



Raleigh
ACCESS



Policies and Procedures Manual



Approved by: **Raleigh Transit Authority**

Date Adopted: **December 10, 2020**

Date Revised:

November 2020

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PART I: INTRODUCTION

Applies to: Internal Staff and Customers

General Service Information

Definition of Service Requirement

The Americans with Disabilities Act regulations require GoRaleigh, as a public entity that operates a fixed-route system, to provide complementary paratransit services to individuals with disabilities (that is, service that is comparable to the level of service provided to individuals without disabilities who use the fixed-route system). See 49 CFR Sec. 37.131 (a).

Americans with Disabilities Act of 1990 and 2008 Paratransit Standards

Section 223 of the Americans with Disabilities Act of 1990 requires public entities that operate noncommuter fixed-route transportation service also provide complementary paratransit service for individuals unable to use the fixed-route system. The regulations 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.

Complementary ADA Paratransit Service Detail.

The City of Raleigh provides curb-to-curb transportation services to individuals who meet the qualifications of the American with Disabilities Act during the same hours of operation as fixed-route service. GoRaleigh Access service operates within a width of $\frac{3}{4}$ of a mile on each side of GoRaleigh's fixed-routes and utilizes City of Raleigh standard vans, cutaway vehicles, and participating taxi companies' cabs within Raleigh's city limits. Paratransit trips cost twice the fare of GoRaleigh's fixed-route service (\$1.25), currently at \$2.50 per one-way trip. A map of the GoRaleigh Fixed Route and Access services is shown in this section. GoRaleigh Access is in compliance with federal requirements and its paratransit services are fully operational and accessible.

Service Criteria.

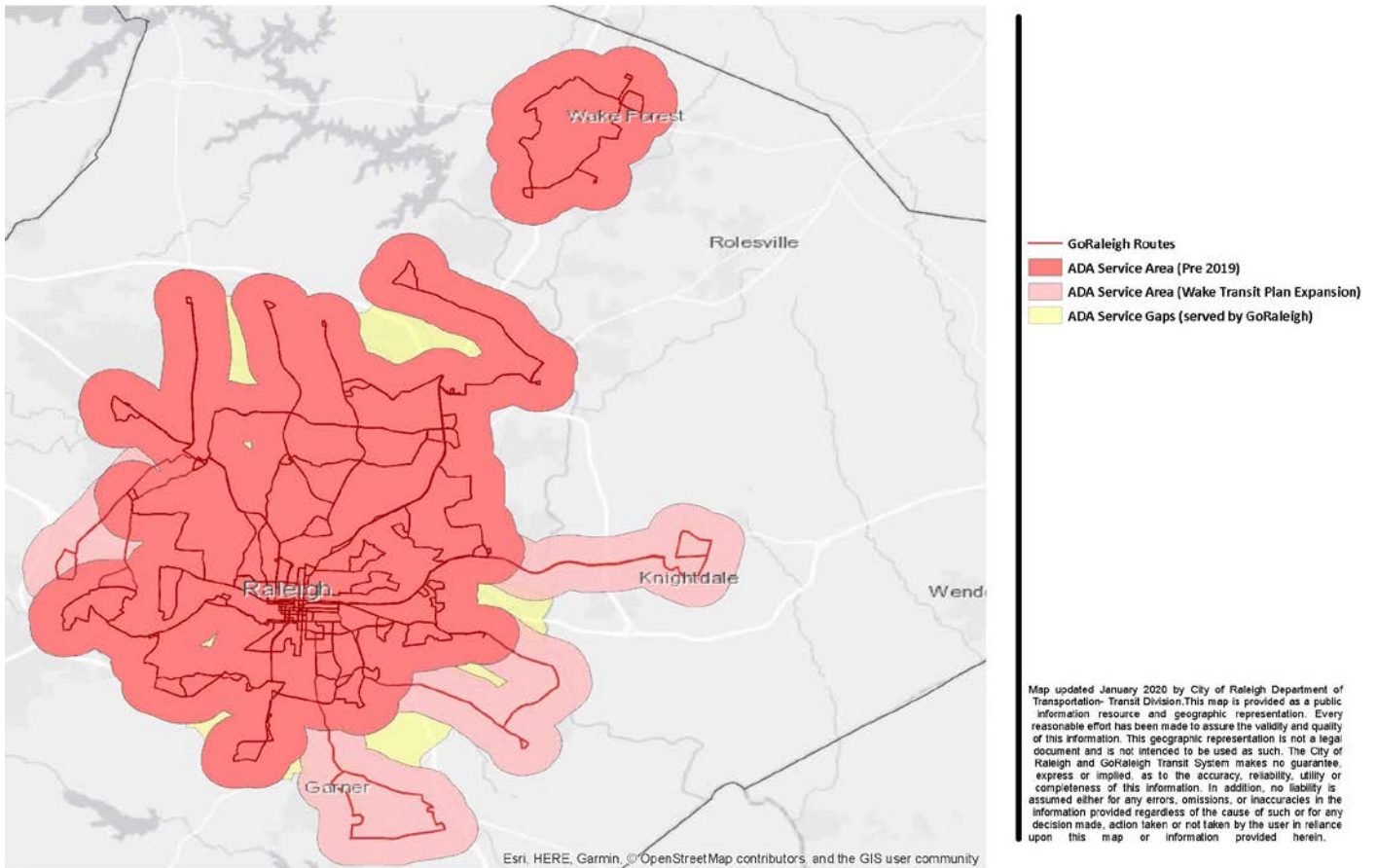
There are six (6) service criteria that are used to evaluate ADA paratransit service comparability to the fixed-route. These criteria only represent the minimum service standards and can be exceeded if the local governing body so chooses. The six (6) basic criteria for determining ADA comparability to fixed-route service are as follows:

- 1) ADA paratransit service must be available in the same area served by fixed-routes. 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 $\frac{3}{4}$ of a mile radius at the end of each fixed-route as well.
- 2) ADA paratransit service must be available to any ADA-paratransit-eligible persons at any requested time on any particular day during which fixed-route vehicles are operating for the respective $\frac{3}{4}$ -mile radius in response to a request for service made the previous day.

- 3) ADA paratransit fares must not exceed 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.
- 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.

Service Area Information

Fixed Route and Paratransit Service Area

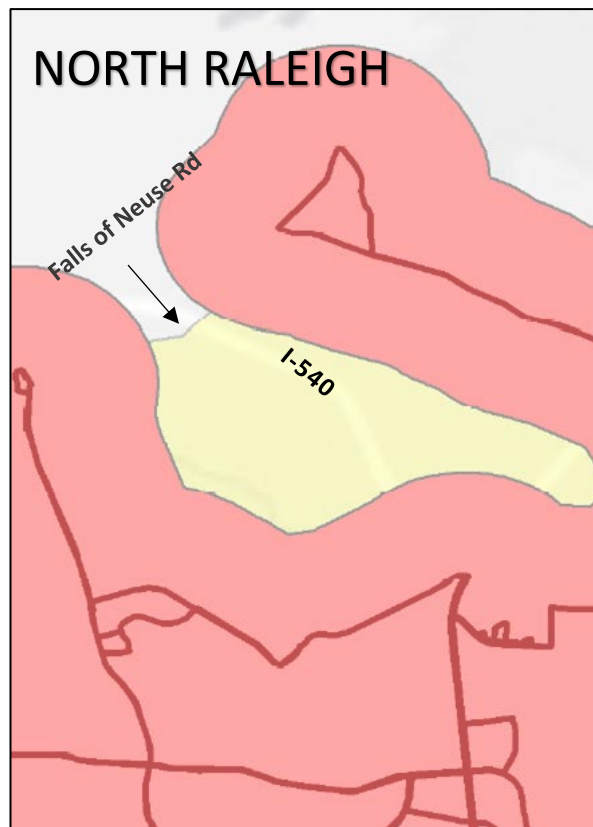


Service Area and Identifying Service Gaps

The GoRaleigh complementary paratransit service (“GoRaleigh Access”) supports a growing service area, since the implementation of the Wake Transit Plan. With the recent growth to the fixed route system, the Access program now provide paratransit service to areas within and approaching Knightdale, Garner and slightly outside of Cary. Under the Department of Transportation, Americans with Disabilities Act (ADA), the boundary of a paratransit service is defined by a ‘three-fourths of a mile’ buffer of the fixed route system. The current GoRaleigh Access program service area can be found of the City of Raleigh’s website, under GoRaleigh Access.

The growth of the Access program service area has also created gaps along the outer limits and in between currently identified Access service areas. In following with federal guidance, the Access program is required to provide service to small areas not inside but surrounding the identified service areas. The designation of the gap service areas is based and determined by local circumstances.

In reviewing these service gaps, staff determined that geographic attributes, such as roads and highways, were the best means to create and set micro-gap boundaries. An example of this measure in practice is shown on the subset map, which set the gap service boundary with the use of Falls of Neuse Road.



**Sample Excerpt from the GoRaleigh Access
Service Map (Spring 2020)**

PART II: POLICIES AND PROCEDURES

Applies to: Internal Staff and Customers

POLICY 1.1: ELIGIBILITY FOR ADA “ACCESS” SERVICE

GoRaleigh paratransit Americans with Disabilities Act (ADA) program referred to as “Access” provides subsidized curb-to-curb transportation service through participating vendors within a 3/4-mile boundary of GoRaleigh fixed routes. A person must be at least 13 years old to participate in the program without being accompanied by a guardian / Personal Care Attendant (PCA).

Access service is available depending on eligibility. Access customers are individuals who qualify for Americans with Disabilities Act (ADA) Access services as described below by type and pursuant to [Code of Federal Regulations], [Title 49, Volume 1], CFR Part 37--Transportation Services for Individuals with Disabilities, Subpart F - Paratransit as a Complement to Fixed Route Service :

Types of disability eligibility for Access:

The following individuals are ADA paratransit eligible:

- Any individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible and usable for individuals with disabilities.
- Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route on the system during the hours of operation of the system at a time, or within a reasonable period of such time, when such a vehicle is not being used to provide designated public transportation on the route.
- An individual is eligible with respect to travel on an otherwise accessible route on which the boarding or disembarking location which the individual would use is one at which boarding or disembarking from the vehicle is precluded.
- An individual using a wheelchair/mobility device is eligible if the individual's wheelchair cannot be accommodated on an existing vehicle (e.g., because the vehicle's lift does not meet the standards of part 38 of this title), even if that vehicle is accessible to other individuals with disabilities and their mobility wheelchairs.
- Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system.

Only a specific impairment-related condition which prevents the individual from traveling to a boarding location or from a disembarking location is a basis for eligibility. A condition which makes traveling to boarding location or from a disembarking location more difficult for a person with a specific impairment-related condition than for an individual who does not have the condition, but does not prevent the travel, is not a basis for eligibility.

Architectural barriers not under the control of the public entity providing fixed route service and environmental barriers (e.g., distance, terrain, weather) do not, standing alone, form a basis for eligibility under this paragraph. The interaction of such barriers with an individual's specific impairment-related condition may form a basis for eligibility, if the effect is to prevent the individual from traveling to a boarding location or from a disembarking location.

In general, Access eligibility is for two years after which eligibility must be renewed. However, more specific eligibility expiration dates are as follows:

Permanent Eligibility

Renewed every two years: When approved for Access, riders are sent a GoRaleigh Access packet of materials that inform them of the requirement of reapplying at least eight (8) weeks prior to the end of the two-year approval time period.

