



# Americans with Disabilities Act Paratransit Policy

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## **Introduction**

The Americans with Disabilities Act of 1990 (ADA) requires that public entities that operate non-commuter fixed route transportation services also provide complementary Paratransit service for individuals whose disabilities make them unable to use the fixed route system. In addition, public entities subject to the ADA regulations must develop and administer a process for determining if individuals who request service meet the regulatory requirements for eligibility.

Essentially, the ADA requires that Paratransit service be “comparable” to the fixed route service in terms of service levels and availability. There are six (6) service criteria that are used to evaluate ADA Paratransit service comparability to the fixed route. These criteria only represent the minimum service standards and can be exceeded if the local governing body so chooses. The six (6) basic criteria for determining ADA comparability to fixed route service are as follows:

1. Availability in the same area served by the fixed route. Specifically, service must be made available to all origins and destinations within a width of  $\frac{3}{4}$  of a mile on each side of each fixed route. This includes an area within  $\frac{3}{4}$  miles radius at the end of each fixed route as well;
2. Available to any ADA Paratransit eligible persons at any requested time on any particular day in response to a request for service made the previous day;
3. ADA Paratransit fares that are no more than twice the fare that would be charged to an individual paying full fare for a trip of similar length, at a similar time of day on the fixed route system;
4. There can be no trip restrictions or priorities based on trip purpose;
5. Service must be made available to eligible persons on a next day basis; and
6. There can be no constraints on the amount of service that is provided to any eligible person. Specifically, there can be no operating practice that significantly limits the availability of service to ADA Paratransit eligible individuals.

ADA Paratransit service must be provided to all individuals who are unable, because of their disability, to use the fixed route system, some of the time or all of the time. The criteria for determining eligibility are also regulated by the ADA and the Town of Apex must have a documented process in place to determine if an individual qualifies for ADA paratransit service.

The purpose of this ADA Plan is to document how the Town of Apex intends to meet the requirements for providing paratransit service for the GoApex fixed route system.

## **Transit Service Providers**

GoApex will initially consist of one fixed route that will operate from 6:00am to 10:00pm, Monday through Saturday. The fixed route service will be operated by the Town of Cary. The GoApex paratransit service will be operated by Wake County and will meet all requirements of the ADA, the Code of Federal Regulations (CFR) Title 49 (Transportation), Part 37 - Transportation Services for Individuals with Disabilities and Part 38 - Accessibility Specifications for Transportation Vehicles, and the Federal Transit Administration Circular 4710.1 – Americans with Disabilities Act Guidance.

## **Transit Service Area, Trip Type, Trip Purpose, Schedule**

### Service Area

A map of GoApex Route 1 is attached as Appendix A. This route is accessible to persons with disabilities and persons who use wheelchairs. GoWake Access will provide ADA paratransit service to origins and destinations within the paratransit service area of GoApex Route 1, which is the area within  $\frac{3}{4}$ -mile of

the fixed-route service. All trip origins and destinations will be within the designated service area. A map of the paratransit service area is provided as Appendix B.

### Service Type and Trip Purpose

GoApex complementary paratransit service for ADA-eligible users will be origin-to destination service. This includes:

- Paratransit feeder service to an accessible fixed route, where such service enables the individual to use the fixed route bus system for part of the trip;
- Service from a person's origin to their requested destination.
- Providing transportation services only to authorized passengers.
- Providing door-to-door transportation service for clients as long as it is safe to do so, and while the vehicle remains in full view of the driver. Drivers are not permitted to enter passengers' home or other facilities for any reason. Drivers are not permitted to sign passengers in or out of service buildings.
- Passengers in wheelchairs will be given assistance up and down suitable ramps; however, drivers are not permitted to push wheelchairs up or down any number of steps.
- Requiring all passengers, including those in wheelchairs, to wear seatbelts for their safety. Vendor reserves the right to refuse service to passengers who refuse to comply with this request.
- Children under the age of twelve (12) must be transported with adult supervision.
- Children requiring child restraint seats will be properly secured, using an appropriate child restraint seat provided by the adult, prior to departure.

Wake County will accept and handle all disability trip requests on an equal basis and will not prioritize or restrict trip purposes for paratransit riders. Paratransit service will be provided during the same time period as the GoApex fixed route system.

Since paratransit is a shared-ride service, paratransit rides between Point A and Point B will usually take longer, and involve more intermediate stops, than a taxi ride between the same two points. However, trips would be scheduled to avoid a substantial number of intermediate stops and an excessive total trip time to prevent the service from becoming prohibitively inconvenient. GoWake Access would implement the GoApex Route 1: ADA Paratransit Capacity Constraints Policy and Procedures to monitor ADA paratransit service performance to ensure that operational patterns and practices that may indicate capacity constraints are identified in a timely way. The referenced policy and procedures document is provided as Appendix C.

The Town of Apex plans to operate GoApex Route 1 as a fare-free service; therefore, a fare will not be collected from GoApex ADA paratransit passengers.

### Schedule

GoApex Door to Door paratransit service currently operates Monday through Saturday from 6:00am – 10:00pm and will not operate on the following holidays: New Year's Day, Martin Luther King Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day.

To ensure that complementary paratransit drivers can complete their drop-offs no later than the latest fixed route drop-off, GoWake Access may establish a latest-available return-trip pickup time that reflects the likely travel times for requested trips.

### **Fleet Inventory, Vehicle Requirements, and Lift Securement and Use**

As required by the ADA, per agreements with the Town of Cary and Wake County, the transit fleet serving GoApex Route 1 and the complementary paratransit service will be 100% wheelchair accessible to ensure that persons needing a wheelchair have equivalent access to the transportation services as ambulatory persons.

Vehicles providing the GoApex paratransit service will have the GoWake Access brand. Each vehicle will have capacity for 8 to 10 passengers. Each vehicle will be equipped with a wheelchair lift and will be maintained consistent with the GoWake Access policies. GoWake Access will comply with accessibility specifications for transportation vehicles found in 49 CFR Part 38.

