



GoWake Access Customer Rider Guide

Title VI Notice to the Public

Wake County Human Services operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Wake County Human Services.

For more information on the Wake County Health and Human Services civil rights program, and the procedure to file a complaint, contact (919) 212-7155 (TTY 800-735-2962); by email: psnelling@wake.gov or visit our administrative office at Wake County Health and Human Services: 220 Swinburne Street, Room 2161, Raleigh NC 27610. For more information, visit www.wake.gov

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE Washington DC, 20590. If information is needed in another language, contact (919) 212-7155

Americans with Disabilities Act Policy

It is the policy of GoWake Access to abide by all provisions of the Americans With Disabilities Act (ADA) of 1990, Section 504 of the Rehabilitation Act of 1973 and US Department of Transportation (DOT) implementation regulation found at 49 CFR Parts 27, 37 and 38 as amended, in the delivery of transit services that are open to the public and prohibits discrimination based on disability and sets specific requirements that transit agencies must follow.

Reasonable Modification Public Notice

GoWake Access is committed to ensuring a reliable, accessible experience for all customers. If, due to a disability, you are not able to fully utilize GoWake Access's programs and services because of a policy or procedure that GoWake Access has established, you may submit a request for a modification of the policy or procedure. To request a modification, complete a Request for Modification of Policy/Procedure Form, which is available online at wake.gov/gowake or by calling 919-212-7005 ext. 3 or TTY 800-735-2962. All requests for reasonable modifications to GoWake Access policies or procedures will be considered on an individual basis.

Please note that GoWake Access may be unable to accommodate requests for modifications which would: (1) result in a fundamental alteration to the nature of the service; (2) create a direct threat to the health or safety of others, and; (3) create an undue financial or administrative burden. Requests for modifications might also not be granted if the GoWake Access determines that the service can be fully utilized without the requested change. In the event that a barrier to access exists, but the requested modification cannot be granted, GoWake Access will, to the maximum extent possible, assist in determining other possible actions that might be taken to provide access to its programs and services.

GoWake Access

Wake County Health and Human Services', hereafter referred to as the County or GoWake Access, transportation program provides curb-to-curb transportation service for the general public through participating vendors within Wake County. A person must be at least 12 years old to participate in the program without being accompanied by a guardian / Personal Care Attendant (PCA).

GoWake Access provides demand response rural public transportation and provides equivalent service to individuals with disabilities, that is consistent with DOT ADA 49 CFR Part 37.77. This transportation will be provided in the most integrated setting appropriate to the needs of the individual and will be equivalent to the service provided other individuals with respect to

- Response time
- Fares
- Hours and days of service

Please note that GoApex is a contracted paratransit service operated through GoWake Access. Some GoApex criteria (such as pickup window) may differ from that of GoWake Access. Please contact the call center at (919) 212-7005 for additional details.

Rider Guide

Hours of Operation

GoWake Access is available:

- Monday-Saturday 6:00am-6:00pm

Holidays

Please remember GoWake Access provides limited service for dialysis, chemo/radiation, and employment on county Holidays including:

- New Year's County Holiday (1/2)
- Martin Luther King, Jr. Day
- Good Friday
- Memorial Day
- Juneteenth
- Labor Day
- Veterans Day
- Day After Thanksgiving
- Christmas County Holidays (12/26, 12/27)

GoWake Access **will not provide any service** on 4th of July, Thanksgiving Day, Christmas Day, and New Year's Day.

General Rider Information

The following guidance for riders is provided to make customer trips as satisfactory and pleasant as possible, and to help the County provide efficient and effective service that serves the most customers.

