

Chapel Hill Transit Demand Response

EZ RIDER CUSTOMER HANDBOOK



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INTRODUCTION to CHAPEL HILL TRANSIT

Chapel Hill Transit is operated by the Town of Chapel Hill and supported by a partnership with the Town of Carrboro and the University of North Carolina at Chapel Hill.

Chapel Hill Transit is the second largest system in NC and is dedicated to providing safe, reliable and efficient public transportation service. Chapel Hill Transit is a FARE-FREE system that is customer-oriented and accommodates the mobility needs of our customers.

EZ RIDER SERVICES

EZ Rider is a demand-response, shared ride service providing door to door service on an advance reservation basis. EZ Rider transports 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). EZ Rider uses lift-equipped vehicles serving the Town of Chapel Hill, the Town of Carrboro and surrounding areas within $\frac{3}{4}$ of a mile of the fixed-route bus system.

CONTACT INFORMATION

Reservations:

Phone: (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 of OPERATION & HOLIDAYS

Chapel Hill Transit operates the following days and times:

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 Independence Day Thanksgiving Day Christmas.

INCLEMENT WEATHER

There will be times when the weather causes significant delays in service. During inclement weather, Chapel Hill Transit will make every attempt to provide weather closure reports on the radio, social media for all Chapel Hill Transit service announcements. In general, when major entities (for example, schools, senior centers, etc.) are closed because of adverse weather, EZ Rider may operate a reduced service.



Service may be limited or canceled when inclement weather creates hazardous conditions for customers or when the EZ Rider vehicle is unable to safely reach residences or destinations. Every effort will be made to deliver any scheduled trips for those scheduled customers.

INCLEMENT WEATHER - CONTINUED

Walkways, driveways, stairs and ramps must be cleared and sanded so operators can safely assist customers using mobility aids. We may cancel a scheduled trip if the vehicle and/or operator cannot safely access the customer or service location. In the event of this situation, EZ Rider will make every attempt to notify the affected party (ies) of such delays or cancellations. It is important all EZ Rider eligible customers keep their contact information updated and on file with EZ Rider to receive updated information.

CERTIFICATION ELIGIBILITY

All EZ Rider customers must be certified to use the service. Eligibility is determined on a case-by-case basis. According to ADA regulations, eligibility is strictly limited to those who have a permanent or temporary physical or mental impairment that substantially limits one or more major life activities and prevents them from using fixed route services. Eligible customers must complete an application. The application must be completed by you and your medical provider.

You can obtain an application by calling EZ Rider at (919) 969-4920 or by visiting: chtransit.org



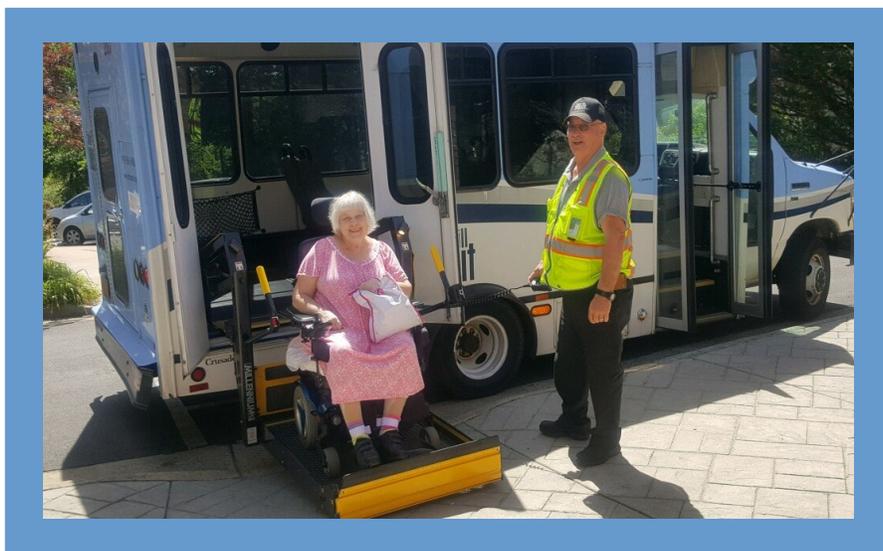
APPEALS PROCESS

If an applicant is denied eligibility for EZ Rider, they may appeal the decision and obtain a review of the denial. This process is established in accordance with 49 CFR §37:125 of the USDOT Final Rules implementing the Americans with Disabilities Act. Any person who wishes to appeal a denial of service (or the conditional nature of such determination) shall do so by filing a written Notice of Appeal (letter) to Chapel Hill Transit at the following address:

Chapel Hill Transit
EZ Rider Operations Manager
6900 Mill House Road
Chapel Hill, NC 27516

All written notices of the appeal letter must include the following:

- Applicant's Name
- Physical and Mailing Address
- Telephone Number
- Applicant's Representative's Contact Information (i.e. name, title, mailing address and telephone number)
- Additional evidence that the applicant would like to provide to assist in the decision-making process.