When a lift is discovered to be inoperative, GoWake Access will take the vehicle out of service before the beginning of the vehicle's next service day and ensure that the lift is repaired before the vehicle returns to service. If there is no spare vehicle to take the place of a vehicle with an inoperable lift, such that taking the vehicle out of service would reduce the transportation service GoWake Access is able to provide, GoWake Access will keep the vehicle in service with an inoperable lift for no more than five days.

In accordance with ADA regulations, GoWake Access will provide service to all individuals using mobility devices that fit within the capacity of the lift being operated. Use of the securement system on GoWake Access vehicles will be a required condition of service. All wheelchairs and mobility devices must be secured to the passenger's satisfaction before transport. When transporting passengers using mobility devices, GoWake Access can suggest but not require passengers transfer to a van/bus seat. The passenger, in this case, has the final decision as to whether a transfer is appropriate given the passengers' particular disability.

As the regulations require, a passenger who cannot enter the vehicle using the stairs or ramp, but who does not use a wheelchair, will be allowed to enter the vehicle using the lift. GoWake Access does not provide wheelchairs or other mobility devices.

### **Eligibility Requirements, Application Process, and Appeals**

Paratransit service is available only to individuals with a disability that prevents them from using the fixed route service. The process to initiate eligibility to use paratransit service associated with GoApex Route 1 is consistent with the ADA and the CFR.

GoWake Access will coordinate eligibility screening and determine service provision using an approved Door to Door Application (see Appendix D). According to the CFR, GoWake Access will make an application determination no more than 21 days following the submission of a complete application. If, by a date 21 days following the submission of a complete application, GoWake Access has not made a determination of eligibility, the applicant will be treated as eligible and provided service until and unless GoWake Access denies the application. GoWake Access' determination concerning eligibility will be made in writing. If the determination is that the individual is ineligible, the determination will state the reasons for the finding.

The Town of Apex, in coordination with Wake County, has established an administrative appeal process for denied applicants in the Town of Apex ADA Plan in accordance with the ADA and CFR, this is outlined in Appendix E. For people granted eligibility, the documentation of eligibility will include at least the following information: the individual's name, the name of the transit provider, the telephone number of the GoWake Access paratransit coordinator, an expiration date for eligibility (if applicable), and any conditions or limitations on the individual's eligibility, including the use of a Personal Care Attendant.

Persons denied ADA paratransit eligibility or suspended from service for no-shows or other reasons will have the ability to submit an appeal following the process outlined in Appendix E.

GoWake Access will provide paratransit service for visitors in the GoApex paratransit service area in accordance with the ADA and the CFR. Individuals that other transit agencies have determined to be ADA paratransit eligible can present documentation of eligibility received from these other agencies. GoWake Access will give 'full faith and credit' to the ID card or other documentation from the other transit agency. Visitors with disabilities may not have documentation of ADA paratransit eligibility from another transit agency. For visitors whose disability is apparent, no additional documentation is required. For visitors whose disability is not apparent, requiring documentation of disability, such as a letter from a medical professional will be permitted. GoWake Access will make paratransit service available for any combination of 21 days during any 365-day period beginning with the visitor's first use of the service.

## **Reservations**

### **Making Reservations and Waiting Lists**

Requirements regarding trip reservation will align with the ADA, CFR, and GoWake Access Policy. Every effort will be made to not deny paratransit trips in the GoApex Route 1 paratransit service area during fixed-route operations per the ADA. If a trip is denied, then it will be reported. Waiting lists may not be used to access the ADA paratransit service. Transportation services will be provided on a coordinated, shared ride service design. Disability service will not be limited because of capacity constraints. The number of trips provided to an individual will not be restricted. System capacity will be continually monitored and evaluated to determine the need for modification of resources, such as number of drivers, number of support staff, and number of vehicles. System capacity is considered to be 1 passengers/hour. System performance is measured by the number of passengers/hour the system is carrying, the number of trip denials, and the number of late pickups the system is experiencing.

All transportation reservations must be made through the GoWake Access Call Center. All pickup and drop-off times must be established during the time of trip reservation. GoWake Access will have the option to make trip reservations up to 14 days in advance of an eligible individual's desired trips. Riders must call at least the day before the trip to schedule a ride. GoWake Access will make next-day trip reservation service available during all normal business hours of its administrative offices, as well as during times, comparable to normal business hours, on a day when the entity's offices are not open before a service day. The reservation service on any day does not have to be provided directly by a "real person". An answering machine or other technology will suffice. An individual will be able to reserve service for any time during the next day of service. If an eligible rider leaves a voicemail on a day when GoWake Access offices are not open before a day of service and the eligible rider is unable to be reached, GoWake Access will provide the trip at the time requested. GoWake Access may negotiate pickup times with the passenger, but GoWake Access will not require an eligible rider to schedule a trip to begin more than one hour before or after the individual's desired departure time. The negotiation

window of one hour before or after the individual's desired departure time can be used unless the trip has constraints with respect to when they can begin (e.g., not before the end of the individual's workday or not until after an appointment is over). When scheduling by appointment time, a rider may request either a pickup time or a drop-off time for a given trip, but not both.

#### Pickup Times

Pickup windows will be consistent with the FTA Circular. Pickup windows will be no longer than 30 minutes in total. GoWake Access will establish a pickup window policy for GoApex Route 1 paratransit service to "bracket" the 30-minute window around the negotiated pickup time (-15/+15 window). If GoWake Access needs to adjust the pickup window, the agency will renegotiate the pickup time with the rider. Such renegotiations with the rider will occur no later than a day before the scheduled travel day. Any negotiations are subject to rider acceptance; if the rider refuses, GoWake Access will provide the trip as previously negotiated. If GoWake Access is unable to reach the rider, the agency will provide the trip as previously negotiated. A driver is considered late if he/she arrives outside of the pickup window.

