

Chapel Hill transit

CHAPEL HILL TRANSIT EZ RIDER WELCOME



6900 Mill House Rd.
Chapel Hill, NC 27516



Email: chtransit@townofchapelhill.org
Website: chtransit.org
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(919) 969-5544

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: 10:30AM - 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 Years' Day Memorial Day Labor Day

Independance Day Thanksgiving Day Christmas Day

Preparing for Your Trip



Be ready at the door **at least 5 minutes** prior to the scheduled 20 minute pick-up window.



Be visible. Operators are only permitted to **wait for 3 minutes**.



Wait near your door. Operators are not permitted to enter your home.



Operators will assist you from your door to the vehicle and from the vehicle to the door of the destination.



Operators will assist with up to 4 shopping bags, weighing no more than 20 pounds each.

Riding Guidelines



Up to 2 pre-approved guests. Guests must accompany Customers at all times.



Any wheelchair or mobility device, measuring up to 30 in. wide and 48 in. long and weighing up to 600 lbs. when occupied.



All Customers must wear their seat-belts at all times. 6

Welcome to EZ Rider

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.