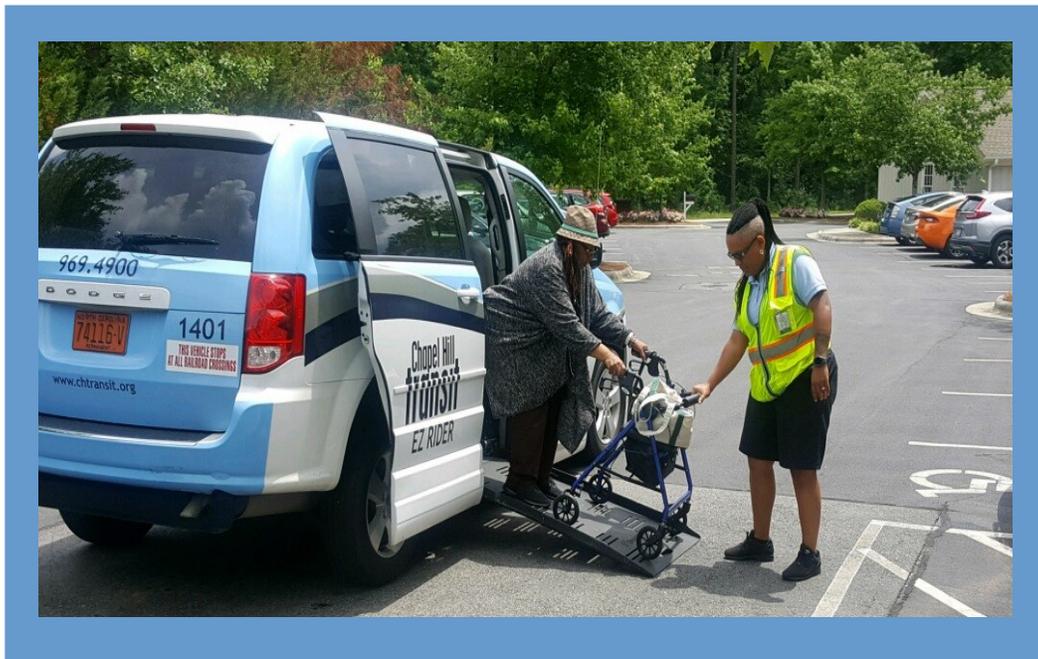


APPEALS PROCESS - CONTINUED

All appeals must be filed within sixty (60) calendar days of receipt of the Determination of Eligibility. Within ten (10) business days, the applicant will receive written notice from Chapel Hill Transit as to the date, time and location of the scheduled appeals hearing.

The appeal will provide an opportunity for the applicant and/or designee to be heard and to present an pertinent information before the Appeals Committee. Applicants submitting written appeals to Chapel Hill Transit's Administrator shall be provided written notification of the decision and reasons for the decision within thirty (30) days of the hearing.

Chapel Hill Transit will not provide ADA paratransit service to any person actively certified to ride EZ Rider during the determination of the appeal. Any actively certified EZ Rider customer who has filed an appeal within their eligibility period will continue to receive ADA paratransit service. If Chapel Hill Transit's Appeals Committee has failed to make a decision within thirty (30) calendar days of the completion of the appeals process, Chapel Hill Transit will provide ADA paratransit service during the appeals process until a decision has been issued.

