



Transportation Options in addition to those provided by Fearington Cares

CHATHAM COUNTY DEPARTMENT OF SOCIAL SERVICES – NON-EMERGENCY MEDICAL TRANSPORT

Chatham County Department of Social Services provides an extended service to adult clients for whom transportation is not otherwise available, offering access to medical and health resources, shopping facilities, education, training opportunities and other community agencies. **Eligible riders must be Chatham County residents with full Medicaid benefits.**

Contact & scheduling: Rides should be scheduled by calling 919-642-6970 at least 3 days in advance if in-county transportation and 5 days in advance for out-of-county transportation.

Cost: This service is offered at no cost to riders and is unlimited in the quantity of rides that can be requested.

CHATHAM TRANSIT

Chatham transit offers in-county transportation services for individuals on a contractual basis. Reservations must be made from within Chatham County to another location in Chatham County.

Availability: Rides are only available between 8:00am and 4:30pm each weekday and require that you are available to be picked up approximately one hour before your scheduled time.

Reservations: Reservations can be made by calling 919-542-5136 or filling out an online request form. Requests for rides must be submitted at least 48 hours in advance.

Cost: Fares for service are charged by the mile according to the following rates:

- a. 0 to 5 miles: \$2.00
- b. 5 to 10 miles: \$4.00
- c. 10 to 20 miles: \$7.00
- d. 20 or more miles: \$3.00 for each 10 mile increment

CHATHAM COUNTY COUNCIL ON AGING TRANSPORTATION

An option for scheduled service for non-emergency medical appointments in Chatham County, Chapel Hill, the Triangle or Triad areas, as well as transportation to senior center events in Chatham County, can be arranged through one of two senior center locations – Eastern Chatham Senior Center or Western Chatham Senior Center. In order to qualify for rides, you must be a Chatham County resident, at least 60 years in age and/or are living with a disability. (If you are a Medicaid recipient please see Chatham County Department of Social Services.)

Contact & scheduling: Rides should be scheduled by calling 919-542-4512 x 222. Rides must be scheduled at least 2 business days in advance and transit service only operates between 5:30am and 5:30pm. Cancellations should be made 24 hours in advance if possible. Penalties and suspension will be applied if a rider misses more than 2 trips.

Cost: Riders may order up to 3 rides per month at a cost of \$2 each way or \$4 total. Riders who experience a chronic issue may request up to 5 rides per month at the same cost. The rider can bring a companion along without any additional cost.

LYFT

Lyft is a ride-sharing service launched in 2012, which provides on-demand 24/7 ride for hire service using the driver's personal vehicle. Ride hailing and payment are available through the Lyft mobile application. The Lyft service area clearly includes Fearington Village.

Type of service: Lyft can be used for any type of trip, including traveling to the airport, to the grocery store, to the movies, etc.

Cost: Lyft ride estimates can be calculated on the Lyft website or using the mobile application. To estimate ride fares using the mobile application you simply need to log in on the Lyft app, put your pick up location into the app and then your destination and Lyft will estimate the current price for your ride. Prices vary based on a number of variables including demand. The minimum fare for a ride is \$4 and the maximum fare is \$400. A \$5 cancelation fee will be applied directly to your account if you cancel a Lyft after ordering it on-demand. A \$10 cancelation fee will be applied directly to your account if you cancel a scheduled Lyft.

Example cost estimate: The approximate cost to take Lyft to the airport is \$26 for a private vehicle with 4 seats. The approximate cost to take a Lyft from Fearington Village to DPAC is \$36.

Scheduled service: A Lyft ride can be scheduled up to 7 days in advance in Fearington Village for any time of day or night.