In the case of a pandemic or other city/state/national emergencies, staff will continue to evaluate and assess eligibility of passengers. Information will be posted, and notifications provided regarding any changes in the process during these specific times.

Temporary Eligibility

Eligibility can be temporary and/or conditional. Access service can be temporary based on a presumption of eligibility until the review of the application is completed (within 21 city business days). Conditional eligibility is assigned to persons who can use regular GoRaleigh buses some of the time, but would, under certain circumstances or for certain trips, be prevented from independently using these buses. There are two categories of conditional eligibility, examples of which are described below:

Category 1: A person with mental disability or blindness may have received mobility training that allows him/her to travel independently to a work site, but he/she is not able to navigate the system to travel to other locations. This person would be eligible for ADA service only for trips other than work.

Category 2: A person who uses a wheelchair/mobility device or crutches who can travel to a bus stop in good weather but is unable to maneuver with snow or ice on the ground would be eligible only on days of severe weather conditions.

Riders deemed eligible for Access will receive a photo identification card in the Access approval packet mailed to them. The card number must be used when calling for service, and the card must be shown when purchasing Access tickets and boarding Access-approved vehicles.

ADA Visitors Eligibility

Pursuant to the Americans with Disabilities Act (ADA), 49 CFR, Part 37, the City's ADA Program shall provide paratransit services to eligible ADA Access visitors.

Access is required to provide complementary paratransit service under Sec. 37.121 of this part. GoRaleigh Access shall make the service available to visitors as provided in this section.

A visitor is an individual with disabilities who does not reside in the City of Raleigh's GoRaleigh Access service area where coordinated complementary paratransit service is provided within its jurisdiction.

Access shall treat as eligible for its complementary paratransit service all visitors who present documentation that they are ADA paratransit eligible, under the criteria of Sec. 37.125 of this part, in the jurisdiction in which they reside.

With respect to visitors with disabilities who do not present such documentation, Access may require the documentation of the individual's place of residence and, if the individual's disability is not apparent, of his or her disability. Access shall provide paratransit service to individuals with disabilities who qualify as visitors under paragraph (b) of this section. Access shall accept a certification by such individuals that they are unable to use fixed route transit.

Access shall make the service to a visitor required by this section available for any combination of 21 days during any 365-day period beginning with the visitor's first use of the service during such 365-day period. In no case shall the public entity require a visitor to apply for or receive eligibility certification from the public entity before receiving the service required by this section.

Should the visitor wish to become a permanent ADA Access customer, the visitor is required to complete an ADA Access application and be subject to the same eligibility review process as a potential new customer residing within the existing GoRaleigh Access service area.

Related Policies

- Applying for ADA Access Service
- Appealing an Eligibility Decision

Personal Care Attendants and Accompanying Persons

In conformity with the Americans with Disabilities Act (ADA), when an Access customer schedules a trip, the federal guidelines permit additional passenger(s) to travel with the customer based on the following criteria:

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

NOTE: In accordance with FTA C 4710.1 “an agency cannot deny service to a person with a disability based on what it perceives to be “safe” or “unsafe” for that individual. All riders take on some level of risk when traveling (e.g., standing while riding a bus, crossing busy streets, or walking along roadways with quickly moving traffic). Individuals with disabilities also have the right to decide the level of risk they are willing to take to travel independently and whether or not he/she needs a personal care attendant.”

Accompanying person: The ADA permits one person to ride with the Access customer from their point of origin to destination and return with the customer on a space available basis. The accompanying person may not take space intended for another ADA customer (Part 37--Transportation Services for Individuals with Disabilities - 37.125). The accompanying person is required to pay the vendor a regular ADA ticket per one-way trip (ADA 37.131). During the trip scheduling process, the customer must inform the City’s Customer Service Representative of the accompanying person. City staff shall list the accompanying person by name on the trip reservation form to inform the assigned vendor of the approved trip.

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

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

Service Animals

Access shall permit service animals to accompany individuals with disabilities in vehicles and facilities” pursuant to (§ 37.167(d)).

A service animal is defined as:

“Any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.”

Access does not and cannot have a policy requiring riders to provide documentation for their service animal before boarding a bus or train or entering a facility; however, personnel may ask riders two questions: (1) is the animal a service animal required because of a disability? and (2) what work or task has the animal been trained to perform?

Service animals (e.g. a guide dog) ride at no additional charge but must be properly controlled. They must ride on the floor, or, if appropriate, on the lap of the customer. They may not use vehicle seats. Customers are responsible for the behavior and hygiene needs of their animals. Service can be refused or discontinued if a service animal is seriously disruptive.

All other animals may travel only in a properly secured cage or travel container.

Other service animal conditions described below:

1. Access may refuse to transport service animals that are deemed to pose a direct threat to the health or safety of drivers or other riders, create a seriously disruptive atmosphere, or are otherwise not under the rider’s control. For example, a rider with a service dog is responsible for ensuring the dog

does not bite the driver or other riders. Conversely, a dog that barks occasionally would likely not be considered out of the owner's control.

2. A passenger's request that the Access driver take charge of a service animal may be denied. Caring for a service animal is the responsibility of the passenger or a PCA.
3. Access does not prescribe limits on the number of service animals that accompany riders on a single trip. Different service animals may provide different services to a rider during trips or at the rider's destination.
 4. Access may ask riders for notification of their intent to ride with a service animal in order to help ensure adequate space is available for the animal. (Access will maintain such information in riders' files.)
 5. Other riders' or agency personnel's allergies to dogs or other animals are not grounds for Access denying service to a person accompanied by a service animal. Federal regulations explicitly state that service animals must be allowed to accompany individuals on vehicles and in facilities. Encountering a service animal in the transit or other environment is an expected part of being in public.

POLICY 1.2: ACCESS SERVICE AREAS, HOURS, AND HOLIDAYS

Applies to: Internal Staff and Customers

ADA Access Service Areas and Hours

Pursuant to ADA regulations, Access services are only available within an area that extends $\frac{3}{4}$ mile on each side of a GoRaleigh fixed route. Areas or zones served by GoRaleigh demand responsive services or GoRaleigh Express services (limited stops) do not qualify for ADA services. In other words, an eligible Access trip must begin or end within $\frac{3}{4}$ of a mile of a GoRaleigh fixed route service and during the service hours of the route.

Under ADA regulations, complementary paratransit service must be available throughout the same hours and days as the entity's fixed route service. Therefore, paratransit services will be available to a customer between the hours of a specific GoRaleigh fixed route commences and concludes in that specific $\frac{3}{4}$ mile area of the route. ADA service availability is determined based on published GoRaleigh schedules from the customer's point of origin and destination.

For example, a paratransit customer lives on Method Road and calls GoRaleigh Access to schedule a Monday trip at 5:30 a.m. However, the requested time is prior to the buses' first trip arrival in front of his home at 5:50 a.m. on Mondays (GoRaleigh Route #12—Method). Therefore, the Access customer's trip cannot be scheduled from home before the hour of 5: 50 a.m. in this instance.

Designated Holidays

The following are GoRaleigh holidays; trip reservations will be accepted on the preceding day.

- New Year's Day
- Dr. Martin Luther King, Jr.'s Birthday
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Christmas Day

POLICY 1.3: ACCESS APPLICATION APPEAL PROCESS

Applies to: Internal Staff and Customers

Before applying for ADA service, applicants should read the policy “Eligibility for ADA Access Service”. If the applicant believes that he or she is eligible for service, an application may be downloaded from:
For ADA Service: www.raleighnc.gov/go-raleigh-access

Note: downloading an application will require Acrobat® Reader software.
Applications are also available at (physical location):

*GoRaleigh Access
222 West Hargett Street
Raleigh, NC 27602
(919) 996-3459*

Or, the applicant may call 996-3459 and request that an application be mailed. Completed applications should be mailed to:

*City of Raleigh
Transportation Department- Transit Division
P.O. Box 590
Raleigh, NC 27602
Attention: GoRaleigh Access*

The application will be reviewed by GoRaleigh Access staff to determine ADA eligibility and an in-person interview will be scheduled, and the applicant will be notified of the date/time/location. ADA Access eligibility requires an in-depth evaluation of both the applicant’s functional ability and situation. Notification of the decision will be made within 21 city business days.

POLICY 1.4: ELIGIBILITY DETERMINATION AND APPEAL PROCESS

Applies to: Internal Staff and Customers

Federal rules require that the City of Raleigh establish an administrative appeal process through which individuals who are denied eligibility can obtain review of the denial. The process shall be in accordance with 49 CFR Part 37 Section 125 of the USDOT Final Rules implementing the Americans with Disabilities Act (ADA) or as amended. The City shall require that an appeal be filed within sixty (60) days of the denial of an individual's application. The first step in the process shall require that the appellant submit an administrative appeal to the City of Raleigh's GoRaleigh Transit Administrator.

If deemed necessary by the City or requested by the appellant, an opportunity must be provided for the appellant to be heard and to present information and arguments before an Appeals Panel whose members were not involved with the Program's administrative decision to deny eligibility. Persons submitting written appeals to the Transit Administrator and the Appeals Panel shall be provided written notification of the decision and the reasons for the decision. The City is not required to provide ADA service to the individual pending the determination on appeal. If the City has not made a decision within thirty (30) calendar days of the completion of the appeals process, the City shall provide ADA service from that time until and unless a decision to deny the appeal is issued.

To File an Appeal of Individual Eligibility for ADA Access Service

Step 1. Submittal

Submit a letter requesting an appeal to the City of Raleigh's GoRaleigh Transit Administrator. The completed letter must be submitted within sixty (60) calendar days of the date of denial stated on the letter of denial. The appeals request letter must include:

- Applicant's name, mailing address, and phone number where he/she can be reached.
- Applicant's representative, if any. The representative's name, title, mailing address, and phone number where he/she can be reached.
- Any evidence that may qualify the applicant for ADA eligibility.
- Any evidence of applicant's inability to use the accessible GoRaleigh fixed route or GoRaleigh Express services.

Step 2. Where to Submit

The appeals request letter must be submitted to the City of Raleigh Transit Administrator or appointed representative. It must be submitted in a sealed envelope and marked as follows:

*City of Raleigh
Transportation Department- Transit Division
P.O. Box 590
Raleigh, NC 27602
Attention: GoRaleigh Access*

Upon receipt by the Transit Administrator, the letter will be time stamped and the material reviewed for completeness and evidence submitted will be noted.

Step 3. Administrative Appeal

The Transit Administrator will review the appeals materials and respond in writing to the application for appeal notifying of his or her administrative decision within thirty (30) days. A determination of the Administrative Appeal shall occur and be relayed to the appellant by mail. Should the administrative decision of the Transit Administrator prove unsatisfactory, the appellant shall be given the opportunity to submit his/her appeal to the City's Appeals Panel.

Step 4. Notification of Hearing

Upon notification that the appellant wishes to appeal the Transit Administrator's decision, the GoRaleigh Access Administrator will return a letter of response to the applicant notifying him/her of the time and place of a hearing in front of the ADA Para transit Appeals Panel.

Step 5. Access Appeals Review Committee

The Appeals Panel shall consist of three (3) municipal employees or contract employees from varied backgrounds and disciplines.

The three (3) Access Appeals Panel members will meet to review an appeal. Panel members will disqualify themselves should they have a conflict of interest that would bias their decision on the individual's eligibility appeal. Panel members will have an opportunity to review the appeals letter and supplemental information provided by the applicant as well as any added information provided by the City's Transit staff. Panel members and City staff will treat all information as confidential.

