

While not fully needing the demand response service provided by EZ Rider, many valued community members with disabilities, and senior citizens, whom reside in Chapel Hill-Carrboro have difficulty using fixed route services to access services, such as the Seymour Center, throughout the community due largely to the length of travel and the need to transfer. The need for a more direct service has been a regular request at public forums.

As a result, many of these community members find themselves utilizing the EZ Rider service, which resulted in overcrowded schedules and rising costs - EZ Rider cost per trip is significantly higher than a fixed route trip cost.

The public demand has been strong for a bus route developed specifically to serve persons with disabilities and senior citizens public transportation needs. As a result, Chapel Hill Transit designed and implemented Senior Shuttle service. The service goes above and beyond standard ADA requirements, to serve persons with disabilities and senior citizens population. This grant request will help continue funding operation of the service.

The proposed project is consistent with DCHC MPO Coordinated Public Transportation Plan. It addresses Coordination and Cooperation goal of the plan. When the service was planned and designed, it was done in coordination with Orange County Public Transit and Orange County Department of Aging and Transportation. It also addresses Education and Outreach goal by providing transit training and printed materials associated with the service.

Due to previous success of the Senior Shuttle, Chapel Hill Transit is requesting funding to double service by making the route bi-directional. In an effort to better meet our community and customers' needs, Chapel Hill Transit will simultaneously roll out an on-demand pilot program to compliment the current Senior Shuttle service.

The on-demand pilot program will provide service to customers within a  $\frac{3}{4}$  mile corridor of the existing Senior Shuttle route, with the ability to expand based on need and demand.

## Attachment B:

**Goals and Objectives**

Project Goal: To continue providing better mobility to the persons with disabilities and senior citizens living in Carrboro and Chapel Hill.

Objectives:

- Provide an alternative to fixed route transportation that bridges the gap between the fixed route and EZ Rider services.
- Make better use of community resources by providing lower cost trips on a senior shuttle than demand response service.
- Improve mobility for the persons with disabilities and senior citizens.
- Respond to the community needs for transportation alternatives.
- Reduce reliance on the single occupancy vehicle.

Implementation Plan**Key Personnel**

Chapel Hill Transit has direct responsibility of operation of the services. Henry DePietro, Administrative Services Manager will be the project manager. Mr. DePietro has over thirty (30) years of experience in the transportation industry. Mr. DePietro joined Chapel Hill Transit in 2004 where he managed the Demand Response Division (EZ RIDER) which consisted of approximately 30 employees through 2009. During this time Mr. DePietro chaired the EZ RIDER Advisory Committee which provided public input regarding the ADA service. Mr. DePietro also managed the Fixed Route Division from 2004 through 2012, overseeing over 130 employees. Currently, Mr. DePietro is again overseeing the Demand Response and the Fixed Route divisions. Prior to joining Chapel Hill Transit, Mr. DePietro worked for a transportation services company, which provided transportation services at various locations in the United States and Canada for over 22 years.

**Operational Plan**

The project is currently ongoing. The shuttle started as a pilot project in January 2012 funded by a federal transportation grant program designed to help meet the needs of older adults and persons with disabilities. The Senior Shuttle, operated by Fixed Route, is a free service that provides transportation for Chapel Hill/Carrboro seniors and persons with disabilities. The shuttle has a set weekly schedule that includes local grocery stores, shopping centers and the Seymour Center. The shuttle makes scheduled stops at the following assisted living locations: Carolina Spring, The Stratford and Manley Estates. All shuttle vehicles are wheelchair accessible and provide curb-to-curb service. The pilot program for on demand serviced will operate within a ¾ mile corridor of the existing route.