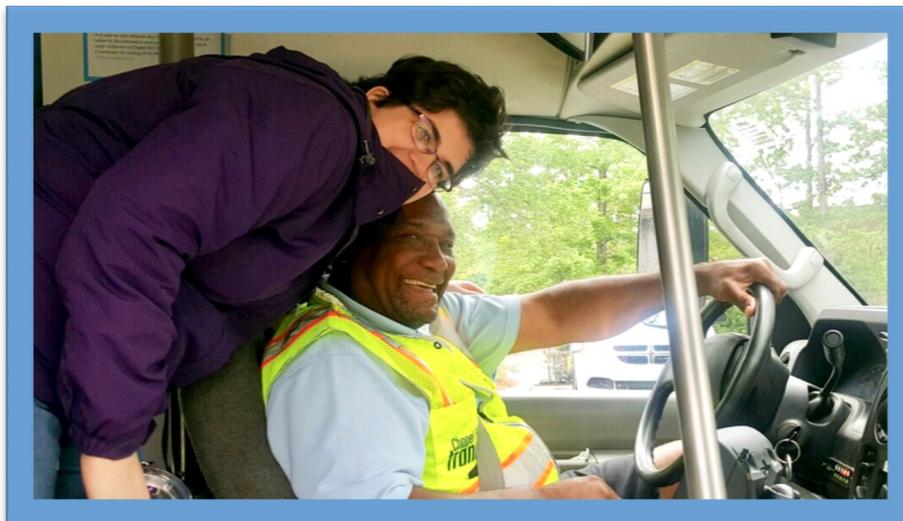


CUSTOMER BILL of RIGHTS

& RESPONSIBILITIES

Chapel Hill Transit EZ Rider customers have a right to:

- Be picked up on time (within your 20 minute window).
- Be transported safely.
- Be treated with courtesy (with politeness) and respect.
- Travel in a clean, well-maintained vehicle.
- Provide feedback, be heard and expect resolutions to concerns, problems or complaints in a timely manner.
- Have calls answered promptly (quickly) and courteously (good phone manners).
- Receive quality transportation services that's equivalent to those offered on the fixed route buses.



CUSTOMER BILL of RIGHTS

& RESPONSIBILITIES

Chapel Hill Transit EZ Rider customers have the responsibility to:

- Be ready for pick-up throughout the pick-up window of the scheduled trip.
- Treat operators, other customers & Chapel Hill Transit staff with respect.
- Keep mobility devices in good condition & be able to operate device on your own.
- Make sure ramps, sidewalks and walkways are properly maintained and a clear/safe path of travel.
- Wear required vehicle restraints (seatbelts) at all times during transport.
- Keep service animals under control at all times.
- Cancel reservations at least one hour before the scheduled pick-up.
- Refrain from drinking or smoking in a Chapel Hill Transit vehicle.
- Maintain good personal hygiene to the extent your health and ability allows.
- Do not engage in disruptive or abusive behavior or any behavior that distracts the operator and disturbs other customers.
- Provide updates to EZ Rider staff on changes, including your home address, phone number, types of mobility aids you use, on major medical conditions and your accessible format needs.

BOARDING the TRANSIT VEHICLE

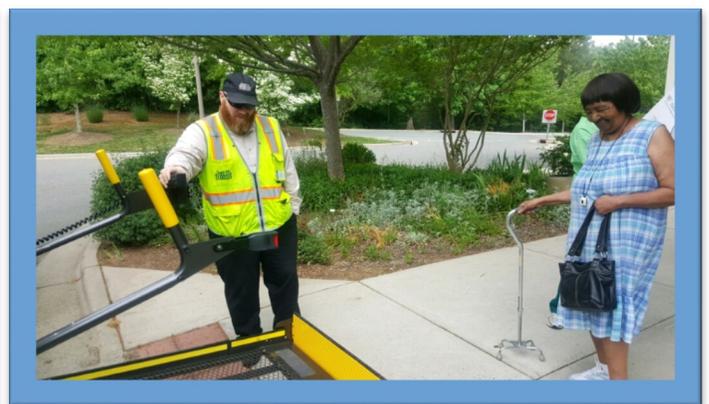
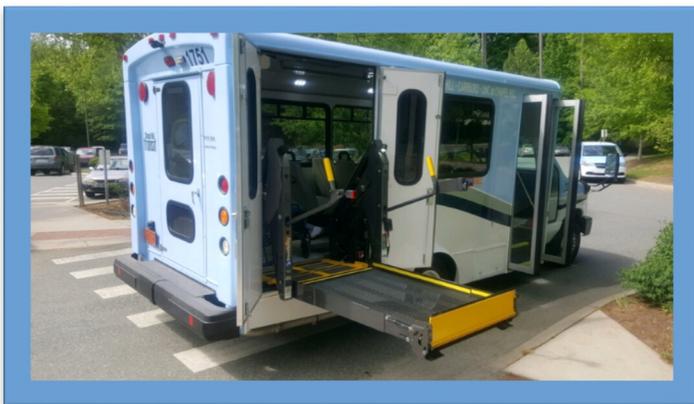
Definitions:

Pick-Up Window - The scheduled/confirmed timeframe the eligible EZ Rider customer can expect the vehicle to arrive at the requested pick-up location.

Threshold - The place or point of the entryway leading directly into a residence and/or entity (establishment). Where a foyer exists in between two (or more) doorways, the door leading directly into the residence and/or entity (establishment) is determined to be the threshold.