#### Drop-off Times

Drop-off times will be consistent under the GoWake Access policy. If the eligible individual gives a time by which they must arrive at their destination, the paratransit trip drop-off must be on time or early. If the passenger arrives at their destination past the designated drop-off time, this would be considered a late trip. If the eligible individual makes a trip reservation for a specific pickup time then a drop-off time does not apply, other than it cannot be an excessively long trip.

#### No Show Definition and Policy

The Town of Apex maintains a paratransit no-show policy and is included as Appendix F. This policy requests that passengers be ready to be transported within the scheduled 30-minute pick-up window. A No-Show occurs when all of the following criteria are met:

- There has been no call by the rider to cancel the scheduled trip at least 1 hour prior to the start of the pickup window.
- **AND**
- The vehicle arrives at the scheduled pickup location within the 30-minute pickup window.
- **AND**
- The driver has waited 5 minutes after arriving during the pickup window.

After waiting for 5 minutes, the driver is instructed to leave a No-Show tag, and proceed to the next destination.

#### Accompanying Passengers, Attendants and Companions

The CFR requires that paratransit service be provided to one person accompanying the eligible individual in addition to the eligible individual's Personal Care Attendant (PCA). Other accompanying passengers will be served on a space-available basis. In order to be considered "accompanying" the eligible individual, the other individual(s) must have the same origin and destination as the eligible individual. GoWake Access will require that the eligible individual reserve space for the companion(s) when the individual reserves his or her own ride.

### Assistance

Drivers are trained to provide minimal assistance only. Drivers are not trained to provide medical assistance. Passengers are advised that drivers are not permitted to operate a scooter or electric wheelchair onto the lift. The passenger is responsible for getting onto the lift with minimal driver assistance for these devices.

### Packages

Passengers will be transported with up to two packages, so long as they can carry them on their own. Packages must fit under seats or be secured to the satisfaction of the driver'.

### Accommodating Other Mobility Devices, Life Support Equipment or Service Animals

GoWake Access will permit the use of a lift for personal transportation devices when used as a mobility device by eligible customers as long as it does not exceed the capacity of the lift utilized including the user, per 49 CFR §38. All paratransit passengers will be permitted to travel with service animals trained to assist them.

### Use of Portable Oxygen/Respirator Equipment

As required by the ADA, persons using GoWake Access may bring respirator, portable oxygen, and/or other life support equipment on board our vehicles, as long as they do not violate the law or rules relating to the transportation of hazardous materials. All equipment must be small enough to fit into the vehicle safely without obstructing the aisle and/or blocking emergency exits.

### Other Assistance

All material made available to applicants and passengers of GoApex complementary paratransit service will be provided in accessible formats upon request. For visually-impaired customers, phone calls will be made in addition to letters referenced in this document. Mobility training will be made available upon request.

### Appeals Process

If you have been denied ADA paratransit eligibility or suspended from service for no-shows or other reasons you have the ability to submit an appeal. The appeal process is outlined in Appendix E.

### **Attachments:**

Appendix A: GoApex Route 1 Fixed Route Map

Appendix B: GoApex Route 1 Paratransit Service Area Map

Appendix C: GoApex Route 1 ADA Paratransit Capacity Constraints Policy and Procedures

