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

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

NINER PARATRANSIT
INFORMATION AND SERVICES GUIDE
2018-2019

We make campus accessible.
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

OIDS 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.