All confirmed pick-up windows are scheduled with a twenty (20) minute timeframe. Once the EZ Rider vehicle arrives, the operator is only permitted wait for the EZ Rider customer for up to three (3) minutes. These three (3) minutes include the time it takes the operator to arrive to the threshold door; however, is not limited to the amount of time the operator can spend assisting the customer (s) to/from the vehicle, loading/unloading, etc.

Customers who experience mobility limitations will be given reasonable time to board once the vehicle arrives; however, customers are expected to be ready to board prior to the vehicle's arrival in order to help maintain an efficient transportation system for all users.



BOARDING the TRANSIT VEHICLE

- CONTINUED

Once the three (3) minutes have expired, the operator will be granted permission to leave the requested pick-up location. In the event the customer misses their trip, once notified, EZ Rider will return (depending on service availability) within a reasonable timeframe (up to two (2) hours) to transport the customer.

Operators are only able to assist customers to/from the threshold door of the requested location and on/off the vehicle. All service provided is door-to-door (unless otherwise indicated during the eligibility process). Operators are not permitted to go inside or past the indicated threshold of any residence, business or establishment.

SUBSCRIPTION

Definitions:

Subscription - A trip that occurs on a regular, consistent basis (i.e. same day (s) of the week, same date (s) in the month, time, origin and destination, etc.).

Subscription service is available to any eligible EZ Rider customer who meets the criteria indicated in the definition above. EZ Rider reserves the right to restrict and/or prioritize subscription service to maintain a maximum level of fifty percent (50%) of EZ Rider's total daily trips, as required by the American with Disabilities Act (ADA), when there is no excess demand capacity available.

Once a subscription has been approved for an customer, the subscription will continue indefinitely until the customer or their designee contacts EZ Rider to cancel or suspend the subscription. If the subscription trip (s) is not cancelled in a timely manner (i.e. more than one-hour prior to the time of the scheduled trip, etc.), the trip may be subject to a cancellation as defined by the Cancellation Policy.

SUBSCRIPTION - CONTINUED

In the event an EZ Rider customer is suspended from EZ Rider (once all appeals have been exhausted), the customer will lose their subscription privileges and must reapply for subscription service once the customer's eligibility for EZ Rider service has been reinstated.

Note: Once a customer loses their subscription privileges due to a suspension, there are no guarantees availability for the requested trip (s) will be available. EZ Rider is NOT obligated to provide subscription service. The customer will continue to be eligible for demand trips as long as they are eligible for use of the service.

SCHEDULING MULTIPLE TRIPS POLICY

In an effort to minimize hold times for all our customers, customers should have all information (addresses, pick-up times, locations, etc.) ready and available and should attempt to call during non-high call volume hours such as early mornings, weekends, etc.

DESTINATION CHANGES

Changes to the location of the destination may be adjusted up to the day before the scheduled trip. On the day of the scheduled trip, some changes may be allowed if the change does not affect other customer's trips. The customer must notified dispatch of proposed changes in advance. The determination will be made by the dispatcher.

OPEN RETURN or WILL CALLS

Definitions:

Open Return (Will Call) - A trip without a scheduled pick-up time.

“Open Returns” or “Will Calls” are trips requested primarily when a customer is unsure of the time they will be ready to go to their next destination. “Will Calls” will be for medical related trips only.

These trips are requested by the customer at the time of the booking. No same day trip requests are allowed. Due to the need to serve other customers, the actual pick-up time can be up to two (2) hours from the time of the initial notification received by the dispatcher.



TIME BETWEEN TRIPS

Definitions:

Trip - A request for transportation with a single (one) pick-up and a single (one) drop-off.

A minimum of sixty (60) minutes must exist between the beginning of the scheduled pick-up window from the origin and from the return pick up from the destination.



CANCELLATION POLICY

The Cancellation Policy outlined below is comprised of three (3) types of cancellations, all of which carry the same weight with respect to the operational needs of the service. An “occurrence” is defined as either a No-Show, Late Cancellation or a Cancellation-at-the-Door.

Definitions:

No-Show - When a customer fails to show-up and be transported for a scheduled trip

Late Cancellation - When a customer fails to contact EZ Rider Dispatch on the day of their scheduled trip at least sixty-one (61) minutes prior to the scheduled pick-up window

Cancellation-at-the-Door - When a customer or someone on their behalf notifies the operator arriving at the requested pick-up location the scheduled customer will no be taking that scheduled trip

Missed Trip - When an EZ Rider vehicle does not show up for a scheduled pick-up or arrives after the scheduled pick-up window and the customer either is not there or refuses the ride. This type of cancellation is NOT an occurrence and does not count towards the number of occurrences described below.