Appendix D: Town of Apex Door to Door Application

Appendix E: Town of Apex Appeal Process

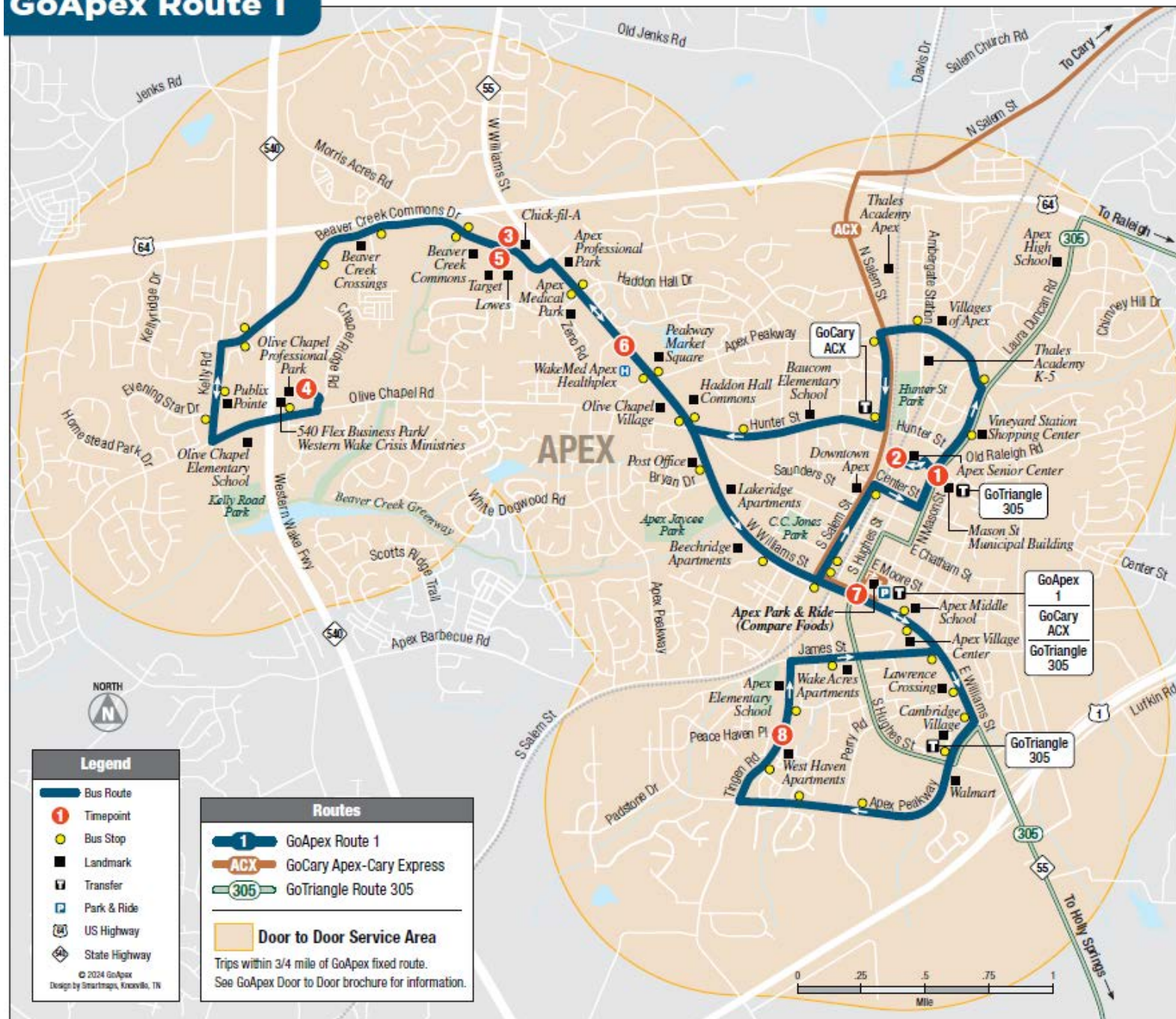
Appendix F: Town of Apex No-Show Policy

Appendix G: Subscription Service Policy



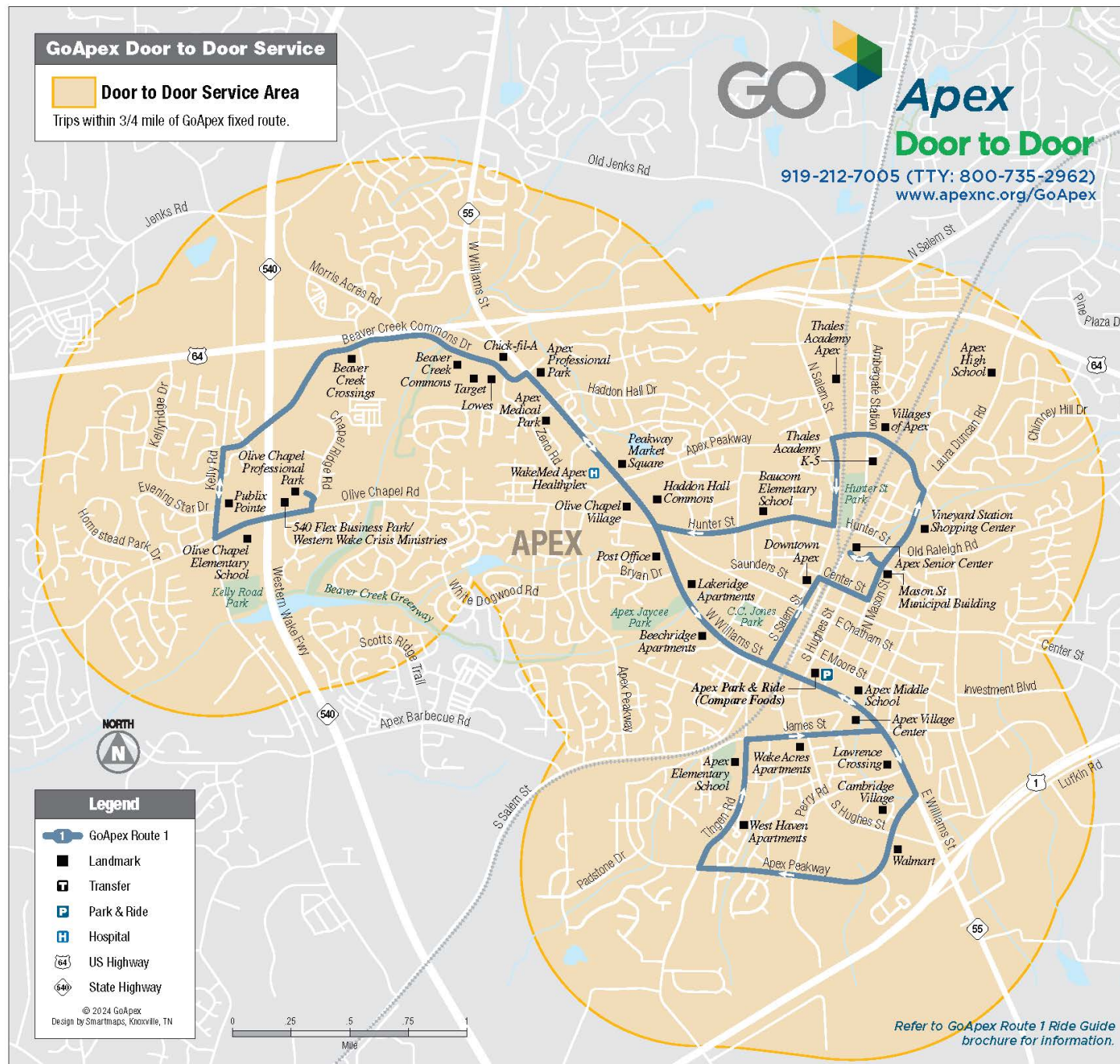
## Appendix A: GoApex Route 1 Fixed Route Map

### GoApex Route 1





## Appendix B: GoApex Route 1 Paratransit Service Area Map



## **Appendix C: GoApex Route 1 ADA Paratransit Capacity Constraints Policy and Procedures**

### GoApex Route 1: ADA Paratransit Capacity Constraints Policy and Procedures

It is important for GoWake Access and the Town of Apex to monitor ADA paratransit service performance to ensure that operational patterns and practices that may indicate capacity constraints are identified in a timely way.