The appellant and his/her representative (if any) will be notified of the hearing date, time and location. The appellant may attend the hearing, if he/she chooses, accompanied by his/her representative and one attendant. The appellant or representative need not be present at the hearing.

The Appeals Hearing is confidential and is NOT a public meeting.

On the day of the Hearing, the following actions will occur:

- The three members meeting to hear the appeal shall first choose one member to act as chairperson.
- Staff shall introduce the appellant to panel members and review the determination of eligibility for ADA Para transit service.
- Appellant and staff each will have equal time (10 minutes) to present evidence specific to eligibility before the Appeals Panel.
- Panel members may ask questions, after presentation by appellant and staff, at their discretion. Upon completion of questions, the appellant is informed:
 - A decision on eligibility status will be made within thirty days (state date).
 - If a Panel decision is not made by the 31st day, the appellant may request use of Access service until a decision is made.

Panel members will then discuss the appellant's case and evidence, after appellant and staff are excused. The Panel shall deliberate cases as necessary. They shall either come to a common conclusion on eligibility or vote on determination of eligibility. The Panel shall then state their reasons for their decision, adding any special conditions for eligibility or denial of service.

The Panel decision is communicated in writing to the applicant within thirty (30) days of completion of the appeals process.

All decisions by the Appeals Panel are final.

Appeals Panel Guidelines

There are two essential questions to the appeals process.

To appellant: "Why did you file an appeal of your eligibility?"

To staff: "Why was the applicant denied or made conditionally eligible?"

The Appeals Panel should review all information on the application and any additional evidence or documents. The appellant and staff should be asked if any additional evidence is available. If there is, it should be submitted during the hearing itself. The Panel should determine if any pertinent information is missing.

The Panel should conduct an independent determination of eligibility based on evidence available. When stating the judgment regarding the appeal the Panel should:

- Cite specific reasons related directly to the application and additional evidence and documentation.
- Instruct staff as to ADA eligibility category, whether full or conditional and the specific eligibility conditions.
- Inform appellant that the decision of the Appeals Panel is final, but that the appellant may reapply if there is a change in their mobility condition.

POLICY 1.5: FARE PURCHASE AND MANAGEMENT

Applies to: Internal Staff and Customers

General

Eligible ADA trips allow approved vendor services to be used at a cost of \$2.00 per trip. Eligible users pay for Access service with Access tickets; each ticket is good for one trip, one way only. Users must show their ADA Identification Card to the driver.

ADA tickets may be purchased by mail or in person from 8:30 a.m. to 5:00 p.m. Monday through Friday at:

*The Avery C. Upchurch Government Complex
Revenue Division, Customer Service Section 56
222 West Hargett Street, Raleigh, NC 27602*

Tickets may also be purchased at:

The Moore Square Transit Station Information Booth between 7:00 a.m. and 6:00p.m. Monday-Friday and 8:00 a.m. to 5:00 p.m. on Saturday.

If ordering by mail, a check or money order made payable to the City of Raleigh must be included with the application. Credit/debit card information is also accepted by mail and in person at 222 West Hargett St. Include your Access ID number and mail to:

*City of Raleigh Revenue Division
Customer Service Section
56 PO Box 590
Raleigh, NC 27602-0590*

Purchase by an Authorized Representative

Access customers may elect to have an authorized representative purchase tickets on their behalf. The authorized representative must be a family member, legal guardian or nursing home representative. The approved original copy should then be provided to the customer, and a copy placed in the customer's file. To do this, the customer must first submit an Access Ticket Purchase Authorization Form for approval. This form may be obtained from:

*GoRaleigh Access
222 West Hargett Street
Raleigh, NC 27602
(919) 996-3459*

Such purchases by a representative must be made in person. The representative will be required to present three documents: 1) the Access customer's identification card; 2) the Purchase Authorization Form; and, 3) a valid government identification card.

The authorized representative is required to return the customer identification card, Purchase Authorization Form and tickets/coupons to the customer upon completion of the transaction.

Refunds

Refunds for tickets may be obtained by sending a letter requesting a refund to the address below. In addition to the tickets the letter should include the customer's identifying information and the reason for requesting the refund.

*City of Raleigh Finance Department
222 West Hargett Street
Raleigh, NC 27602*

Related Documents

ADA Access Ticket Purchase Authorization Form

POLICY 1.6: TRIP RESERVATIONS, CHANGES AND CANCELLATIONS

Applies to: Customers

Access Trip Reservation Process

Access trips must be scheduled through the City's GoRaleigh Transit program. Reservations must be made at least a day in advance. Access customer trip reservations shall be accepted up to fourteen (14) days in advance. Staff will determine if the requested trip is eligible and will dispatch the service through the approved vendor. Requests for Access service may be made Monday through Friday (in person by phone, or by e-mail) and Saturday and Sunday (telephone only) between 8:00 a.m. to 5:00 p.m. by calling 996-3459.

Note: The following are GoRaleigh holidays; trip reservations will be accepted on the preceding day.

- New Year's Day
- Dr. Martin Luther King, Jr.'s Birthday
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Christmas Day

Hearing or Speech Impaired

If hearing- or speech-impaired and TTY (Teletypewriter Service) is available, please call North Carolina Relay at #711 and request a connection to Access (919) 996-3459.

Cancellations or Changes in Destinations or Pickup Times

The Access approved customer must notify the vendor of any cancellations or changes in destination or pickup time at least one hour before the scheduled Access trip. For all trips, also inform the City's Transit program staff of any changes. Changes and cancellations often affect the scheduling of service for other riders so advance notices of changes are critical to the efficient and effective delivery of Access service. Repeated failure to notify Access staff in advance of changes in trip plans may be grounds for revoking a customer's right to participate in the Access program.

POLICY 1.7: REASONABLE MODIFICATION/ACCOMMODATION POLICY

Applies to: Internal Staff and Customers

The Federal Department of Transportation (DOT) has recently revised the rules for the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973. The revised rules provide for public transit organizations to make reasonable modifications and accommodations to policies, practices, and procedures to avoid discrimination, and to ensure accessibility to individuals with disabilities.

Individuals with disabilities may request that the Raleigh Transit Authority (RTA) transit make a reasonable accommodation for that individual to fully use transit services. All requests should be made in advance by filling out and submitting a Reasonable Accommodation Request form to RTA Transit. Please see information below to obtain and file a request.

Requests for modifications of GoRaleigh Transit's policies, practices, or procedures to accommodate an individual with a disability may be made either in advance or at the time of the transportation service. GoRaleigh Transit is best able to address and accommodate a request when customers make their requests for modifications in advance. The process for making a request is as follows:

- When making a request, please thoroughly describe what is needed for you to use the service, and why this assistance is necessary.
- Whenever feasible, a request for modification to GoRaleigh Transit's service should be made in advance before GoRaleigh Transit is expected to provide the service. GoRaleigh Transit will review your request and will make every effort to communicate in advance whether the requested modification can be made.
- If the modification is not made, GoRaleigh Transit will provide the reason for the denial of the request.

Requests may be denied on one or more of the following grounds:

1. Granting the request would fundamentally alter the nature of GoRaleigh Transit's service, programs, or activities, or
2. Granting the request could create a direct threat to the health or safety of the requestor or others, or
3. Granting the request would create an undue financial or administrative burden for the Agency, or
4. Without such modification, the individual with a disability is otherwise able to fully use GoRaleigh Transit's services, programs, or activities for their intended purpose

Time Frame for Processing Requests and Providing Reasonable Modification

GoRaleigh will process requests for reasonable accommodation and then provide accommodations, where appropriate, in as short a time frame as reasonably possible. GoRaleigh recognizes, however, that the time necessary to process a request will depend on the nature of the accommodation(s) requested and whether it is necessary to obtain supporting information.

There are several ways to obtain and submit a Reasonable Modification/Accommodation request form:

*Fax a request to (919) 996-7639
Send an email to goraleighaccess@raleighnc.gov
Call (919) 996-3000*

Mail a request to:

*[Designated Access Contact]
City of Raleigh
Transportation Department- Transit Division
P.O. Box 590
Raleigh, NC 27602
Attention: GoRaleigh Access*

In determining whether to grant a requested modification, GoRaleigh Transit will be guided by the provisions of United States Department of Transportation at 49 CFR Appendix E to Part 37.169.

When choosing among alternatives for accommodations, GoRaleigh Transit will give priority to those methods that offer services, programs and activities to qualified individuals with disabilities in the most integrated setting appropriate for the needs of the individual(s) with disabilities. In any case in which GoRaleigh Transit denies a request for an accommodation, GoRaleigh Transit will attempt to ensure that the individual with a disability receives the services or benefits provided by GoRaleigh Transit by other means that comport with this policy.

To File an Appeal of Reasonable Accommodation Request:

Step 1. Submittal

Submit a letter requesting an appeal. The appeals request letter must include:

Applicant's name, mailing address, and phone number where he/she can be reached.

- Applicant's representative, if any. The representative's name, title, mailing address, and phone number where he/she can be reached.
- Any evidence that may qualify the applicant for the Modification.

Step 2. Where to Submit

The appeals request letter must be submitted to the ADA Coordinator or appointed representative. It must be submitted in a sealed envelope, marked as follows:

*ADA Reasonable Accommodation Request Appeal
C/o ADA/Title VI Coordinator
City of Raleigh
Transportation Department- Transit Division
P.O. Box 590
Raleigh, NC 27602*

Upon receipt by the ADA Coordinator, the letter will be time stamped and the material reviewed for completeness and evidence submitted will be noted.

Step 3. Administrative Appeal

The ADA Coordinator will review the appeals materials and respond in writing to the application for appeal notifying of his or her administrative decision. A determination of the Administrative Appeal shall occur and be relayed to the appellant by mail. Should the administrative decision of the ADA Coordinator prove unsatisfactory, the appellant shall be given the opportunity to submit his/her appeal to the City's Reasonable Accommodation Appeals Panel.

Step 4. Notification of Hearing

Upon notification that the appellant wishes to appeal the ADA Coordinator's decision, the ADA Coordinator will return a letter of response to the applicant notifying him/her of the time and place of a hearing in front of the ADA Reasonable Accommodation Appeals Panel.

Step 5. Appeals Review Committee

The Appeals Panel shall consist of three (3) municipal employees or contract employees from varied backgrounds and disciplines.

The three Panel members will meet to review an appeal. Panel members will disqualify themselves should they have a conflict of interest that would bias their decision on the individual's eligibility appeal. Panel members will have an opportunity to review the appeals letter and supplemental information provided by the applicant as well as any added information provided by the City's Transit Staff. Panel members and City staff will treat all information as confidential.

The appellant and his/her representative (if any) will be notified of the hearing date, time and location. The appellant may attend the hearing, if he/she chooses, accompanied by his/her representative and one attendant. The appellant or representative need not be present at the hearing.

The Appeals Hearing is confidential and is NOT a public meeting.

On the Day of the Hearing:

- The three members meeting to hear the appeal shall first choose one member to act as chairperson.
- Staff shall introduce the appellant to panel members and review the determination of the Reasonable Accommodation.
- Appellant and staff each will have equal time (10 minutes) to present evidence specific to eligibility before the Appeals Panel.
- Panel members may ask questions, after presentation by appellant and staff, at their discretion.
 - Upon completion of questions, the appellant is informed:
 - A decision in writing on the modification will be made within thirty days of the appeal hearing.

