Chapel Hill Transit provides safe, reliable and courteous service to Chapel Hill, Carrboro and the University of North Carolina at Chapel Hill.
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Phone Numbers

Reservations: (919) 969-5544
Hours: Monday - Friday: 8:00 AM - 5:00 PM
Dispatch Hours:
Monday - Friday: 5:00 AM - 7:00 PM
Saturday: 8:00 AM - 7:00 PM
Sunday: 10:30 AM - 7:00 PM

After-Hours Supervisor (Emergency only): (919) 259-6327
Hours: 7:00 PM - 11:00 PM

Fixed Route Schedule Information: (919) 485-7433
Certification: (919) 969-4920
Customer Feedback: (919) 485-7433
Lost & Found: (919) 969-4901

Email: chtransit@townofchapelhill.org

Hours & Holidays

Operating Hours:
Monday - Friday: 5:30 AM - 11:00 PM
Saturday: 8:00 AM - 11:00 PM
Sunday: 10:30 AM - 11:00 PM

Saturday Service operates on the following Holidays:
Martin Luther King Jr. Day    Good Friday    Christmas Eve
Day after Thanksgiving      Day after Christmas

EZ Rider is closed on the following Holidays:
New Year's Day    Memorial Day    Labor Day
Independence Day    Thanksgiving Day    Christmas Day
Welcome to Chapel Hill Transit EZ Rider (paratransit) services. We are glad you have chosen us to provide your transportation needs.

Chapel Hill Transit is the second largest transit system in North Carolina and is a FARE-FREE system serving Chapel Hill, Carrboro and the University of North Carolina at Chapel Hill communities.

EZ Rider provides door-to-door transportation to individuals who are unable to use the fixed route system (some or all of the time) due to a disability in accordance with the Americans with Disabilities Act (ADA).

This booklet is your guide for the information you will need to use EZ Rider. If you have any questions about the services please give our team a call at (919) 969-5544.

Welcome to EZ Rider and enjoy your ride!

~ The EZ Rider Team
Reservation Guidelines

- Trips may be reserved up to 7 days in advance.
- Trip must be reserved at least 1 day in advance.
- Each leg of a trip must be at least 1 hour apart.
- Subscription appointments must be renewed every 6 months.
- All Riders must be certified to use EZ Rider service.

Make a Reservation

Call the reservationist at (919) 969-5544
Open: Monday - Friday: 8:00 AM - 5:00 PM
Saturday & Sunday: 1:00 PM - 5:00 PM

Provide the Following Information:
- First and last name
- Street address for the pickup
- Street address for the drop-off
- Time and date requested for pickup
- Return trip information
- Mobility device requirements
- Travel companions (Personal Care Attendant, Family Member, or Service Animal)

EZ Rider will provide a 20-minute pick-up window.
Example: If your pick-up time is 9:00 AM, the vehicle can arrive anytime from 8:50 - 9:10 AM. (ten minutes before or ten minutes after)

To change a reservation, call (919) 969-5544 at least 24 hours before a scheduled trip.

Schedule a Subscription

Trips that occur on a regular basis (same day(s) of the week, time, origin and destination) may qualify for subscription service. It is not necessary to make reservations once the subscription service has been established. Customers can have multiple subscriptions. Subscriptions last until certification ends or the subscription is cancelled by the customer.

Call the reservationist at (919) 969-5544
Monday - Friday: 8:00 AM - 5:00 PM

Subscription trips will not be honored on the following Holidays:
- Martin Luther King Jr. Day
- The day after Thanksgiving
- Christmas Eve
- Good Friday
- The day after Christmas

Will Call Trips

If you are unsure when you need to be picked up from your medical destination, you can schedule a 'will call' trip.

Let the reservationist know you want to schedule a 'will call' trip. On the day of your trip, call the dispatch number when you know you are ready to leave your destination. It may take up to two hours for a pick-up.

Dispatch: (919) 969-5544
Example: You schedule an 8:00 AM pick-up to go to a doctor’s appointment. You do not know when the appointment will end. You call the dispatch number when your appointment has ended and you need to be picked up.