#### Excessive Trip Length Policy and Standard

The length of a GoApex paratransit client's ride should be comparable to a ride on the fixed-route service. This includes walk time at both ends of a trip, wait time for a bus, onboard ride time, and transfer time, if applicable. After a year of paratransit operations, The Town of Apex will set a standard for the percentage of ADA paratransit trips with travel times equal to or less than a similar fixed route trip.

#### Data Analysis Procedures

1. GoWake Access will identify the average paratransit travel time for all GoApex Route 1 paratransit trips. Average travel time can be calculated by reservations/scheduling software. Average travel time over a year's period, which would take into account seasonable variations, will be collected during the first year of service operations.
2. GoWake Access will use scheduling software to generate a list of trips with travel times exceeding that average based on an analysis of the trips taken that month.
3. The Town of Apex will compare travel times for those trips to fixed route itineraries for the same origin and destination and day of week/time of day. Fixed route itineraries should include an estimate of walk, travel, and transfer time for the fixed routes a client would use to make a comparable fixed route trip.  
Travel times of comparable fixed route trips will be generated by Google Transit or some other online trip planner, as long as all the elements of the trip (walk, wait, travel, transfer) are included in the itinerary.  
Depending on how many trips are on the long trips list, all trips or a sample (every Xth trip, for example) will be analyzed. A sample of 20-30 trips is sufficient.
4. The Town of Apex will calculate the percentage of paratransit trips with travel times that exceed their fixed route equivalents, based on the month's sample. This percentage will be compared against the Town of Apex's standard. The Town of Apex will share these results with GoWake Access.
5. Regardless of the percentage of trips with excessive trip length is within the standard, GoWake Access will also take a closer look at the long trips to see if there is a pattern that should be addressed. For example, clients who are the first on and the last off the vehicle on a regular run to a human service program may experience long travel times every day that could be alleviated by splitting that run in two.

## **Appendix D: GoApex Paratransit Service Application**



## **Application for GoApex Door to Door Complementary ADA Paratransit Service**

GoApex Door to Door is a shared ride service for persons with disabilities that prevent them from using GoApex fixed route service. This service will be provided by GoWake Access.

Interested individuals must complete an eligibility application and receive approval from GoWake Access before reservations will be accepted.

### **Instructions**

Applicants should complete and sign parts A and B of the application. A qualified human services or medical professional with knowledge of your disability must then complete Part C. The fully completed, signed application must then be submitted to GoWake Access for review.

Once your completed application is received it will be reviewed for eligibility. You will be notified in writing of the determination of eligibility within 21 days by GoWake Access. If eligibility is not determined within 21 days of receipt of a completed application, the applicant will be treated as eligible and provided service until a final eligibility determination is made.

Submit your application by Mail to:

GoWake Access  
Attn: GoApex ADA Eligibility Intake  
4401 Bland Rd  
Raleigh, NC 27609

OR, Submit your application by Email to:  
[TransportationADAApplications@wake.gov](mailto:TransportationADAApplications@wake.gov)

Version Effective September 2023

## Application

Please complete Parts A and B, then have a medical professional with knowledge of your disability complete Part C. This application will not be reviewed for eligibility until all three parts have been completed.

Date of Application: \_\_\_\_\_

### Part A. General Information (please complete all fields)

Name \_\_\_\_\_

Date of Birth \_\_\_\_\_

Physical Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Mailing Address (if different) \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

Email Address \_\_\_\_\_

**Note:** By providing your email address, you agree to receive email communication from GoWake Access and/or The Town of Apex. If you subscribe to the email service option, your email address will not be given to third parties in accordance with state law. We will only use the email to: (1) communicate with you about GoApex matters; (2) share emergency information with you; and/or (3) contact you regarding any email subscriber administrative issues that may arise. For questions, please call (919) 249-1043 or (919) 212-7005.

**Part A, Continued:**

Emergency Contact Information

Name \_\_\_\_\_ Relationship \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

Are you:

Deaf / Hard of Hearing ☐ Yes

☐ No

Dial 711? ☐ Yes

☐ No

**Part A, Continued:**

Do you require any of the following? (check all that apply)

Manual Wheelchair	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Power Wheelchair	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Motorized Scooter	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Cane	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Walker	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Crutches	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Braces	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Service Animal	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Oxygen	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Other (please explain):

If you use a wheelchair or scooter:

What is the combined weight (\_\_\_\_\_ lbs) of the passenger and the wheelchair/scooter?

What is the length (\_\_\_\_\_ inches) and width (\_\_\_\_\_ inches) of the wheelchair/scooter?

Is your home equipped with a wheelchair ramp? ☐ Yes ☐ No

**IMPORTANT NOTE:** Passengers who use wheelchairs/scooters must have a ramp if steps are present. Driver's will not "bump" passengers up/down stairs or in/out of houses/buildings. Lastly, please be aware that the lift capacity is 750lbs.



I understand that the purpose of the application is to determine if I am eligible for GoApex's Door to Door transportation service. I certify that the information provided in this application is true and correct to the best of my knowledge and that the application will be returned to me if it is not complete, which delays processing. I understand that falsification or misrepresentation of facts, or changes in my medical condition, may result in changes to my certification status. I further understand that additional information from my healthcare professional related to my disability or medical condition may be required for ADA complementary paratransit service and will be used to help determine my eligibility. I agree to notify GoWake Access if I no longer need to use the GoApex Door to Door service.

**Signature of Applicant:** \_\_\_\_\_ **Date:** \_\_\_\_\_

(Applicants must be 18 years of age to sign independently. Otherwise, the signature of a guardian is required.)

If someone other than the applicant has completed this application, the following information must be provided.

**Printed Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Daytime Telephone Number:** \_\_\_\_\_

**Relationship to Applicant:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Applicant Name \_\_\_\_\_

**Part B. Disabling Condition and Certification**

1. What is the disability or health condition that prevents you from using GoApex's fixed route buses? (Please be specific but use layman's terms).