Notes:

1. Lyft provides one-way transportation. Once you are at your destination another Lyft will have to be scheduled if a return trip is necessary.
2. Given Fearington Village's rural location, late-night and early-morning, on-demand trips starting in Fearington may not be feasible, as there may be no cars available to drive. During the day, it may take an extended period of time (30+ minutes) for a car to arrive. This should be taken into account when considering the on-demand service.
3. While Lyft conducts background checks on drivers, it is important to note that by taking this service, you are accepting the risks associated with taking a car-sharing service.
4. In your Lyft settings you can select access to request an accessible vehicle if possible.

UBER

Uber is a car-sharing service similar to Lyft that provides on-demand point-to-point transportation for anyone with the mobile application. If residents do not have access or the ability to use a mobile application, Go Go Grandparent is a good option for ordering an Uber. Currently, Uber provides occasional service available in Fearington Village.

Service area: Technically, Fearington Village is outside of Uber’s service area based on the online map, however the service is always expanding and rides can now be ordered to Fearington Village if a car is available within reasonable proximity. It also always possible to arrive in Fearington Village from a different location within Uber’s designated service area, such as coming from DPAC to Fearington Village.

Type of service: Uber can be used for any type of trip, including traveling to the airport, to the grocery store, to the movies, etc.

Cost: Uber has two different car options that currently service Fearington Village – UberX and UberXL. For an UberX from Fearington Village, the minimum fare is \$6.50 and \$0.14 per minute and \$0.76 per mile. For an UberXL, helpful for larger groups of people, the minimum fare is \$8.65 and costs \$0.20 per minute and \$1.31 per mile. A specific fare estimate can be calculated based on your specific pickup and drop-off locations using the application prior to booking your trip. A cancellation fee of \$5 applies if you order an Uber and cancel more than 2 minutes after ordering the ride.

Example cost estimate: The approximate cost of taking an Uber from Fearington Village to the airport is \$38 for an UberX and \$60 for an UberXL. The approximate cost of taking an Uber from Fearington Village to DPAC, is between \$27 and \$35 for an UberX, and between \$43 to \$57 for an UberXL.

Scheduled service: Scheduled service is not yet available for Fearington Village, however this is a feature that should be monitored as it is likely to be available in the future.

Notes:

1. Uber provides one-way transportation. Once you are at your destination another Uber will have to be scheduled if a return trip is necessary.
2. Given Fearington Village’s rural location, late night and early morning on-demand trips starting in Fearington may not be feasible, as there may be no cars available to drive. During the day, it may take an extended period of time (30+ minutes) for a car to arrive. This should be taken into account when considering the on-demand service.
3. While Uber conducts background checks on drivers, it is important to note that by taking this service, you are accepting the risks associated with taking a car-sharing service.

GO GO GRANDPARENT

Go Go Grandparent facilitates rides by identifying the cheapest and fastest service available near you, such as Lyft, Uber, or taxis, and organizes the ride for you. The operator service is 24/7 and only requires a phone call to order your ride. Simply call (855)-464-6872 for service or go to <https://gogograndparent.com/> for more information. Go Go Grandparent service area includes Fearington Village.

Type of service: Go Go Grandparent can be used for any type of trip, including traveling to the airport, to the grocery store, to the movies, etc. and can be booked up to 15 minutes in advance of travel.

Cost: The same fees as Lyft or Uber apply for Go Go Grandparent, as well as the application applies an additional \$0.19 per minute as a concierge fee for using the service. Prior to booking the service, the operator will provide a fare quote based on your specific ride. A minimum fare, usually between \$5.50 and \$6.50 applies depending on the location of pickup. If you make a mistake, you have five minutes to cancel the ride, otherwise a \$5-\$10 cancellation fee applies.

Notes:

1. This type of service is helpful for Fearington residents who may not have easy mobile phone or computer access.
2. Given Fearington Village's rural location, late night and early morning on-demand trips starting in Fearington may not be feasible, as there may be no cars available to drive. During the day, it may take an extended period of time (30+ minutes) for a car to arrive. This should be taken into account when considering the on-demand service.
3. While car-sharing services do conduct background checks on drivers, it is important to note that by taking this service, you are accepting the risks associated with taking a car-sharing service.