Failure to take a scheduled trip or cancelling with short notice results in needless cost and possibly, denial of service for other potential customers. The Chapel Hill Transit Cancellation Policy is designed not to be punitive to any eligible person but rather, to discourage negative behavior of continuously failing to take scheduled trips.

CANCELLATION POLICY - CONTINUED

The Cancellation Policy is comprised of a one (1) calendar month timeframe. All cancellations will be tracked, investigated and verified on a calendar monthly basis prior to any action being taken by Chapel Hill Transit. Chapel Hill Transit will review violations of the cancellation occurrences and will make corrective action on a case by case bases. Cancellation occurrence letters will be distributed via mail within the first week of the month following the occurrences.

Call To Confirm Trip Procedures – Chapel Hill Transit seeks to mediate the situation before any discontinuation of service. Once a customer’s records have been reviewed and found to be excessive, a Call to Confirm Trip action will be implemented. The customer will continue to be able to schedule advance trips but will be required to confirm the trip on the day of service before the time of scheduled trip. Subscription trips will not be honored during this period.

No actions will be taken by Chapel Hill Transit until all appeals have been exhausted.

Once verified, the customer in violation of the Cancellation Policy will have the right to appeal this decision to the EZ Rider Appeals Committee. Once the suspension has been served, the customer’s eligibility for service will immediately be reinstated.



CUSTOMER ASSISTANCE

Definitions:

Threshold - The place or point of entering (for example, a boundary or entryway) a building, establishment or residence.

EZ Rider eligible customers will be granted assistance to/from the threshold door of any requested pick-up/drop-off location within the service area as long as the operator has a clear visual sight (path) of the vehicle.

The Operator Will

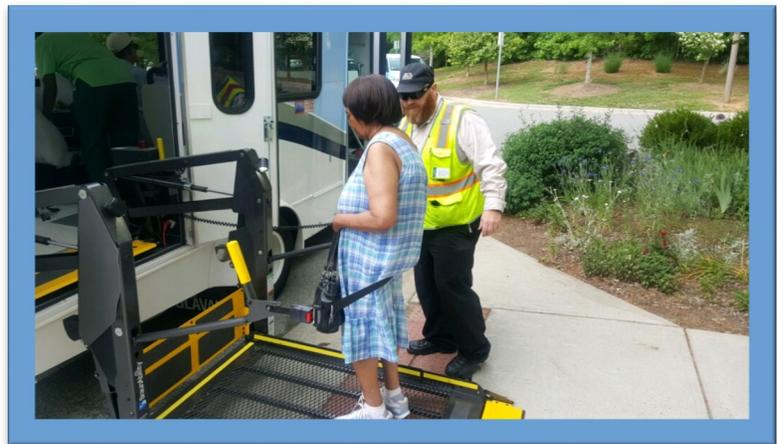
- Provide safe transportation
- Be courteous and professional
- Provide the appropriate service type. door-to-door service, unless another is identified through the eligibility process (for example, curb-to-curb, etc.)
- Kneel/Unfold the wheelchair lift/ramp
- Assist all customers on/off the vehicle
- Assist with up to four (4) packages (operator will assist with four packages and the customer is responsible for the remaining packages)



CUSTOMER ASSISTANCE - CONTINUED

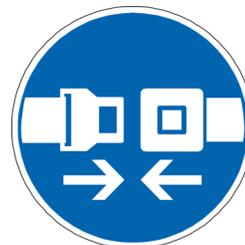
The Operator Will Not:

- Assist customers with getting dressed
- Lift customers or carry their mobility devices, such as wheelchairs, up or down steps/stairs
- Enter a building beyond the threshold (or first door way) to search for a customer (operators are not permitted to go through facilities, up/down elevators, multiple level (s) of stairs or individual offices to assist or locate customers)
- Page customers at facilities or lose sight of their vehicles
- Move the vehicle until everyone is safely secured



SEATBELTS

For safety and security, all customers, guests and PCAs are required to wear a seatbelt and remain seated with their seatbelt secured while the vehicle is in motion.



MOBILITY AID SECUREMENT

Definitions:

Mobility Aid - A device used to assist a person moving from place to place. Mobility aids include, but are not limited to, crutches, canes, white canes, walkers, wheelchairs, scooters, Segway's, alphabet/picture boards, oxygen, prosthesis, etc.

EZ Rider will permit the use of the lift for a mobility aid when it is used as a mobility device by eligible customers as long as it does not exceed the current size and weight standards for a common wheelchair (30 x 48 inches and does not exceed 600 pounds including the user of such mobility aid) as defined by 49 CFR §37.3.