2. How does this disability or health condition limit or prevent you from using GoApex's fixed route service? Please be specific.

3. Are the conditions you described:

☐

Permanent

☐

Vary day to day

☐

Temporary

If Temporary, what is the anticipated end date?

\_\_\_\_\_

4. Do you have medically defined cold sensitivity?

☐

Yes

☐

No

Above or below what temperatures? \_\_\_\_\_

If Yes, please explain: \_\_\_\_\_

5. Do you have medically defined heat sensitivity?

☐

Yes

☐

No

Above or below what temperatures? \_\_\_\_\_

If Yes, please explain: \_\_\_\_\_

**Part B, Continued:**

6. Do other weather conditions affect your disability?

☐

Yes

☐

No

If Yes, please explain:

7. Do you have a visual impairment?

☐

Yes

☐

No

☐

Sometimes

If Yes or Sometimes, please explain:

8. Is your breathing affected by weather or environmental conditions?

☐

Yes

☐

No

☐

Sometimes

If Yes or Sometimes, please explain:

9. Are any of the following skills affected by your disability?

**If the answer is Sometimes, Never, or Not Sure, please explain by describing the effect and the extent of limitation caused by the disability.**

Applicant can:

a) Cross a street with

☐

2-3 lanes

☐

4-6 lanes

☐

Never

Comments: \_\_\_\_\_

b) Step on/off curbs

☐

Always

☐

Sometimes

☐

Never

☐

Not Sure

Comments: \_\_\_\_\_

**Part B, Continued:**

c) Stand on a moving bus holding onto a handrail

☐ Always ☐ Sometimes ☐ Never ☐ Not Sure

If sometimes, how long (in minutes)? \_\_\_\_\_

Comments: \_\_\_\_\_

d) Find my own way to the bus stop without assistance

☐ Always ☐ Sometimes ☐ Never ☐ Not Sure

Comments: \_\_\_\_\_

e) Find my own way to the bus stop if I receive training

☐ Always ☐ Sometimes ☐ Never ☐ Not Sure

Comments: \_\_\_\_\_

f) Travel alone outside the house

☐ Always ☐ Sometimes ☐ Never ☐ Not Sure

Comments: \_\_\_\_\_

g) Leave the house on time

☐ Always ☐ Sometimes ☐ Never ☐ Not Sure

Comments: \_\_\_\_\_

**Part B, Continued:**

h) Seek and act on directions

☐ Always ☐ Sometimes ☐ Never ☐ Not Sure

Comments: \_\_\_\_\_

i) Safely and independently travel  $\frac{1}{4}$  of a mile (4 blocks) without help from another person

☐ Always ☐ Sometimes ☐ Never ☐ Not Sure

Comments: \_\_\_\_\_

j) Wait at a bus stop

☐ Always ☐ Sometimes ☐ Never ☐ Not Sure

If sometimes, how long (in minutes)? \_\_\_\_\_

Comments: \_\_\_\_\_

k) Board the correct bus

☐ Always ☐ Sometimes ☐ Never ☐ Not Sure

Comments: \_\_\_\_\_

l) Transfer from one bus to another

☐ Always ☐ Sometimes ☐ Never ☐ Not Sure

Comments: \_\_\_\_\_

m) Exit at the correct destination

☐ Always ☐ Sometimes ☐ Never ☐ Not Sure

Comments: \_\_\_\_\_

**Part B, Continued:**

n) Tell/monitor time ☐ Always ☐ Sometimes ☐ Never ☐ Not Sure

Comments: \_\_\_\_\_

o) Walk on hills/steep terrain

☐ Always ☐ Sometimes ☐ Never ☐ Not Sure

Comments: \_\_\_\_\_

p) Deal with unexpected situations

☐ Always ☐ Sometimes ☐ Never ☐ Not Sure

Comments: \_\_\_\_\_

10. If GoApex offered free training on how to ride the fixed route buses, would you be interested?

☐ Yes ☐ No

If No, please explain: \_\_\_\_\_

\_\_\_\_\_

11. ~~Do~~ you require a Personal Care Attendant (PCA) to assist with travel? A PCA is any individual who assists you with carrying out your life activities and is different than a guest or companion. Your PCA may accompany you at no additional charge.

☐ Yes, Sometimes ☐ Yes, Always ☐ No

12. ~~How~~ far can you walk/travel by yourself or with the assistance of a mobility aid (choose one of the options below and fill in a number beside it)?

Feet  Blocks  Miles

Applicant Name \_\_\_\_\_

**Authorization for Release of Information**

I authorize the professional who has completed part C of this application to release to GoWake Access, information about my disability or health condition and its effect on my ability to travel on the GoApex fixed route service. I understand that I may revoke this authorization at any time.

I, the applicant, understand that the purpose of this application is to determine my eligibility to use the GoApex Door to Door services. I agree to release the information requested to GoWake Access and any eligibility review panel and understand that the information contained herein will be treated confidentially, unless otherwise required by law. I understand further that GoWake Access reserves the right to request additional information at its discretion. I agree to notify GoWake Access of any changes in the status of my disability that affects my ability to use the GoApex Door to Door services. I also understand that this may affect my eligibility as a rider.

**C. Health Care Provider Verification**

**Signature of Applicant:** \_\_\_\_\_ **Date:** \_\_\_\_\_

(Applicants must be 18 years of age to sign independently. Otherwise, the signature of a guardian is required.)

Dear Verifying Professional:

You are being asked by the applicant named in Part A of this application to provide information regarding their ability to use the public transportation services of GoApex, as described in Part B. GoApex provides transportation services to eligible persons with disabilities who cannot use regular fixed route bus services. The information you provide

will allow us to evaluate the request and determine the individual's specific needs. Thank you for your cooperation in this matter.

