



Link Transit System
Public Transit Advisory Commission (PTAC)

Tuesday, April 12, 2022
5:30 P.M.

Meeting to be Held Virtually on Zoom Platform

<https://us02web.zoom.us/j/83535579395>

AGENDA

- 1) **Call to Order & Quorum** **Chairman**
 - Changes to Agenda / Add On Items
 - Speakers from the Floor – three (3) minutes per speaker
- 2) **Approval of the February 8, 2022 meeting minutes** **Chairman**
- 3) **Link Transit / System Update** **John Andoh**

INFORMATION: The Link Transit System will update the PTAC regarding the following updates:

- Presentation from BYD regarding Electric Buses
- Presentation from BGMPO regarding MPO activities
- Procurement Update
- TransLoc Discontinuance
- Purple Route Change

RECOMMENDATION/ACTION: Informational

- 4) **Link Transit Operations Report** **John Andoh**
 - Fixed Route & Paratransit Ridership Update
 - Upcoming Events
 - Other Items
 - Meeting Time and in-person, Zoom or hybrid
 - New Paratransit Riders Guide and Brochure
 - Follow up on Bus Stop Information, Link Transit/Amtrak/PART/ACTA Coordination
- 5) **Other Business** **Chairman**
 - Reports & Questions from PTAC Members
 - Other Items / Agenda topics for next meeting
 - **Next Meeting Scheduled for:** (TBD)

ACCESS TO INFORMATION: ALL DOCUMENTS AND DATA CAN BE PROVIDED IN ALTERNATIVE FORMAT UPON REQUEST

It is the policy of the Link Transit System to ensure that no person shall, on the ground of race, color, sex, age, national origin, or disability, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and any other related non-discrimination Civil Rights laws and authorities.

MINUTES

LINK TRANSIT PUBLIC TRANSIT ADVISORY COMMISSION

Tuesday February 8, 2022

5:30 PM

Meeting held via Zoom

MEMBERS PRESENT

Mike Mills, Burlington (Chair)
Moses Corbett, Burlington
Steve Harrison, Gibsonville
Steve Carter, Alamance County
Tammy Williamson, Burlington
Bonita Brown, Burlington
Roger Meisenbach, Burlington Alt

OTHERS PRESENT

John Andoh, Interim Transit Manager
Wannetta Mallette, MPO Administrator

MEMBERS ABSENT

Joyce Harris
Butch Wilson, Burlington Alt

Call to Order

Chairman Mills called the meeting to order at 5:34 p.m. and welcomed all members and guests.

Chairman Mills solicited public comments from the floor and requested comments to be limited to 3 minutes per speaker. No public comments. The meeting agenda was reviewed. No changes were made to the agenda.

Approval of November 9, 2021 meeting minutes

The November 9, 2021 meeting minutes were reviewed. Mr. Corbett made a motion to approve the meeting minutes. Mr. Carter seconded the motion. All PTAC members voted in approval of the November 9, 2021 meeting minutes.

Link Transit/System Update

Mr. Andoh provided the following updates to the PTAC, the electric bus procurement, upcoming request for proposals – transit operations, bus shelters, transit center study, coordination with Alamance County Transportation Authority and potential expansion of Link Transit.

Chairman Mills asked questions about the BYD buses, including cost, useful life and how they are funded.

Mr. Carter asked about the electric vehicles that could be impacted in a snow environment and how they can function.

Mr. Meisenbach asked about charging, which Mr. Andoh stated approximately 3 hours. Mr. Harrison asked about solar panels on the roof of the bus. Mr. Andoh stated technology is not available yet.

Mr. Corbett asked about charging when the bus is idling, as well as maintaining HVAC and talked about his understanding of charging. Mr. Andoh mentioned a 150-mile range on a perfect environment.

Ms. Williamson asked about the range of the current buses, of which Mr. Andoh mentioned about 175 miles.

Mr. Andoh mentioned he would email the BYD specifications.

Chairman Mills asked about the picture of the bus of which Mr. Andoh stated that is the bus that was in Burlington. He asked how many rode the bus when it was here last June. He wanted to get an understanding of the Commission's knowledge of electric buses.

Mr. Carter mentioned that he serves on ACTA and would assist in facilitating discussions.

Mr. Carter asked about Elon, Graham, and Mebane participation into Link Transit. Mr. Andoh mentioned that he started discussions with Mebane and Elon about transit services. Elon is doing a survey now. He further asked about coordination with a one fare pass. Mr. Andoh discussed the regional transit study that the MPO is working on. Mr. Carter would like to see how we can do anything to make this seamless to the passenger.

Mr. Harrison stated he understands the Orange Route does to AMRC and coordinates with PART. He was not sure if the times are coordinated. He further stated the park and ride lot near ACC is served by Link Transit with PART, as well as Amtrak in station. Mr. Andoh stated he will see if Link Transit coordinates with PART and Amtrak.

Mr. Meisenbach stated he is happy that there are more coordination between the governmental entities to show cooperation and he hopes the environment is changing. Mr. Andoh discussed that funding is getting limited and that we need to evaluate what we are doing, who we are serving and coordinating with other providers. He further mentioned the new infrastructure law will provide another 34% of funding to public transportation for the next five years.

Chairman Mills asked if this study would look at bus stops, coordination with the providers and how to connect people to jobs. Mr. Andoh stated yes. Ms. Mallette talked about the regional transit study would do. Ms. Mallette further talked about the MPO activities and how they coordinated transportation planning for the region. Ms. Mallette agreed to do a presentation to the PTAC about MPO activities of which the commissioners agreed to.

Chairman Mills asked about the list of popular bus stops. Mr. Andoh stated he will follow up and send out the list.

Link Transit Operations Report

Mr. Andoh presented the ridership update through January 2022 and discussed the performance of each route. Mr. Meisenbach asked about overall impacts to COVID-19 and Mr. Andoh stated ridership is growing as we come out of this pandemic. Chairman Mills asked about growing ridership and if this is sustainable. Mr. Andoh stated that the funding

Other Business

Mr. Meisenbach asked about the status of Mr. Andoh. Mr. Andoh stated he is a part-time transit manager and is full time in Hawai'i County as well as part time in Escalon, CA. He stated that he would continue to support part time should a full-time person be hired. Mr. Meisenbach stated his work is impressive over 6,000 miles.

Ms. Williamson stated she received good feedback on Link Transit and that person was very impressed with the operations.

Chairman Mills recapped that there would be a BYD presentation and a MPO presentation.

Adjournment

Mr. Harrison made a motion to adjourn the meeting and Mr. Corbett seconded the motion. All PTAC members voted in approval. Chairman Mills adjourned the PTAC meeting at approximately 6:00 PM.

The BYD **K7**

BATTERY ELECTRIC • ZERO EMISSIONS



30' TRANSIT



Build Your Dreams®



A New Kind of Bus

The 30' K7 is BYD's top-selling model for universities and corporate campuses, shuttling students and workers in quiet comfort. It performs well in smaller cities, at airports, performing arts venues and parking structures.

BYD's unique iron-phosphate batteries are the safest in the industry, and with a 12-year battery warranty and a nationwide network of service providers, reliability is guaranteed.

Our leasing program offers flexible financing options that are tailored to your organization. With a lower total cost of ownership than diesel or CNG, it has never made more sense to electrify your fleet.



The BYD **K7** 30' TRANSIT

Dimensions

Length	30.7 ft
Width	95.7 in
Height	132.3 in
Wheelbase	195.2 in
Curb Weight	22,487 lbs
Gross Weight	29,762 lbs
Seats	22+1
Wheelchair Positions	2 on street side

Performance

Top Speed	56 mph
Max Gradeability	≥17%
Range ¹	Up to 137 miles
Turning Radius	≤31 ft
Approach/Departure Angle	≥8.6°/≥8.6°

Chassis

Front Axle	ZF
Rear Axle	BYD in-wheel drive axle
Suspension	Air suspension with mechanical leveling valves
Brakes	Knorr front/rear brakes, ABS, Regenerative braking
Tires	285/70 R 19.5

Powertrain

Motor Type	AC Synchronous
Max Power	90 kW x 2
Max Torque	550 N•m x 2
Battery Type	Iron Phosphate
Battery Capacity ²	180 kWh
Charging Capacity	80 kW (Peak Power Line 344)
Charging Time ³	3-4 hrs

Notes:

All information based on the latest data available at the time of printing. Final specs subject to change at production.

1. Variables affecting range include air temperature, weather, grade, speed, driver habits and use of air conditioning and heating.
2. Initial battery capacity shown. May decrease with time and use.
3. Battery age and outside ambient temperature affect charging times.



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byd.com

LINK TRANSIT

ride • enjoy • connect

BUS HOURS OF OPERATION
MONDAY - FRIDAY
 5:30 A.M. - 8:00 P.M.
SATURDAY
 9:25 A.M. - 6:30 P.M.
 No bus service on holidays.

