



## 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*) - 919.485.7433 (Monday-Friday: 7 a.m. –6:30 pm; Saturday, Sunday, and reduced service holidays: 8 am – 4:30 pm)
- **Lost and Found** – 919.969.4900 (press #3) 8:30 am– 4:30pm
- **EZ Rider** - 919.969.5544
- **Email** [chtransit@townofchapelhill.org](mailto:chtransit@townofchapelhill.org) or call 919.485.7433
- Like us on Facebook at [facebook.com/chtransit](https://facebook.com/chtransit)
- Follow us on Twitter @chtransit

## HOLIDAY INFORMATION

Chapel Hill Transit will not operate on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas.

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, the Day after Christmas and New Year's Eve.

Service levels may also be adjusted at various times throughout the year to meet service demands and/or in response to community events. The latest information on Chapel Hill

## HOLIDAY INFO CONT.

Transit services can be obtained by calling 919.485.7433 or by visiting our Facebook or Twitter.

## PLAN YOUR TRIP

Plan your trip before you go by visiting the trip planner at [gotriangle.org](https://gotriangle.org) or by visiting [googlemaps.com](https://googlemaps.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 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.

All Chapel Hill Transit bus stops are numbered and key stop numbers are listed on each schedule.

-  Text ‘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, TransLoc provides realtime bus information for GoTriangle and the Piedmont Authority for Regional Transportation (PART).

## RAMPS, LIFTS AND KNEELING BUSES

Most of Chapel Hill Transit's buses now have ramps. Anyone can request the ramp or lift be lowered. These aren't just for customers using wheelchairs/mobility devices. The buses with ramps can also kneel, lowering the floor of the bus to make boarding easier. Ask the operator to kneel the bus if it would make it safer for you to board.

## BIKE RACKS

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

- Bikes can be loaded 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 bike rack is full, please wait for the next bus.

A practice rack is located on East Franklin Street near the Carolina Coffee Shop bus stop or when you see a bus at a community event, ask the operator if you can test the rack.

## INCLEMENT WEATHER POLICY

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](https://www.townofchapelhill.org) and/or sign up for alerts from Town of Chapel Hill: <https://www.townofchapelhill.org/government/departments-services/transit/inclement-weather> to stay informed 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 in any travel lane or parking area (except when loading/unloading bikes).



### CHAPEL HILL TRANSIT

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

**Phone:** 919.485.7433

**Email:** [chtransit@townofchapelhill.org](mailto:chtransit@townofchapelhill.org)

**Website:** [chtransit.org](https://chtransit.org)



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



@chtransit

### OFFICE HOURS

Administrative Offices are open  
8:30 am – 5:00 pm  
Monday – Friday  
(except for Town recognized holidays)

Estes Park / UNC Hospitals /  
Meadowmont

### 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, 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 Millhouse Rd. Chapel Hill, NC 27516 or 919.969.4901 . 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 919 969 4901 o personalmente al 6900 Millhouse Road Chapel Hill, NC 27516.

**ROUTE EFFECTIVE JANUARY 24<sup>TH</sup>, 2022**

MONDAY - SUNDAY



# N ROUTE