**PLEASE NOTE:** The GoApex fixed route bus service available within the Town of Apex is accessible to persons with disabilities.

The individual applying for service under the Americans with Disabilities Act (ADA) **MUST BE UNABLE TO ACCESS THESE SERVICES** due to:

- Conditions which prevent them from getting to or from a GoApex fixed route bus stop, or transferring between vehicles **and/or**
- Conditions which prevent them from being able to plan for, board, ride, or disembark an ADA accessible fixed-route vehicle

The completed application must be submitted to GoWake Access within thirty (30) days of completion by the selected professional and can be returned to the applicant or sent to the following:

By Mail: GoWake Access  
Attn: GoApex ADA Eligibility Intake  
4401 Bland Rd  
Raleigh, NC 27609

By Email: [TransportationADAApplications@wake.gov](mailto:TransportationADAApplications@wake.gov)

**(PLEASE PRINT)**

Name of Applicant: \_\_\_\_\_

1. Capacity in which you know the applicant: \_\_\_\_\_

2. When was the applicant last treated or seen by you? \_\_\_\_\_



3. On average, how frequently is the applicant seen by you? \_\_\_\_\_

4. Has the applicant been diagnosed with a physical, cognitive, psychological, or other disability that would prevent them from using GoApex's fixed route bus service?

☐

Yes

☐

No

5. Is the applicant's disability:

☐

Physical

☐

Cognitive

☐

Psychological

☐

Other

6. What is the applicant's disability (Please be specific but use layman's terms)?

7. What is the date of onset? \_\_\_\_\_

8. Does the applicant's disability or condition prevent the use of regular fixed route bus service?

☐

Yes, Sometimes

☐

Yes, Always

☐

No

If Sometimes or Always, please explain:

9. Could the applicant use regular fixed route buses with travel training? Travel training is an instructional process where individuals learn how to navigate and ride public transit safely and independently. It can be offered through one-on-one training or group training.

☐

Yes, Sometimes

☐

Yes, Always

☐

No

If Sometimes or Always, please explain:

11. How far can the applicant walk/travel by themselves or with the assistance of a mobility aid? (choose one of the options below and fill in a number beside it)

☐

Feet

☐

Blocks

☐

Miles

12. What is the expected duration of this individual's condition?

☐

Temporary: Approximate expected duration until \_\_\_\_\_

☐

Long-term: Potential for improvement or periods of remission

☐

Permanent: No expectation of functional improvement

I have read Parts A and B in their entirety

☐

Yes

☐

No

I agree with the information provided in Part B

☐

Yes

☐

No

If no, please explain:

Please choose the statement below which best represents your professional opinion regarding the applicant's use of public transportation:

☐

The applicant should be able to access fixed route public transportation successfully.

☐

The applicant can use fixed route public transportation successfully but may need to utilize Door to Door service **under certain conditions** due to a disabling condition or functional limitation.

Please explain conditions:

☐

The applicant cannot use fixed route public transportation due to a disabling condition or functional limitation and requires Door to Door service **without conditions**.

Printed Name \_\_\_\_\_

Title \_\_\_\_\_  
(If not a licensed physician, please indicate Title & Certification)

Organization/Practice \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone #: \_\_\_\_\_

Fax #: \_\_\_\_\_

Email address: \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Applicant Name \_\_\_\_\_

**FOR GOWAKE ACCESS USE ONLY**

APPROVED \_\_\_\_\_ DENIED \_\_\_\_\_

UNCONDITIONAL \_\_\_\_\_ CONDITIONAL \_\_\_\_\_ TEMPORARY \_\_\_\_\_

ISSUED BY \_\_\_\_\_ TITLE \_\_\_\_\_

DATE \_\_\_\_\_ FILE NUMBER \_\_\_\_\_

## **Appendix E: GoApex Appeal Process**

### **Denial of Paratransit Service**

GoWake Access will carefully review each application to ensure that only qualified persons are approved. Upon completion of review, a letter of certification or denial will be mailed. If your application for paratransit service was denied, you have the right to appeal this decision.

### **ADA Application Appeals**

To appeal the decision, you will need to submit your request in writing, sixty (60) days within receipt of the denial letter.

Appeals may be mailed to:

**ATTN: Paris Butler, GoWake Access  
4401 Bland Road Raleigh, NC 27609**

Your appeal will be heard by an ADA Appeals Board. The ADA Appeals Board consists of individuals who are not involved in the initial certification process. Their decision is made independently of the ADA Certification Process.

Upon receipt of your letter, GoApex will set up a meeting with the ADA Appeals Board. You will be notified by mail of the date and time of this meeting. You will have the opportunity to submit any additional information and written evidence and/or arguments to support your qualifications for service. You may bring a representative with you to this meeting.

You will be notified of the Appeals Board's decision in writing within thirty (30) days of the hearing. The Board's decision is final.

### **Denial of Paratransit Service Due to No-Show:**

If a rider has a pattern and practice of No-Shows/Late Cancellations as provided above, GoWake Access will send them a suspension letter or email, proposing to suspend service with instructions on the appeals process (with an option for an in-person appeal). The notice will specify the basis of the proposed action and set forth the proposed suspension. The notice will advise the individual of the right to appeal the assessment of any no-shows/late cancellations and/or suspensions of service by submitting a letter of appeal to GoWake Access. Individuals will have 60 days (or 90 days if the individual has a good reason for delay) from the date of the written notice to submit their request for an appeal. GoWake Access will not require such requests to include the basis or reasons for the appeal. The choice to submit written information in advance of or instead of an appeal hearing would be for the appellant to make. GoWake Access will provide the individual with a hearing to present information and arguments and review the situation and provide the individual with transportation services if the decision to suspend transportation services was wrong. A local hearing will be held within five (5) days of the individual's request unless the individual asks for it to be postponed. The hearing can be postponed (for a good reason), for as much as 10 calendar days. To the extent practicable, the individuals deciding appeals will not be those involved with the initial decision to suspend service. GoWake Access will provide written

notification of the decision and the reasons for it. GoWake Access will not be required to provide paratransit service to the individual pending the determination on appeal. However, if a decision has not been made within 30 days of the completion of the appeal process, GoWake Access will provide paratransit service from that time until and unless a decision to deny the appeal is issued. Critical needs clients such as, dialysis and chemotherapy patients will not have their paratransit services suspended. All appeals must be submitted in writing within 30 days. Please include the time, date and pickup address of the no-showed ride you are appealing.