Panel members will then discuss the appellant's case and evidence, after appellant and staff are excused. The Panel shall deliberate cases as necessary. They shall either come to a common conclusion on eligibility or vote on determination of eligibility. The Panel shall then state their reasons for their decision, adding any special conditions for eligibility or denial of service.

The Panel decision is communicated in writing to the applicant within 30 days of completion of the appeals process.

All decisions by the Appeals Panel are final.

Appeals Panel Guidelines

There are two essential questions to the appeals process.

To appellant: "Why did you file an appeal?"

To staff: "Why was the applicant's request denied?"

The Appeals Panel should review all information on the application and any additional evidence or documents. The appellant and staff should be asked if any additional evidence is available. If there is, it should be submitted during the hearing itself. The Panel should determine if any pertinent information is missing.

The Panel should conduct an independent determination of the request based on evidence available. When stating the judgment regarding the appeal the Panel should cite specific reasons related directly to the request and additional evidence and documentation.

POLICY 1.8: PASSENGER CODE OF CONDUCT, SUSPENSIONS AND APPEALS

Applies to: Internal Staff and Customers

Section 1: Purpose

GoRaleigh Access is a service of the City of Raleigh, administered by its Transportation Department, through the efforts of a private contractor that operates the City of Raleigh's GoRaleigh Access demand response transit services. GoRaleigh's mission is to provide safe, reliable, convenient, and efficient public transportation to Raleigh citizens and visitors.

These Rules of Conduct ('Rules') are designed to:

- promote the health, safety and comfort of GoRaleigh Riders and assure that Facilities are safe, clean and accessible;
- promote and facilitate the safe, efficient and proper use of GoRaleigh Facilities and Services;
- protect GoRaleigh Facilities, staff, and Riders; and
- assure the payment of Fares.

These Rules describe conduct that is appropriate and conduct that is prohibited when on or using GoRaleigh Facilities and Services. These Rules also detail the procedures GoRaleigh will follow for ordering Riders who exhibit prohibited conduct off GoRaleigh vehicles and other Facilities and temporarily or permanently prohibiting such persons from using GoRaleigh Facilities and Services ('Excluding' such persons). They also describe the process to be followed for appealing such Exclusion actions.

The City of Raleigh may suspend, amend, modify, or revoke the application of any or all these Rules at any time as it deems necessary or desirable.

Section 2. Overview of Conduct and Definitions

Conduct

All persons using GoRaleigh Facilities and Services shall exhibit conduct that supports and is consistent with the safe and orderly use of the GoRaleigh public transit system in which Riders of different ages and abilities travel in close proximity to one another on fixed route and door to door vehicles. Appropriate conduct ('Appropriate Conduct') means that all persons using GoRaleigh Facilities or Services shall:

- listen to and follow the lawful orders and directives of GoRaleigh Operators and GoRaleigh Supervisors;
- obey written instructions GoRaleigh posts;
- pay the Fare; and
- conduct themselves in ways that:
 - do not threaten their own health or safety or the health or safety of others;
 - do not unreasonably annoy, disturb, or intrude on the space of others; and
 - do not unreasonably obstruct the aisles, seats, or doors of vehicles or obstruct others from using or accessing Facilities or Services.

No person using GoRaleigh Facilities or Services shall engage in prohibited conduct. Prohibited Conduct is conduct that:

- is illegal under any federal, state, or local law, regulation, or ordinance;
- damages any real or personal property of GoRaleigh, Operator, any Rider, or any other person;
- injures an Operator, any Rider, or any other person; or
- substantially interferes with or tends to interfere with GoRaleigh Service or Facilities.

Specific Prohibited Conduct is more fully described below. A Person who exhibits Prohibited Conduct may also be subject to criminal process or civil legal actions pursued by GoRaleigh or others.

Definitions

In addition to the definitions contained elsewhere in these Rules, the following definitions apply.

Exclude, Excluded, Exclusion - means a Person may not enter upon or remain on GoRaleigh Facilities or use GoRaleigh Services for a specified period of time – also referred to as suspended.

Facilities - means all real and personal property and equipment of or used by GoRaleigh in the provision of GoRaleigh Services. Facilities include, but are not limited to, bus shelters, bus stops and transfer points, and areas inside and adjacent to such shelters, stops, and points; buses and other vehicles and equipment; and signs.

Fare – means the lawful charges established by GoRaleigh for the use of Facilities or Services.

Fare Media – means the various instruments and devices issued by or on behalf of GoRaleigh to use for the payment of Fare, including but not limited to farecards, passes, transfers, tickets, and vouchers.

Operator – means the driver of an Access vehicle or Access authorized service provider (taxi driver).

Person – means any individual, association, or entity.

Rider – means any Person using GoRaleigh Facilities or Services.

Services – means GoRaleigh fixed route and door to door and related services and such other services as may be offered from time to time by GoRaleigh.

Service Animal – means a guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items (49 CFR 37.3). Unless required by law, the term Service Animal does not include a therapy animal or animal used for emotional support or comfort. The term Service Animal does include a working dog or other animal of a law enforcement agency.

Sound Production Device – means any device capable of producing sound including but not limited to: radio, television, musical instrument, tape recorder, cassette or compact disc player, speaker device or system, computer, computer tablet, smart phone, and any sound amplifier or sound-producing device like

those items listed, but excluding an auxiliary aid or assistive device when utilized by a person with a disability as defined by the Americans with Disabilities Act.

Supervisor – means the City of Raleigh Transit Services Administrator or a GoRaleigh contract employee in a supervisory position. Supervisors are authorized to trespass a Person from Facilities.

Vehicle – Any GoRaleigh bus or other vehicle.

Section 3. Prohibited Conduct

Level I Prohibited Conduct includes:

1. Entry onto a Vehicle when a Person's ability to function safely and in an orderly manner is believed to be weakened or diminished by the consumption of alcohol or by the taking of any drugs or other substance.
2. Entry onto a Vehicle, or causing a child to enter onto a Vehicle, when the child is age 13 or under unless accompanied by a Person 16 years of age or older.
3. Disturbing other Riders or the Operator or impeding, interfering with, or obstructing the provision of safe, efficient, comfortable, clean, and hygienic Service. This includes but is not limited to:
 - a) Refusing to vacate seats and areas designated by signs for senior citizens and people with disabilities when requested by a senior citizen or a person with a disability or by the Operator on behalf of such persons.
 - b) Using a Sound Production Device except when such Sound Production Device is used with headphones or earphones such that sound from such device is heard by the user only.
 - c) Standing when the Vehicle is in motion in front of the standee line at the front of the Vehicle near the Operator's seat or anywhere else in the vehicle.
 - d) Bringing any animal on a Vehicle unless such animal is caged. The cage must be capable of being held in the lap of the Rider possessing the animal. This prohibition does not apply to ADA Service Animals.
 - e) Bringing on-board a Vehicle any packages, articles, or equipment that cannot be safely carried by the Rider in one trip and that cannot be or are not secured by the Rider outside of the aisle. Packages, articles, or equipment may not block any exits or restrict the free and safe movement of Riders. Strollers and carts are permitted provided they are collapsed, secured by the Rider outside of the aisle, and do not block exits or restrict the free and safe movement of Riders. This prohibition does not apply to wheelchairs, crutches, canes, or other mobility aids or assistive devices.
 - f) Distracting, or attempting to distract, an Operator.
 - g) Engaging in canvassing, selling, or soliciting on or at a Facility.
 - h) Distributing any paper or other material on or at a Facility.
 - i) Changing a child's diaper in a Vehicle.
 - j) Spilling food or drink, littering, or otherwise leaving trash or garbage on or at a Facility.
 - k) Exhibiting personal hygiene that may cause a health or safety hazard.
 - l) Hanging or swinging from stanchions or other Vehicle equipment with feet off the floor.
 - m) Hanging out, reaching out, or putting any item, article or other substance outside of Vehicle windows.
 - n) Engaging in conduct that may cause a safety hazard.

- o) Leaving the vehicle while it is parked to pick-up or drop-off another customer.
- p) Making or placing false trip requests.
- q) Riding while under the influence of alcohol or illegal drugs.
- r) Repeated no-shows or late cancellations (less than one-hour notice prior to scheduled trip). See GoRaleigh Access Policy 4.1.2.

Level II Prohibited Conduct includes:

1. Entry onto a Vehicle without payment of the Fare or display of Fare Media and refusing to get off the vehicle.
2. Entry onto a Vehicle using counterfeit or stolen Fare Media.
3. Destroying any property including marking, soiling, painting, inscribing, writing, spray painting, or placing graffiti upon and Facility; removing, injuring, or tampering with any Facility; or attempting to commit any of those acts, except as specifically permitted or directed by GoRaleigh.
4. Stealing or wrongfully taking any GoRaleigh Facility or other property or the property of another Person while on or using a Facility.
5. Disorderly or disruptive conduct, including:
 - a) Fighting.
 - b) Assaulting another or threatening to inflict bodily injury on another through words or actions.
 - c) Offensively touching another or using force on another without their consent or intentionally injuring another.
 - d) Harassing another.
 - e) Screaming or shouting offensive and unwelcome words at another.
 - f) Stalking another.
6. Smoking or lighting any incendiary device, including a match, lighter, or torch on a Vehicle; or using vapor products as defined by G.S. 14-313, including but not limited to electronic cigarettes, on a Vehicle.
7. Bringing any items of a dangerous nature on-board a Vehicle. Items of a dangerous nature include pistols, guns, and other deadly weapons as defined in G.S. 14-269(a); any knife having a blade of three inches or longer; BB gun; air gun; paintball gun; airsoft gun; bow and arrow; flammable liquids; dangerous, toxic, caustic, hazardous, or poisonous substances; sheet glass; and sharp objects. Fencing foils must be sheathed and left at the front of the vehicle with the Operator. This prohibition does not apply to a person who has a concealed handgun permit or others exempt from the need for such a permit as defined in NCGS Chapter 14, Article 54(B).
8. Obstructing or interfering with the Operator’s safe operation of the Vehicle.
9. Exposing any private part of a Person’s body (indecent exposure as defined in G.S. 14-190.9).

Section 4. Enforcement of The Rules

The Operator may refuse entry onto a Vehicle to any Person who violates these Rules of Conduct. The Operator or a Supervisor may provide oral and written warnings and may eject (order a Person to leave) or Exclude Persons from Facilities and suspend the use of GoRaleigh Services as follows:

- If an Operator or Supervisor becomes aware that any Person is engaging in any Prohibited Conduct, such Operator or Supervisor may give that Person an oral First Warning to immediately

cease engaging in the Conduct and/or not to engage in the Conduct again. If the Person does not cease engaging in the Conduct, or if the Person was engaged in any Level II Prohibited Conduct, then the Operator or Supervisor may direct the Person to immediately leave the Vehicle or other Facility.

- If a Person fails or refuses to leave a Vehicle or other Facility after being directed to do so by an Operator or Supervisor, then such Person is subject to arrest and prosecution. Additionally, failing to leave a Vehicle or other Facility after being directed to do so may also subject a Person to the Exclusion Procedure, described in Section 5.

The remedy described in this section is not exclusive, and GoRaleigh or any other person may pursue such further legal action as applicable and appropriate. If a Person receives more than three (3) First Warnings in any 30-day period, that Person may be excluded from GoRaleigh Facilities and Services for not less than seven (7) days or more than thirty (30) days for a Level I Prohibited Conduct infraction. For Level II Prohibited Conduct infractions, GoRaleigh reserves to make that determination on a case-by-case basis but a minimum of 30 days for the first infraction and longer for more serious offenses.