ROUTE DESTINATIONS:

Blue Route: ALDI Grocery, Holly Hill Mall, Westbrook Food Lion, Gibsonville/Harper Senior Center

Red Route: Tucker Street Apartments, Holly Hill Mall, Alamance Crossing, Alamance Regional Medical Center (ARMC)

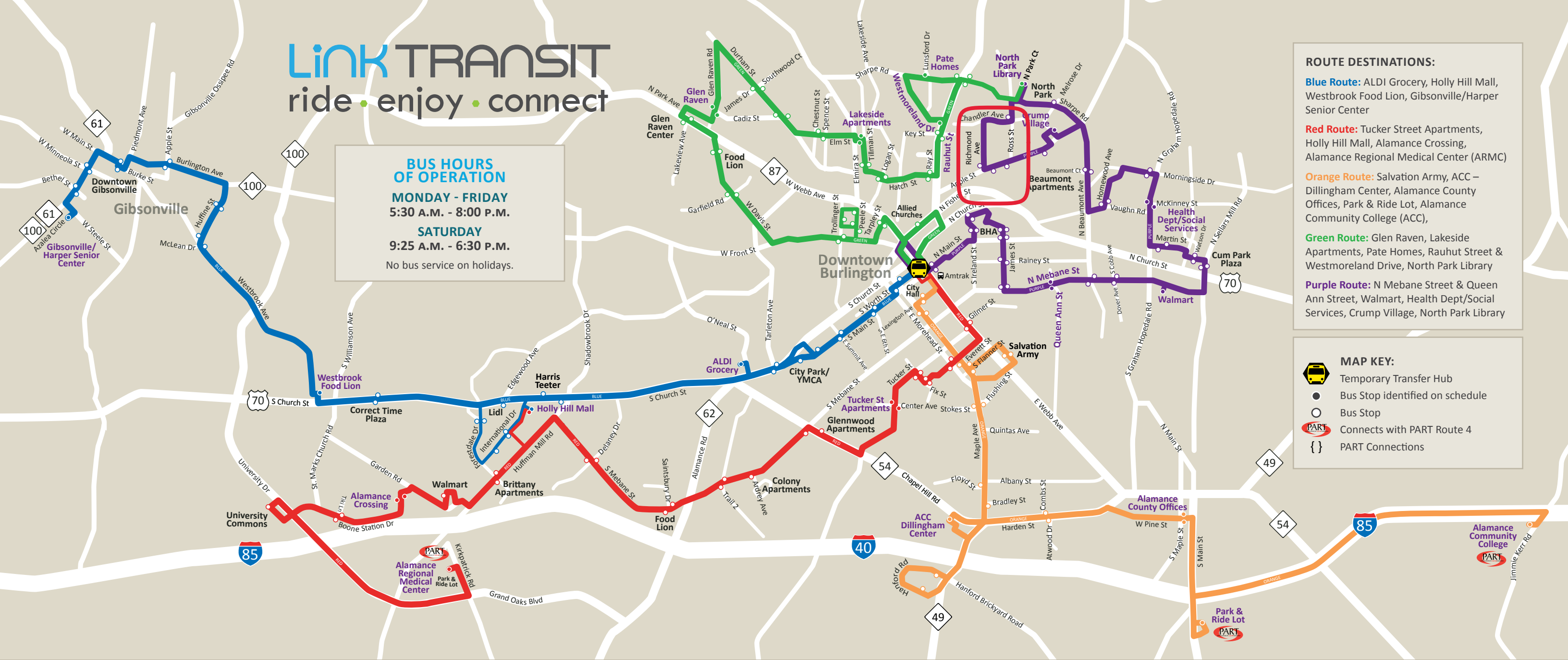
Orange Route: Salvation Army, ACC – Dillingham Center, Alamance County Offices, Park & Ride Lot, Alamance Community College (ACC),

Green Route: Glen Raven, Lakeside Apartments, Pate Homes, Rauhut Street & Westmoreland Drive, North Park Library

Purple Route: N Mebane Street & Queen Ann Street, Walmart, Health Dept/Social Services, Crump Village, North Park Library

MAP KEY:

- Temporary Transfer Hub
- Bus Stop identified on schedule
- Bus Stop
- Connects with PART Route 4
- PART Connections



BLUE										
OUTBOUND					INBOUND					
Temporary Transfer Hub	ALDI Grocery	Holly Hill Mall	Westbrook Food Lion	ARRIVE: Gibsonville/Harper Senior Center	DEPART: Gibsonville/Harper Senior Center	Westbrook Food Lion	Holly Hill Mall	ALDI Grocery	Temporary Transfer Hub	
-	-	-	-	5:35	5:47	5:53	6:01	6:13		
6:30	6:40	6:48	6:55	7:10	7:15	7:27	7:33	7:41	7:53	
8:00	8:10	8:18	8:25	8:40	8:45	8:57	9:03	9:11	9:23	
9:30	9:40	9:48	9:55	10:10	10:15	10:27	10:33	10:41	10:53	
11:00	11:10	11:18	11:25	11:40	11:45	11:57	12:03	12:11	12:23	
12:30	12:40	12:48	12:55	1:10	1:15	1:27	1:33	1:41	1:53	
2:00	2:10	2:18	2:25	2:40	2:45	2:57	3:03	3:11	3:23	
3:30	3:40	3:48	3:55	4:10	4:15	4:27	4:33	4:41	4:53	
5:05	5:15	5:23	5:30	5:45	5:50	6:02	6:08	6:16	6:28	
6:35	6:45	6:53	7:00	7:15	7:20	7:32	7:38	7:46	7:58	

RED										
OUTBOUND					INBOUND					
Temporary Transfer Hub	Tucker Street Apartments	Holly Hill Mall	Alamance Crossing	ARRIVE: Alamance Regional Medical Center	DEPART: Alamance Regional Medical Center	Alamance Crossing	Holly Hill Mall	Tucker Street Apartments	Temporary Transfer Hub	
6:15	6:23	6:35	-	6:50	7:00	7:12	7:24	7:37	7:47	
7:55	8:03	8:15	8:27	8:39	8:40	8:52	9:04	9:17	9:27	
9:25	9:33	9:45	9:57	10:09	10:10	10:22	10:34	10:47	10:57	
10:55	11:03	11:15	11:27	11:39	11:40	11:52	12:04	12:17	12:27	
12:25	12:33	12:45	12:57	1:09	1:10	1:22	1:34	1:47	1:57	
1:55	2:03	2:15	2:27	{2:39}	2:40	2:52	3:04	3:17	3:27	
3:25	3:33	3:45	3:57	4:09	4:10	4:22	4:34	4:47	4:57	
5:05	5:13	5:25	5:37	{5:49}	5:50	6:02	6:14	6:27	6:37	
6:35	6:43	6:55	7:07	7:19	7:20	7:32	7:44	7:57	8:07	

ORANGE										
OUTBOUND					INBOUND					
Temporary Transfer Hub	ACC – Dillingham Center	Alamance County Offices	Park & Ride Lot	ARRIVE: Alamance Community College	DEPART: Alamance Community College	Park & Ride Lot	Alamance County Offices	ACC – Dillingham Center	Temporary Transfer Hub	
6:35	6:48	6:57	7:01	7:06	7:16	7:24	7:29	7:38	7:48	
8:05	8:18	8:27	8:31	8:36	8:46	8:54	8:59	9:08	9:18	
9:35	9:48	9:57	{10:01}	{10:06}	10:16	{10:24}	10:29	10:38	10:48	
11:05	11:18	11:27	11:31	11:36	11:46	11:54	11:59	12:08	12:18	
12:35	12:48	12:57	1:01	1:06	1:16	1:24	1:29	1:38	1:48	
2:05	2:18	2:27	2:31	2:36	2:46	2:54	2:59	3:08	3:18	
3:35	3:48	3:57	4:01	4:06	4:16	4:24	4:29	4:38	4:48	
5:05	5:18	5:27	5:31	5:36	5:46	5:54	5:59	6:08	6:18	
6:35	6:48	6:57	7:01	7:06	7:16	7:24	7:29	7:38	7:48	

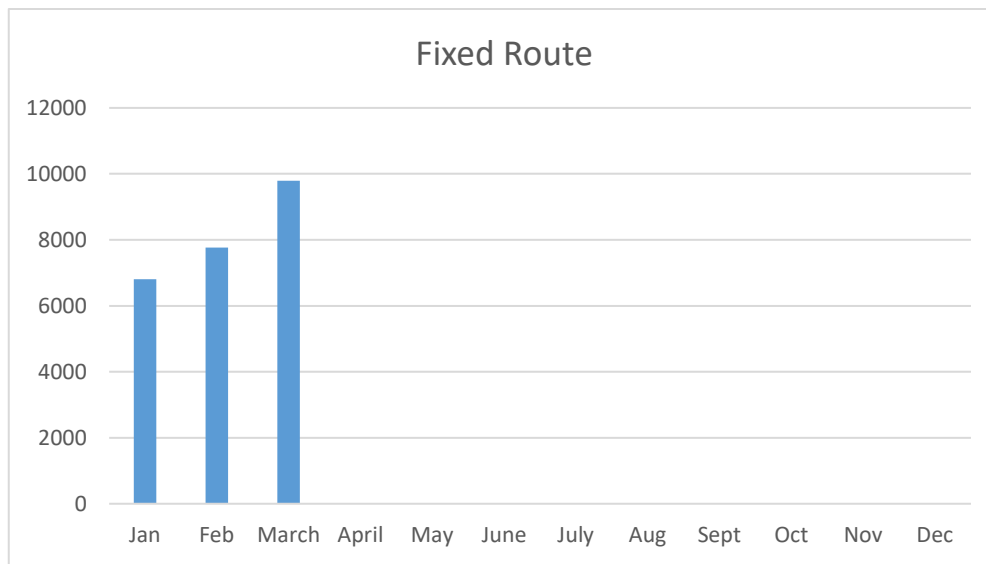
GREEN										
OUTBOUND					INBOUND					
Temporary Transfer Hub	Glen Raven	Lakeside Apartments (Elm St/Tillman St)	Pate Homes (Lumdsford Dr/Sharpe Rd)	Rauhut St / Westmoreland Dr	North Park Library	Lakeside Apartments (Elm St/Tillman St)	Glen Raven	Temporary Transfer Hub		
-	-	-	-	-	5:35	5:42	5:48	6:08		
6:30	6:48	6:55	7:05	7:08	7:15	7:22	7:29	7:49		
8:00	8:18	8:25	8:35	8:38	8:45	8:52	8:59	9:19		
9:30	9:48	9:55	10:05	10:08	10:15	10:22	10:29	10:49		
11:00	11:18	11:25	11:35	11:38	11:45	11:52	11:59	12:19		
12:30	12:48	12:55	1:05	1:08	1:15	1:22	1:29	1:49		
2:00	2:18	2:25	2:35	2:38	2:45	2:52	2:59	3:19		
3:30	3:48	3:55	4:05	4:08	4:15	4:22	4:29	4:49		
5:05	5:23	5:30	5:40	5:43	5:50	5:57	6:04	6:24		
6:35	6:53	7:00	7:10	7:13	7:20	7:27	7:34	7:54		

