



Triangle ACCESS

▶ REGIONAL PARATRANSIT SERVICE
RIDER'S GUIDE

For more information, call

919.485.7468

This handbook will familiarize you with important riders' guidelines and covers the following topics:

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HOURS OF OPERATION

Regional paratransit service (GoTriangle ACCESS) is available:

- **Monday-Friday between 5:45 a.m. and 11:15 p.m.**
- **Saturday between 6:40 a.m. and 11:15 p.m.**
- **Sunday between 6:40 a.m. and 7:15 p.m.**

Note: All trips must be scheduled in a manner that they will be completed by the end of service on the day of travel. For example: If a passenger books a trip between Monday and Saturday, the latest pickup time available will be 10:15 p.m. with the final drop-off time being 11:15 p.m. If a passenger books a trip on Sunday, the latest pickup time will be 6:15 p.m. with the final drop-off time being 7:15 p.m. Contact GoTriangle ACCESS at (919) 485-7468 or TDD at 1-800-735-2962 for more details and/or the Holiday Schedule.

FARES

GoTriangle ACCESS riders may use punch cards, 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.

- ▶ **The fare for a one-way trip is \$4.50.**
- ▶ **\$45 for a punch card (includes 11 one-way rides)**
- ▶ **\$153 for a monthly pass.**

- ▶ **Paratransit operators are not permitted to purchase or deliver fare media for paratransit riders.**
- ▶ **Paratransit operators do not carry or make change.**
- ▶ **All pass sales are final and are non-refundable. Lost, stolen or altered passes will not be replaced.**

Please note: Personal Care Attendants (PCAs) ride for free.

TICKET LOCATIONS

Fare Media may be purchased at:

GoTriangle Regional Transit Center (RTC)
901 Slater Road
Durham, NC 27703

Or by mail:

Regional Call Center
GoTriangle ACCESS Services
P. O. Box 13787
RTP, NC 27709
Or online at www.gotriangle.org

REASONABLE MODIFICATIONS/ACCOMMODATIONS

GoTriangle 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, 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 such complaint must be in writing and submitted to GoTriangle's Title VI Coordinator within 180 days following the date of the alleged violation.

For additional information regarding GoTriangle's civil rights programs or to file a complaint, visit our website at www.gotriangle.org or contact:

Sylvester Goodwin
Title VI Coordinator
GoTriangle
PO Box 13787
RTP, NC 27709
(919) 485-7433

RESERVATIONS

It is easy to schedule a trip using the GoTriangle ACCESS service. The first step is to contact the Reservation line at (919) 485-4768:

- ▶ All trips must begin and end within three-quarters ($\frac{3}{4}$) of a mile from a GoTriangle all-day fixed-route bus service. Please call (919) 485-7468 or visit www.gotriangle.org for specific route information.
- ▶ Reservations can be made Monday through Sunday from 8 a.m. to 5 p.m. Any trip requests made after 5 p.m. can be left via voicemail and will be addressed on the next business day.
- ▶ Reservations must be made at least one day in advance before 5 p.m. of the desired date of the trip.
- ▶ Requests can be made up to seven (7) days in advance.
- ▶ Pickup times can only be requested, not guaranteed.

Scheduled times could vary greatly from your requested time depending on availability. 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.

Please be prepared to give the following information to the reservationists:

- ▶ Your name
- ▶ The date you want to travel
- ▶ The address and phone number of your origin and destination
- ▶ A change of address, if you have moved since last reservation
- ▶ The time you need to arrive at your destination (please allow at least 80 minutes travel time—some trips may take longer)
- ▶ Whether a Personal Care Attendant and/or companion will be traveling with you
- ▶ If you need door-to-door assistance or any other reasonable modification/accommodation for your trip
- ▶ The time you need to be picked up for your return trip

Please listen carefully while the reservationists confirm the information you have provided. A confirmation number will be provided to be used if you need to cancel or make changes to a scheduled trip.

PICKUP TIMES

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

The time the GoTriangle ACCESS vehicle will 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.”

CANCELLATIONS

If you will not be using your scheduled trip, please call (919) 485-7468 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.”

Canceling trips that you don't need helps other riders who might otherwise not be able to travel that day.

PASSENGER ASSISTANCE

GoTriangle 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.

