

UPDATED JANUARY 2026

Transportation Quick Reference

How can I get in touch with a transit service?

Chapel Hill Transit, www.chtransit.org

Main: 919.969.4900

Customer Service: 919.485.7433 (Language assistance is available)

Community Outreach Manager: 919.969.4931

EZ Rider – *requires certification*

Dispatch/ General Questions: 919.969.4919

Certification: 919.969.4920

Reservations: 919.929.5544

Orange County Public Transit, www.orangecountync.gov

Main: 919.245.2008 (Language assistance is available)

GoTriangle, <https://gotriangle.org/>

Regional Information Center and Customer Service: 919.485.7433 (RIDE)

GoTriangle ACCESS – requires certification 919.485.7468

Lost and Found: 919.314.8715

How can I get help planning a bus trip?

By Phone:

- GoTriangle Regional Information Center: all bus routes in Chapel Hill, Durham, Raleigh, Cary, 919.485.7433 (RIDE)
- Orange County Public Transit: for bus routes in Orange County 919.245.2008
- Orange County Dept. on Aging: Transportation Information Line (for older adults) 919.717.1853

By Internet:

- **Google Maps**, <https://www.google.com/maps/>
 - Click on the teal diamond with the white arrow for directions
 - Select the transit icon, enter starting and end points, and adjust date/time for trip details
 - Route options will be displayed, click on details for more information
- **GoTriangle Trip Planner**, <https://gotriangle.org/trip-planner/>
- **Smartphone apps**
 - Transit, transitapp.com
 - Umo, <https://gotriangle.org/umo>

What does a ride cost?

- Chapel Hill Transit – Fare free, including EZ Rider paratransit service
- Orange County Public Transit
 - Fixed routes are fare-free
 - \$3 each way for OC ACCESS Demand Response Service provides *see Door to Door services below for more information.*
- GoTriangle – \$2.50 is regular fare, \$1.25 discount fare available for riders with a disability. GoTriangle ACCESS is \$5 per ride. Discounts exist for youth, seniors and disabled riders. More Information: 919.485.7433 (RIDE), www.gotriangle.org

Accessibility

- All transit vehicles are wheelchair accessible
- CH Transit and GoTriangle buses can “kneel” for easier access, just ask the driver before boarding.
- Service animals are allowed on buses

Door to door services

Americans with Disabilities Act (ADA) service is for people of all ages who have disabilities that prevent them from using the fixed route buses. It is available within $\frac{3}{4}$ of a mile of certain fixed routes. Must be certified prior to using. Note that new certifications can take up to 21 business days to process and typically require a signature from a doctor or other healthcare provider.

- **Chapel Hill Transit:**
 - ADA service is called EZ Rider in Chapel Hill
 - Fare-free
 - Operates only within the Towns of Chapel Hill and Carrboro
- **Orange County Public Transit:**
 - Fare-free ADA service is available within $\frac{3}{4}$ of a mile of the Hillsborough Circulator/Orange and Blue Loops, Orange-Chapel Hill Connector, and Orange-Alamance Connector fixed routes, [ADA application](#).
 - OC ACCESS Demand Response Service is a \$3 shared-ride advanced reservation service available to Orange County residents that live outside the Chapel Hill/Carrboro town limits, [Demand Response Certification](#).
- **GoTriangle:**
 - GoTriangle ACCESS is the regional paratransit service available within $\frac{3}{4}$ of a mile of all-day GoTriangle fixed routes
 - \$5 fare each way
 - [ADA application](#)