EZ Rider will make every attempt to accommodate standard (common) wheelchairs, scooters and other mobility devices. Mobility devices larger than these standards may be denied service and will be reviewed on a case-by-case basis for safety and reasonable accommodation. EZ Rider cannot transport customers with broken mobility devices or without working brakes. Please be sure wheelchairs, or other mobility devices are clean, safe and in good working condition before traveling.

EZ Rider will make all attempts to safely secure standard wheelchairs and scooters. Customers may choose to transfer to a seat or remain in their mobility device.



PERSONAL CARE ATTENDANT

Definitions:

Personal Care Attendant (PCA) - an individual who assists another individual with their activities of daily living (ADLs) whether it be within the home, outside of the home, or both. The PCA assists the individual with personal, physical and/or cognitive care needs (or any combination of the three).

A Personal Care Attendant (PCA) is permitted to accompany the eligible EZ Rider customer on the vehicle on any scheduled trip. One (1) PCA may ride when traveling with the customer. A PCA must get on and off the EZ Rider vehicle at the same places and times as the customer.

In order to have one PCA ride, the customer must be certified with a need for a PCA as part of the eligibility process.

If a customer later needs for a PCA and did not originally be certified as needing one, the EZ Rider customer may contact the EZ Rider Certification office at (919) 969-4920 to update their status. Staff will assist the EZ Rider customer with the process of modifying their eligibility status.

NOTE: When scheduling a trip, the EZ Ride customer must tell the reservationist the PCA will be travelling with them. This will ensure there will be available seating on the vehicle for the applicant, PCA and other scheduled customers.

PCA'S

A customer must be certified with a need for a PCA as part of the eligibility process.

COMPANIONS (GUESTS)

Definitions:

Companion (Guest): an individual that is brought along to share a trip; not someone brought to assist the eligible customer.

A Companion (Guest) is permitted to accompany the eligible EZ Rider customer on the vehicle on any scheduled trip. A companion (guest) is considered to be any single individual regardless of the age. The companion (guest), up to two (2) pre-approved guests, must travel at the same scheduled time (s) as the EZ Rider customer and to/from the same origin and destination. Operators are not permitted to add customers or any companion (guest) to their manifest who do not have a reservation.

NOTE: When scheduling a trip, the EZ Rider customer will need to inform the Reservationist a companion (guest) will be travelling with them. This will ensure there will be available seating on the vehicle for the EZ Rider eligible customer, companion (guest) and other scheduled customers.

**An EZ Rider customer may have
up to two (2) pre-approved
guests accompany them on a
scheduled trip**

TRANSPORTING CHILDREN on EZ RIDER

Definition:

Children: According to the NC Child Customer Safety Law (G.S. 20-137.1), a child is defined as a customer less than the age of sixteen (16) years.



EZ Rider eligible customers may have children accompany them as Personal Care Attendant(s) and/or guests. Customers who wish to transport children on EZ Rider must comply with the following rules, in accordance with NC Child Customer Safety Law (G.S. 20-137.1):

A properly used child restraint device (CRD) is required if the child is less than eight (8) years old AND weighs less than

80 pounds. The child must be within the weight range for the child restraint/booster seat and it must meet Federal standards in effect at time of manufacture.

Children may be secured in a properly fitted seat belt at age eight (8) (regardless of weight) OR at eighty (80) pounds (regardless of age) - whichever comes first. Placing the shoulder belt under a child's (or adult's) arm or behind the back is both dangerous and illegal.

Belt-positioning booster seats can only be used with lap and shoulder combination seat belts. Belt-positioning booster seats must NEVER be used with just a lap belt.

The EZ Rider eligible customer is required to provide the safety device before the scheduled trip can/will be provided. Child Restraint Devices are **NOT** allowed to be left on the EZ Rider vehicle once the customer (s) has arrived at the requested destination.

PERSONAL BELONGINGS

All eligible EZ Rider customers and associated guests (including PCAs and companions) are permitted to bring any number of bags onto the vehicle. Operators are only permitted to assist with up to four (4) grocery-sized packages (bags) per trip. This means that, no matter how many persons are in an eligible customer's party, the total number of packages (bags) the operator will assist with cannot exceed four (4) grocery-sized packages.

Each grocery-sized package (bag) can weigh no more than twenty (20) pounds. Any personal packages (bags) larger than grocery-sized packages (bag) are not permitted on the EZ Rider vehicle except for laundry.

In the case of laundry bags, the size may exceed grocery-sized but can not exceed a total of three bags. The laundry bags must be handled by the customer and/or PCA/ Companion. The operator will not be responsible to assist with laundry items/bags.

Folding shopping/utility carts are allowed on the vehicle. The folding shopping/ utility cart must be secured. Chapel Hill Transit will not be liable for any damages to the shopping/utility cart.



