

**919.485.7468**



**Regional Paratransit Service**  
**RIDER'S GUIDE**

## What is Paratransit?

Paratransit means comparable transportation service required by the ADA for individuals with disabilities who are unable to use fixed route transportation systems” (§ 37.3).

## What is ADA complementary paratransit?

The Americans with Disabilities Act (ADA) requires public transit agencies that provide fixed route service to provide “complementary paratransit” service to people with disabilities who cannot use the fixed route bus or rail service because of a disability.

## Service Requirements

The regulations also define minimum service characteristics that must be met for this service to be considered equivalent to the fixed route service it is intended to complement.

ADA complementary paratransit service must be provided within 3/4 of a mile of a bus route or rail station, at the same hours and days, for no more than twice the regular fixed route fare.

Personal Care Attendants should not be charged a fare. Additionally, one individual, such as a family member or friend, not acting as a personal care attendant can be accommodated at the same fare as the eligible paratransit rider if space is available and will not result in a denial of service to other ADA paratransit eligible individuals.

While the transit agency is required to provide paratransit for trips with origins and destinations within 3/4 of a mile of a route/station, paratransit eligible customers who are outside the service area could still use the service if they are able to use get themselves into the service area.

The ADA further requires that paratransit rides be provided to all eligible riders if requested any time the previous day. The ADA allows providers to negotiate trip times with the customer, but no more than an hour before or an hour after the requested time.

**GoTriangle Access** is a regional curb-to-curb paratransit service (with a door-to-door option, upon request) for eligible residents of Wake, Durham and Orange counties. The service is designed for people with disabilities that prevent them from using the GoTriangle fixed-route bus service.

All GoTriangle and GoTriangle ACCESS vehicles are wheelchair-accessible and operate for trips among Cary, Chapel Hill, Durham, Raleigh, Research Triangle Park and the Raleigh-Durham International Airport at a cost of \$5.00 per trip. Paratransit is a shared ride service, meaning that a rider will be in the vehicle as the operator drops off and picks up other passengers along the route until the vehicle reaches the designated destination. Shared ride service offers the most

efficient service for the greatest number of riders. Please remember to allow sufficient time to stop, for pick up and drop off of other riders. The duration of your trips may vary, and direct service to your destination may not be available. A maximum of 90 minutes travel time should be allowed for a trip. Riders are asked to advise the reservationist of appointment times, thus aiding GoTriangle ACCESS in getting you to your appointment on time.

***Please inform the staff if you require any information in an alternative accessible format.***

## **Contact Information:**

Reservations (919) 485-7468, Option 1  
Cancellations (919) 485-7468, Option 2  
ADA Application Information/Status, Option 3  
Safety Related Concerns, Option 4

## **Customer Service**

GoTriangle ACCESS personnel are available to assist customers with scheduling, resolving problems, and providing information about the service. Questions, compliments, suggestions, and complaints should be directed by phone, letter, e-mail, or via our online Customer Feedback Form at [gotriangle-ada.zendesk.com](https://gotriangle-ada.zendesk.com) to Access. Phone inquiries can be made by calling 919-485-7468, option 4.

### **Letters should be sent to:**

Paratransit Manager  
GoTriangle ACCESS  
4600 Emperor Blvd.  
Durham, NC 27703

Complaints should be reported as soon as possible after the incident to ensure proper handling. When filing a complaint, please provide the following information:

- Explanation of incident or complaint
- Your name, address, and phone number
- Date, time, and location of the incident
- The vehicle's number or driver's name

ACCESS personnel will make every attempt to address your concerns. If you are not satisfied with the response given to you by ACCESS personnel, you may speak with the Paratransit Manager at 919-485-7468.

## Hours of Operation

### GoTriangle ACCESS Regional paratransit service is available:

- Monday-Friday | 5:45am- 11:15pm
- Saturday | 6:40am - 11:15pm
- Sunday | 6:40am - 9:15pm

### GoTriangle ACCESS does NOT operate service on the following holidays:

- Thanksgiving Day
- Christmas Day

### GoTriangle ACCESS operates Sunday-level service\* on:

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Juneteenth
- Fourth of July
- Labor Day
- Friday after Thanksgiving
- Christmas Eve, service ending at 7 p.m.