- Customers may use wheelchairs, canes, walkers and other mobility devices on vehicles. They may also travel with oxygen tanks and respirators.
- Customers traveling with a child who needs a car seat must supply it. Customers are responsible for securing the car seat and for its removal. Children riding without a car seat are required to wear a seat belt.
- Be prepared, ready and waiting at the curb when the vehicle arrives. The driver will only wait for five minutes if you are not at the indicated pickup point.
- The County reserves the right to only allow one guest per one way trip. The guest shall pay a fare per one-way trip. Personal Care Attendants may ride for free when authorized by the eligibility certification (see *Personal Care Attendants and Accompanying Persons*).
- Trips involving intermediate stops are not allowed, each trip must be booked with an origin and destination.
- There are two situations whereby a customer's right to use GoWake Access paratransit service may be suspended or cancelled:
 - When the client's behavior is seriously disruptive or inappropriate. The behavior of customers is important. Transportation will be suspended or cancelled for riders who are disruptive or who pose a threat or danger to themselves, to other riders, or to the driver (see *Inappropriate or Seriously Disruptive Behavior Prohibited on Paratransit Vehicles*).
 - When a customer does not show up for reserved rides or repeatedly cancels service with less than one hour's notice (see *No Shows*).

Scheduling a Ride

All transportation reservations must be made through the GoWake Access Call Center. GoWake vendors and providers do not accept transportation reservations. A customer service representative may be reached by calling (919) 212-7005, Monday-Friday, except holidays, 7:00AM-5:00PM. Passengers with hearing or speech impairments may use a TTY number (800-735-2962) to reserve a trip. Authorized persons are allowed to reserve trips for passengers who are unable to reserve a trip for themselves.

When calling to reserve a ride, passengers must have origin and destination addresses. If a passenger does not have these addresses, then a trip cannot be reserved. If you are first-time rider, additional verification may be necessary to reserve a trip.

GoWake Access provides transportation services to you on a coordinated, shared ride service design.

General public service is provided on a first-come, first-serve seat available basis only.

Passengers with hearing or speech impairments may use a TTY number (800-735-2962) to reserve a trip.

Fares

All general public passengers age 5 and older must pay a fare per trip. Fares per trip are either \$2 or \$4, depending on if the trip's origin and destination are within the same service zone. See "GoWake Service Zones" map for the services zones within Wake County.

Pickup Times

As a part of the scheduling process, the GoWake Access representative advises the rider when to expect the vehicle for pickup. You should know the following about pickups:

- The time the GoWake Access vehicle can arrive is called the "pickup window." Your pickup window is a 60-minute time frame. You must be ready 30 minutes before to 30 minutes after your confirmed pickup time.

Please be at your pickup location ready and waiting where you can see the vehicle or be recognized by the operator at the beginning of your pickup window. The operator will wait five (5) minutes before leaving for the next trip. If you do not meet the vehicle within five minutes, you may be considered a "no-show." After a no-show, any return trips will be automatically cancelled. If you would like to keep your return trip, please call (919) 996-4444.

Cancellations

If you will not be using your scheduled trip, please call (919) 996-4444 to cancel as soon as possible. You must call at least one hour before your scheduled trip to avoid being counted as a "no-show."

No Shows

General Public

To be subject to a Warning or Suspension, a passenger must have booked ten (10) trips or more in a calendar month. Example: If a passenger reserves ten (10) trips and no-shows 20% or more of these trips during the calendar month, they will be in violation of the no-show policy and subject to the progressive corrective action plan. A passenger will be subject to the progressive corrective action plan only if both the minimum number of trips booked and the minimum number of no-shows are reached during a calendar month.

All suspension periods for general public passengers will begin on a Monday. The length of a passenger's suspension will adhere to the progressive corrective action plan described as followed:

- 1st Calendar Month with ten or more trips booked – When the no-show percentage of a passenger’s scheduled trips reaches 20% of the trips booked during that calendar month, the passenger will be advised verbally of the No Show Policy and a letter will be sent to the passenger’s residence with a copy of the policy enclosed. All written notices will include specific details and date(s) of the no-show and/or late cancellation. The no-show record can be wiped clean if the passenger does not have any more no-shows during the next calendar month.
- 2nd Consecutive Calendar Month with no-shows – When the no-show percentage reaches 20% of the trips booked during the 2nd consecutive calendar month, the passenger will receive a final warning letter and a copy of the No Show policy. All written notices will include specific details and date(s) of the no show and/or late cancellation. The no-show record can be wiped clean if the passenger does not have any more no-shows within the next thirty (30) consecutive days.
- 3rd Consecutive Calendar Month with no-shows – When the no-show percentage reaches 20% of the trips booked during the 3rd consecutive calendar month, the passenger will receive a 7-consecutive day suspension.
- 4th Consecutive Calendar Month with no-shows – When the no-show percentage reaches 20% of the trips booked during the 4th consecutive calendar month, the passenger will receive a 14-consecutive day suspension.
- 5th Consecutive Calendar Month – When the no-show percentage reaches 20% of the trips booked during the 5th consecutive calendar month, the passenger will receive a 21-consecutive day suspension.
- 6th Consecutive Calendar Month – When the no-show percentage reaches 20% of the trips booked during the 6th consecutive calendar month, the passenger will receive a 30-consecutive day suspension.

Medicaid Passengers

The following procedures will be used when customers are a no show for reserved trips, or if they cancel with less than one-hour notice prior to the scheduled time of their trip.

1. A warning notice will be sent to paratransit participants after the first documented no show or less than one-hour cancellation.
 - Written notice will be sent by mail.
 - It will include specific dates and details of the no-show and/or one-hour cancellation.
 - Beneficiary shall be informed that two additional no-shows and/or one-hour cancellations within sixty days of the date the notice is received may result in a thirty-day temporary loss of paratransit privileges.
2. A suspension notice will be sent when two additional no-shows and/or one-hour cancellations occur within sixty days of receipt of warning notice.
 - Written notice will be sent by certified mail.
 - It will include specific dates and details of the no-shows and/or one-hour cancellations.

- Beneficiary shall be informed that Paratransit privileges will be suspended for sixty-days beginning the day this notice is received. A second letter shall be mailed at the end of the period of suspension notifying beneficiary that

Paratransit privileges are reinstated. The reinstatement letter shall also notify beneficiary that if two additional no-shows and/or one-hour cancellations occur within sixty-days of reinstatement, Paratransit privileges will be cancelled permanently.

Please note: Paratransit services for non-critical needs services, such as; Dialysis, Chemo, etc., will not be suspended or canceled.

Right of Appeal

Anyone affected by the No-Show Policy and/or disagreeing with the eligibility determination that you received is entitled to request an appeal. Any request for an appeal must be made in writing and must be mailed within sixty (60) days of the date of the suspension or eligibility determination letter. Please address your request for an appeal to the attention of the Call Center Supervisor. If you disagree with the decision made by the call center supervisor, you may appeal that decision in writing to the program manager. Your written request for appeal must be received by the program director within 10 calendar days after the date of the written decision of the Call Center Supervisor.

Inappropriate or Seriously Disruptive Behavior Prohibited on Paratransit Vehicles

- Smoking, eating or drinking while onboard. Use of tobacco products and/or vaping.
- Playing radios or other such sound devices without earphones or in a way that disturbs other passengers or the driver.
- Getting out of a seat while the vehicle is in motion.
- Leaving the vehicle while it is parked to pick-up or drop-off another customer.
- Disturbing the driver while he/she is driving.
- Lewd or harassing behavior to other passengers or the driver.
- Disturbing other customers.
- Excessive body odor.
- Refusing to exit the vehicle.
- Making or placing false trips.
- Violent behavior.
- Physically or verbally threatening the driver or other customers.
- Engaging in conduct or activity that is a danger to the customer, other customers, or the driver.
- Riding while under the influence of alcohol or illegal drugs.
- Damaging or destroying vehicle equipment.
- Carrying weapons, explosives, flammable liquids, acids or other hazardous materials or items.
- Other illegal behaviors.

When a customer demonstrates inappropriate behavior as described above, does not show up for

a scheduled ride, or cancels a reservation with less than one hour's notice, this negatively affects the service that the County can provide to its other customers. Therefore, suspension or cancellation of service will occur as follows:

1. A written warning will be sent after the first documented instance of such behavior. If three or more instances of such behavior occur within sixty days of the warning, the customer's service could be suspended for up to thirty days.
2. If two additional instances of such behavior occur within sixty days of the reinstatement of service after a suspension, the rider's service could be permanently cancelled.