GREATCALL

GreatCall is primarily a mobile phone product and service company that creates easy-to-read and operate mobile devices for older adults and caregivers. Health, safety, and medical applications are pre-loaded onto the phones, which come as either smart or touch-tone phones. Recently, Lyft has partnered with GreatCall to allow customers to quickly and easily call Lyft and order a ride through an operator. Website: <https://www.greatcall.com/support>

OTHER CAR-SHARING SERVICES

Similar to Uber, Lyft, and taxi services, there are a few area drivers that provide personal transportation service to residents of Fearington Village.

Type of service: Independent drivers are available to transport residents for various types of trips, such as to the airport, to the grocery store, social outings, etc. Advance notice required for booking varies based on the driver.

Cost: The cost of each independent driver varies based on type of service and distance of travel.

Current Independent car-sharing options include:

1. Alex Nickodem
 - a. Contact: 440-796-0350, simplified.driving@gmail.com
 - b. Cost: \$40/hr while driving a client and \$10/hr while at a client's destination
 - c. Notes: Alex has offered and is willing to transport residents wherever they need to go, operate 24/7, same driver with the same car every time, complimentary tea or coffee or water, assistance available at destination
2. David Erisman
 - a. Contact: 919-542-2438 (H); 919-260-8706 (M) for reservations
 - b. Cost: \$45 one-way to RDU, \$50 one-way from RDU, \$95 round trip to and from RDU
 - c. Notes: Only takes clients to and/or from the airport; Fearington resident; will park car and help with bags; will not leave Fearington before 6:00am or pick up flights later than 9:00pm
3. Executive Express (Sam Miller)
 - a. Contact: (919) 475-3630, executive@eeshuttle.com
 - b. Cost: cost varies based on destination
 - c. Notes: Experience transporting residents from Fearington Village; familiarity with the area; takes clients to and/from airport, to medical appointments, and day trips.

TAXI/LIMO SERVICES

There are a number of taxi/limo options that service the Fearington Village area.

Type of service: Taxi and/or limo companies can be used for any type of trip, including traveling to the airport, to the grocery store, to the movies, etc. and can be booked immediately prior to the time of travel or in advance.

Cost: The cost of taxis/limos from Fearington Village varies based on distance of travel, although some companies allow you to estimate cost of travel prior to reserving their service.

Currently available taxi/limo options include:

- 1. AAction Taxi Cab (24/7 service)**
 - a. Contact: 919-924-6908 for reservations
 - b. Cost: \$56 senior discount one-way from Fearington Village to RDU, a late night fee of \$2 applies for trips between 11pm-7pm, \$2 fee associated with trips to RDU, \$2 fee to use credit cards
 - c. Notes: 10% senior discount, frequent rider reward program, rides available point-to-point in the direction of Cary, where the service is based
- 2. Chapel Hill Taxi & Shuttle (24/7 service)**
 - a. Contact: 919-933-9595 for reservations
 - b. Cost: rates depend on type and distance of trip
 - c. Notes: specialty discounts
- 3. Ride Smith (24/7 service)**
 - a. Contact: 919-672-5460 for reservations
 - b. Cost: rates depend on type and distance of trip, approximately \$60 for one-way airport transport from Fearington
 - c. Notes: specialty discounts including \$5 off airport travel for seniors
- 4. Express RDU Taxi & Towncar (24/7 service)**
 - a. Contact: 919-771-8222 for reservations
 - b. Cost: rates depend on type and distance of trip
 - c. 15% senior discount
- 5. Townie Transportation (24/7 service)**
 - a. Contact: 919-244-3910 for reservations, no website
 - b. Cost: rates depend on type and distance of trip, \$3/mile with an \$8 minimum
 - c. Notes: primary service in Chapel Hill/Carrboro
- 6. Goodfellas Taxi**
 - a. Contact: 919-537-2078 for reservations
 - b. Cost: rates depend on type and distance of trip
 - c. Notes: open from 3am to 7pm, scheduled and on-demand service, Chapel Hill and surrounding area
- 7. Silk Road Ride (24/7 service)**
 - a. Contact: 919-525-5851 for reservations
 - b. Cost: rates depend on type and distance of trip, \$3/mile with an \$8 minimum
- 8. Rite Choice Taxi (24/7 service)**
 - a. Contact: 919-933-9895 for reservations
 - b. Cost: rates depend on type and distance of trip