## I. Getting Started with GoTriangle ACCESS

### Eligibility for Paratransit

Eligibility is based on your functional ability to use fixed-route transit, not solely on your medical condition. To be eligible, a person must meet one of the following criteria:

The individual is unable, as the result of a physical or mental impairment (including a vision impairment), and without assistance of another individual (except the operator of a wheelchair lift/ramp or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities.

The individual with a disability is capable of using the system with the assistance of a wheelchair lift/ramp but the route they want to use is not sufficiently ADA accessible for the individual to use it.

The individual with a disability has a specific impairment-related condition, which prevents such individual from traveling to a fixed route boarding location or from a disembarking location.

If you are determined to be eligible for GoTriangle Access Service, eligibility period, recertification information and type of eligibility statuses:

### Conditional eligibility

You are able to use GoTriangle's fixed-route buses for some of your trips, and qualify for GoTriangle Access (paratransit) for other trips, and/or you have a health condition or disability that temporarily prevents you from using fixed-route buses.

### Unconditional eligibility

Your disability or health condition always prevents you from using the fixed-route buses, and you qualify for GoTriangle Access (paratransit) for all of your trips.

### Temporary

Your disability or health condition temporarily prevents you from using the GoTriangle fixed route buses.

Not Eligible: You do not qualify for GoTriangle ACCESS services. You are able to use the GoTriangle fixed route buses for all of your trips.

To apply, complete Part A of the application (available on the GoTriangle website or request a copy to be mailed or emailed), have a licensed professional complete Part B, and submit the completed application to GoTriangle ACCESS. You'll be contacted to schedule a functional assessment, and the eligibility decision will be made within 21 days of the assessment. For more information, visit [gotriangle.org/apply-access](https://gotriangle.org/apply-access) or call 919-485-7468.



**Paratransit Fare Options**

GoTriangle Access Paratransit riders may use punch cards, monthly passes or cash (exact change only) to pay their fares when being transported on a GoTriangle Access vehicle. Please have cash, cards or passes ready and in an accessible location before you board the vehicle. Fares and tickets are for one way only. You must also have the exact cash fare, punch card or pass for your return trip.

- Paratransit operators are not permitted to purchase or deliver fare media for paratransit riders.
- 10 Punch Passes and Monthly Passes can be purchased in person or online. (see below)
- All pass sales are final and are nonrefundable. Lost, stolen or altered passes will not be replaced.

Fare Type	Fare	10 Punch Pass	Monthly Pass
Full Fare	\$5 (one way)	\$50	\$160

**Ticket Purchase**

Fare media can be purchased at the GoTriangle Regional Transit Center (RTC) at 901 Slater Road, Durham, NC 27703; by mail at GoTriangle ACCESS Services, P.O. Box 13787, RTP, NC 27709; or online at [gotriangle.org/access](http://gotriangle.org/access)

***Children 12 and under ride free.***  
***Teens aged 13-18 can ride free with the Youth GoPass.***



## II. Planning Your Trip

### Qualifying Routes

GoTriangle ACCESS service is available within 3/4 of a mile of all GoTriangle fixed-route bus service routes, during the same operating times. Therefore, any trip origin and destination that is within 3/4 of a mile of a GoTriangle fixed-route bus stop is potentially eligible for ACCESS service.

For an up-to-date system map and route schedules, please visit [gotriangle.org/access](https://gotriangle.org/access). You can also use the GoTriangle Fixed Route Trip Planner at [gotriangle.org/trip-planner](https://gotriangle.org/trip-planner) to determine if your desired trip falls within the paratransit service area.

### Qualifying regional ADA routes

**100****300****305****310****400****700****800**

### Trip Planner

To better understand how GoTriangle ACCESS mirrors the fixed-route service and to plan your trip, you can use the GoTriangle Fixed Route Trip Planner available at [gotriangle.org/trip-planner](https://gotriangle.org/trip-planner). This tool will allow you to see the fixed-route options and how GoTriangle ACCESS can connect you to those services.