SERVICE ANIMALS



Definitions:

Service Animal - Service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, I intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition. (Refer to the ADA Section 36.104)

Service animals are permitted on all EZ Rider vehicles. The Americans with Disabilities Act (ADA) requires transit entities to allow people with disabilities to bring their service animals on their properties wherever customers are generally allowed. Customers' allergies, dislike for animals and/or fear of animals are not valid reasons for denying access or refusing service to people with service animals.

SERVICE ANIMALS - CONTINUED

ADA Service Animals are permitted aboard Chapel Hill Transit vehicles. Please note that the Americans with Disabilities Act does not recognize "comfort" or "emotional support" animals as a service animal. Service animals are defined as dogs or other animals that are individually trained to do work or perform tasks for people with disabilities. , in order to meet the criteria to be eligible as a Service Animal under the Americans with Disabilities Act. Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

Service animals are working animals; not pets. EZ Rider staff (including operators) may ask if an animal is a service animal, but can not request verification (i.e. special ID cards, collar tags, etc.) for the animal.

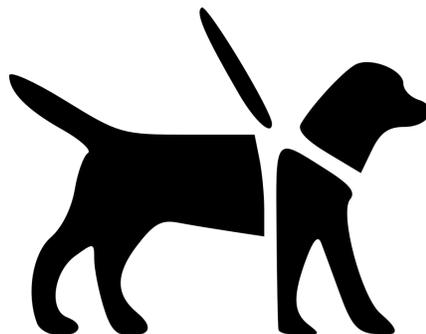


SERVICE ANIMALS - CONTINUED

An eligible EZ Rider customer may be asked to remove the service animal from Chapel Hill Transit vehicles/premises if any of the following occur: (1) the animal is out of control and the animal's owner does not take effective action to control it (for example, a dog that barks repeatedly as customers travel to/from the requested origin/destination or as the customer (s) enter/exit the vehicle) or (2) the animal poses a direct threat to the health or safety of others onboard the vehicle or while attempting to board/de-board the Chapel Hill Transit vehicle.

EZ Rider staff is not required or allowed to provide food or care for a service animal or provide a special location for it to relieve itself. An EZ Rider customer employing a service animal must clean and dispose of all animal waste and ensure the animal is controlled at all times.

Any animal out of line may result in enforcement of the Disruptive Behavior Policy.



DISRUPTIVE BEHAVIOR

Safety is everyone's responsibility and we require anyone that witness's inappropriate behavior in or around transit facilities/ vehicles to report it to Transit staff member.

Definitions:

Violence - Physical force employed so as to violate, damage, abuse, injure or strike in any manner.

Threat - An expression or action showing intent to inflict harm; giving of signs or warnings of violence or the announcement of violence as a possibility.

Transit Property - Any capital equipment, buses, designated Chapel Hill Transit stops, personal property and transportation facilities used in connection with the system.

Inappropriate Behavior - Any conduct that does not demonstrate respect for the rights and dignity of others or that interferes with the orderly provision of transportation services.

The list below is not intended to be all-inclusive. Other behaviors offensive to transit operators or customers can be considered inappropriate behavior resulting in temporary or permanent suspension of ridership. The distinction between the various levels of behavioral infractions is one that may not be easily defined. In applying consequences to address specific behavioral issues, two variables must be considered: severity of the behavior and frequency of the behavior.

DISRUPTIVE BEHAVIOR - CONTINUED

Examples of inappropriate behavior include but are not limited to, the following minor and major violations:

TYPICAL MINOR VIOLATIONS

- Profanity
- Refusal to share seat with another customer
- Lack of attention to personal hygiene which disturbs the reasonable comfort of other customers or transit operators
- Talking too loudly
- Trying to distract operator's attention
- Pushing and jostling when getting on/off the transit vehicle
- Changing seats while the transit vehicle is in motion
- Crowding to the door before the transit vehicle stops
- Drinking on a transit vehicle
- Loud music

PROCEDURES for ADDRESSING MINOR VIOLATIONS

A range of consequences or strategies will be used to address violations of this policy. In accordance with 28 CFR Part 36, Subpart B, Section 36.208 Direct Threat of the Americans with Disabilities Act, the determination of whether an individual poses a direct threat to the health or safety of others will be made on an individualized assessment, based on reasonable judgment that relies on current medical knowledge or on the best available objective evidence, to ascertain: the nature, duration, and severity of the risk; the probability that the potential injury will actually occur; and whether reasonable modifications of policies, practices, or procedures will mitigate the risk.