Currently available airport taxi/limo options:

1. A&P Shuttle

- a. Contact: 919-264-2025 or 919-641-2045 if want to schedule pick-up within 24 hours, otherwise fill out the online form.
- b. Cost: \$55 one-way to RDU from Pittsboro
- c. Notes: 24/7 service, scheduled service

2. Sky Shuttle Service

- a. Contact: 919-599-8100 for reservations
- b. Cost: approximately \$45 one-way and \$83 round trip for either a shared or private vehicle for up to 3 people.
- c. Notes: 24/7 service, on-demand and scheduled service

3. Skylink Shuttle

- a. Contact: 919-233-3952 for reservations or use the online reservation platform
- b. Cost: Private express service up to 3 people is \$56 one-way to RDU; private exclusive service up to 5 people is \$66 one-way to RDU; limo for up to 3 people is \$75 one-way to RDU
- c. Notes: 24/7 service, scheduled service, reward program, point-to-point service available

4. You2RDU

- a. Contact: 855-768-5222 for reservations
- b. Cost: a quote is available upon reservation
- c. Notes: 24/7 service, door to door service, scheduled service, assistance with bags

5. White Glove Transportation

- a. Contact: 919-424-9788 for reservations
- b. Cost: \$89 one-way including gratuity for up to 4 people (Lincoln Towncar) and up based on type of vehicle
- c. Notes: 24/7 service, executive car service, airport transfers, point-to-point service, can call to book last minute but ideally 12 hours in advance, large group travel

6. Charlene's Safe Ride

- a. Contact: 919-744-4444 or 919-666-7233 or book online for reservation
- b. Cost: if pay upfront then 15% discount and \$56 one-way to RDU for up to 2 people
- c. Notes: 24/7 service, scheduled service, airport and point-to-point service, 10% senior citizen discount

Currently available local agencies that provide transportation include:

1. AEGIS

Aegis provides in-home care for seniors and older adults, including companion and nursing assistant care. Aegis caregivers are available to take clients shopping, on errands, to medical appointments, to pick up prescriptions, visit neighbors and friends, etc. If you were to use the transportation service only, a companion/caregiver would provide you with that service in their personal vehicle.

Cost estimate: Aegis prefers a two-hour minimum for caregiver service. The following hourly service options are available:

- If a resident requests service for 8 hours of care or longer, the cost is \$22 per hour

- If a resident requests service for 4 to 8 hours, the cost is \$25 per hour
- If a resident requests service for 2 to 4 hours, the cost is \$28 per hour

Scheduling: In order to schedule companion service with Aegis, the client should call 919-442-5252. An Aegis employee will then come to your house to do an in-home assessment and have you sign a service agreement. Scheduling rides should then take place whenever is necessary with up to two days advanced notice if possible.

2. HOME INSTEAD SENIOR CARE

Home Instead Senior Care provides professional transportation service for older adults. Drivers are available to help riders get ready, to accompany them and provide any assistance required at the destination. Home Instead Senior Care can help older adults with incidental transportation services such as: doctor's appointments; general shopping; grocery shopping; hairdresser/barber appointments; medical testing and outpatient procedures; prescription drop-off and pick-up; religious services, concerts, plays, lectures; special family events like weddings; and therapy sessions. If interested in Home Instead, you would call the office to schedule an initial appointment. A home visit would take place to assess your level of care and needs and then a service agreement would be signed. The service agreement for transportation does not require you to take a certain amount of trips, but instead allows Home Instead to have your information in their system in order to provide you with the best service possible.