Section 5. Facility Exclusion Procedure

If a Person has failed or refused to follow an order to cease Prohibited Conduct and GoRaleigh determines that an individual should be excluded from GoRaleigh Facilities and/or Services, or that conditions should be placed on the Person's continued use thereof, the process is as follows:

- A. The GoRaleigh Transit Administrator will issue an Exclusion Order via certified mail to the Person stating the reasons for the exclusion, the time period of the exclusion, and the Facilities and/or Services to which the Exclusion Order applies. In general, Level I Prohibited Conduct may result in exclusion for not less than seven (7) days or more than thirty (30) days and Level II Prohibited Conduct may result in exclusion for not less than 30 days or more than six (6) months. Repeated instances of Prohibited Conduct will result in longer exclusion periods. If continued use of Facilities and/or Services is made subject to safety conditions or restrictions (e.g. presence of a parent or guardian in the case of a juvenile; accompaniment by a personal care attendant or aide), a conditional Exclusion Order may be issued specifying that the Person will be subject to exclusion unless the imposed restrictions are complied with. The Exclusion Order may be issued verbally; however, any verbal notice will be followed by a written Exclusion Order via certified mail.
- B. The written Exclusion Order shall also advise the Person of his/her right to appeal the decision and include a copy of the appeal procedure. The GoRaleigh contractor General Manager(s) shall provide a copy of the written Exclusion Order to the City's Transit Services Administrator and will inform appropriate staff about the reasons for and length of the exclusion.
- C. If an appeal is not filed by the excluded party within ten (10) business days from the commencement of the exclusion, the right to appeal terminates and the Exclusion Order is final.

APPEALS

- A. Any Person Excluded from GoRaleigh Facilities or Services may appeal such Exclusion Order by submitting a written Notice of Appeal to the Transit Services Administrator at the following address: 316 N. Academy Street, Cary, NC 27513.

Such Notice of Appeal must be submitted within ten (10) business days from the date of the Exclusion Order. The Notice of Appeal shall state with specificity the grounds for the appeal and all the facts that the Excluded Person believes are relevant to the appeal.

The Transit Services Administrator shall review and may uphold, reconsider, or modify the Exclusion Order and shall make his/her decision in writing within fifteen (15) business days of receipt of the Notice of Appeal. Exclusion Orders shall remain in effect pending an appeal.

- B. Should the Excluded Person wish to appeal the decision of the Transit Administrator, the Excluded Person may appeal the Transit Administrator's decision to the City Manager by filing a written Notice of Appeal of Transit Administrator's Decision within ten (10) days of the date of the decision of the Transit Administrator at the following address: 316 N. Academy Street, Cary, NC 27513.

The City Manager or designee shall hold a hearing within thirty (30) business days after the appeal has been filed. A notice of the hearing including a statement of the time, place, and nature of the hearing shall be mailed to the Excluded Person by the City's Transit staff. The Excluded Person shall attend the hearing and may be represented by counsel and/or accompanied by a representative and one attendant. The Appeals Hearing is an administrative meeting and is NOT a public meeting. All decisions by the City Manager or designee are final.

NON-COMPLIANCE WITH EXCLUSION ORDER: TRESPASSING

If any Person subject to an Exclusion Order enters the specified Facilities or Services before the termination date listed in the Exclusion Order, that Person shall be trespassing and is subject to arrest and prosecution.

The following guidance for riders is provided in order to make customer trips as satisfactory and safe as possible, and to help the City provide efficient and effective service that serves its customers. Customers may use wheelchairs, canes, walkers and other common mobility devices on vehicles. They may also travel with oxygen tanks and respirators.

Customers traveling with a child who needs a car seat must supply it. Customers are responsible for securing the car seat and for its removal. Children riding in the rear seat are required to wear a seat belt.

The service provider has a one-hour service window for picking up a customer. This means that the vehicle may arrive at any time up to 30 minutes before or after the requested pickup time. For schedules utilizing an appointment time, the vehicle may arrive up to one hour in advance of the appointment.

Be prepared, ready and waiting at the curb when the vehicle arrives. The driver will only wait for five minutes if you are not at the indicated pickup point.

Have your Access ID card ready to show to the driver.

ADA Access tickets are for the use of Access customers, they may also be utilized by authorized companions. The City reserves the right to only allow one companion per one-way trip. The companion

shall pay with one ticket per one-way trip. Personal Care Attendants may ride for free when authorized by the eligibility certification.

Trips involving intermediate stops are not allowed, each trip must be booked with an origin and destination.

In summary, there are two situations whereby a customer's right to use Access service may be suspended or cancelled:

1. When the customer's behavior is seriously disruptive or inappropriate as described in Level I and II Prohibited Conduct descriptions provided above.
2. When a customer does not show up for reserved rides or repeatedly cancels service with less than one hour's notice. See GoRaleigh Access Policy 4.1.2.

POLICY 2.1: BECOMING AN ADA ACCESS VENDOR/OPERATOR

Applies to: Vendors (Contractors)

To become an eligible Access vendor, a company must respond to a solicited request for a proposal and be the awarded contractor. Taxicab operators must comply with the following requirements:

- Have a current valid City of Raleigh taxi license, be an active vendor in the program, or have a contract with the City's Transit program.
- Complete a City of Raleigh Vendor Information Form—available from the Purchasing Department in person or on the City's website (www.raleighnc.gov). A taxpayer identification number will be required to complete the form.
- If a qualified DBE (Disadvantaged Business Enterprise), contact the Minority Business Administrator, City of Raleigh Administrative Services Department.
- Have an accessible office, mobile telephone number, and working e-mail, Monday-Sunday, 8AM – 7PM.
- If a qualified accessible vehicle operator, comply with all terms listed in the Americans with Disabilities Act (ADA) and the Access brochure Vendor Requirements.
- Meet with the City's transit staff to review all Access administrative requirements, trip scheduling, invoicing, ticket receipts, etc.
- Meet the City's Procurement Office vendor eligibility requirements for new vendor/contractor certification.

For more information, contact:

Physical Address

*GoRaleigh Access
222 West Hargett Street
Raleigh, NC 27602
(919) 996-3459*

Mail Address

*City of Raleigh
Transportation Department- Transit Division
P.O. Box 590
Raleigh, NC 27602
Attention: GoRaleigh Access*

POLICY 2.2: VENDOR ADA ACCESSIBLE VEHICLE EQUIPMENT AND SAFETY REQUIREMENTS

Applies to: Internal Staff and Vendors

Accessible vehicles must include either a lift or ramp for wheelchairs or mobility devices which meets the transportation requirements of the Americans with Disabilities Act, 49 CFR Part 38.

Wheelchair Lifts

Lifts used in the vans should be able to lift at least 600 pounds. The lift must have some form of emergency operating mechanism to allow the deployment of the lift if power fails. Lift platforms must also have some provision to prevent deployment at a rate faster than one foot per second.

The lift platform must have a barrier to prevent any of the wheels of a wheelchair/mobility device from rolling off the platform during operation. Each side of the platform must include a barrier at least 1.5 inches high. The barriers must not interfere with maneuvering in and out of the aisle. Any time the platform is more than three inches above the ground, the outer edge of the platform must have a barrier.

The platform of the lift must be free of protrusions over ¼ inch and should be slip resistant. The platform must also be at least 28.5 inches wide and a depth of 48 inches. Gaps between the platform edge and the vehicle floor must not exceed ½ inch horizontally and 5/8 inch vertically. Entrance ramps for the platform must not have a slope exceeding 1:8 for a maximum rise of three inches. The lift platform should also not deflect more than three degrees. The lifts must allow both inboard and outboard facing of wheelchairs/mobility devices as well as accommodate people using walkers, canes or braces or who otherwise have difficulty using steps. Handrails must also be equipped on both sides of the lift platform.

Controls of the lift must be interlocked with the vehicle brakes, transmission or door to ensure that the van cannot be moved when the lift is not stowed and to ensure that the lift cannot be operated when the van (vehicle) is in motion. Also, the control should allow the lift to be deployed to all intermediate positions and should have a momentary contact switch requiring the operator to maintain continuous manual pressure to the controls. The controls must also allow reversal of the lift operating sequence.

Persons in wheelchairs/mobility devices should be secured by a wheelchair seat belt while being raised and lowered on an accessible vehicle lift. (These seat belts may be used in other circumstances as well based on the driver's best judgment.) Each licensed accessible vehicle should have at least one such seatbelt. These seatbelts, or Gait belts, should use a buckle, not Velcro. (Belts are sold through medical supply houses for approximately \$20-\$30.)

Ramps

Vehicle ramps at least 30 inches long must provide a maximum load of at least 600 pounds. Ramps less than 30 inches long must support at least 300 pounds.

The surface of the ramp must be continuous, slip resistant, and free of protrusions taller than ¼ inch. Each side of the ramp must include a barrier at least two inches high to prevent mobility aid wheels from

slipping off. The slope of the ramp must not exceed 1:4 when deployed to ground level. Folding and telescoping ramps are allowed but must adhere to the previously mentioned criteria.

All ramps must be firmly attached to the van when in use for boarding and must not have a gap of more than 5/8 of an inch. The ramps must also be stowed safely when the van is moving. If handrails are provided, they must allow boarding passengers to continue using them both inside and outside the van and be capable of withstanding a force of 100 pounds.

Vendors must ensure that ramps have a manual back-up capability if the mechanical ramp is inoperable.

Securement Devices

Securement devices inside the vans should be as close to the accessible entrance as practical and need to have a clear floor area of 30 inches by 48 inches. The clear space should adjoin and may overlap the access path. The securement system must secure common wheelchairs and mobility aids.

The securement device must be able to withstand a forward force of up to 2,000 pounds per securement leg and a minimum of 4,000 pounds for each mobility aid.

In vehicles 22 feet or longer, the securement system must store the wheelchair facing forward. In vehicles less than 22 feet in length, the device may secure the wheelchair in either direction. Also, the securement system must not allow the mobility aid to move more than two inches in any direction.

When not in use, the securement system must not interfere with passenger movement. Seatbelt and shoulder harness must be provided for each mobility aid securement device provided. The seatbelts may not be used in lieu of a device to secure mobility aids.

Denial of Trips Due to Exceeding Manufacturer's Maximum Weight Capacities

Vendors and contractors are only able to deny ADA service to those individuals that exceed the lift or ramp manufacturer's maximum weight capacity to safely utilize the equipment as specified in the company's user manual. The Federal Transit Administration (FTA) defends all transit systems that abide by this requirement.

This policy summarizes the general requirements for accessible vehicles. Other specifications may pertain.

For more information, contact:

Physical Address

*GoRaleigh Access
222 West Hargett Street
Raleigh, NC 27602
(919) 996-3459*

Mail Address

*City of Raleigh
Transportation Department- Transit Division
P.O. Box 590
Raleigh, NC 27602
Attention: GoRaleigh Access*

POLICY 2.3: VENDOR INVOICING AND PAYMENT

Applies to: Vendors

Vendors must submit invoices for service delivered monthly. Tickets that are received from the riders are to be submitted along with the invoice. On the same day that an invoice from a vendor is received, City staff shall enter the receipt date on the Invoice Tracking Form.

