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

CONNECT TO US
• Customer Service (general information, trip planning and feedback): 919-485-7483 (Monday-Friday: 7 a.m. - 6:30 p.m.; Saturday-Sunday, and reduced service holidays: 8 a.m. - 4:30 p.m.)
• Lost and Found - 919-969-4900 (press #3)
• EZ Rider - 919-969-5544
• Email : chtransit@townofchapelhill.org or call 919-485-7433

HOLIDAY INFORMATION

Chapel Hill Transit will operate Sunday service (No U and NU) on the following holidays: Martin Luther King Jr. Day, Good Friday, day after Thanksgiving, Christmas Eve, Day after Christmas and New Year’s Eve. Service levels may also be adjusted at various times throughout the year to meet service demand and/or in response to community events. The latest information on Chapel Hill Transit can be obtained by calling 919-485-7483 or by visiting our Facebook or Twitter.

HOLIDAY INFO CONT.
Transit services can be obtained by calling 919-485-7483 or by visiting Facebook or Twitter.

PLAN YOUR TRIP
Plan your trip before you go by visiting the trip planner at getawaync.org or by visiting goTriangle.com. Just type in your starting location, your destination and the time of day you plan to travel. The planners will give you all the information you need to ride Chapel Hill Transit and other public transit services available in the area.

Trip Planner itineraries may not include service disruptions and reroutes caused by weather, emergencies, traffic, events or construction.

REAL TIME BUS INFORMATION
NextBus is a service designed to help take the guesswork out of bus arrivals. It uses real-time 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. All Chapel Hill Transit bus stops are numbered and key stop numbers are listed on each schedule.

• Q Tip: ChapelH and your stop number to 41411
• Leave a space between the word ‘chapelH’ and your stop number when entering text.
• You will receive a text message back with arrival time.

REAL TIME INFO CONT.
• Standard data and messaging rates may apply.
• Download the app to your web enabled device.

If you are traveling outside of the Chapel Hill Transit service area, TransRide provides real-time bus information for GoTriangle and the Piedmont Authority for Regional Transportation (PAR). Transit services can be obtained by calling 919-485-7483 or by visiting Facebook or Twitter.

INCLUSION WEATHER POLICY
Chapel Hill Transit’s policy is to safely provide service to the residents of the weather conditions. However, during some weather conditions or other emergencies, scheduled times and routes may be adjusted.

Visit www.townofchapelhill.org and/or sign up for alerts from Town of Chapel Hill Transit. TransRide also sends the estimated arrival time for a bus during adverse conditions.

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.
• 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 user.
• 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 carrier.
• When possible, please exit through the rear door.
• Please do not cross in front of the bus after exiting or stand in front of the bus any travel lane or parking area (except when loading/unloading bikes).

BIKE RACKS
Every Chapel Hill Transit bus can carry two bikes on its front racks.
• Bikes can be loaded on the rack at all hours of public operation and at all stops.
• There is no extra charge for your bike.
• Bikes are not allowed inside the bus, except for folded bikes.
• If the bike bus rack is full, please wait for the next bus.

In addition to the front racks, there is a practice rack located on East Franklin Street near the Carrboro Coffee Shop bus stop or when you get off a bus at a community event, ask the operator if you can test the rack.

INCLEMENT WEATHER POLICY
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CENTRAL ADMISSIONS
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 laws or requests for accommodations, contact the Chapel Hill Transit Disability Rights and Title VI Coordinator at 6900 Millhouse Road Chapel Hill, NC 27516 or 919-969-4901. Information in languages other than English may be available upon request. For Spanish, please obtain information on formats, alternative distributions at ral.lemoontes19119 919 969 4901.

RUTHS EFFECTIVE AUGUST 29TH, 2020

MONDAY - SUNDAY

CHAPEL HILL TRANSIT
Address: 6900 Mill House Road
Chapel Hill, NC 27516
Phone: 919-485-3433
Email: customer.service@chapelhill.org
Website: chtransit.org
Facebook: facebook.com/chtransit
Twitter: @chtransit

OFFICE HOURS
Administrative Office are open 8:30 am - 5:00 pm
Monday, and 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 Chapel Hill Town Policy, Chapel Hill Transit does not discriminate on the basis of age, sex, race, color, disability, national origin, sexual orientation, gender identity, gender expression or marital status. For more information about our obligations under these laws or requests for accommodations, contact the Chapel Hill Transit Disability Rights and Title VI Coordinator at 6900 Millhouse Road Chapel Hill, NC 27516 or 919-969-4901.

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