsp.unc.edu) has organized additional transportation resources by NC county [here](https://fsp.unc.edu/node/102).

**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 |

**Contact** | [Website](https://rtpconnect.com/) | (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 |

**Contact** | [Website](https://www.wavetransit.com/ridemicro/) | 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 |

**Contact** | [Website](https://yveddi.com/yveddi-public-transportation/) | (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.

**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](https://worktogethernc.com/action-plans/how-can-i-make-sure-the-transition-to-adulthood-goes-smoothly/how-can-i-make-sure-the-transition-to-adulthood-goes-smoothly-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!

**Addressing Transportation Issues in North Carolina**

**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](https://docs.google.com/document/d/1sA1cQlogw-pQ1haW-itqGR6ajUUxWqfe0tllhZB6IF8/edit?usp=sharing).

**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’scurrent 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

**Why Transportation Matters: Additional Examples**

**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.

**Revenue from Travel & Tourism**

*From Disability Scoop (2024): read more* [*here*](https://www.disabilityscoop.com/2024/02/27/accessible-travel-a-58-billion-market-gets-its-first-one-stop-shop/30761/)*.*

* 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*](https://www.disabled-world.com/travel/17b.php#google_vignette)*.*

* 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**

**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 appoint-

ment 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.