DISRUPTIVE BEHAVIOR - CONTINUED

TYPICAL MAJOR VIOLATIONS

- Physical violence, intimidation and/or harassment toward another customer or operator
- Discourteous treatment of customers or transit operators
- Participation in illegal activity (sale, distribution, possession of stolen property or illegal controlled substances such as narcotics, etc., in or around Town transit facilities/vehicles)
- Possession of weapon on or around Town facilities/vehicles
- Any touch or comment that is unwanted by the recipient
- Touching a sexual part of the body either directly or indirectly via physical contact or force
- Filing a complaint against a customer or transit operator alleging inappropriate or illegal action that is determined after an investigation to have been filed by the complainant because of fraud, corruption, or malice
- Damaging or destroying Town transit facilities/vehicles or the personal property of another customer or transit operator
- Illegal consumption of alcohol
- Language intentionally used to threaten or intimidate another customer or transit operator
- Use of ethnic intimidation and/or displaying racist behaviors
- Throwing objects in transit vehicle or out of windows
- Use of tobacco or smoking on transit vehicle
- Spitting
- Failure to obey the transit operator
- Flashing (Indecent Exposure)



DISRUPTIVE BEHAVIOR - CONTINUED

PROCEDURES for ADDRESSING MAJOR VIOLATIONS

A range of consequences or strategies will be used to address violations of this policy. In accordance with 28 CFR §36, Subpart B, Section 36.208 Direct Threat of the Americans with Disabilities Act, the determination of whether an individual poses a direct threat to the health or safety of others will be made on an individualized assessment, based on reasonable judgment that relies on current medical knowledge or on the best available objective evidence, to ascertain: the nature, duration, and severity of the risk; the probability that the potential injury will actually occur; and whether reasonable modifications of policies, practices, or procedures will mitigate the risk.



DISRUPTIVE BEHAVIOR - CONTINUED

HANDELING MAJOR VIOLATIONS

Major violations of conduct of any type may be handled as follows:

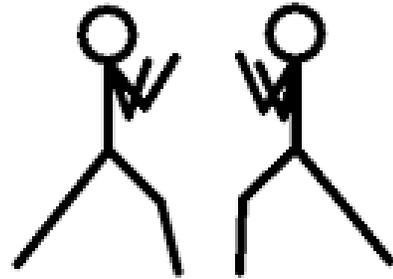
- Police action where a criminal act has occurred
- Immediate removal from transit
- Suspension of bus riding privileges

For each of the offenses above, a meeting is required and must be arranged with the customer and/or designee within five (5) business days (excluding holidays). After this meeting, a follow-up letter will be sent to the customer advising of the final decision rendered which will include information regarding appeals. Requests for extensions past this timeframe must be agreed upon by the EZ Rider Manager or designee.

DISRUPTIVE BEHAVIOR - CONTINUED

VIOLENT BEHAVIOR

If it is determined a customer exhibits violent behavior towards themselves and/or others, Chapel Hill Transit staff will make verbal contact with the customer, parent/guardian, agency officials (when applicable) to notify the customer of suspension from the transportation services until investigation of the incident is completed (within 2 business days).



PERSONAL HYGIENE

A customer may not be allowed on a Chapel Hill Transit vehicle if their lack of attention to personal hygiene disturbs the reasonable comfort of other customers or transit operators. A customer will be given notice and an opportunity to correct the hygiene concerns prior to discontinuing riding privileges unless, in the judgment of transit staff, the person places other customers in extreme discomfort or is considered a health risk to others.

Address: 6900 Mill House Road, Chapel Hill, NC 27516

Phone: (919) 485-7433

Email: chtransit@townofchapelhill.org - Website: chtransit.org



[Facebook.com/chtransit](https://www.facebook.com/chtransit)



[@chtransit](https://twitter.com/chtransit)



Chapel Hill transit

Administrative Offices are open 8:30 AM - 5:00 PM

Monday - Friday (except for Town recognized holidays)

ADA/Title VI

In accordance with the provisions of the Americans with Disabilities Act of 1990, the Civil Rights Act of 1964, and the Chapel Hill Town Policy, Chapel Hill Transit does not discriminate on the basis of age, sex, race, color, religion, disability, national origin, sexual orientation, gender identity, gender expression, or marital status. For more information about our obligations under these statutes and policies, or to file a complaint, contact the Chapel Hill Transit Disability Rights and Title VI Coordinator at 6900 Mill House Road, Chapel Hill, NC 27516 or (919) 696-4900. Information in languages other than English may be obtained from the contact above.

Se puede obtener información en formatos alternativos distintos al inglés llamando al (919) 696-4900 o personalmente al 6900 Mill House Road, Chapel Hill, NC 27516.