City transit staff will reconcile the invoice and the tickets in order to ensure accuracy. Transit staff will then submit the invoice and an accompanying check request to the City of Raleigh Accounting Division for payment. Staff will review the invoice for accuracy and then issue a vendor check within thirty (30) city business days of receipt of the invoice by the City. The check will either be mailed directly to the vendor or sent to the vendor's direct deposit account via the City's Accounting Division.

Note: Invoices for ADA Access service must be submitted no more than thirty (30 days) after provision of the service.

POLICY 3.1: COORDINATION BETWEEN AREA TRANSIT PROVIDERS

Applies to: Internal Staff and Vendors

Based on Federal law and GoRaleigh Policy 1.2 “Eligibility for GoRaleigh Access Services”, a person's trip is ADA Access eligible when fixed route transit service is available, but the individual is unable to use it due to a functional disability. In addition, the person’s origin and destination must be within a corridor that is ¼ mile on each side of a regular fixed-route transit service. This policy covers those trips that involve more than one transit service agency or that go from one agency’s service area into another’s.

GoRaleigh and GoTriangle will individually determine if an individual's trip is ADA Access eligible. If the individual is deemed eligible, the City shall authorize a vendor to provide ADA Access eligible trips within a ¼ mile boundary of GoRaleigh fixed routes when in operation. GoTriangle Access utilizes a fleet of accessible vehicles to provide regional and ADA Access trips within ¼ mile of GoTriangle fixed routes. Regional trips are trips between RTP, Durham, Raleigh or Chapel Hill.

Transfers between Bus (Fixed-Route) and Access Services

The following procedures shall apply in coordinating transfers between GoRaleigh and GoTriangle fixed-route buses and the City’s and GoTriangle’s ADA paratransit services.

Transfer Location

ADA Access transfers are encouraged, but not limited to, occur between GoRaleigh and GoTriangle buses and GoRaleigh Access and GoTriangle Access services at Moore Square Transit Mall located on 214 South Blount Street.

Notification of Transfer

Trips shall be scheduled a day before the requested trip occurs; city staff will schedule the trip and dispatch the trip to a designated vendor.

Transfer Procedures

Transfers from GoRaleigh Access and GoTriangle Access vehicles to GoRaleigh fixed routes: When both vehicles arrive at the scheduled arrival time, the paratransit driver will not be responsible for accompanying the passenger to the correct bus for boarding. If the bus does not arrive within five minutes of its scheduled arrival time, the paratransit provider will proceed to the passenger's final destination.

Transfers from GoRaleigh and GoTriangle buses to GoRaleigh and GoTriangle Access vehicles: When both vehicles arrive at the scheduled arrival time, the bus driver will not be responsible for accompanying the paratransit passenger to the designated loading area for boarding.

Transfers from GoRaleigh Access vehicles to GoTriangle buses: When both vehicles arrive at the scheduled arrival time, the Access driver will not be responsible for accompanying the GoRaleigh Access passenger to the correct bus for boarding. If the bus is more than five minutes later than its scheduled arrival time,

the Access driver will contact the City's Transit office. The City's Transit office will call the Regional Call Center. The Regional Call Center will call the bus driver, determine the estimated time of arrival and communicate this information back to the City's Transit staff. The City will notify the vendor with how to proceed with the trip.

Fare Media: All fares for ADA Access transfer trips will be collected by the vendor/operator. GoRaleigh and GoTriangle Regional route drivers may ask to see the passenger's ADA ID card to confirm authorization. No transfer media will be issued by the driver. When transferring from GoTriangle or GoRaleigh to Access, an ADA Access ticket will be required.

Regional Trips Involving only Access Services

The following procedures shall apply in coordinating regional ADA Access trips that involve Triangle Transit Access services.

Regional Access Trips

GoTriangle Access shall provide all approved regional paratransit trips with origins or destinations within the GoRaleigh fixed route service area.

Notification of Regional Trip

GoRaleigh to GoTriangle: Passengers must call GoTriangle at least one day in advance of the requested trip date. Clients should call the GoTriangle Access dispatcher's office at (919) 485-7468. GoTriangle will then call the customer to confirm a pick-up time. Note: Triangle Transit's window for the actual pick-up is from 30 minutes before to 30 minutes after the scheduled pick-up time. City staff will receive a record of monthly GoTriangle Access trips for invoice reconciliation purposes.

GoTriangle to City of Raleigh Access: Upon receipt of a regional trip request to/from GoRaleigh Access service area, GoTriangle shall schedule the requested trip in Trapeze (routing and scheduling software) and submit the trip information to GoRaleigh Access for invoice reconciliation.

Invoicing/Billing:

The City shall be billed by GoTriangle on a monthly basis for all trip mileage provided by Triangle Transit in the Raleigh service area. Triangle Transit shall bill the City based on the fully allocated cost per mile for paratransit services provided within the City of Raleigh. The City shall reimburse GoTriangle within thirty (30) business days of its receipt of the monthly billing invoice.

Policy Violations:

All passengers are required to follow the rules and regulations established by the GoTriangle and the City of Raleigh's transit programs. GoTriangle shall inform the City of any policy violations including no-shows, late cancellations, and disruptive behavior.

POLICY 4.1: CUSTOMER SERVICE

Applies to: Internal Staff

Customer Feedback

Customer compliments, complaints and suggestions are an invaluable source of information about the service that the City of Raleigh provides and how the City can strive to enhance a high quality of transit services.

Particularly, it is important that complaints are handled professionally in terms of documentation of the complaint, prompt investigative actions, and follow up with the complainant in an expeditious manner. GoRaleigh staff is committed to ensure efficient and effective management of all customer feedback.

Compliments

Compliments received regarding ADA Access service should be brought to the attention of the Access Administrator. If the compliment pertains to a specific staff member or Access vendor, the employee or vendor will be informed of the compliment and a record of it will be placed in the employee's or vendor's file.

Complaints

The procedure for handling complaints follows:

Complaint Receipt:

Staff receives the complaint and documents as much detail as possible to include but not limited to the first/last name of the complainant, date and time of the incident, vehicle number or driver involved if applicable, service or vehicle related, etc. Staff receiving the complaint must express the importance of the complaint and that it is taken very seriously.

The staff person receiving the complaint must enter all details of the complaint into the Complaint database on the designated, accessible internal drive or SharePoint.

The Access Administrator must be informed of the complaint the same day the complaint is received. The Access Administrator, or his/her designee, must contact the complainant the day of the complaint or no later than the next City business day to gather any additional information needed and explain the next steps that will be taken on the complaint.

The Access Administrator or designee is responsible for all investigation actions and follow-up communications with the complainant, as well as documentation of such follow up in the Complaint Database.

Complaint Resolution Deadline:

1. The Access Administrator will provide a response to the complainant after all investigative actions have occurred with a goal of within two (2) business days but no more than four (4) business days.
2. The Access Administrator or designee will enter the resolution in the Complaint database. The Access Administrator will track the complaints on a monthly basis and provide a summary report to the Transit Administrator.

Complaint Appeal:

If not satisfied with the response provided by the Access Administrator, the complainant may appeal the decision to the Transit Administrator within sixty (60) days.

Suggestions

Suggestions received from Access customers (or vendors) should be brought to the attention of the Transit Administrator and the Access Administrator. The Access Administrator is responsible for evaluating the suggestion, and, as appropriate, taking actions or making plans that are necessary and feasible to implement it.

Customer Satisfaction Surveys

It is the goal of GoRaleigh Access to conduct formal customer satisfaction surveys at least once every two to three years. Transit staff may opt to use mail-back surveys randomly distributed on vehicles, by telephone or mail surveys of a selected sample of customers, or by such other means as is both effective and practical. Surveys will include solicitation of feedback on service quality areas such as the following:

- Safety
- Driver performance and customer service skills
- Cleanliness of vehicles and facilities (transit hub, bus stop shelters, etc.)
- On-time performance
- Areas served
- Days and Hours of Service
- Frequency of Service
- Reservation Center staff courtesy and efficiency

A summary of the survey results should be prepared by the Access Administrator and provided to the Transit Administrator. The summary should include a description of actions that will be taken regarding the survey findings. A final survey report will be presented to the Raleigh Transit Authority.

POLICY 4.2: SUSPENSION OF SERVICE: NO-SHOWS AND SHORT-NOTICE CANCELLATIONS

Applies to: Internal Staff and Customers

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

1. A warning notice will be sent to Access participants after the first documented no-show or less than one-hour cancellation prior to a scheduled trip.

Written notice will be sent by certified mail.

It will include specific dates and details of the no-show and/or one-hour cancellation.

Reference shall be made to USDOT Final Rule 49CFR Part 37.125(h) and a copy attached.

Recipient shall be informed that two additional no-shows and/or one-hour cancellations within sixty days of the date the notice is received but must exhibit a pattern of non-compliance with these rules will result in a sixty-day temporary loss of Access privileges.

2. A suspension notice will be sent when two additional no-shows and/or one-hour cancellations occur within sixty days of receipt of warning notice.

Written notice will be sent by certified mail.

Notice will include specific dates and details of the no-shows and/or one-hour cancellations.

Reference shall be made to USDOT Final Rule 49CFR Part 37.125(h) and a copy attached.

Recipient shall be informed that Access privileges will be suspended for seven (7) days beginning the day this notice is received.

A second letter shall be mailed at the end of the period of suspension notifying recipient that Access privileges are reinstated. The reinstatement letter shall also notify recipient that if two additional no-shows and/or one-hour cancellations occur within sixty-days of reinstatement but must exhibit evidence of a pattern of non-compliance with no-shows and/or one-hour cancellations, Access privileges will be suspended for thirty (30) days.

3. A cancellation notice will be sent when two additional no-shows and/or one-hour cancellations occur within sixty days of the date that ADA Access privileges are reinstated after suspension.

Written notice will be sent by certified mail.

It will include specific dates and details of the no-shows and/or one-hour cancellations.

Reference shall be made to USDOT Final Rule 49CFR Part 37.125(h) and a copy attached.

Recipient is informed that Access privileges are cancelled beginning the day notice is received.

POLICY 4.3: CUSTOMER INFORMATION PRIVACY PROTECTIONS

Applies to: Internal Staff

It will be the policy of GoRaleigh Access to provide private personal customer and/or applicant status information only to the following persons:

- The Access applicant or approved Access customer
- The verifying health care or human service professional listed on the Access application
- Legal guardian: proof of guardianship is submitted and verified by Access staff
- A person with an appropriate Power of Attorney and documentation of it provided to Access staff
- Any other person whom the Access applicant or approved Access customer indicates in writing

Personal information shall not be provided to any other person, unless a request is submitted in writing by the applicant and approved by the GoRaleigh Access office.

POLICY 4.4: NORTH CAROLINA STATE FAIR ACCESS SERVICE REQUIREMENTS

Applies to: Internal Staff

Staff information is provided below regarding the provision of GoRaleigh Access service to the North Carolina State Fair.

ADA Access Requirements for NC State Fair Trips:

- Cost: \$2.00 one-way trip – customers must use ADA Access tickets.
- Must be approved GoRaleigh Access customers.
- Customers must schedule trips at a minimum of one day in advance (as with all other paratransit trips).
- Based on eligibility, customers may schedule trip reservations to the NC State Fairgrounds, Main Entrance, at Blue Ridge Road and Hillsborough Street.

