



EZ RIDER HANDBOOK



CHAPEL HILL TRANSIT
AUGUST 2022

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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 transit system in North Carolina 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 fare-free demand-response, shared ride service providing origin-to- destination service on an advance reservation basis. EZ Rider transports individuals who are unable to use the fixed route system (some or all 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. EZ Rider provides complementary paratransit to eligible persons living within ¾-mile of Chapel Hill Transit Fixed Route or those visiting locations within ¾-mile of the fixed routes.

Contact Information

Reservations Hours:

Phone: 919.969.5544
Monday – Saturday: 8 a.m. – 5 p.m.
Sunday: 1 – 5 p.m.

Dispatch Hours:

Monday – Friday: 5 a.m. – 8 p.m.
Saturday: 8 a.m. – 5 p.m.
Sunday: 8 a.m. – 5 p.m.

After-Hours Supervisors:

Contact (emergency only):
919.259.6327
Hours: 8 – 11 p.m.

Fixed Route Schedule Information:

Phone: 919.485.7433

Certification:

Phone: 919.969.4920

Customer Feedback:

Phone: 919.485.7433

Lost and Found:

Phone: 919.969.4901

Email:

chtransit@townofchapelhill.org

Hours of Operation and Holidays

Chapel Hill Transit operates the following days and times:

Monday – Friday: 5:30 a.m. – 11 p.m.

Saturday: 8 a.m. – 11 p.m.

Sunday: 8 a.m. – 11 p.m.

Sunday Service

Chapel Hill Transit operates Sunday hours and schedules on the following holidays:

- Martin Luther King Jr. Day
- Good Friday
- Juneteenth
- The day after Thanksgiving
- Christmas Eve
- The day after Christmas

Holiday Closings

Chapel Hill Transit will be closed on the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Adverse Weather

There are times when the weather causes significant delays in service. During adverse weather, Chapel Hill Transit will make every attempt to provide weather closure reports via local news, social media and Chapel Hill Transit service announcements. In general, when popular destinations (e.g., schools, senior centers, etc.) are closed because of adverse weather events, EZ Rider may operate reduced service.



Adverse Weather, continued

Service may be limited or canceled when adverse 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.

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 or parties 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.

What is the EZ Rider Service Area

The EZ Rider service operates under the ADA law, which guarantees all trips within the system's service area. The EZ Rider service area is defined as the area up to $\frac{3}{4}$ of a mile on either side of an existing fixed or local bus route. Service is available on the same days and times that the fixed route in the area is operating.

You can be approved for EZ Rider service even if your residence is not within the service area. Under such circumstances you would be required to be picked up and dropped off at a location that is within $\frac{3}{4}$'s of a mile of the service area.

When CHT makes service level changes to the fixed route bus service, there can be potential impacts to the ADA $\frac{3}{4}$ mile service area for EZ Rider customers. When these changes occur, they may affect your ability to receive our services from your residence or to a desired drop off location.



Senior Shuttle Service

The Senior Shuttle, operated by EZ Rider, is a free service that provides transportation for Chapel Hill/Carrboro seniors. The shuttle has a set weekly schedule that includes local grocery stores, shopping centers and the Seymour Center.

The shuttle makes schedule stops at the following locations.

- Carolina Springs
- The Stratford
- Manley Estates
- Azalea Estates
- Harris Teeter at University Place
- Food Lion at Carrboro Plaza

The shuttle vehicles are wheelchair accessible and provide curb-to-curb service. Customers are able to bring up to four (4) bags onboard. Trips on the Senior Shuttle are provided on a space available basis. The Senior Shuttle is open to all seniors.

For questions, please contact EZ Rider Reservations. The shuttle does not operate on Chapel Hill Transit holidays and weekends.

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 which must be completed by you and your medical provider.

How Do I Apply for EZ Rider Transportation?

To become certified for EZ Rider you must apply. The application has four parts. Parts A (Personal Information) and B (Health Care Verification) are required. Parts C (Medical Release of Information) and D (Eligibility Release of Information) are optional.

Parts A and B must be completed fully before submitting the application to the EZ-Rider team.

You can obtain an application by calling EZ Rider at 919.969.4920 or by visiting: chtransit.org.



Reservations

EZ Rider customers must make reservations to ride the service. Reservations may be made up to fourteen (14) days in advance, but must be made at least one (1) day prior to the trip needed. Each leg of the trip must be at least 1 hour apart.

Please give the Reservationist:

- Customer's Name
- Date of Travel
- Customer's Origin/Destination (Address)
- Customer's Requested Pick-up or Scheduled Appointment Time
- Number traveling such as: Companions/Personal Care Attendant

EZ Rider Reservations On-Line Form can be found at chtransit.org. Click EZ Rider and click the tab that says EZ Rider Reservation.