PURPLE										
OUTBOUND					INBOUND					
Temporary Transfer Hub	N Mebane St/Queen Ann St	Walmart	Health Dept/Social Services	Crump Village	North Park Library	Health Dept/Social Services	Walmart	N Mebane St/Queen Ann St	Temporary Transfer Hub	
-	-	-	-	-	5:35	5:46	5:53	5:56	6:11	
6:30	6:45	6:49	6:56	7:04	7:15	7:26	7:33	7:36	7:51	
8:00	8:15	8:19	8:26	8:34	8:45	8:56	9:03	9:06	9:21	
9:30	9:45	9:49	9:56	10:04	10:15	10:26	10:33	10:36	10:51	
11:00	11:15	11:19	11:26	11:34	11:45	11:56	12:03	12:06	12:21	
12:30	12:45	12:49	12:56	1:04	1:15	1:26	1:33	1:36	1:51	
2:00	2:15	2:19	2:26	2:34	2:45	2:56	3:03	3:06	3:21	
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5:05	5:20	5:24	5:31	5:39	5:50	6:01	6:08	6:11	6:26	
6:35	6:50	6:54	7:01	7:09	7:20	7:31	7:38	7:41	7:56	

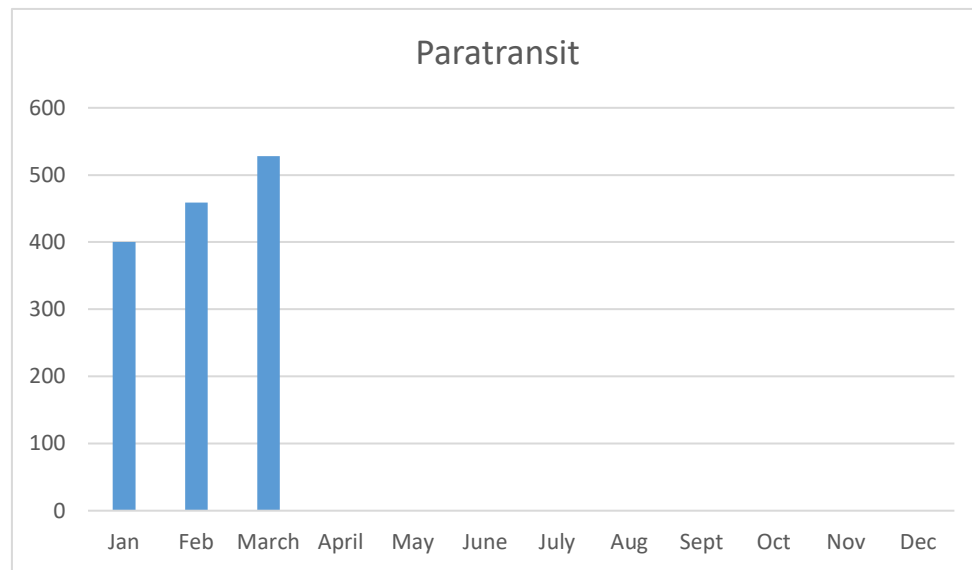
Bold times indicate PM. Outlined times indicate Saturday hours.

RED indicates connection with PART Route 4 336-883-7278.

FR 2022	TOTAL
Jan	6807
Feb	7761
March	9792
April	
May	
June	
July	
Aug	
Sept	
Oct	
Nov	
Dec	
TOTAL	24360



PARA 2022	TOTAL
Jan	400
Feb	459
March	528
April	
May	
June	
July	
Aug	
Sept	
Oct	
Nov	
Dec	
TOTAL	1387



FY	LINK TRANSIT	FIXED ROUTE	2016	2017	2018	2019	2020	2021	2022
FY 16	9,377								
FY 17	79,498	January		6643	5992	8285	7027	4243	6807
FY 18	85,703	February		6410	7067	8011	6609	3449	7761
FY 19	104,551	March		6528	6343	7809	6315	4605	9792
FY 20	88,052	April		6065	6440	10223	3273	3880	
FY 21	50,093	May		6734	7105	12476	5150	4669	
FY 22	69,709	June	9377	8461	7790	9964	3967	3818	
		July	5145	6833	7869	9484	3958	4660	
		August	7779	7746	8122	10831	3957	7394	
		September	5961	7854	7352	7678	5033	7294	
		October	6743	8107	9809	10178	4071	8983	
		November	6479	7661	8523	8891	4021	8563	
		December	6550	6765	6108	8649	4389	8455	
		TOTAL	48034	85807	88520	112479	57770	70013	24360

		LINK PARATRANSIT	2016	2017	2018	2019	2020	2021	2021
FY 17	1,303	January		200	285	485	498	368	400
FY 18	4,527	February		185	393	382	521	384	459
FY 19	5,091	March		246	414	425	439	492	528
FY 20	5,086	April		209	385	423	239	453	
FY 21	4,946	May		235	464	438	237	414	
FY 22	4,252	June	0	228	428	394	329	505	
		July	0	255	379	422	277	440	
		August	0	281	432	461	328	467	
		September	0	410	381	440	480	497	
		October	0	483	497	546	461	498	
		November	0	407	519	496	366	513	
		December	0	322	336	458	418	450	
		TOTAL	0	3,461	4,913	5,370	4,593	5,481	1,387

Link • PARATRANSIT

ride • enjoy • connect



Demand Response ADA Complementary Paratransit Service
In Burlington, Gibsonville and Unincorporated Alamance County
within $\frac{3}{4}$ Mile Radius of Link Transit Routes

(336) 417-5338

TDD/TTY: 711 through Relay Service

Effective January 1, 2022

INTRODUCTION

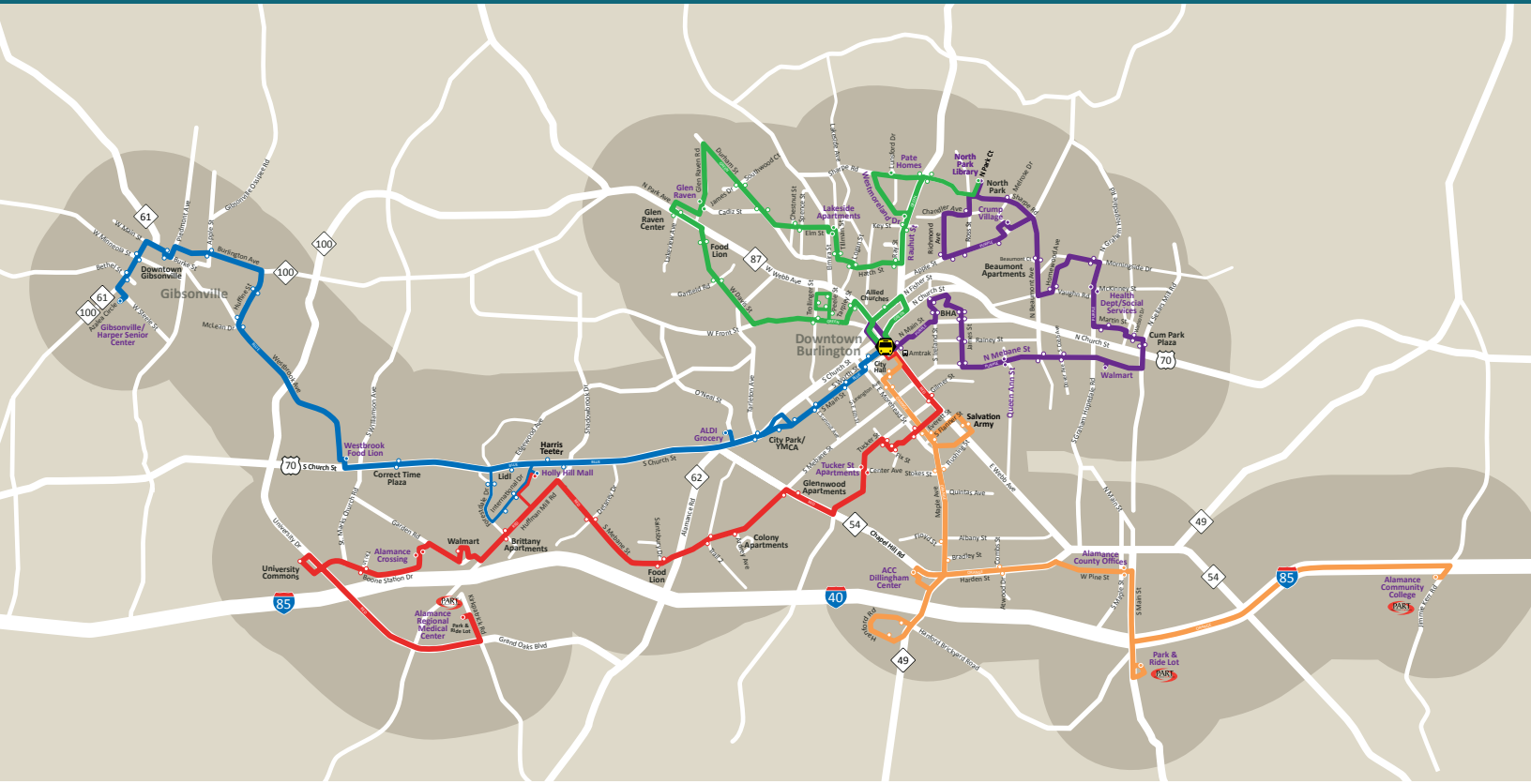
WELCOME ABOARD!

Welcome to Link Paratransit! Link Transit operates this origin to destination demand response paratransit service within the City of Burlington, Town of Gibsonville and unincorporated Alamance County within a 3/4 mile radius of either side of a Link Transit non express fixed route in accordance with the Americans for Disabilities Act (ADA), Monday through Saturday for those eligible with disability that prevents the use or access of Link Transit.

Link Paratransit can be used for work, medical, appointments, school, meetings, senior services, events and much more. Vehicles are wheelchair accessible for at least two wheelchairs. We hope you will enjoy your ride on Link Paratransit.

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SERVICE HOURS AND SERVICE AREA

SERVICE HOURS

5:35 a.m. to 8:07 p.m. Monday – Friday
9:25 a.m. to 6:37 p.m. Saturday

There is no service on:

**New Years Day,
Memorial Day,
Independence Day,
Labor Day,
Thanksgiving or
Christmas Day.**

As Link Transit fixed route service ends for the day, so does Link Paratransit for that particular area.

SERVICE AREA

Link Paratransit only operates within a ¼ mile radius of Link Transit routes. If you need transportation beyond these boundaries, please contact Alameda County Transportation Authority at (336) 222-0565 or visit www.acta-nc.com.

