### Real Time Bus Information

NextBus is a service designed to help take the guesswork out of bus arrival. It uses satellite technology to track a bus, then sends the estimated arrival time for a particular stop to you via phone, text, or web. Many high-traffic stops also have signs which display this information.

To use NextBus:
- Provide your bus stop number or route letter and direction.
- Chapel Hill Transit's buses are listed and numbered by each schedule.
- Text: Text "chapelh" and your stop number to 41141.
- Leave a space between the word "chapelh" and your stop number.
- You will receive a text message back with a real-time estimate.
- Standard data and messaging rates may apply.

### Inclement Weather/Emergencies

Chapel Hill Transit’s policy is to safely provide service regardless of the weather conditions. However, during some weather conditions or other emergencies, scheduled times and routing may be affected.

Visit [www.townofchapelhill.org](http://www.townofchapelhill.org) and/or sign up for alerts from Town of Chapel Hill.

**Inclement Weather/Emergencies**

- Stay behind the yellow line at the front of the bus when the vehicle is in motion and do not distract the bus operator while they are driving.
- Smoking of any kind, including electronic cigarettes, is not allowed.
- Open drink containers are not allowed.
- Drinking alcoholic beverages or possessing open containers of alcoholic beverages is not allowed.
- Headphones must be used when playing electronic devices to limit sound to the hearing of the individual or classmates.
- Pull the signal cord about a half block before you want to get off the bus.
- Pets (non-service animals) may only be brought on the bus in a secured pet carrier.
- Pull the signal cord about a half block before you want to get off the bus.
- When exiting the bus, please do not cross in front of the bus after exiting or stand in front of the bus in any travel lane or parking area.

### Holiday Information


**Holiday Information**

- **Christmas Break:** Through December 20.
- **Winter Break:** August 19, 2019 – August 22, 2019.
- **Fall Break:** September 30, 2019 – October 5, 2019.
- **Spring Break:** March 7, 2020 – March 12, 2020.
- **Day, Labor Day, Thanksgiving Day and Christmas.**

### Bike Racks

Every Chapel Hill Transit bus can carry two bikes on its front rack.

Bikes can be locked on the rack at all hours of public operation and at all transit stops.

There is no extra charge for your bike.

Bikes are not allowed inside the bus, except for folded bikes.

If the bus is fully loaded, please wait for the next bus.

A pedestrian is seen at the front of the bus.

### Riding Tips

- **Stay behind the yellow line at the front of the bus when the vehicle is in motion and do not distract the bus operator while they are driving.**
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- **Drinking alcoholic beverages or possessing open containers of alcoholic beverages is not allowed.**
- **Headphones must be used when playing electronic devices to limit sound to the hearing of the individual or classmates.**
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### Service Disruptions

- Service disruptions in the Chapel Hill, Carrboro and the University of North Carolina at Chapel Hill area during adverse conditions.

### Schedule

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### Connect to Us

- **Customer Service** (general information, trip planning and feedback)
  
  919.485.7453 (Monday-Friday: 7 a.m. – 6:30 p.m., Saturday, Sunday and reduced service holiday: 8 a.m. – 4:30 p.m.)
- **Lost and Found**
  
  919.969.4600 (press #3): 8 a.m. – 4:30 p.m.
- **Email**
  
  chtransit@townofchapelhill.org
- **Emergency**
  
  919.485.7433 (Monday-Friday: 7 a.m. – 5 p.m., Saturday: 8 a.m. – 12 p.m.)

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### About Us

Chapel Hill Transit is a FARE-FREE public transportation service providing safe, convenient and efficient fixed route and paratransit services to the residents and visitors of Chapel Hill, Carrboro and the University of North Carolina at Chapel Hill.

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