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 US-DOT Final Rules implementing the Americans with Disabilities Act. Any person who wishes to appeal a denial of service (or 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 Millhouse Road
Chapel Hill, NC 27516

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

- Applicant's name
- Physical mailing address
- Telephone number
- Applicant's representative's contact information (name, title, mailing address & telephone number)
- Additional evidence that the applicant would like to provide to assist in the decision-making process.

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 about the date, time and location of the scheduled appeal hearing.

The appeal will provide an opportunity for the applicant and/or designee to be heard and to present any 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.

Appeals Process

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 and Responsibilities

Chapel Hill Transit EZ Rider customers have a right to:

- Be picked up on time (within 20 minutes of your pickup window)
- Be transported safely.
- Be treated with courtesy (with politeness) and respect.
- Travel in 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 are equivalent to those offered on the fixed route buses.

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 and Chapel Hill Transit staff with respect.
- Keep mobility devices in good condition and be able to operate the mobility 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.

Customer Bill of Rights and Responsibilities, continued...

- 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 allow.
- Do not engage in disruptive or abusive behavior or any behavior that distracts the operator or 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 you accessible format needs.

Boarding the Transit Vehicle

Definitions:

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

Threshold: The place or point of entryway leading directly into a residence, business, or establishment. In locations where a foyer exists in between two or more doorways, the outermost doorway will be the entryway or 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 to wait for the EZ Rider customer for up to three (3) minutes. These three minutes include the time it takes the operator to arrive to the threshold door. These three minutes do not limit the amount of time the operator may spend assisted the customer or customers to and from the vehicle.

Customers who experience mobility limitations will be given reasonable time to board once the vehicle arrives; however,

Boarding the Transit Vehicle, continued...

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.

After three (3) minutes, the operator will be granted permission to leave the requested pick-up location.

Subscription

Definitions:

Subscription: A trip that occurs on a regular, consistent basis (e.g. going from the same origin to the same destination on the same days every week or same date every month).

Cancellation: get definition

Suspension: get definition

Subscriptions are available to any eligible EZ Rider customer who must complete the same trip on a regular basis after 60 days of taking the trips. EZ Rider reserves the right to restrict and prioritize subscription service to maintain a maximum level of fifty percent (50%) of EZ Rider's total daily trips as required by the Americans with Disabilities Act (ADA), when there is no additional capacity available.

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

Cancellation Policy.

Subscriptions, 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, EZ Rider cannot guarantee the customer will be able to rebook the requested trip. EZ Rider is NOT obligated to provide subscription service. The customer will continue to be eligible for trips as long as they are eligible for use of the service.

Scheduling Multiple Trips

In an effort to minimize hold times, customers should have all information (addresses, pick-up times, locations, etc.) ready and available. Customers are encouraged to call during times when EZ-Rider does experience high call volumes (e.g., 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 notify Dispatch of proposed changes in advance. The dispatcher will determine whether the change can be made.

Time Between Trips

Definitions

Trip: A request for transportation with one pick-up and one drop-off time.

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

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” are 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.

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.



Cancellation Policy, continued...

Definitions

Cancellation-at-the-Door: When a customer or someone on their behalf notifies the operator “at the door” that the scheduled customer will not take the scheduled trip. At the door is defined as the when the operator arrives at the requested pick-up location.

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

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.

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

Cancellation Policy, continued...

Occurrence: Either a No-Show, Late Cancellation or a Cancellation-at-the-Door.

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

The **Cancellation Policy** is comprised of a timeframe of one (1) calendar month. All cancellations will be tracked, investigated and verified on a monthly basis prior to any action being taken by Chapel Hill Transit. Chapel Hill Transit will review violations of the cancellation occurrences and will take corrective action on a case-by-case basis. 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 will seek to mediate the situation before any discontinuation of service. After a customer's records show a pattern of cancellations, Chapel Hill Transit will require customers call to confirm the trip on the day of service before the scheduled trip time. Customers will still be able to schedule trips in advance. Subscription trips cannot be booked 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 a building, business or residence (i.e. boundary or entryway).

EZ Rider eligible customers will be granted assistance to/from the threshold door of any requested pick-up or drop-off location within the service area.

Operators will:

- Provide safe transportation
- Be courteous and professional
- Provide the appropriate service type. Origin to Destination service, unless another is identified through the eligibility process (for example, curb-to-curb, etc.)

Customer Assistance, continued...

- Operate 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).

Operators will not:

- Enter a customer's home
- Lift customers or carry their mobility devices, such as wheelchairs, up or down steps or stairs
- Enter a building beyond the threshold (or first doorway) to search for a customer (operators are not permitted to go through facilities, up/down elevators, multiple levels of stairs or individual offices to assist or locate customers).
- Page customers at facilities
- Push or pull a mobility device across grass, gravel, snow or ice.
- Move the vehicle until everyone is safely secured.