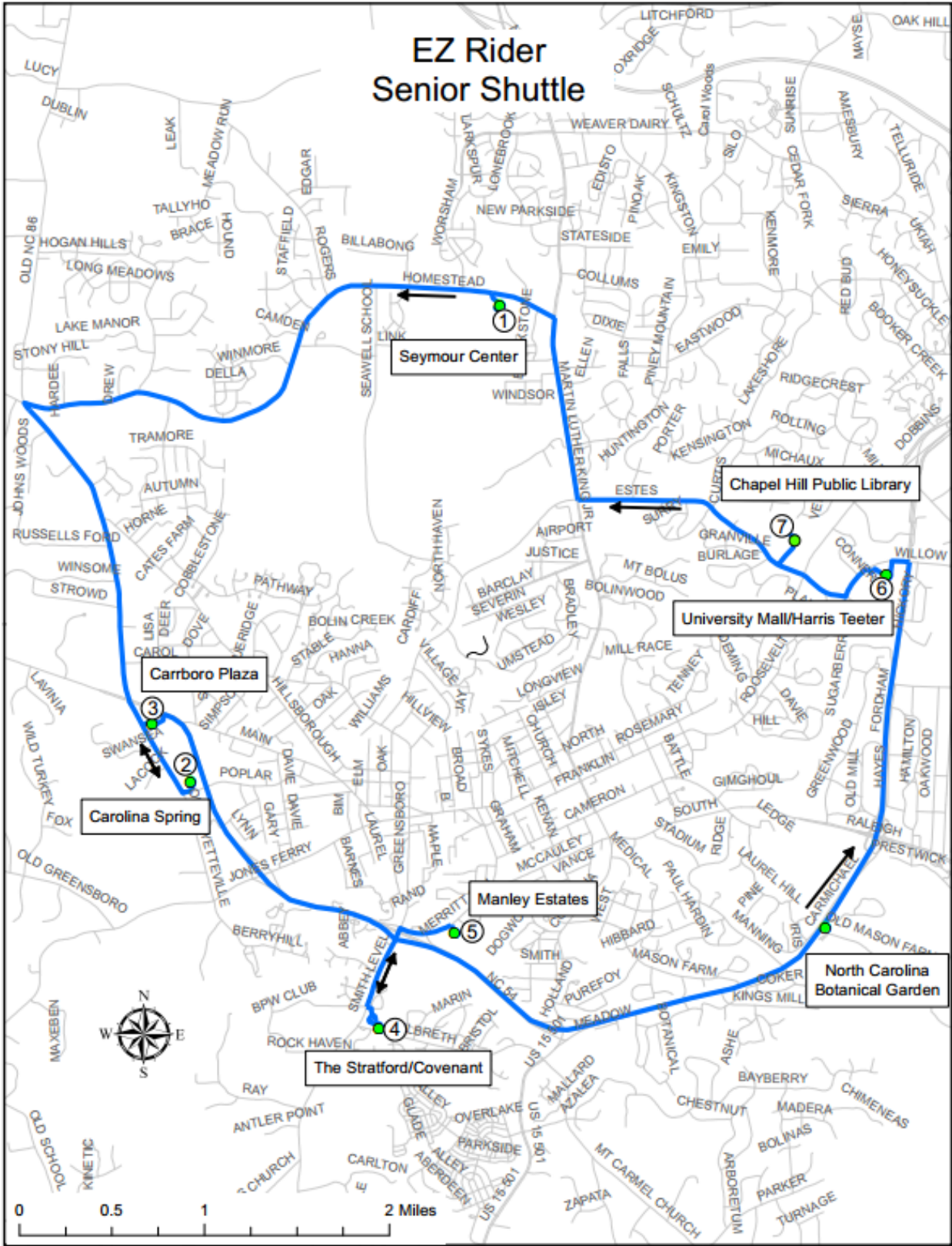
The project is scalable, as we are requesting funding for the cost to operate a bi-directional route.

Figure 1 Senior Shuttle Schedule

CAROLINA SPRINGS	CARRBORO PLAZA (FOOD LION)	THE STRATFORD/COVENANT	MANLEY ESTATES	U-MALL (HARRIS TEETER)	CHAPEL HILL PUBLIC LIBRARY	SEYMOUR CENTER
8:11AM	8:15AM	8:20AM	8:25AM	8:40AM	8:45AM	9:00AM
9:11AM	9:15AM	9:20AM	9:25AM	9:40AM	9:45AM	10:00AM
10:11AM	10:15AM	10:20AM	10:25AM	10:40AM	10:45AM	11:00AM
11:11AM	11:15AM	11:20AM	11:25AM	11:40AM	11:45AM	12:00PM
12:11PM	12:15PM	12:20PM	12:25PM	12:40PM	12:45PM	1:00PM
1:11PM	1:15PM	1:20PM	1:25PM	1:40PM	1:45PM	2:00PM
2:11PM	2:15PM	2:20PM	2:25PM	2:40PM	2:45PM	3:00PM
3:11PM	3:15PM	3:20PM	3:25PM	3:40PM	3:45PM	4:00PM
4:11PM	4:15PM	4:20PM	4:25PM	4:40PM	4:45PM	5:00PM



Figure 2: Senior Shuttle Route



**Relation to Existing Services**

The project complements existing CHT EZ Rider and fixed route services by providing a bridge between the two. This service provides more transportation options for seniors and community members with disabilities. The service is specifically designed to meet their transportation needs.

The service has been in operation for six years. Since its origination, the ridership has been very steadily increasing. It shows there is a demand for this type of service in addition to standard ADA service. In 2012, there were a total of 6,998 rides and in 2013 – 7,156 rides. During 2014 there were 8,184 rides, and that total rose to 8,670 in 2015. The number has since risen to over 10,000 rides. WE hope to continue to increase these numbers by making the route bi-directional.