If you are eligible for Link Paratransit and live outside Link Transit fixed route service area, you must find alternate transportation to get to the Link Paratransit service area before Link Paratransit can pick you up, during the same hours as Link Transit fixed route service in that area.

WHO IS ELIGIBLE TO USE LINK PARATRANSIT?

Customers who do not meet the eligibility criteria listed under ADA certification cannot ride Link Paratransit. Check out Link Transit and see if those services meet your needs.

WHAT IS THE VISITOR POLICY?

Your Link Paratransit certification will allow you to ride any ADA complementary paratransit service nationwide for up to 21 calendar days within a 365-day period. If you plan to be in an area for more than 21 days, you may be required apply to use that paratransit service.

If you are a visitor to Burlington, North Carolina you should contact Link Paratransit in advance of travel and provide a copy of your complementary paratransit identification card or proof of paratransit eligibility from the public transit system that you utilize to be eligible for 21 calendar days of service.

FARES

Link Paratransit is fare free! Just make your reservation and when the bus arrives, ride on!



TRAVEL TRAINING

You can learn how to ride fixed route transit buses for free! Travel Training is available for anyone wanting independence, and a lower cost transit trip.

Travel Training will teach you how to board and deboard a bus, access a bus stop and read a bus schedule. To request this FREE service, call (336) 222-7351 or email info@linktransit.org.



TRIP RESERVATIONS

HOW DO I MAKE A RESERVATION?

Reservations may be made for **next day service** up to seven (7) days in advance. Reservations are taken Monday through Saturday from 8:00 a.m. to 5:00 p.m. There is a voice mail box for reservations made after hours.

Please remember, a reservationist is the only person who may make a trip reservation; operators are not allowed to make reservations for a customer.

Every effort will be made to accommodate your requested pick-up time, however, demand at certain times of the day may require that you adjust your desired time by up to one (1) hour before or one (1) hour after the desired pick-up or drop-off time.

Link Paratransit will not require you to schedule a trip to begin more than one hour before or after your desired departure time.

Whenever you makes a reservation for a trip, please be prepared to provide the following information:

- First and last name and the ID number on your Link Paratransit ID card.
- Exact address of pick-up location including an apartment number if appropriate.
- Exact address of your destination and return pick-up location. Without an exact address a trip cannot be scheduled.
- Requested pick up time or appointment time and desired return time.
- Information about a companion, Personal Care Attendant (PCA), or child who will be traveling with you and whether you or any of your guests will be using a mobility device.
- Let the reservationist know if you will meet the bus at the curb or if you need the operator to come to your door. Link Paratransit operators cannot go through doors.
- You are encouraged to register your cellular telephone so we can contact you upon arrival or in the event of a service change or delay.

RESERVATIONS:
(336) 417-5338

(TDD/TTY: 711 through the Relay Service)

A reservationist is required to ask for complete information and will repeat the information back to you to make sure everything is correct. You will be given a 30-minute pick-up time for your trip.

A operator or customer cannot change the location of the pick-up or drop-off on the day of the trip, only the reservationist can, by calling (336) 417-5338 (TDD/TTY: 711 through the Relay Service).

Remember that you are traveling on a shared ride service and travel time will be longer than if you are traveling by car. If you choose to schedule trips too close together and the return trip bus arrives before you are ready to leave, a no-show will be recorded for the return trip. The bus will not return to pick you up after it leaves the pick-up location. If you are not ready for their return trip when the bus arrives and do not board the bus, a no-show will be issued.

A customer will not be on a paratransit bus no more than 90 minutes, the same time a person would travel on a Link Transit bus.



WHAT IS THE 30 MINUTE PICK-UP WINDOW?

Link Paratransit will operate on a 30-minute pick-up window. When you make your reservation you will be given a scheduled pick-up time. You may expect the bus to arrive any time 15 minutes before the scheduled pick-up time or 15 after. For example, if the pick-up time for a trip is 8:00am, the van could arrive anytime between 7:45 a.m. and 8:15 a.m. A bus arriving at any time during this 30-minute window shall be considered “on-time.”

A bus arriving for a pick-up will wait up to five (5) minutes for the customer to board the bus. If the operator arrives early you are welcome to board the bus but you are not required to board until the scheduled time.

Call (336) 417-5338, TDD/TTY: 711 through the Relay Service, if the bus has not arrived after the end of the pick-up window.

CAN I BRING SOMEONE WITH ME WHEN I RIDE LINK PARATRANSIT?

You may always bring along an authorized Personal Care Attendant (PCA). You may also bring one guest in addition to your PCA but additional guests will be scheduled on a space available basis. Your PCA and traveling companions must board and alight with you.

Children may function as a PCA as long as they will be providing for your personal needs.

WHAT IS CURB TO CURB SERVICE?

Curb to Curb service is available to customers who are able to travel to/from the sidewalk to the door of the final destination unassisted. Link Paratransit operators will assist the customer between the bus and a sidewalk no more than 15 feet from the bus. Operators will assist customers to board or alight from the bus.

Customers who arrive before the bus are to wait at the sidewalk or other safe waiting area by the curb in front of or adjacent to the main entry of the pick-up location.

For curb-to-curb drop-offs, operators will stop at the curb in front of or as close as possible to the designated destination. Operators are to assist customers in alighting.

WHAT IS DOOR TO DOOR SERVICE?

Door To Door service requires the operator to meet/escort the customer from/to the threshold of a residence, building or main lobby of a public building. Door service cannot be provided for those individuals whose pick-up or drop-off locations would cause the operator to lose sight of the bus or where the assistance by the operator may harm the individual, the operator or both. An exception may be made for dialysis centers upon approval by the dispatcher.

Operators may never enter a customer’s residence.

HOW WILL I KNOW WHEN THE BUS HAS ARRIVED?

The operator will take following actions to alert you to the waiting bus by any or all of the following means:

- Telephoning the customer using the 24-hour notification phone number listed for that customer;
- For Door-to-Door customers, operator will exit the bus to approach the customer’s door to knock/ring doorbell for customer to answer;
- Alerting Link Paratransit Dispatch to the non-appearance of the customer and asking for assistance in contacting the customer, a family member or origin agency representative by telephone; and
- At a medical facility or office building with a lobby, exiting the bus and announcing the bus’s arrival and the customer’s name at the entrance to the origin facility.

Remember the operator will wait five (5) minutes for you to board the bus. Customers must alert the operator that they will board the bus for the operator to wait beyond the five (5) minutes.



ARE THERE SPECIAL CIRCUMSTANCES AT SOME PICK-UP/DROP-OFF LOCATIONS?

You may request to be picked up at home, at a door other than the front door as long as the requested pick-up location does not pose a direct safety threat to other customers or the operator.

Similarly, in the case of frequently visited public places with multiple entrances like shopping malls, employment centers, schools and hospitals the paratransit operator will pick up and drop off the customer at the entrance requested when the reservation is made.

Link Paratransit will designate a main pick-up and drop-off point for convenience of customers who do not have a preference.

Link Paratransit customers may request to be picked up on private property such as a gated community or parking lot, or government building where bus access requires authorized passage through a security barrier. Link Paratransit will attempt to gain access to such location and work with the customer to get the permission of the property owner to permit access for the paratransit bus. Link Paratransit is not required to violate the law or lawful access restrictions to meet the customer's requests.

DO I ALWAYS HAVE TO CALL FOR A RESERVATION?

You may request a subscription or standing trip if you are traveling to or from the same destination, on the same day of the week, at the same time for a minimum of 90 days. This allows you to make regular trips without telephoning to reserve your trip. The same rules apply about cancelling a trip and if any information for a subscription trip changes you will need to make a new trip reservation.

This is a premium service and is offered on a space available basis. Link Paratransit reserves the right to accept or deny requests for subscription service. Call us to request a subscription trip.

WHAT IF I MISS MY RETURN TRIP?

If you miss your return trip for a reason beyond your control you may request another return pick up within a reasonable time period based upon availability. Contact the Link Paratransit at (336) 417-5338 and provide the reason for your request. Link Paratransit will schedule another trip based upon availability. There is no guarantee that the bus will return within an hour, however, we will not strand you.



CANCELLATIONS AND NO SHOWS

CANCELLING OR CONFIRMING YOUR TRIP

You can call us at (336) 417-5338 Monday through Saturday between 8:00 a.m. and 5:00 p.m. to cancel or confirm your trip. After hours, you may leave a message to cancel a trip. You will need your identification number and date of birth as well as name and telephone number left on the voicemail.

Trips must be cancelled at least one (1) hour prior to your scheduled pick-up. Failure to do so could result in a No Show.

NO SHOW AND LATE CANCELLATION POLICY

The Link Paratransit No Show and Cancellation Policy has been designed to discourage unnecessary cancellations and no shows. No shows and late cancellations reduce the efficiency of the paratransit service and cause inconvenience to other customers. Link recognizes that there are times you cannot help cancelling your service or not showing up for a scheduled trip.

THE DEFINITION OF A NO SHOW IS AS FOLLOWS:

A no-show occurs when a bus arrives within the pickup window and you cannot be located at the specific pick-up location, you refuse a trip once the bus arrives, or if you do not have the proper fare.

A no-show shall not be assessed if the reason is beyond your control, for example if you are sick and unable to travel and there is not adequate time to notify Link Paratransit. You are responsible for calling to cancel any remaining trips for that day if they are no longer needed. Link Paratransit will not automatically cancel you trips and you may be subject to additional No Show violations if you no longer plan to make these trips and fail to cancel.

You will not be charged with a No Show if the bus arrived at your pickup location late and or missed the trip because of a Link Paratransit scheduling error.

THE DEFINITION OF A LATE CANCELLATION IS AS FOLLOWS:

A Late Cancel occurs when a customer or care giver fails to cancel a trip at least one (1) hour before the scheduled trip pickup time.

When a call is received in dispatch for a late cancellation, the Dispatcher will ask for a reason for the late cancellation. The specific reason will be noted in the trips booking information. If you cancel at the door the Operator may ask you the reason and record it.

A no-show will be added to your record when you have a pattern or practice of scheduling trips and cancelling late or not riding when the bus arrives. If you receive a minimum of three (3) unexcused "no-shows" or "late cancellations" and "no-shows" or "late cancels" for 10% of your total trips in one (1) month you are subject to No Show/Late Cancellation Policy sanctions.