Seatbelts

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

Mobility and 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, Segways, alphabet/picture boards, oxygen, prostheses, 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



Mobility and Securement

wheelchair (30" by 48" and no more than 600 lbs, including the user of the 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 standard 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 devices.

Personal Care Attendant

Definitions

Personal Care Attendant: 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 times and locations 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 a PCA and was not originally certified to travel with 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 Rider customer must tell the reservationist the PCA will be traveling with them. This will ensure there will be available seating on the vehicle for the applicant, PCA and other scheduled customers.

Companions (Guests)

Definitions

Companion (Guest): An individual that is brought along to share a trip; not an individual assisting 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 age.

EZ Rider customers are allowed up to two (2) pre-approved companions (guests). The companion (guest), must travel at the same scheduled time as the EZ Rider customer to and 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 at companion (guest) will be traveling with them. This will ensure there will be available seating on the vehicle for the EZ Rider eligible customer, companion (guests and other scheduled customers.

Transporting Children on EZ Rider

Definitions

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 old.

EZ Rider eligible customers may have children accompany them as Personal Care Attendant(s) 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).



Transporting Children on EZ Rider, continued

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 the time of manufacture.

Children may be secured in a properly fitted seat belt at age eight (8), regardless of weight, or at 80 pounds, (regardless of age). 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 (CRDs) are not allowed to be left on the EZ Rider vehicle once the customer 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 cannot assist with more than four grocery-sized packages.

Each grocery-sized package (bag) can weigh no more than twenty (20) pounds. No personal packages (bags) larger than a grocery-sized packages are not permitted on the EZ-Rider vehicle except for laundry. Laundry must be in an enclosed container or bag. Laundry cannot be exposed.

In the case of laundry bags, the size may exceed grocery-sized but cannot exceed a total of three bags. The laundry bags must be handled by the customer or Personal Care Attendant/Companion if the items are loose and the bag is not securely closed. The operator will only handle a laundry bag if it is closed. with laundry items/bags.

Personal Belongings, continued...

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, 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.

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 individuals'

Service Animals, continued...

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 cannot request verification (i.e., special ID cards, collar tags, etc.) for the animal.



An eligible EZ Rider Customer may be asked to remove the service animal from Chapel Hill Transit vehicles and premises if any of the following occur,

- 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 or from the requested origin or destination, or as the customer or customers enter or exit the vehicle, or
- The animal poses a direct threat to the health or safety of others on board the vehicle or while attempting to board or 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 who witnesses inappropriate behavior in or around transit facilities or vehicles to report it to a Transit team 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 signs or warnings of violence, or announcing 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 transit 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 above 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.

Examples of inappropriate behavior include, but are not limited to, minor and major violations listed on the following pages.

Disruptive Behavior: Typical Minor Violations

- Profanity
- Refusal to share a 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 an operator's attention
- Pushing and jostling when getting on or off the transit vehicle
- Changing seats while the transit vehicle is in motion
- Crowding to the door before the transit vehicle is in motion
- Crowding the door before the transit vehicle stops
- Drinking on a transit vehicle
- Loud music

Procedures of 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: Major Violations

- Physical violence, intimidation and 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 and vehicles)
- Possession of weapons on or around Town facilities and 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 vehicles or out of windows
- Use of tobacco or smoking on transit vehicles
- Spitting
- Failure to obey the transit operator
- Flashing (indecent exposure)

Disruptive Behavior: Major Violations, 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.

Handling Major Violations

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

- Police actions where a criminal act has occurred
- Immediate removal from the transit facility or vehicle
- 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: Violent Behavior

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

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 Millhouse Road, Chapel Hill, NC 27516 or (919) 969-4901.

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.

Language Assistance Services

The Town of Chapel Hill's Language Access Plan helps support the right of all residents to communicate with the Town in their preferred language. Affordable Housing and Community Connections provides language assistance resources to staff to help navigate interactions with residents who speak languages other than English

The Town provides language assistance to residents at no cost for Town services, programs, and meetings, including interpretation and translation. To request these services, please contact 919-969-5105 or visit: www.townofchapelhill.org/LanguageAccess.

For any questions regarding this service, please contact (919) 968-2756.

El pueblo de Chapel Hill ofrece asistencia lingüística a los residentes sin costo por los servicios, programas y reuniones de la ciudad, incluida la interpretación y la traducción. Para solicitar estos servicios, comunicarse al (919) 969-5105.

教堂山镇为使用本镇各项服务、节目及会议的居民提供免费语言援助，包括口译和翻译。欲申请这些服务，请联系 919-969-5105。



Chapel Hill transit

**Administrative Offices are open 8:30 a.m. - 5:00 p.m.
Monday - Friday (except for Town recognized holidays)**

Address: 6900 Millhouse Road, Chapel Hill, NC 27516

Website: chtransit.org **Phone:** (919) 485-7433

Email: chtransit@townofchapelhill.org