Passenger Assistance

GoWake Access operators are responsible for:

- Assisting you on and off the vehicles lift or steps.
- Securing your wheelchair or scooter.
- Fastening seatbelts (at request only).
- Contacting dispatch staff and 911 in case of emergencies.

GoWake Access operators are not responsible for:

- Assisting passengers past the door to the building. If you need additional help, please make sure that someone is available to assist you for your trips.
- Carrying groceries or packages—you must be able to carry your own packages or have a companion assist you (this includes child seats). A maximum of three (3) grocery-size bags are allowed.
- Booking and canceling trips—please call the reservations line at (919) 212-7005.

Personal Care Attendants and Accompanying Persons

An ADA-eligible person can have one companion, whether adult or child, in addition to a personal care attendant (PCA). A PCA is a person who has been authorized to help you when you travel. A companion (guest) is anyone who rides with you who is not a certified PCA. There is no charge for PCAs; however, your companion(s) must pay the regular paratransit fare.

Personal Care Attendant: During the eligibility process, the Paratransit customer must have previously identified the need for a Personal Care Attendant (PCA) in the ADA Paratransit application (ADA 37.125). If the customer previously identified the PCA in their application, the PCA (one person) is permitted to travel with the ADA customer free of charge (ADA 37.131). The PCA's name, current address, and current telephone number must be identified in the application. During the trip scheduling process, the customer must inform the County's Customer Service Representative of the PCA. County staff shall list the accompanying person by name on the trip reservation form to inform the assigned vendor of the approved trip.

Accompanying person: The ADA permits **one** person to ride with the Paratransit customer from their point of origin to destination and return with the customer on a space available basis. The accompanying person may not take space intended for another ADA customer (ADA 37.125). The accompanying person is required to pay the vendor a regular ADA ticket per one-way trip

(ADA 37.131). During the trip scheduling process, the customer must inform the County's Customer Service Representative of the accompanying person. County staff shall list the accompanying person by name on the trip reservation form to inform the assigned vendor of the approved trip.

Both PCAs and accompanying persons must be picked up and dropped off at the same address as the customer.

Note: Paratransit customers are eligible to have both a PCA and an accompanying person on the same trip

Lift

Passengers will be permitted to use a lift or ramp to board or disembark from a vehicle at any designated stop, unless the lift or ramp cannot be safely deployed, or temporary conditions preclude the safe use of the stop by all passengers. The vehicle's wheelchair lift will safely carry wheelchairs or scooters up to 34 inches wide by 54 inches long and a maximum weight of 1,000 pounds, including rider. In addition, we will carry any mobility device that can be accommodated on our vehicles.

Service Animals

Guide dogs, hearing dogs and specially-trained service animals may ride GoWake Access's paratransit service. Please tell the reservationists if you will be traveling with a service animal.

Medical Emergencies

GoWake Access does not provide ambulance service. If you need transportation for a medical emergency, please call 911.

School Bus Service

GoWake Access does not provide school bus service.

Filing a Complaint

GoWake Access reaffirms its commitment to upholding and ensuring that its policies and practices follow the rules concerning reasonable modification/ accommodation outlined under the Americans with Disabilities Act (ADA) and all related statutes. As a public transit agency, GoWake Access will make reasonable modifications/accommodations to its policies, practices and procedures to ensure program accessibility.

Any person who believes he or she has not been provided reasonable accommodation under the law has a right to file a formal complaint. Any such complaint must be in writing and submitted to Brian Gunter team within 180 days following the date of the alleged violation.

Public Involvement

GoWake Access will provide ongoing mechanisms in accessible formats to involve the public in decisions regarding its accessible services, proposed service changes, proposed fare increases, policies and procedures, and other similar topics

Contact Information

Reservations Line
(919) 212-7005

Dispatch
(919) 996-4444

NEED A RIDE? GOWAKE ACCESS CAN HELP!



**Rural Public Eligible
Transportation Funding Zones**
Wake County GoWake Access