## **Appendix F: GoApex No Show Policy**

### No-Shows and Late Cancellations

No-Show and Late Cancellation policies will be in compliance with the ADA and CFR. To avoid a No-Show or late cancellation, the client must be ready at the designated place for pickup within the pickup window given by the Customer Service Representative.

### No-Show

A No-Show occurs when all of the following criteria are met:

- There has been no call by the rider to cancel the scheduled trip at least 1 hour prior to the start of the pickup window.
- AND**
- The vehicle arrives at the scheduled pickup location within the 30-minute pickup window.
- AND**
- The driver has waited 5 minutes after arriving during the pickup window.

After waiting for 5 minutes, the driver is instructed to leave a No-Show tag, and proceed to the next destination.

### Late Cancellation

A late cancellation occurs when the rider does not call to cancel a specific scheduled trip at least 1 hour prior to start of the pickup window. Late cancellations will be treated as “No-Shows”.

### No-Shows Beyond Passenger’s Control

Trips cancelled for reasons that are beyond the rider’s control will not be considered “No-Shows”. This includes missed trips resulting due to sudden illness, family or personal emergency, transit connection delay, appointment delay, extreme weather conditions, operator error, paratransit lateness, or other unforeseen reasons for which it is not possible to call to cancel in time or to take trips as scheduled.

### Subsequent Trips

If a rider has a No-Show for the outgoing portion of a round trip, they will still keep return trips and subsequent trips on schedules unless there was an indication from a rider or other reliable source that they will not need the return trips. GoWake Access will attempt to contact the client to see if they need the return trip to avoid another No-Show.

### No-Show Notifications

GoWake Access will send a written warning after five (5) No-Shows. The written correspondence will list the total number of No-Shows and the percent of No-Shows in reference to the total number of trips booked in the calendar month. Specific dates, times, and locations of each No-Show in the calendar month will be provided in writing upon rider request.

### Pattern and Practice of No-Shows

Riders may be suspended from paratransit service when they show a “pattern and practice” of No-Shows, which occurs when:

- A rider has five (5) or more No-Shows in a calendar month; AND
- The number of No-Shows represents more than 15% of the trips booked by the rider in a calendar month.

#### Suspension Periods

The following suspension periods shall apply:

- 1<sup>st</sup> violation: Warning Letter/Email
- 2<sup>nd</sup> violation: 7-day suspension
- 3<sup>rd</sup> violation: 14-day suspension
- 4<sup>th</sup> violation: 30-day suspension.

#### Notification of No-Show Policy

ADA Patron Address

Dear

It is the policy of GoApex to inform our patrons of factors that may affect their transit services. No-shows are one of those factors.

No-Shows, as well as late cancellations, result in wasted trips which could have been used by other passengers. It is the policy of GoApex to record each customer's no-shows and apply appropriate sanctions when customers establish a pattern of excessive No-Shows.

For your information, attached is the policy that provides what defines a No-Show and what actions may be taken.

Thank you for your patronage.



## Appendix G: Subscription Service Policy

For GoApex Door to Door passengers who need a ride to the same place, at the same time, on a daily, weekly, or monthly basis, “Subscription Service” is offered as a privilege to help meet passengers’ scheduling and transit needs. This service allows a passenger to schedule their ongoing trips with one call. The passenger will then be automatically placed on the Door to Door schedule each week. Passengers may ask the GoWake Access call center representative for more details regarding this option. All GoApex Door to Door customers are able to request multiple trips in one call as long as the advance notice requirements are met (i.e., trip requests are made between one (1) and fourteen (14) days in advance). Subscription trips are different in that once the recurring reservation is set up, the customer does not have to call in to reserve those ongoing trips over time.

- This service is a privilege. Based on demand, it may be necessary to limit the number of subscription trips, to allow for providing service to the greatest number of customers. If this happens, requests may be resubmitted at a later date if the time slot becomes available.
- GoApex reserves the right to limit subscription trips to maintain 50% or less subscription trips at any given time period per Americans with Disabilities Act guidelines for paratransit service (see 49 CFR §37.133). Subscription trips are taken on a first-come, first-served basis and are limited based on overall demand by time of day.
  - Time periods are considered an hourly period (ex. 8am-9am) on any given day of the week, and apply to both outgoing and return trips. For example, subscription trips may be fully booked at the 8am hour on Mondays, but be available at the 2pm hour.
- The GoApex Door to Door No Show Policy applies to subscription service.

### Subscription Trip Cancellations:

- If you are receiving subscription service, it is important to let GoWake Access know immediately if you do not need a ride on a particular pre-scheduled day. This way, GoWake Access can make the adjustment on their paratransit service schedule in advance.
  - For example, if a passenger has subscription service for a trip to school each weekday, they will need to cancel trips in advance of holiday and vacation times when school is not in session. This will help us avoid unnecessary trips or missed connections.
  - Trips cancelled less than one week in advance will jeopardize the ability of others to reserve that time slot and are subject to the GoApex No-Show policy.
  - Passengers cancelling one-third (33%) of their subscription trips in one month may lose the recurring time slot, even if cancellations are made with adequate notice.
- Passengers may cancel their subscription service by calling the trip reservation line. Please be clear about whether you are cancelling one trip or all subscription trips.