Cost estimate: The cost of transportation only by a Home Instead caregiver is approximately \$21.25 per hour as well as a mileage cost of \$0.57 per mile.

Scheduling: Rides should be scheduled as soon as possible, with at least 24-48 hours advance notice. If you experience a same day need, it is possible to get a ride if there are caregivers available.

3. A HELPING HAND

A Helping Hand is a non-profit companion care provider service committed to assisting seniors and individuals with disabilities to maintain self-sufficiency, quality of life and independence. The services A Helping Hand caregivers provide are companionship, transportation, home assistance and respite care. If you were to use the transportation service only, a companion/caregiver would provide you with that service in their personal vehicle.

Cost estimate: Companion service is offered through A Helping Hand at \$19.5 per hour for 3 hours or more, \$24.5 for 2 hours, and \$32 for a minimum of one hour. Companion services are billed to the client monthly and during that time the client can schedule as many trips as needed.

Scheduling: In order to schedule companion service with A Helping Hand, the client should call 919-403-5555 or fill out the online form. Companion service should be scheduled in advance.

4. COMFORT KEEPERS

Comfort Keepers provides in-home care for seniors and older adults, including companion and transportation services. If you were to use the transportation service only, a companion/caregiver would provide you with that service in their personal vehicle. Caregivers are able to take riders anywhere they need to go from medical appointments to hair appointments.

Cost estimate: Comfort Keepers transportation service is provided at three different levels:

- a. \$65-level: 2 hours maximum of door-to-door transportation per week to and from the preferred location, a home safety check, a care call, and 20 miles for free with a charge of \$0.56 per mile after 20 miles.
- b. \$99-level: 4 hours maximum of door-to-door transportation per week to and from the preferred location, a home safety check, a care call, and 25 miles for free with a charge of \$0.56 per mile after 25 miles.
- c. \$300-level: 12 hours maximum of door-to-door transportation per week to and from the preferred location, a home safety check, a care call, a care management program, and 30 miles for free with a charge of \$0.56 per mile after 30 miles.

Scheduling: In order to schedule companion service with Comfort Keepers, the client should call 910-246-8000 or fill out the online inquiry form. A Comfort Keepers employee will then come to your house to do a home assessment and have you sign a service agreement. Scheduling rides should then take place whenever is necessary as far in advance as possible, although Comfort Keepers is known to accommodate last minute ride requests.

5. SENIORS HELPING SENIORS

Seniors Helping Seniors provides in-home care for seniors and older adults, including a range of companion and in-home services, as well as transportation services by licensed and insured senior caregivers. Transportation services include can include transport to evening events, dinner, shopping, appointments for pets, and other social activities, as well as medical transport and errands. If you were to use the transportation service only, a companion/caregiver would provide you with that service in their personal vehicle.

Cost estimate: The cost of Seniors Helping Seniors transportation service is \$22 per hour plus \$0.54 per mile. Discounts are available for multiple trips in a month and a 50 percent discount is available for each additional passenger on a trip.

Scheduling: In order to schedule transportation service with Seniors Helping Seniors, residents should call 919-650-3603. Residents should call the same number if they are interested in assisting with Seniors Helping Seniors as a caregiver.

VET SERVICES

It is recommended that for those Fearington residents interested in transporting pets to the vet, the veterinary hospital should be contacted directly. Of the three veterinary hospitals in the direct vicinity of Fearington Village, all have said that depending on the circumstance house visits or possibly transportation to the vet could be arranged.

Dogwood Veterinary Hospital & Pet Resort Contact: 919-942-6330

Cole Park Veterinary Hospital Contact: 919-929-3352

Hope Crossing Animal Hospital Contact: 919-542-1975