POLICY 5.1: RECORDS RETENTION

Applies to: Internal Staff

Per the City Council’s adoption on August 15, 1997, and revisions on August 31, 2001, of the N.C. Municipal Records Retention and Disposition Schedule (NCMRRDS), Transit staff is to retain records for the following lengths of time (page number of NCMRRDS are cited):

Record	Period	NCMRRDS Page #
1. Agendas	Destroy after 1 year	1
2. Associations and committees	Destroy after 2 years	1
3. Citizen Complaints	Destroy after 3 years	2
4. Letters/Memo’s	(a) Keep records relating to history or operation of Access	2
	(b) Destroy remaining records > 3 years	
5. Policy Statements	(a) Retain 1 copy permanently	2
	(b) Destroy remaining records > 3 years	
6. Emergency Plans	Destroy when superseded or obsolete	2
7. Contracts	Destroy > 5 years after expiration	2
8. Policies and Procedures	(a) Internal - retain permanent copy	7
	(b) External – destroy > 1 year after superseded or obsolete	
9. Reports	(a) Retain perm. copy of biennial & annual reports	8
	(b) Destroy all others > 3 years	
10. Temporary Records	Destroy > 6 months	8
	(mailing lists, reservations, etc.)	
11. Purchasing File	Destroy > 3 years & when released from all audits	10
12. Annual Budget	Preserve 1 perm. copy for record	11
13. Authorizations Form	Destroy > 3 years & when released from all audits	12
14. Invoices – all	Destroy > 3 years & when released from all audits	12
15. Paid Check, bills, vouchers	Destroy > 3 years & when released from all audits	20
16. Receipts	Destroy > 3 years & when released from all audits	21
17. Work Orders	Destroy in office 1 year after completion of work	47
18. Applications	Destroy after > 3 years	77

(1) N.C. Municipal Records Retention and Disposition Schedule, N.C. Department of Cultural Resources, Division of Archives and History, Archives and Records Section, Records Services Branch, August 15, 1997.

(2) GoRaleigh Access extended timeframe. The NCMRRDS recommends destruction after all the complaints are settled.

POLICY 5.2: GORALEIGH ACCESS PRIVACY POLICY

Introduction:

In this disclosure, you'll find details about GORALEIGH ACCESS privacy policies and procedures. We want you to be educated about our service, so please read this disclosure carefully to understand the service.

We do not sell customer information to third parties.

We do not share customer information with outside parties who may wish to market their products to you. You do not have to take any action or instruct us to keep your information confidential. We will protect your privacy automatically.

Within GORALEIGH ACCESS, we safeguard your customer information carefully.

You have choices about how your information may be shared and used within GORALEIGH ACCESS.

We are committed to protecting your customer information in every transaction, at every level of our organization. For this purpose, we have designed procedures, standards and technology, which are described in our policy.

We are committed to helping you protect your privacy every day. On our web site, you'll find tips to help you protect yourself from identity theft and limit direct marketing from outside companies. GORALEIGH ACCESS has been a trusted paratransit eligibility service partner for many years. You can count on us to provide you with the responsive, professional service you deserve, and to protect your privacy and security along the way.

The GORALEIGH ACCESS Privacy Policy described herein illustrates how we protect and use your customer information. We believe that protecting your privacy is an integral part of the customer service we provide to you. This is the reason why we do not share customer information with outside parties who may wish to market their products to you.

At GORALEIGH ACCESS, we value your relationship, and we work diligently every day to honor the trust you place in us. Thank you for using GORALEIGH ACCESS.

Privacy Policy:

How we protect and use customer information:

1. We begin by safeguarding the security and integrity of customer information.

We are committed to protecting the security and integrity of customer information through procedures and technology designed for this purpose. For example:

- We limit employee access to customer information to those who have a business reason to know this information. Employees are required to honor our code of conduct, which includes standards to protect customer confidentiality. They are subject to disciplinary action if they fail to do so.
 - We maintain policies and procedures covering the proper physical security of workplaces and records.
 - Our physical, electronic, and procedural safeguards meet or exceed federal standards regarding the protection of customer information. We require independent contractors and outside companies who work with us to adhere to strict privacy standards through their contracts with us. We use technological means (such as backup files, virus detection and eradication software, firewalls, and other computer software and hardware) to protect against unauthorized access or alterations to customer data.
2. We collect and maintain customer information as part of servicing your application and usage of paratransit and other transportation services. In the course of serving you, we collect information about you from a variety of sources, such as:
 - Information you provide to us on applications or forms, such as your disability
 - Information we receive from an outside source, such as your doctor, regarding your health history or treatment status
 - Information about your previous paratransit eligibility status from transit agencies and the companies that serve them.
 3. The customer information we collect is used to serve your applications and paratransit needs.

Information may be used among GORALEIGH ACCESS, as well as with authorized third parties, for several purposes, such as:

- To process your application for ADA paratransit service

- To process your requests such as updates to address and mobility devices
 - To service your account by using your information to provide transportation providers enough information to schedule a ride including pick up address and emergency contact information.
 - To keep you informed by issuing notifications of expiration, ID cards, and policy updates
4. We do not share information with outside parties who may wish to market their products to you. We may disclose the information we collect, as described above, with nonaffiliated third parties that are acting on our behalf, including:
- Companies and transit agencies that perform transportation services. We may also share certain information with companies that help us conduct surveys or marketing research.
 - There are other situations when we may disclose to third parties the customer information we collect as permitted or required by law. Third parties could include government entities, courts or other entities (in response to subpoenas and other legal processes), and those with whom you have requested us to share information.

It is important to note that we do not share customer information with other companies for the purpose of marketing their products to you, unless you specifically request in advance that we do so. It is not necessary for you to instruct us not to share information with these outside companies, because we will automatically keep your information confidential.

5. Within GORALEIGH ACCESS, we share information so that we can work together to serve you.

We may disclose all the information we collect, as described above, within GORALEIGH ACCESS, including:

- Our administrative and customer service departments which, for example, service your accounts.
- Our transit evaluation team to determine ADA paratransit eligibility and other transportation services you may qualify for.

The application forms include a signature area which indicates GORALEIGH ACCESS Health Insurance Portability and Accountability Act (HIPAA) policy. You may always change your instructions at any time in the future by calling GORALEIGH ACCESS. If you choose to express a privacy preference (information sharing or solicitation preference), it will remain in effect if you are a customer.

If you have already recorded your privacy preferences with us, there is no need to do so again.

Part III: Reference Documents - GoRaleigh Access

GORALEIGH ACCESS APPLICATION FORM



The GoRaleigh ACCESS program, a paratransit system operating in accordance with the Americans with Disabilities Act (ADA) of 1990, is designed to serve individuals whose disabling conditions or functional limitations prevent them from using regular fixed route GoRaleigh. The ADA program allows paratransit trips to be made at the cost of \$2.50 per trip for eligible users.

WHO IS ELIGIBLE?

Under the ADA regulations, individuals who qualify for paratransit services qualify for at least one of following three categories:

1. The individual is unable, as a result of mental or physical impairment as defined in the ADA, to get on, ride, or get off an accessible vehicle of the GoRaleigh fixed route bus system;
2. The individual needs the assistance of a wheelchair lift or other boarding device and is able, with such assistance, to get on, ride, and get off an accessible vehicle, **BUT** such a vehicle is not available on the route when the person wants to travel;
3. The individual has a specific impairment-related condition (including limitations of vision, hearing or disorientation), which prevents travel to or from a transit station or stop of the GoRaleigh fixed route bus system.

If at least one of the above items applies to you, identify which item number(s) above _____.

ELIGIBILITY: WHAT YOU SHOULD KNOW ABOUT THIS PROGRAM:

Individuals who can access regular fixed route bus services are not eligible for paratransit service.

Paratransit service operates only within the Raleigh ADA service area. If you qualify for ADA service, but live outside this area, you are responsible for any transportation needed to arrive within 3/4 mile of the service route.

If the applicant is determined to be eligible for this program, one of two designations may be made: Unconditional or Conditional:

- **Unconditional eligibility** indicates that the applicant can use paratransit service for all trips within the service area.
- **Conditional eligibility** indicates that some trips are eligible and some not, based on functional ability to use the GoRaleigh bus system, given the specific environment and demands of each trip.

HOW TO APPLY:

Review the GoRaleigh ACCESS brochure and this ADA application. Additional copies are available from the City of Raleigh Transportation Department (996-3459), GoRaleigh, and some Wake County libraries, doctor's offices, and social service agencies.

If you believe you qualify for ADA paratransit services, complete part A of this application.

Provide the application - **both parts A & B** - to an authorizing professional. Both parts of the application must be completed in order for your application to be considered.

Mail the completed application (both parts A & B) to:

*City of Raleigh
Transportation Department- Transit Division
P.O. Box 590
Raleigh, NC 27602
Attn. GoRaleigh Access/ ADA paratransit Eligibility*

WHAT HAPPENS AFTER I TURN IN MY APPLICATION?

After the City of Raleigh has received your application, you will be contacted by Medical Transportation Management, Inc. (MTM) staff to schedule a functional assessment.

A representative of MTM will meet with you to determine your eligibility based on the following factors:

- Information provided on your application.
- Information provided by your authorizing professional.
- Results of a brief assessment of your actual functional abilities.
- A review of available transportation options in the areas in which you desire to travel.

If you have questions or have not been contacted within 21 days of submitting your application, call GoRaleigh ACCESS at (919) 996-3459. If you use a TDD, call 1-800-735-2962 and ask to be connected to (919) 996-3459. If, at that time, a determination of your eligibility has not been made, you will be temporarily eligible for paratransit service until such time as your application can be reviewed.

If you are denied paratransit eligibility, you will receive a letter regarding this decision and a copy of the GoRaleigh ACCESS Appeals Process. You have the right to appeal. For more information, contact GoRaleigh ACCESS at (919) 996-3459. If you use a TDD, call 1 (800) 735-2962 and ask to be connected to (919) 996-3459.

This application is available in alternative formats. If you would like additional assistance, please call (919) 996-3459 (TDD users call 1-800-735-2962, and ask to be connected to (919) 996-3459). The information in this application will be used only to determine your eligibility for ADA paratransit services and will be kept confidential.

GoRaleigh ACCESS

ADA PARATRANSIT APPLICATION - PART A

Are you recertifying? _____ if so, please provide ID# _____ and expiration date _____ from your current GoRaleigh Access card.

FIRST NAME: _____ MI: _____ LAST NAME _____

Birthdate: _____/_____/_____

Address: _____

City: _____ State: _____ Zip: _____

Telephone: Home: _____ Mobile: _____

What number should the Assessment Office use to contact you for the scheduling of your in-person assessment? _____

If hearing impaired, TDD number: _____

Language Ability (please check all that apply):

English Spanish Other (specify): _____

Do you currently use GoRaleigh, regular fixed-route bus system?

NO YES

If yes, which routes? _____

What is the closest bus stop to your home? _____

Can you get to the bus stop by yourself? YES NO

If no, what limits you from getting there? _____

Name any GoRaleigh routes, which serve your neighborhood:

Please check ONE of the following seven statements, which best defines the nature of the disability or limitation which prevents you from using GoRaleigh fixed route bus service. Describe your specific needs in the space provided:

- (MOB)** I have a mobility impairment, which prevents me from getting to and/or getting on a fully accessible vehicle without assistance. Describe the nature of this condition and any environmental obstacles (such as inclines, curbs, and distances) which affect your ability to access public transportation:

This condition is: _____temporary _____permanent

- (END)** I have an endurance problem, which prevents me from moving the distance needed to get to the bus stop. Please describe the cause and nature of this condition:

This condition is: _____temporary _____permanent

- (VIS)** I have a visual impairment that prevents me from finding my way to and from a GoRaleigh bus stop without assistance. Describe the nature of your condition and your functional level of vision:

Please list any specific trips for which you have received travel training, and the name of the Orientation and Mobility specialist who provided the training:

- (COG)** I have a cognitive disability which prevents me from remembering and understanding information needed to get myself safely to and from the bus stop. Please describe the origin and characteristics of your condition:

Are you involved in any programs or training, which will have an impact on your ability to use public transportation? If so, please describe: _____

(OTH) I have a severe medical condition, which limits my ability to function. Please describe and note whether your condition is temporary or permanent, and if it is episodic in nature (i.e. do you have “good” days or times when you can access transportation, and “bad” days when you cannot?)