GoTriangle 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 office.

NO-SHOWS

You must call at least one hour before your scheduled trip to cancel.

Calls made less than one hour will be labeled a “no-show.”

If you are not at the designated pickup point at least 30 minutes before and 30 minutes after the scheduled pickup time and the van arrived during that time, you will be charged with a “no-show.”

If a passenger is a “no-show” or cancels late or an “outbound” trip and has one or more additional trips (e.g., return) on the same day, GoTriangle ACCESS will not automatically cancel the subsequent trip(s). It is the passenger’s responsibility to either take the later trip(s) or cancel it/them in a timely manner to avoid being charged with any additional “no-shows” or late cancellation. Please refer to the “no-show” policy below for more information.

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:

First Calendar Month with 10 or more trips booked

When the no-show percentage of a passenger's scheduled trips reaches 20 percent 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.

Second Consecutive Calendar Month with no-shows

When the no-show percentage reaches 20 percent of the trips booked during the second 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.

Third Consecutive Calendar Month with no-shows

When the no-show percentage reaches 20 percent of the trips booked during the third consecutive calendar month, the passenger will receive a seven-day suspension.

Fourth Consecutive Calendar Month with no-shows

When the no-show percentage reaches 20 percent of the trips booked during the fourth consecutive calendar month, the passenger will receive a 14-day suspension.

Fifth Consecutive Calendar Month

When the no-show percentage reaches 20 percent of the trips booked during the fifth consecutive calendar month, the passenger will receive a 21-day suspension.

Sixth Consecutive Calendar Month

When the no-show percentage reaches 20 percent of the trips booked during the sixth consecutive calendar month, the passenger will receive a 30-day suspension.

RULES OF RIDING

- ▶ No profanity or lewd behavior permitted.
- ▶ Eating, drinking and smoking are not allowed on the vehicles.
- ▶ Firearms, hazardous and flammable materials are not allowed on the vehicles.
- ▶ Children under 12 years of age need adult supervision
- ▶ Children under 40 pounds or 4 years of age or younger must have a certified car seat.
- ▶ The maximum allowable ride is 80 minutes.
- ▶ 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.

GoTriangle ACCESS requires the seatbelt and shoulder harness to be used by all passengers, including those who use wheelchairs as well as those who use vehicle seats. Paratransit operators will not be permitted to move the vehicle until all passengers are safe and secured within the vehicle.

RIDER SUSPENSION

GoTriangle ACCESS service suspension policy is designated to protect all riders. There are two main reasons why a rider could be suspended:

- ▶ Excessive no-shows/late cancellations
- ▶ Abusive or inappropriate behavior towards other riders or staff

The length of a suspension will be handled on a case-by-case basis, depending on circumstances.

CUSTOMER SERVICE

If you have comments, suggestions or complaints about ACCESS services, please call the ACCESS office at (919) 485-7468.

PERSONAL CARE ATTENDANTS (PCAS)/COMPANIONS

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.

You may schedule a PCA and/or companion(s) to travel with you, and they must have the same pick-up and drop-off points. You must call reservations and inform the call-taker if a PCA and/or companion will accompany you. Seating for more than one companion is on a “space available” basis when scheduling your trips. Children age 5 and under travel free and must be accompanied by an adult.

LIFT CAPACITY

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.

MEDICAL EMERGENCIES

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

VISITORS

Visitors to the Triangle area may be eligible for up to 21 days of GoTriangle ACCESS service. Please call the ACCESS office for more information.

WHEELCHAIR/ SCOOTER MAINTENANCE

Please make sure your wheelchair/scooter is in good condition. Flat tires, bad brakes, low batteries, loose hand grips or loose or bent wheels can be hazardous and may make it difficult to provide safe service.

SERVICE ANIMALS

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

RECERTIFICATION

Applications for recertification will be mailed to the certified passenger sixty (60) days prior to expiration of current certification.

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 Transit Manager. If you disagree with the decision made by the Transit Manager, you may appeal that decision in writing to the Director of EEO/DBE. Your written request for appeal must be received by the Director of EEO/DBE within 10 calendar days after the date of the written decision of the Transit Manager.

Persons submitting written appeals to the Transit Manager and the Director of EEO/DBE shall be provided written notification of the decision and the reasons for the decision. 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.