Travel time on GoTriangle ACCESS is comparable to the amount of time it would take to make the same trip using GoTriangle fixed-route bus service with transfer connections. If a regional fixed-route trip takes 1 hour from pick-up to drop-off, then the complementary service could mirror that time.

### Ride Time by Trip Length Guide

Trip in Miles	Max Ride Time ( minutes)		
0 - 1	35	15 - 16	84
1 - 2	37	16 - 17	86
2 - 3	41	17 - 18	88
3 - 4	53	18 - 19	89
4 - 5	55	19 - 20	90
5 - 6	62	20 - 21	92
6 - 7	65	21 - 22	94
7 - 8	67	22 - 23	97
8 - 9	69	23 - 24	101
9 - 10	71	24 - 25	105
10 - 11	73	25 - 26	109
11 - 12	76	26 - 27	113
12 - 13	78	27 - 28	116
13 - 14	80	28 - 29	120
14 - 15	82	29 - 30	126
		30 - 50	130

### Reservations

Reservations are made on a first-come, first-serve basis. Customers are encouraged to make reservations as early as possible by calling 919.485-7468 to schedule a trip. Trips must begin and end within 3/4 of a mile of a GoTriangle fixed-route bus service.

Reservations must be made at least one day in advance, for the desired travel date, and can be made up to fourteen (14) days in advance. Pickup times are requests and are not guaranteed. Actual pickup times will be within a 30-minute window of your requested time.

**When booking, please provide the following information:**

- Your name
- Travel date
- Origin address and phone number
- Destination address and phone number
- Whether a PCA will travel with you
- Whether a companion will travel with you
- Any needed door-to-door assistance or
- Any other reasonable modifications needed

Your requested return trip pickup time travel time on GoTriangle ACCESS is generally comparable to fixed-route bus service, but it can vary depending on traffic, detours, and the number of other passengers being served.

For example, if you request a trip for an 8:30 a.m. appointment, it is possible that the only available trip would drop you off at your appointment at 7:30 a.m. Likewise, with a pickup, if you request a 4 p.m. pickup, it is possible that the only available time is at 5 p.m. due to increased volume.

Please remember that as a public system, we need to accommodate many trips throughout the day. Your actual trip time will need to fit among the other scheduled trips.

**Pickup Times**

Your pickup window is a 30-minute timeframe: 15 minutes before and 15 minutes after your confirmed pickup time. Be ready at your pickup location at the beginning of your pickup window. Operators will wait five (5) minutes before departing for the next schedule pick-up. Failure to meet the vehicle may be considered a “no-show.”

***Please note that you will not always be picked up and dropped off immediately. The operator may have other passengers to pick up or drop off along the route to your destination.***

**Cancellations**

Call 919.485-7468 at least one hour before your scheduled trip to cancel. Late cancellations may be considered “no-shows.”

**Travel Training**

GoTriangle ACCESS offers travel training so that you can learn about your transit options and get in-person instruction on how to ride the public bus system.



### III. Riding GoTriangle ACCESS

#### Passenger Assistance

- Operators will assist you on and off the vehicle,
- Secure your wheelchair or scooter,
- Assist with seatbelts (upon request),
- And contact dispatch and 911 in emergencies.
- Operators will not assist passengers beyond the building door,
- carry groceries or packages (you must be able to carry your own),
- and/or book or cancel trips (please contact the office).

#### Rules of Riding

No profanity or lewd behavior. No eating, drinking, or smoking. No firearms or hazardous materials. Children under 40 pounds or 4 years old must be in a car seat. Seatbelts and shoulder harnesses are required for all passengers.

#### Service Animals

Service animals are welcome. Please inform reservations if you will be traveling with a service animal.

#### Personal Care Attendants/Companions

One companion and one PCA may ride with you. PCAs ride free. Companions must pay the regular fare. Inform reservations if you will be traveling with a PCA or companion.