Examples: *If a customer books (4) trips and no-shows or late cancels three (3) of those trips in one (1) month, sanctions will apply.*

If a customer books 30 trips and no-shows or late cancels three (3) of those trips in one (1) month, sanctions will apply.

If a customer books 40 trips and no-shows or late cancels three (3) of those trips in one (1) month, sanctions will not apply.



For purposes of this policy, sanctions are applied in the following manner, based on a six (6) month time period. Unexcused No Shows, Late Cancellations, and Cancellations at the door are evaluated on a monthly basis.

1. First Time that customer reaches or exceeds the 10% Threshold in the Six (6) Month Period: Link Paratransit issues a notice of warning. (All notices and warnings will be issued in writing using accessible formats where necessary. The notice shall state in detail the circumstances causing a no-show/late cancellation to be recorded against them.)
2. Second Time that a customer reaches or exceeds 10% Threshold in the Six (6) Month Period: Customer is suspended from service for seven (7) calendar days.
3. Third Time that a customer reaches or exceeds 10% Threshold in the Six (6) Month Period: Customer is suspended from service for 14 calendar days.
4. Fourth and Subsequent Time that a customer reaches or exceeds 10% Threshold in the Six (6) Month Period: Customer is suspended from service for 21 calendar days.

Link Paratransit may allow an exception when a suspension would prevent a customer from receiving medical services that are deemed life-sustaining by the customer's medical provider, the Contractor General

Manager may grant an exception to a customer's suspension for the life-sustaining trips.

Such special exception medical trips will be provided as demand trips and require individual trip reservations.

You may request that Link Paratransit excuse a No-Show or Late Cancel within five (5) business days of receipt of a notice of violation. Contact Link Paratransit and provide any available documentation to support the request. The Contractor General Manager or designee has the discretion to purge the violation from your record. If the violation is not purged there is no further appeal unless you receive notice of suspension.

You or your representative may appeal any suspension to the Link Transit Manager within five (5) business days of receipt of the notice of suspension. All appeals must be in writing addressed to:

Link Transit
Attn: Transit Manager
234 East Summit Avenue
Burlington, North Carolina 27215
Email: info@linktransit.org

The decision of the City of Burlington Link Transit Manager is final and is not capable of further appeal.

Link Paratransit reserves the right to challenge and suspend the customer if a pattern of abuse or fraud is determined.



CUSTOMER RULES

CARRY ON ITEMS, SHOPPING CARTS, STROLLERS, WALKERS AND OTHER WHEELED ITEMS

Customers are permitted to bring no more than five (5) packages the size of a regular shopping bag or other small packages or parcels equivalent in combined number and/or size. They must be able to carry their carry-on items safely onto and off of the Link Paratransit bus as well as safely control these items during bus operations. Packages or parcels may not obstruct the aisle, interfere with the operation of the wheelchair lift or ramp, or prevent seats from being used by other customers. Personal bags or pocket books that are attached to mobility aids will not be counted towards the limit on carry-on items, as long as they do not impede the securement of that mobility aid and do not require special assistance from the operator. Further, carry-on items must not jeopardize the safety, or disturb the reasonable comfort, of the customers or operator.

No other large carry-on items (with the exception of wheelchairs, shopping/utility carts, strollers, car seats, bicycles, walkers and small luggage that can be safely stowed under the seat, or otherwise controlled by the customer without obstructing the aisle), will be allowed on the bus. In the event the Link Paratransit bus arrives and the customer exceeds the allowed number or size of carry-on items, the operator will notify the dispatcher and the dispatcher will advise the customer its options for transportation.



SHOPPING/UTILITY CARTS

Shopping or utility carts must be folded prior to boarding and they meet the following guidelines:

- Items must not block the aisle at any time.
- Items or carts must not restrict customer movement, or impede the evacuation of the bus in an emergency situation.
- All items must be controlled by the customer.
- Packages or bags must not occupy the bus seat at any time if the bus is crowded.
- Shopping/utility carts are not allowed within the wheelchair securement area at any time.

WALKERS

Walkers should be folded whenever possible and must not block the aisle at any time.

OTHER WHEELED ITEMS

Other wheeled items, i.e. skateboards or roller blades/ skates may be carried aboard. These items should be stowed in their own bag or held in the customer's lap. Small luggage that can be stowed safely under the seat, or otherwise controlled by the customer without obstructing the aisle, may be permitted on a space available basis only. At no time should the items be stored on the floor of the bus as to avoid them rolling around while the bus is in motion. At no time will wagons, tricycles, or other wheeled devices that do not qualify as an ADA mobility device, be permitted on Link Paratransit buses.

RULES FOR YOUR SAFETY AND THE SAFETY OF OTHERS

Following the safety regulations listed below will ensure your safety and the safety of others:

- Video surveillance cameras are in use on every Link Transit bus for your safety.
- Take your seat as soon as possible. You may not stand while the bus is in motion. Please remain in your seat until the bus has come to a complete stop.
- Do not change seats unless absolutely necessary.
- Children are not permitted to ride in strollers while on the bus. In addition, strollers must be closed and stowed safely while on the bus. Link Paratransit does not provide a child safety seat. If you are traveling with a child you are required to provide our own car seat. The operator will assist you in securing the seat. You are responsible for securing your child.
- Link Paratransit wheelchair lifts or ramps meet ADA size and weight standards. Mobility devices not meeting these standards will not be transported. The standards shall be the maximum weight limit of the lift or ramp. You may ask the operator or the reservationist when making your reservation on what the weight limit is for the particular wheelchair lift or ramp that will be used to pick you up.
- Mobility devices utilized by passengers must be secured in the Priority Seating area while on the bus.
- Do not carry open cans, bottles, or food on the bus unless a reasonable modification request has been approved by Link Transit.
- No smoking/vaping or alcoholic beverages allowed on Link Paratransit buses.
- Do not use profanity on Link Paratransit buses.
- Weapons are prohibited on Link Paratransit buses.
- No items or conditions are permitted on the bus that may pose a health hazard for other riders or transit staff.
- No disruptive behavior or abusive language will be permitted.
- SHIRT, PANTS and SHOES are REQUIRED when riding the bus.
- Playing individual radios on the bus distracts the driver and other passengers. For this reason, individual radios, electronic games and equipment are prohibited on Link Paratransit buses unless with headphones.
- Only service animals are permitted on the bus. You must always be in control of your service animal.
- If you exhibit disruptive or unsafe behavior you will be removed from the bus and may be subject to disciplinary action.



OTHER INFORMATION

- Link Paratransit will provide you with materials in accessible formats and alternative languages upon request.
- Tipping is not permitted.
- For a lost item or identification card call (336) 417-5338.

REASONABLE MODIFICATION OF POLICIES & PROCEDURES FOR INDIVIDUALS WITH DISABILITIES

Link Transit is committed to the Americans with Disabilities Act (ADA) and complies with all applicable rules and regulations issued by the United States Department of Transportation (USDOT) and the Federal Transit Administration (FTA). Link Transit provides reasonable modification to policies and procedures to customers with disabilities to ensure they can effectively use the agency's transportation services.

Individuals requesting a modification should contact the Transit Manager at (336) 222-7351 or TTY/TDD 711 through the Relay Service or email info@linktransit.org in advance and clearly describe what they need in order to use Link Transit bus and paratransit services:

- Who needs the modification – (Name, phone number, address, e-mail address)
- What do you want Link Transit to do – (Describe the change you want to see take place)
- When is the modification needed – (Is the change needed on a certain day or time)
- Where will the modification take place – (Include the street or intersection or building name)
- Why is the modification needed – (Describe the circumstances that created the request)

Where a request for modification cannot be made and determined in advance, such as if a barrier or condition exists on Link Transit fixed route or paratransit service where an individual with a disability is unaware, a determination will be made at that time.

For more information, to make a request, or to file a complaint regarding a failure to provide a reasonable modification to policies and procedures, please contact

the Transit Manager by calling: (336) 222-7351 fax to: (803) 222-5004, writing to: Link Transit, Attn: Transit Manager, 234 East Submit Avenue, Burlington, NC 27215 or by emailing: info@linktransit.org.

CALL US...WE WILL BE AROUND!

General Link Transit and Link Paratransit Customer Service is available from 8:00 a.m. to 6:00 p.m. Monday – Saturday, by calling (336) 222.LINK (5465). Answers to most questions can be found on the web: www.linktransit.org



Link Transit uses Twitter, Facebook and Instagram to efficiently and effectively communicate with you by providing relevant, timely, and interesting information.

For comments, concerns, questions or suggestions regarding Link Transit and Link Paratransit services please contact the Transit Manager by calling: (336) 222-7351 fax to: (803) 222-5004, writing to: Link Transit, Attn: Transit Manager, 234 East Submit Avenue, Burlington, NC 27215 or by emailing: info@linktransit.org. ADA complaint forms are also available at www.linktransit.org.

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

The City of Burlington/Link Transit is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended.

For more information, or to file a complaint, contact the Link Transit Manager, 234 E. Summit Avenue, Burlington, NC 27216 via mail or call (225) 222-7351 or contact FTA Office of Civil Rights, Attention: Title VI Program Coordinator, East Building — 5th Floor TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.



A service of Link Transit operated through a contract with Transdev Services, Inc of Lombard, Illinois.

TIPS FOR RIDING

- Link Paratransit is an origin to destination demand response paratransit service. Operators may assist customers to the front door as long as they are within the line of sight of their vehicle. Link Paratransit vehicles cannot be left unattended.
- All customers are strongly encouraged to wear seatbelts. Wheelchair customers will wear a lap belt. Child car seats are not provided, customers must provide their own child car seats. Link Paratransit operators can assist up to 25 pounds.
- Any other additional assistance will require the use of a personal care attendant (PCA).
- Space is limited, so limit yourself to five (5) packages, that you can carry.
- Just like the bus, Link Paratransit operate on a schedule. Your 30 minute window is 15 minutes before or after the time requested for pick up. Link Paratransit operators will only wait five (5) minutes and drive on if the customer is not ready.
- Subscription Service—For customers that have a regular travel pattern, subscription service is available on a limited basis. This puts customers on a regular schedule, so you do not need to request every trip individually. Link Paratransit can only accommodate a limited number of subscription requests. Please call us for more details on this service.
- Customers with service animals or traveling with a respirator or portable oxygen supply are welcome on Link Paratransit.
- Remember—Link Paratransit is a shared ride experience. You may have other customers on the same bus as you.

