

Niner Paratransit Hubs and Access Points

Hubs

Atkins Library (Rear)
Belk/Miltimore
Burson (Rear)
Cato
CCOE/CHHS Quad
Colvard Curve/Reese
Cone/ Lot 30
CRI Deck
Denny
Duke
East Deck 2
EPIC
Football Stadium
Foundation Building
Fretwell
Greek Village
Grigg
Harris Alumni Center
Hawthorn
Hickory
Hunt
Levine
Levine/ Housing & Residence Life
Light Rail
Lot 4/East Deck 3
Lot 5A
Lot 6
Lot 7/Belk Gym
Lot 12
Lot 14/Tennis Courts
Lot 16 A
Lot 27
Lot 28
Lynch/Lot 20
Maple/Pine/Elm/Lot 16
Martin



North Deck
Parking Services
Popp Martin Student Union
PORTAL
Prospector/Kennedy
Recreation Fields 15 & 16
Robinson
South Village Deck
South Village Dining
Student Activity Center
Student Health Center/Lot 11A
Student Union Deck
Wallis
Wells Fargo Fieldhouse
Witherspoon/ Lot 20
Woodward

Access Points

Bioinformatics-Access
Cameron-Access
CHHS-Access
CCOE-Access
Counseling Center/Lot 11A-Access
Duke-Access
Burson-Access
Friday-Access
Greek Village (All Buildings)-Access
Hawthorn-Access
Irwin Belk Track and Field-Access
McEniry-Access
Rowe-Access

pats.uncc.edu/paratransit

NINER PARATRANSIT INFORMATION AND SERVICES GUIDE

2018-2019



About Niner Paratransit

Niner Paratransit provides scheduled and on-demand disability transport for those with mobility impairments who are registered for the service.

Designated pick up and drop off hub locations are located as close as possible to accessible building entrances. Niner Paratransit vehicles drive and park only on paved pathways.

Hours of Operation

Monday - Friday, 6:30 a.m. - 2 a.m.

Registering for Service

The required *medical verification form* is available at pats.uncc.edu/paratransit.

Submit completed form to the Office of Disability Services by:

- *Email* disability@uncc.edu
- *Fax* 704-687-1395
- *Mail* Office of Disability Services
UNC Charlotte
Charlotte, NC 28223
- *In person* 230 Fretwell Building

ODS will verify and send email confirmation of eligibility, usually within 1 business day.

Once approved, Niner Paratransit will provide both scheduled and on-demand service.

Scheduled Service

To request scheduled pick ups according to class schedule and/or work hours, or to make changes to an established schedule, a Scheduled Transport Request Form (available at pats.uncc.edu/paratransit) must be submitted to Niner Paratransit office.

- *Email* pats@uncc.edu
- *Fax* 704-687-5258
- *Mail* Niner Paratransit
PaTS, UNC Charlotte
Charlotte, NC 28223
- *In person* PaTS office*

Drivers will wait only five (5) minutes after scheduled pick up time. Service requested after a missed scheduled time is considered on-demand and made as drivers are available.

On-Demand Service

Go to a Niner Paratransit hub or access point and call Niner Paratransit dispatch, 704-687-5636, and provide:

- Your Name
- Pick up hub/access point location
- Destination hub/access point

On-demand transports are made between scheduled passengers as drivers are available.

Temporary Service

Temporary service approval is available under the following conditions:

- While awaiting for application approval from Office of Disability Services;
- Short-term transport is needed after an injury or illness such as recent surgery, lower limb injury, visual impairment or chronic disease that impacts stamina.

Temporary approval allows access to on-demand service for up to two (2) weeks. Approval from the Office of Disability Services required for permanent scheduling.

University visitors and guests who will need disability transportation are encouraged to secure service in advance; call 704-687-5636.

Passenger Protocol and Policies

- Passengers must be able to get into and out of the vehicle on their own unless accompanied by a personal care assistant.
- Seat belt usage is mandatory.
- Passengers who cannot make their scheduled time should call Niner Paratransit dispatch, 704-687-5636 to cancel pick up. Three (3) missed pick ups will result in schedule cancellation.
- Temporary passengers who no longer need the service must call to cancel

Niner Paratransit vehicles are not for emergency medical response. Call 911 for ambulance transport to the Student Health Center or local hospital.

* Prior to September 24, 2018, the Niner Transit office is in 162 Auxiliary Services Bldg. After September 24, all PaTS offices will be in the new Facilities Operations and Parking and Transportation Services Bldg. (FOPaTS) beside North Deck, #92 on campus map.



Where's your ride?

The UNCC Next Ride app shows all Paratransit hubs and GPS location of each vehicle.

Mobile apps available for Apple iOS and Android. Mobile website: nextride.uncc.edu

Contact Us

Niner Paratransit Dispatch704-687-5636

Helena Connors, Assistant Director of Parking and Transportation704-687-0279
hconnor2@uncc.edu

Regina Wood, Lead Transportation Supervisor704-687-0309
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Office of Disability Services704-687-0040
disability@uncc.edu

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