#### Accommodation of Portable Oxygen

Individuals are allowed to travel with respirators and portable oxygen supplies on board, consistent with applicable U.S. DOT rules on the transportation of hazardous materials in 49 CFR Subtitle B, Chapter 1, Subchapter C.

#### Subscription Trips

As permitted by the ADA regulations, GoTriangle ACCESS may provide a portion of its ADA complementary paratransit trips on a subscription basis. GoTriangle ACCESS does not have capacity constraints, there are no restrictions on the percentage of trips that will be provided as subscription trips.

#### Keeping Personal Information Up To Date

It is very important that you keep your personal information up to date. Call GoTriangle Access if there is a change in the following:

- Your address or telephone number (including cell phones)
- Your emergency contact's name or telephone number
- The type of mobility device you are using
- Changes to your disability or health-related condition
- Whether or not you need a Personal Care Attendant

## Carry-on/Packages

Passengers are limited to packages that they can carry on their own or with the help from a personal care attendant.

- Customers are responsible for carrying and securing all packages within their own seating area.
- Packages may not utilize another seat.
- Packages should not contain protruding items that could cause injury. Packages or parcels may not obstruct aisles or prevent seats from being used.
- Items must be contained within appropriate packages to prevent loose items from becoming a safety hazard.
- One small shopping cart (see dimensions below) is allowed.
- Drivers will assist you with packages that fit into this policy and will secure all small shopping carts as described below. For the safety of you and all others on board the vehicle, if you are trying to bring items on board the bus that exceed this policy, please contact the office.

## Maximum Dimensions for Carts



- Floor to top of handle: 37"
- Basket: 13" side to side x 11.5" front to back x 20.5" top to bottom.
- Folds for easy storage

## Lift Capacity

The lift can accommodate wheelchairs/scooters up to 34 inches wide by 54 inches long and 1,000 pounds (including the rider).

## Wheelchair/Mobility

All of GoTriangle accessible vehicles meet or exceed the requirements of 49 CFR Part 38. Transportation providers are required to carry a wheelchair and its user, as long as the lift can accommodate the size and weight of the wheelchair and its user, and there is space in the securement area for the wheelchair on the vehicle without blocking the aisle. If a vehicle lift/ramp and securement area can accommodate a wheelchair (or other mobility device), GoTriangle will transport the device (and its user).

## IV. Addressing Issues and Concerns

### **Paying Round Trip**

Access riders are expected to pay the required fare each time they board the Access vehicle. Passengers who have extreme physical or mental disabilities that limit their ability to handle paying fares will be permitted to pay for their round trip when they board the first vehicle. This information will be documented and submitted by the operator to the Dispatcher.

### **Seatbelts**

GoTriangle ACCESS requires the seatbelt to be used by all passengers, PCA's and companions, including those who use wheelchairs. Operators will not be permitted to move the vehicle until all passengers are safe and secured within the vehicle.

### **PCA**

GoTriangle ACCESS will provide ADA complementary paratransit service for a personal care attendant (PCA) traveling with the eligible rider. The need to travel with a PCA will be determined by the applicant and noted as part of the eligibility determination process. It is important to note that the PCA may not directly be needed for transportation but may be needed at the individual's trip destination (for example, to assist with grocery shopping) and thus need for a PCA will not be limited to those individuals who require assistance in traveling. An individual who is certified as needing a PCA cannot be denied service if they chose to travel without a PCA, and may not be required to travel with the same PCA for every trip. If the ADA complementary paratransit-eligible individual travels with a PCA, the PCA will not be charged a fare for ADA complementary paratransit.

### **Will Call Policy**

If you are not ready at the time of your pick-up for your return trip, you will be placed on "will call." Once you are ready, it is your responsibility to notify GoTriangle Access and then remain at your pickup point until a vehicle can be dispatched to you. Be aware that it may be some time before we are able to send another bus to pick you up – all our vehicles may already be scheduled to pick-up other riders and may not be readily available to detour to pick you up.