TRIP CANCELLATIONS

If your travel plans change, we request that you call in to cancel within two hours of your arranged pick up time. If we don't receive a cancellation call, you will receive a no-show for the missed trip.

If we receive your cancellation call less than one (1) hour, it will be noted as a "late cancellation". Because the service is so important to so many people, we must enforce a suspension for abuse of our service. The overall rate for no-shows and late cancellations will be considered to determine if there is a pattern or practice for excessive no-shows/late cancellations. **Please review the Link Paratransit Rider's Guide for more details.**

VISITORS

If you are visiting Burlington, Gibsonville and Alamance County and use ADA paratransit where you live, you may also enjoy the benefits of ADA paratransit service on Link Paratransit. Simply call (336) 417-5338 or TDD/TTY: 711 through the Relay Service to be added to our client list. After 21 days, you will need to certify with Link Paratransit.

TRAVEL TRAINING

You can learn how to ride fixed route transit buses for free! Travel Training is available for anyone wanting independence, and a lower cost transit trip. Travel Training will teach you how to board and deboard a bus, access a bus stop and read a bus schedule. To request this FREE service, call (336) 222-7351 or email info@linktransit.org.



CALL US...WE WILL BE AROUND!

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SOCIAL MEDIA



Link Transit uses Twitter, Facebook and Instagram to efficiently and effectively communicate with you by providing relevant, timely, and interesting information.

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A service of Link Transit operated through a contract with Transdev Services, Inc of Lombard, Illinois.

LINK PARATRANSIT
ride • enjoy • connect



DEMAND RESPONSE ADA COMPLEMENTARY PARATRANSIT SERVICE

In Burlington, Gibsonville and Unincorporated Alamance County within ¾ Mile Radius of Link Transit Routes

(336) 417-5338

TDD/TTY: 711 THROUGH RELAY SERVICE

WWW.LINKTRANSIT.ORG

Effective January 1, 2022

WELCOME ABOARD!

Welcome to Link Paratransit! Link Transit operates this origin to destination demand response paratransit service within the City of Burlington, Town of Gibsonville and unincorporated Alamance County within a 3/4 mile radius of either side of a Link Transit non express fixed route in accordance with the Americans for Disabilities Act (ADA), Monday through Saturday for those eligible with disability that prevents the use or access of Link Transit.

Link Paratransit can be used for work, medical, appointments, school, meetings, senior services, events and much more. Vehicles are wheelchair accessible for at least two wheelchairs. We hope you will enjoy your ride on Link Paratransit.

ADA CERTIFICATION IS THE TICKET TO RIDE!

Link Paratransit is reserved for those who need us— qualifying persons with disabilities unable to board Link Transit buses or access a bus stop due to their disability as defined by three categories in the ADA. To become ADA certified, you need to fill out an ADA Certification Application, which is available by calling (336) 417-5338 (TDD/TTY: 711 through the Relay Service) or downloading from www.linktransit.org. Once you fill out the application, mail the application to Link Transit’s ADA eligibility contractor.

All persons using Link Paratransit is subject to an in-person assessment to determine if you have a disability that prevents access or use of Link Transit. Once the application process has been completed, you will receive a decision by mail in 21 days.

Your decision may indicate:

- Unconditional certification
- Conditional certification
- Denial of certification

A denial of certification or a conditional certification decision may be appealed. The appeal process is outlined in the letter, or a copy of the policy is available by calling Link Transit at (803) 222-5465(LINK), or visiting www.linktransit.org.

SERVICE HOURS AND SERVICE AREA

Service hours are generally from 5:35 a.m. to 8:07 p.m. Monday through Friday and 9:25 a.m. to 6:37 p.m. on Saturday. There is no service on New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving or Christmas Day. As Link Transit fixed route service ends for the day, so does Link Paratransit for that particular area.

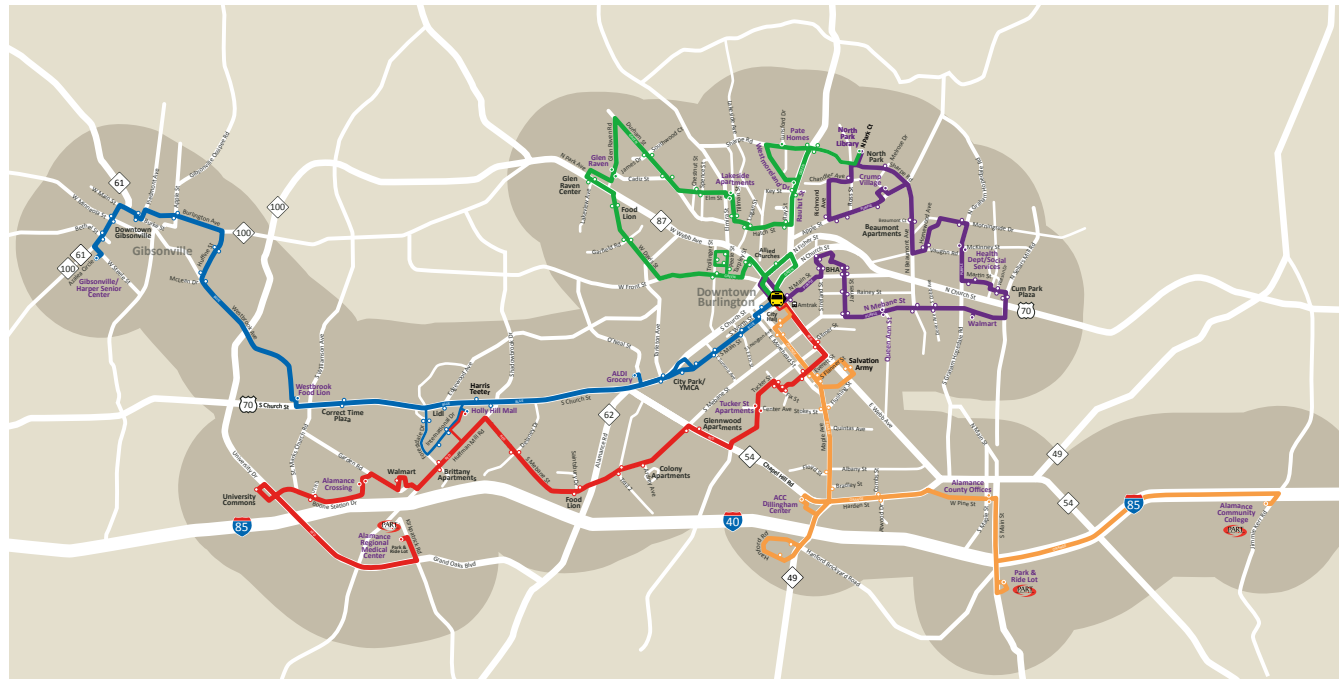
SERVICE HOURS:

5:35 a.m. – 8:07 p.m. | Monday through Friday
9:25 a.m. – 6:37 p.m. | Saturday

If you are eligible for Link Paratransit and live outside Link Transit fixed route service area, you must find alternate transportation to get to the Link Paratransit service area before Link Paratransit can pick you up, during the same hours as Link Transit fixed route service in that area.

Other customers that do not meet the eligibility criteria listed under ADA certification cannot ride Link Paratransit. Check out Link Transit and see if those services meet your needs.

Link Paratransit only operates within a 3/4-mile radius of Link Transit routes. If you need transportation beyond these boundaries, please contact Alamance County Transportation Authority at (336) 222-0565 or visit www.acta-nc.com/.



RESERVATIONS:

(336) 417-5338 (TDD/TTY: 711 through the Relay Service)

RESERVATIONS

Call (336) 417-5338 (TDD/TTY: 711 through the Relay Service) for reservations.

Reservations must be made for next day service up to seven (7) days in advance. Reservations are taken Monday through Saturday from 8:00 a.m. to 5:00 p.m. There is a voice mail box for reservations made after hours.

FARES

Link Paratransit is fare free! Just make your reservation and when the bus arrives, ride on!



MOBILITY DEVICES

All Link Paratransit vehicles are fully equipped with a wheelchair lift or ramp and a wheelchair securement area with space for up to two wheelchairs or mobility devices. The operator will provide assistance with normal boarding or exiting, wheelchair securement and operation of the lift.



