



Chapel Hill Transit EZ Rider Paratransit Service

EZ Rider is a free door-to-door paratransit service provided by Chapel Hill Transit. The service is for individuals who meet Americans with Disabilities Act (ADA) eligibility. This guide will help you apply for the EZ Rider service.

Am I eligible for EZ Rider?

Eligibility is determined on a case-by-case basis. According to ADA regulations, eligibility is strictly limited to those who have specific limitations* that prevents them from using fixed route services.

*A permanent or temporary physical or mental impairment that substantially limits one or more major life activities.

Where does EZ Rider travel?

Any location within 3/4 mile of Chapel Hill Transit Fixed Route services. For more information on Fixed Route services visit: chtransit.org

What can you use EZ Rider for?

You can request EZ Rider for medical appointments, grocery shopping, going to work, or any other activities. EZ Rider will drive you to any destination within its operating area.

Additional Questions?

For any additional questions contact Chapel Hill Transit at (919) 969-5544.



6900 Mill House Rd.
Chapel Hill, NC 27516



Email: chtransit@townofchapelhill.org
Website: chtransit.org
Twitter: [@chtransit](https://twitter.com/chtransit)
Facebook: facebook.com/chtransit



(919) 969-5544

Apply for Service

Follow the steps below to apply for the EZ Rider service.



Preparation

- Determine if you are eligible (see front).
- Download application: chtransit.org Click EZ Rider or call (919) 969-4920 to receive by mail.
- Make appointment with a licensed medical provider to complete application.



Application

- Part A: Personal Information
- Part B: Health Care Verification (To be completed by your medical provider)
- Part C and Part D are optional
- Submit completed application and documents via mail to:

EZ Rider (ADA) Certification Reviewer
6900 Mill House Road, Chapel Hill, NC 27516

- Or fax to (919) 968-2808 (note: original applications must also be submitted via mail).



Review and Decision

- Your completed application will be reviewed within 21 days.
- Applicant will receive eligibility determination by mail.
- A second level assessment may include a telephone interview with the applicant, medical verification or an in-person interview. The in-person interview may include a functional assessment to evaluate the applicant's ability to use public transportation.



Next Steps

- Review your decision letter.
- If rejected, you can submit an appeal letter to Chapel Hill Transit EZ Rider. Appeals must occur within sixty (60) days of receipt of the decision letter. Mail the approval letter to:

CHT - Appeals Committee
c/o: CHT Director/Administrator
6900 Mill House Road
Chapel Hill, NC 27516