### **Information accessibility**

Please contact the office for request for printed materials in a format that is accessible to the person making the request, such as large print, Braille, or electronic files that can be read by screen reading technology.

### **Trip Purpose**

GoTriangle ACCESS does not impose restrictions or priorities based on trip purpose.

### **Reasonable Modifications**

GoTriangle will make reasonable modifications to its policies and procedures to ensure accessibility for individuals with disabilities. To request a modification, please contact GoTriangle ACCESS.

## **No-Shows**

Failure to cancel at least one hour before your trip or not being ready within the pickup window may result in a “no-show.” Multiple no-shows may result in warnings or suspension from service. Refer to the No-Show Policy on the GoTriangle website for details.

## **Rider Suspension**

Service may be suspended for excessive no-shows or abusive behavior. Suspension length will vary depending on the circumstances and handled on a case-by case basis.

## **Right of Appeal**

Refer to Right to Appeal on page 14

## **Rules of Conduct Policy**

GoTriangle is committed to providing safe and reliable transportation. GoTriangle ACCESS reserves the right to refuse transportation or service to anyone whose conduct is or has been known to be offensive, intimidating, violent, or hazardous, or otherwise could result or has resulted in the disruption of transit operations or compromised the safety of others. Refer to the full Rules of Conduct Policy on the GoTriangle website for details.

## **Avoiding Capacity Constraints**

GoTriangle shall not limit the availability of complementary paratransit service to ADA paratransit eligible individuals by any of the following:

- Restrictions on the number of trips an individual will be provided;
- Waiting lists for access to the service;
- Any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons.

I. Such patterns or practices include, but are not limited to, the following:

- (A) Substantial numbers of significantly untimely pickups for initial or return trips;
- (B) Substantial numbers of trip denials or missed trips;
- (C) Substantial numbers of trips with excessive trip lengths.
- (D) Eliminating extensive phone hold times

II. Operational problems attributable to causes beyond the control of the entity (including, but not limited to, weather or traffic conditions affecting all vehicular traffic that were not anticipated at the time a trip was scheduled) shall not be a basis for determining that such a pattern or practice exists.

## V. Other Important Information

### Recertification

You will be notified about recertification sixty (60) days before your current certification expires.

### Complementary Paratransit Service for Visitors

ADA complementary paratransit eligible individuals visiting from areas outside of the Triangle Region service area will also be served when eligible trips are requested. The visiting individual's local certification will be honored by GoTriangle ACCESS.

If a visitor does not have ADA complementary paratransit certification from another jurisdiction, but makes a claim of eligibility, that claim will be honored as required by the ADA. However, in such cases, GoTriangle ACCESS reserves the right to require proof that the individual is not a local resident, and if the individual has a disability which is not apparent. Service to visitors is limited to 21 days during any 365-day period beginning with the visitor's first use of the service during that period. Visitors who anticipate requiring service for more than 21 days in a 365-day period must apply for eligibility.

### Medical Emergencies

Call 911 for medical emergencies. GoTriangle ACCESS does not provide ambulance service.

### Visitors

Eligible visitors may be able to use GoTriangle ACCESS for up to 21 days.

- Individuals from outside the Triangle Region service area will be served by GoTriangle ACCESS as ADA Visitors if they are unable to use the accessible, fixed route transportation services due to disability related functional limitations.
- According to ADA regulations, an individual residing outside of the area served by GoTriangle ACCESS is eligible for complementary paratransit service as a visitor:
  - If the individual presents documentation of ADA paratransit eligibility from his or her home jurisdiction.
  - If the individual has no such documentation (of ADA paratransit eligibility), then the individual is to provide documentation of residence outside of the Triangle area and proof of functional limitations due to their disability.
- To request visitor status, contact the GoTriangle ACCESS office by phone, email, mail, or fax. **Please be prepared to give:**
  - Information verifying ADA eligibility from outside the Triangle region service area.
  - Evidence of disability as described in 2a and 2b above.
  - Expected dates when visitor desires to use the service and the address of where the visitor will be staying during their visit to the area in order to promptly process the application.
- The visitor will be notified of the determination regarding status as an ADA eligible visitor and if eligible.