SAT	00201	INBOUND		S. MEBANE STREET COLONY APTS	0.0	1.0	1	0	0	0	0	36.072843	-79.458307	47
SAT	00181	OUTBOUND		S. MEBANE STREET DELANEY DRI	0.0	0.0	0	0	0	0	0	36.074223	-79.479610	118
SAT	00198	INBOUND		S. MEBANE STREET DELANEY DRI	0.0	0.0	0	0	0	0	0	36.074397	-79.479947	118
SAT	00180	OUTBOUND		S. MEBANE STREET SAINTSBURY	0.0	4.0	4	0	0	0	0	36.069080	-79.469603	12
SAT	00179	OUTBOUND		S. MEBANE STREET TRAIL 2	0.0	0.0	0	0	0	0	0	36.071787	-79.462693	118
SAT	00200	INBOUND		S. MEBANE STREET TRAIL 2	0.0	0.0	0	0	0	0	0	36.071553	-79.462967	118
WKDAY	00223	INBOUND		S. WORTH STREET MAPLE AVENUE	0.0	1.7	2	18	0	31	31	36.092838	-79.439378	70
SAT	00223	INBOUND		S. WORTH STREET MAPLE AVENUE	0.0	1.0	1	0	0	0	0	36.092945	-79.439465	47
SAT	00228	OUTBOUND		S. WORTH STREET MAPLE AVENUE	0.0	0.0	0	0	0	0	0	36.093238	-79.439172	118
SAT	00251	OUTBOUND		SALVATION ARMY DIXIE OUTBOUN	0.0	0.0	0	0	0	0	0	36.085153	-79.425387	118
SAT	00386	OUTBOUND		SHADOWOOD APARTMENTS	0.0	0.0	0	0	0	0	0	36.098497	-79.444718	118
SAT	00127	OUTBOUND		SHARPE ROAD LUNDSFORD DRIVE	0.0	0.0	0	0	0	0	0	36.115013	-79.434878	118
SAT	00149	INBOUND		SHARPE ROAD MELROSE DRIVE	0.0	1.0	1	0	0	0	0	36.111968	-79.418693	47
WKDAY	00149	INBOUND		SHARPE ROAD MELROSE DRIVE	0.0	0.1	0	18	0	2	2	36.111882	-79.418581	141
SAT	00167	OUTBOUND		SHARPE ROAD MELROSE DRIVE	0.0	0.0	0	0	0	0	0	36.112073	-79.418710	118
WKDAY	00126	OUTBOUND		SHARPE ROAD MORGANTOWN RD	0.0	2.0	2	18	0	36	36	36.114727	-79.431254	61
SAT	00126	OUTBOUND		SHARPE ROAD MORGANTOWN RD	0.0	0.0	0	0	0	0	0	36.114723	-79.430992	118
SAT	00115	OUTBOUND		TARPLEY STREET	0.0	1.0	1	0	0	0	0	36.099463	-79.441502	47
WKDAY	00111	INBOUND		TARPLEY STREET	0.0	0.5	1	18	0	9	9	36.099443	-79.441566	122
SAT	00111	INBOUND		TARPLEY STREET	0.0	0.0	0	0	0	0	0	36.099372	-79.441605	118
WKDAY	00122	OUTBOUND	Yes	TILLMAN STREET LAKESIDE APTS	0.0	3.0	3	18	0	54	54	36.108536	-79.444094	43
SAT	00103	INBOUND	Yes	TILLMAN STREET LAKESIDE APTS	0.0	0.0	0	0	0	0	0	36.108410	-79.444512	118
SAT	00122	OUTBOUND	Yes	TILLMAN STREET LAKESIDE APTS	0.0	0.0	0	0	0	0	0	36.108523	-79.444095	118
SAT	00387	OUTBOUND		TROLLINGER KIVETT	0.0	0.0	0	0	0	0	0	36.100040	-79.446664	118
SAT	00183	INBOUND		TUCKER FIX	0.0	1.0	1	0	0	0	0	36.082907	-79.436797	47
SAT	00203	INBOUND		TUCKER STREET CENTER COURT /	0.0	1.0	1	0	0	0	0	36.079883	-79.439550	47
SAT	00191	OUTBOUND		UNIVERSITY COMMONS	0.0	0.0	0	0	0	0	0	36.069133	-79.522280	118
WKDAY	00116	OUTBOUND		W. DAVIS ST GARFIELD ROAD	0.0	0.0	0	18	0	0	0	36.102436	-79.461052	155
SAT	00109	INBOUND		W. DAVIS ST GARFIELD ROAD	0.0	0.0	0	0	0	0	0	36.102638	-79.461280	118
SAT	00116	OUTBOUND		W. DAVIS ST GARFIELD ROAD	0.0	0.0	0	0	0	0	0	36.102517	-79.461117	118
WKDAY	00117	OUTBOUND		W. DAVIS STREET FOOD LION	0.0	3.5	4	18	0	63	63	36.107395	-79.463334	37
SAT	00117	OUTBOUND		W. DAVIS STREET FOOD LION	0.0	1.0	1	0	0	0	0	36.107455	-79.463345	47
WKDAY	00110	INBOUND		W. FRONT STREET TROLLINGER S	0.0	0.0	0	18	0	0	0	36.097909	-79.446763	155
WKDAY	00300	OUTBOUND		W. FRONT STREET TROLLINGER S	0.0	0.0	0	18	0	0	0	36.097902	-79.446701	155
SAT	00300	OUTBOUND		W. FRONT STREET TROLLINGER S	0.0	0.0	0	0	0	0	0	36.097903	-79.446718	118
SAT	00250	OUTBOUND		W. PINE STREET S. MAPLE ST /	0.0	3.0	3	0	0	0	0	36.067880	-79.401603	16
SAT	00118	OUTBOUND		W.WEBB AVE LAKEVIEW AVE	0.0	0.0	0	0	0	0	0	36.110408	-79.466503	118

Piedmont



Six *Piedmont* trains, owned and operated by the N.C. Department of Transportation, offer daily service to Charlotte, Kannapolis, Salisbury, High Point, Greensboro, Burlington, Durham, Cary and Raleigh.

Schedules are subject to change without notice. Times are departure times unless indicated by *(ar)* for arrival times.

* indicates checked baggage service available at stop

† indicates [connector service](#) is available at stop

Southbound Train 73

Raleigh to Charlotte

City	Departure Time
Raleigh, N.C.*	6:30 a.m.
Cary, N.C.*	6:42 a.m.
Durham, N.C.*	7:02 a.m.
Burlington, N.C.	7:38 a.m. 7:36 a.m. to train 8:00 a.m. from train (Purple)
Greensboro, N.C.*	8:03 a.m.
High Point, N.C.†	8:19 a.m.
Salisbury, N.C.	8:53 a.m.
Kannapolis, N.C.	9:09 a.m.
Charlotte, N.C.*	(ar) 9:40 a.m.

Northbound Train 74

Charlotte to Raleigh

City	Departure Time
Charlotte, N.C.*	10:30 a.m.
Kannapolis, N.C.	10:55 a.m.
Salisbury, N.C.	11:11 a.m.

City	Departure Time
High Point, N.C. [†]	11:44 a.m.
Greensboro, N.C. [*]	12:03 p.m.
Burlington, N.C.	12:24 p.m. 12:06 p.m. to train 12:45 p.m. from train (Purple)
Durham, N.C. [*]	1:03 p.m.
Cary, N.C. [*]	1:23 p.m.
Raleigh, N.C. [*]	(ar) 1:41 p.m.

Southbound Train 75

Raleigh to Charlotte

City	Departure Time
Raleigh, N.C. [*]	10 a.m.
Cary, N.C. [*]	10:12 a.m.
Durham, N.C. [*]	10:32 a.m.
Burlington, N.C.	11:08 a.m. 10:36 a.m. to train 11:00 a.m. from train (Purple)
Greensboro, N.C. [*]	11:33 a.m.
High Point, N.C. [†]	11:49 a.m.
Salisbury, N.C.	12:23 p.m.

City	Departure Time
Kannapolis, N.C.	12:39 p.m.
Charlotte, N.C.*	(ar) 1:10 p.m.

Northbound Train 76

Charlotte to Raleigh

City	Departure Time
Charlotte, N.C.*	3:15 p.m.
Kannapolis, N.C.	3:40 p.m.
Salisbury, N.C.	3:56 p.m.
High Point, N.C.†	4:29 p.m.
Greensboro, N.C.*	4:48 p.m.
Burlington, N.C.	5:09 p.m. 4:36 p.m. to train 5:05 p.m. from train (Purple)
Durham, N.C.*	5:48 p.m.
Cary, N.C.*	6:08 p.m.
Raleigh, N.C.*	(ar) 6:26 p.m.

Southbound Train 77

Raleigh to Charlotte

City	Departure Time
Raleigh, N.C.*	3 p.m.
Cary, N.C.*	3:12 p.m.
Durham, N.C.*	3:32 p.m.
Burlington, N.C.	4:08 p.m. 3:06 p.m. to train 5:05 p.m. from train (Purple)
Greensboro, N.C.*	4:33 p.m.
High Point, N.C.†	4:49 p.m.
Salisbury, N.C.	5:23 p.m.
Kannapolis, N.C.	5:39 p.m.
Charlotte, N.C.*	(ar) 6:10 p.m.

Northbound Train 78

Charlotte to Raleigh

City	Departure Time
Charlotte, N.C.*	7 p.m.
Kannapolis, N.C.	7:25 p.m.
Salisbury, N.C.	7:41 p.m.
High Point, N.C.†	8:14 p.m.

City	Departure Time
Greensboro, N.C. *	8:33 p.m.
Burlington, N.C.	8:54 p.m. 7:41 p.m. to train Future 8:05 p.m. from train (Purple)
Durham, N.C. *	9:33 p.m.
Cary, N.C. *	9:53 p.m.
Raleigh, N.C. *	(ar) 10:11 p.m.

Services & On-Board Features

Service	Details
On-Board Amenities	<ul style="list-style-type: none"> • Wi-Fi and electrical outlets • Lounge car with vending machines • Diaper-changing stations • Volunteer train hosts
Bike Racks	<ul style="list-style-type: none"> • Limited availability • Reservation required when making advanced ticket reservation • No handling fee • More details

Service	Details
Boxed Bikes	<ul style="list-style-type: none">• Handled only at stations with checked baggage service• \$15 box cost• \$10 handling fee• More details
Baggage	<ul style="list-style-type: none">• Carry-on and checked baggage at select stations

Last updated Feb. 23, 2022

Carolinian



The *Carolinian* trains operate between Charlotte and Raleigh en route to Richmond, Va., Washington D.C. and New York.

Schedules are subject to change without notice. Times are departure times unless indicated by *(ar)* for arrival times.

* indicates checked baggage service available at stop

† indicates connector service is available at stop

Southbound Train 79

New York City to Raleigh to Charlotte

City	Departure Time
New York, N.Y.*	7:25 a.m. (Mon.-Fri.) 7:17 a.m. (Sat.-Sun.)
Newark, N.J.*	7:44 a.m. (Mon.-Fri.) 7:39 a.m. (Sat.-Sun.)
Trenton, N.J.	8:22 a.m. (Mon.-Fri.) 8:20 a.m. (Sat.-Sun.)
Philadelphia, Pa.*	8:54 a.m.
Wilmington, Del.*	9:17 a.m.
Baltimore, Md.*	10:04 a.m.
Washington, D.C.*	11:10 a.m.
Alexandria, Va.*	11:26 a.m.
Quantico, Va.	11:56 a.m.
Fredericksburg, Va.	12:19 p.m.
Richmond, Va.*	1:36 p.m.
Petersburg, Va.	2:13 p.m.
Rocky Mount, N.C.*	3:46 p.m.
Wilson, N.C.*†	4:05 p.m.
Selma, N.C.	4:43 p.m.

City	Departure Time
Raleigh, N.C.	5:30 p.m.
Cary, N.C.*	5:43 p.m.
Durham, N.C.*	6:09 p.m.
Burlington, N.C.	6:46 p.m. 6:11 p.m. to train 6:35 p.m. Purple Route to train
Greensboro, N.C.*	7:16 p.m.
High Point, N.C.†	7:32 p.m.
Salisbury, N.C.	8:06 p.m.
Kannapolis, N.C.	8:23 p.m.
Charlotte, N.C.*	(ar) 8:56 p.m.

Northbound Train 80

Charlotte to Raleigh to New York City

City	Departure Time
Charlotte, N.C.*	6:45 a.m.
Kannapolis, N.C.	7:10 a.m.
Salisbury, N.C.	7:28 a.m.

City	Departure Time
High Point, N.C. [†]	8:02 a.m.
Greensboro, N.C. [*]	8:24 a.m.
Burlington, N.C.	8:46 a.m. 9:30 a.m. Purple Route from train 7:36 a.m. to catch train
Durham, N.C. [*]	9:27 a.m.
Cary, N.C. [*]	9:47 a.m.
Raleigh, N.C. [*]	10:05 a.m.
Selma, N.C.	10:48 a.m.
Wilson, N.C. ^{*†}	11:18 a.m.
Rocky Mount, N.C. [*]	11:40 a.m.
Petersburg, Va.	1:11 p.m.
Richmond, Va. [*]	2:11 p.m.
Fredericksburg, Va.	3:07 p.m.
Quantico, Va.	3:29 p.m.
Alexandria, Va. [*]	4:03 p.m.
Washington, D.C. [*]	4:30 p.m.
Baltimore, Md. [*]	5:47 p.m.
Wilmington, Del. [*]	6:36 p.m.

City	Departure Time
Philadelphia, Pa.*	7 p.m.
Trenton, N.J.	7:32 p.m.
Newark, N.J.*	8:12 p.m.
New York, N.Y.*	(ar) 8:38 p.m.

Services & On-Board Features

Service	Details
On-Board Amenities	<ul style="list-style-type: none"> • Wi-Fi and electrical outlets • Dining car with full menu • Business Class Service (includes pillow, newspaper and complimentary non-alcoholic beverage) • Volunteer train hosts
Bike Racks	<ul style="list-style-type: none"> • Limited availability • Reservation required when making advanced ticket reservation • No handling fee • More details
Boxed Bikes	<ul style="list-style-type: none"> • Handled only at stations with checked baggage service • \$15 box cost • \$10 handling fee • More details

Service	Details
Baggage	<ul style="list-style-type: none"><li data-bbox="407 155 1203 197">• Carry-on and checked baggage at select stations

Last updated Feb. 23, 2022

Route 4 Alamance Burlington Express

UNC employees and students commuting from the Triad area are eligible to ride FREE on PART Route 4 with the UNC XPass



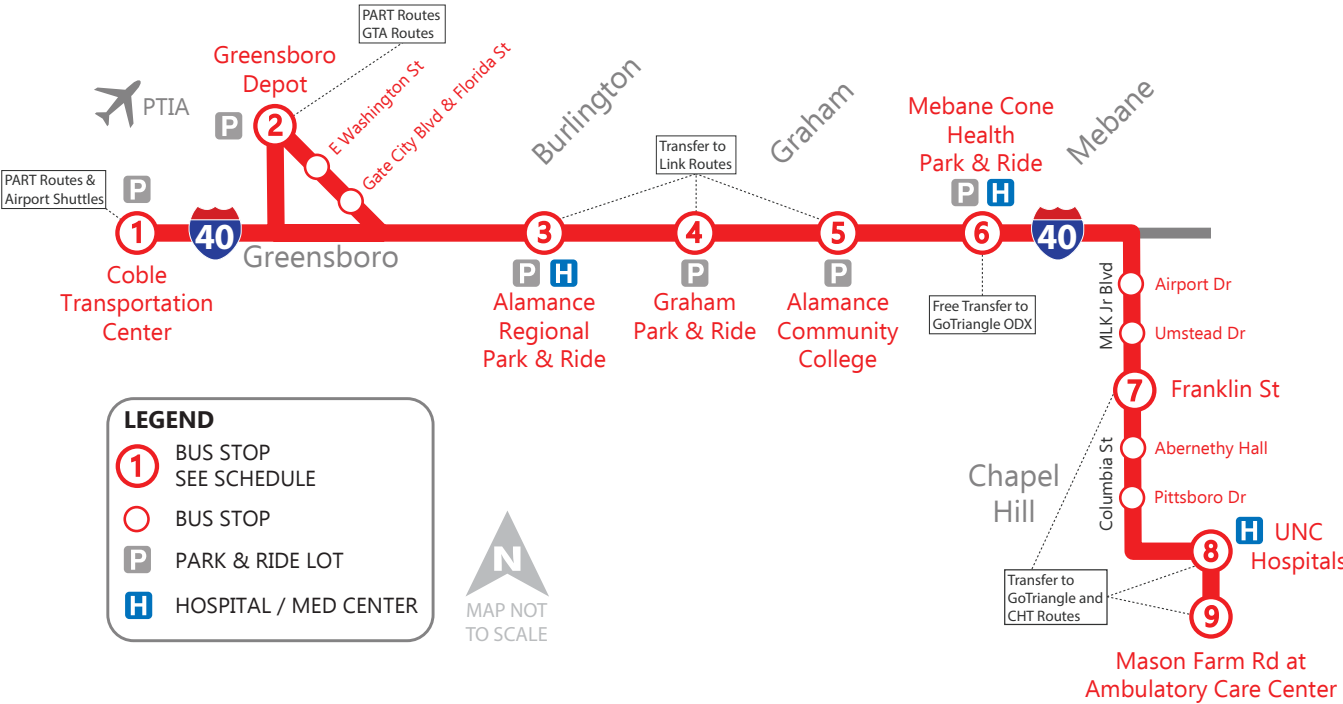
Alamance Burlington ROUTE

4

Effective 8-2-2021

Express

CONNECTING COMMUNITIES



LEGEND

- 1** BUS STOP SEE SCHEDULE
- BUS STOP
- P** PARK & RIDE LOT
- H** HOSPITAL / MED CENTER

MAP NOT TO SCALE

ROUTE 4 CONNECTS WITH:

www.gotriangle.org
919.485.7433

www.linktransit.org
336.222.5465

www.townofchapelhill.org
919.969.4900

www.rideGTA.com
336.335.6499

TransLoc

TouchPass

Get Real-Time Route Info
Download TransLoc Rider App or visit www.PARTnc.org/live

Use TouchPass App or Smartcard to Ride PART

FOR MORE INFORMATION
336.883.PART (7278) www.PARTnc.org



SERVING
Greensboro
Burlington
Graham

Mebane
Chapel Hill

www.PARTnc.org

ROUTE 4: ALAMANCE BURLINGTON EXPRESS

Operates Monday - Friday

GREENSBORO to CHAPEL HILL - EASTBOUND

	Coble Trans Center (Bay A4) 1	Greensboro Depot (Slip 16) 2	Alamance Regional Park & Ride 3	Graham Park & Ride 4	Alamance Community College 5	Mebane Cone Health Park & Ride 6	Columbia St at Franklin St 7	UNC Hospitals (Manning Dr) 8	Mason Farm Rd at Ambulatory Care Center 9
AM	-	5:40	6:13	6:24	6:31	6:45	7:07	7:15	7:21
	-	6:04	6:37	6:48	6:55	7:09 * GT	7:31	7:39	7:45
	6:30	6:55	7:17	7:28	7:35	7:49	8:11	8:19	8:25
	-	-	-	-	-	8:09 * GT	8:31	8:39	8:45
PM	-	-	-	-	8:40 * LT	8:54	9:16	9:24	9:30
	2:30	2:55	3:17	3:28	3:35	3:54	-	-	4:30
	3:20	3:45	3:57	4:08	4:15	4:34	-	-	5:10
	-	-	-	-	-	5:05	5:27	-	5:40

CHAPEL HILL to GREENSBORO - WESTBOUND

[All stops after Alamance Regional P&R are drop-off only]

	Mason Farm Rd at Ambulatory Care Center 9	UNC Hospitals (Manning Dr) 8	Columbia St at Rosemary 7	Mebane Cone Health Park & Ride 6	Alamance Community College 5	Graham Park & Ride 4	Alamance Regional Park & Ride 3	Greensboro Depot (Slip 16) 2	Coble Trans Center (Bay A4) 1
AM	7:21	-	7:33	7:56	-	-	-	-	-
	7:45	-	7:57	8:20	8:30 * LT	-	-	-	-
	8:45	-	8:57	9:20	9:35	9:47	9:59	[10:30]	[10:50]
	9:30	-	9:42	10:05	10:15 * LT	10:23 * LT	10:37	[11:08]	[11:28]
PM	11:10	11:15	11:22	11:45	11:55	12:05 PM	12:16	[12:47]	[1:07]
	4:15	4:20	4:27	4:50	-	-	-	-	-
	4:30	4:35	4:42	5:05	5:15	5:25	5:39 * LT	[6:10]	[6:28]
	5:10	5:15	5:22	5:45 * GT	5:55	6:05	6:16	[6:40]	[6:58]
	5:40	5:45	5:52	6:15	6:25	6:35	6:46	[7:10]	[7:28]

FARE
One Way \$2.50 (*\$1.25)

PASSES
10 Ride \$20.00 (*\$10.00)
31 Day \$80.00 (*\$40.00)
Stored Value \$5 - \$100

*Half Price for Seniors (60+), Disabled, Veterans, Students & Medicare Cardholders

Use TouchPass Mobile App or TouchPass Smartcard to pay your fare

TRANSFERS
Free from one PART bus to another PART bus or shuttle with TouchPass/Umo.

Connections to other systems can be made at various stops along the route - See Map

KEY
The Dash "-" Indicates no service to this stop, the bus will continue to next stop with time point.
[Indicates this stop is drop off only.]

INFORMATION
336.883.PART (7278)
www.PARTnc.org

* GT - Transfer to GoTriangle
* LT - Transfer to Link Transit

Effective 8-2-2021