### No Show Policy

No-shows increase GoTriangle ACCESS' operational costs, waste taxpayers' funds and cause an inconvenience to passengers who are riding the van or who wanted to but were unable to book a trip during the time of the no-show.

An unchecked pattern of no-shows encourages waste and mistreatment of the service and passengers. Therefore, it is important to identify those passengers who have developed a pattern and practice of accumulating no-shows, based on their frequency of use. In order 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 books ten (10) trips and no-shows 20 percent or more of these trips during the calendar month, he or she 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 will begin on a Monday.

**The length of a passenger's suspension will adhere to the progressive corrective action plan described as followed:**

<b>VIOLATION*</b>	<b>LENGTH OF SUPENSION</b>
<b>1st Violation</b>	<b>Verbal Warning (Documented)</b>
<b>2nd Violation</b>	<b>Final Warning</b>
<b>3rd Violation</b>	<b>7 Days</b>
<b>4th Violation</b>	<b>14 Days</b>
<b>5th Violation</b>	<b>21 Days</b>
<b>6th and subsequent Violations</b>	<b>30 Days</b>

*\*Violations in a rolling 12-month period*

### 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 can be made in writing or by calling the Paratransit Manager 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 Paratransit Manager. If you disagree with the decision made by the Paratransit Manager, you may appeal that decision in writing to the Director of Paratransit Operations. Your written request for appeal must be received by the Director of Paratransit Operations within 10 calendar days after the date of the written decision of the Paratransit Manager.

The Director of Paratransit Operations will begin the formal process to review the appeal. The Appeals Committee will be notified and will conduct an appeal hearing within 30 days of receipt of notice. The applicant may provide additional documentation and appear in person at the hearing.

The decision of the Appeals Committee is binding. The applicant will be notified of the appeal determination by U.S. mail.

If the original finding is overturned, the applicant will be notified of the revised eligibility determination within seven days.

If the original finding is confirmed, the applicant will be notified of the decision within seven days.

GoTriangle ACCESS is not required to provide ADA service to the individual pending the determination on appeal. However, if GoTriangle ACCESS has not made a decision within 30 calendar days of the completion of the appeals process, GoTriangle ACCESS shall provide ADA service from that time until and unless a decision to deny the appeal is issued.

### **American Disabilities Act (ADA) Complaints and Grievances**

GoTriangle reaffirms its commitment to upholding and ensuring that its policies and practices follow the rules concerning outlined under the Americans with Disabilities Act (ADA) and all related statutes. As a public transit agency, GoTriangle 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 resident who wishes to file a formal complaint with GoTriangle ACCESS that alleges noncompliance or any actions that would be prohibited by Title VI of the ADA should follow the Grievance in writing and submitted within 180 days following the date of the alleged violation directed to: set forth by GoTriangle by contacting the Director, Equal Opportunity and Compliance.

#### **Director, Equal Opportunity and Compliance**

GoTriangle 4600 Emperor Blvd. Durham, NC 27703

[titlevi@gotriangle.org](mailto:titlevi@gotriangle.org)

For additional information regarding GoTriangle's civil rights programs or to file a complaint, visit our website at [gotriangle.org/title-vi](https://gotriangle.org/title-vi).

## **VII. Additional Information/Resources**

### **Regional Collaboration & Rider Input**

GoTriangle ACCESS Management participates in monthly Paratransit meetings in the Triangle Region to work together with other transit agencies and address regional transportation issues. Additionally, GoTriangle ACCESS will periodically organize focus group discussions to provide updates on the implementation of accessible transit services. Discussions include paratransit services, fixed-route bus services, station design, transit amenities, and transit information.

The Paratransit Manager oversees the coordination of these meetings. For more information, please contact the Paratransit Manager at 919-485-7468 or send an e-mail to, [tlinx@gotriangle.org](mailto:tlinx@gotriangle.org)



[gotriangle.org/access](http://gotriangle.org/access)