(OTH) I am dealing with functional losses due to aging. I feel I am not able to access regular bus service due to the following limitations:

(OTH) Other. My functional limitations do not fit into any of the above categories. I am unable to use regular bus service because:

This condition is _____temporary _____permanent

Which of the following mobility aids do you use? (please check all that apply)

- ___ Cane ___ Manual Wheelchair ___ Service animal
- ___ White Cane ___ Powered Wheelchair ___ Picture board
- ___ Walker ___ Powered scooter/cart ___ Alphabet board
- ___ Crutches ___ Boarding chair ___ Portable oxygen
- ___ Prosthesis ___ Transfer board ___ None of these
- ___ Other (describe): _____

PART B of this application must be filled out by a health care or human services professional who is familiar with the applicant's disabling condition and/or functional limitation.

Your signature on the application authorizes this professional to provide information to the City of Raleigh regarding your eligibility for ADA services and any needed clarification of functional limitations due to your disabling condition.

In the space provided below, CLEARLY PRINT the name of the professional who will be verifying your application and specify his/her position.

Name of professional:

Professional affiliation (check the appropriate designation):

- | | |
|---|--|
| <input type="checkbox"/> Licensed physician | <input type="checkbox"/> Licensed physical therapist |
| <input type="checkbox"/> Licensed occupational therapist | <input type="checkbox"/> Licensed social worker |
| <input type="checkbox"/> Nurse (LPN or RN) | <input type="checkbox"/> Certified psychologist |
| <input type="checkbox"/> Certified rehabilitation counselor | <input type="checkbox"/> Speech pathologist |
| <input type="checkbox"/> Vision specialist | <input type="checkbox"/> Orientation/mobility specialist |
| <input type="checkbox"/> Audiologist/ Hearing specialist | <input type="checkbox"/> MR/DD qualified specialist |

I certify that the information contained in this application is correct and authorize the above-named professional to provide verification of my condition and supporting information as needed:

Applicant's signature: _____

If the applicant was assisted by someone else to complete this form, please list contact information below:

Name: _____
Daytime telephone #: _____
Address: _____
Relationship to Applicant: _____
SIGNATURE: _____

Applicant's emergency contact (if different from person assisting with application):

Name _____

Daytime phone: _____

Personal Care Attendant(s):

If you require mobility assistance from one or more Personal Care Attendants, please complete the following information:

Personal Care Attendant Name: _____

Address: _____

City: _____, **State:** _____, **Zip Code:** _____

Telephone #: _____

GoRaleigh ACCESS

ADA PARATRANSIT APPLICATION - PART B

Professional ADA Verification

You are being asked by the applicant named in PART A of this application to provide information regarding his/her ability to use the transit services of the City of Raleigh. The GoRaleigh system provides ADA paratransit services through the GoRaleigh ACCESS program to ADA eligible persons with disabilities who cannot use regular services. The information you provide will allow us to evaluate the request and determine this individual's specific needs. Thank you for your cooperation in this matter.

PLEASE NOTE: GoRaleigh fixed route transit services available within the City **are currently accessible** to persons with disabilities who need lift-equipped vehicles, vehicles which kneel to the curb, and/or announcement of bus stops. The individual applying for ADA paratransit service **MUST BE UNABLE TO ACCESS THESE SERVICES** due to:

Conditions which prevent them from getting to or from a GoRaleigh fixed bus stop, or transferring between vehicles **and/or**

Conditions which prevent them from being able to get on, ride, or get off a lift-equipped vehicle.

Individuals for whom performing these tasks is inconvenient or uncomfortable are **NOT ELIGIBLE** for services, and you are asked to verify this.

Eligibility for paratransit services, which consists of the use of paratransit vehicles for two times the base fare on GoRaleigh, is determined on a trip-by-trip basis. It is extremely **important** that you provide specific information about the individuals' **functional** limitations, so that these determinations can be made. For example, an individual who can easily and safely get to the bus stop nearest their home may not be able to get to a bus stop at their desired destination and thus would be eligible for a subsidized paratransit ride based on the destination.

PLEASE FOLLOW THESE STEPS TO VERIFY THIS APPLICATION:

1. Read PART A of the application in its entirety
2. Fill out PART B of the application **completely**, using the criteria provided.
3. Return the completed application to the applicant within 7 days of receipt. The applicant is responsible for returning the application to GoRaleigh ACCESS in the City of Raleigh's Transportation Department.
4. Be aware that you may be contacted for further information if questions remain about the applicant's abilities.
5. If you have any questions, contact GoRaleigh ACCESS at (919) 996-3459. If you use a TDD, call 1-800-735-2962 and ask to be connected to (919) 996-3459.

I have read PART A in its entirety: _____ YES _____ NO

I agree with the information provided in PART A: _____ YES _____ NO

If no, please explain: _____

Please state the condition causing this applicant's disability:

Specify which functional limitations are associated with this condition and be specific when asked to supply additional information:

- | | |
|--|--|
| <input type="checkbox"/> Mobility impairment | <input type="checkbox"/> Visual impairment
__total __partial |
| <input type="checkbox"/> Hearing impairment
__total __partial | <input type="checkbox"/> Compromised endurance
__muscular __respiratory |
| <input type="checkbox"/> Cognitive impairment
(please complete below) | <input type="checkbox"/> Other (please specify)
_____ |

* If this individual has functional limitations due to a cognitive impairment, please indicate any of the following issues that are pertinent to this individual:

_____ Cannot be left alone to wait for transportation.

_____ Displays behavior that is unsafe for self or others using public transportation.

_____ Cannot recognize vehicles that s/he should board.

For any impairments checked above, please note specific precautions that this individual must follow in terms of:

Travel distance limitations: _____

Limitations regarding time of day to:

Travel _____

Weather conditions: _____

Environmental conditions: _____

What is the severity of this individual's condition?

Mild Moderate Severe

Profound/Chronic

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

Temporary: Approximate expected duration until ____/____/____
 Long-term: Potential for functional improvement or periods of remission.
 Permanent: No expectation of functional improvement

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

- This individual should be able to access public transportation successfully.
- This individual can use public transportation under certain situations as stated above.
- This individual cannot use public transportation due to multiple functional limitations.

PART B - PROFESSIONAL VERIFICATION, continued

Please complete:

SIGNATURE: _____

PRINTED NAME: _____

ADDRESS: _____

TELEPHONE PHONE #: _____

ORGANIZATION / PRACTICE: _____

THANK YOU FOR YOUR ASSISTANCE!!

REQUEST FOR REASONABLE MODIFICATION FORM



Reasonable Modification/Accommodation Policy

Appeal Process

To File an Appeal of Reasonable Accommodation Request:

Step 1. Submittal

Submit a letter requesting an appeal. The appeals request letter must include:

Applicant's name, mailing address, and phone number where he/she can be reached.

Applicant's representative, if any. The representative's name, title, mailing address, and phone number where he/she can be reached.

Any evidence that may qualify the applicant for the Modification.

Step 2. Where to Submit

The appeals request letter must be submitted to the ADA Coordinator or appointed representative. It must be submitted in a sealed envelope, marked as follows:

*ADA Reasonable Accommodation Request Appeal
C/o ADA/Title VI Coordinator
City of Raleigh
Transportation Department- Transit Division
P.O. Box 590
Raleigh, NC 27602*

Upon receipt by the ADA Coordinator, the letter will be time stamped and the material reviewed for completeness and evidence submitted will be noted.

Step 3. Administrative Appeal

The ADA Coordinator will review the appeals materials and respond in writing to the application for appeal notifying of his or her administrative decision. A determination of the Administrative Appeal shall occur and be relayed to the appellant by mail. Should the administrative decision of the ADA Coordinator prove unsatisfactory, the appellant shall be given the opportunity to submit his/her appeal to the City's Reasonable Accommodation Appeals Panel.

Step 4. Notification of Hearing

Upon notification that the appellant wishes to appeal the ADA Coordinator's decision, the ADA Coordinator will return a letter of response to the applicant notifying him/her of the time and place of a hearing in front of the ADA Reasonable Accommodation Appeals Panel.

Step 5. Appeals Review Committee

The Appeals Panel shall consist of three (3) municipal employees or contract employees from varied backgrounds and disciplines.

The three Panel members will meet to review an appeal. Panel members will disqualify themselves should they have a conflict of interest that would bias their decision on the individual's eligibility appeal. Panel members will have an opportunity to review the appeals letter and supplemental information provided by the applicant as well as any added information provided by the City's Transit Staff. Panel members and City staff will treat all information as confidential.

The appellant and his/her representative (if any) will be notified of the hearing date, time and location. The appellant may attend the hearing, if he/she chooses, accompanied by his/her representative and one attendant. The appellant or representative need not be present at the hearing.

The Appeals Hearing is confidential and is NOT a public meeting.

On the day of the Hearing:

- The three members meeting to hear the appeal shall first choose one member to act as chairperson.
- Staff shall introduce the appellant to panel members and review the determination of the Reasonable Accommodation.

- Appellant and staff each will have equal time (10 minutes) to present evidence specific to eligibility before the Appeals Panel.
- Panel members may ask questions, after presentation by appellant and staff, at their discretion.

Upon completion of questions, the appellant is informed of a decision in writing on the modification will be made within thirty days of the appeal hearing.

Panel members will then discuss the appellant's case and evidence, after appellant and staff are excused. The Panel shall deliberate cases as necessary. They shall either come to a common conclusion on eligibility or vote on determination of eligibility. The Panel shall then state their reasons for their decision, adding any special conditions for eligibility or denial of service.

The Panel decision is communicated in writing to the applicant within 30 days of completion of the appeals process.

All decisions by the Appeals Panel are final.

Appeals Panel Guidelines

There are two essential questions to the appeals process.

To appellant: "Why did you file an appeal?"

To staff: "Why was the applicant's request denied?"

The Appeals Panel should review all information on the application and any additional evidence or documents. The appellant and staff should be asked if any additional evidence is available. If there is, it should be submitted during the hearing itself. The Panel should determine if any pertinent information is missing.

The Panel should conduct an independent determination of the request based on evidence available. When stating the judgment regarding the appeal the Panel should cite specific reasons related directly to the request and additional evidence and documentation.

If you have any questions regarding this process do not hesitate to contact me the ADA Coordinator, at (919) 996-4087.

City of Raleigh ADA/Title VI Complaint Form



CITY OF RALEIGH ADA / TITLE VI COMPLAINT FORM

Background

Recipients must create and make available an Americans with Disabilities Act (ADA) / Title VI Complaint Form for use by customers who wish to file an ADA / Title VI complaint. The complaint form shall be available on the recipient's website. A recipient's ADA / Title VI Complaint Form shall specify the type of complaint, ADA or Title VI.

The Civil Rights of 1964 (Title VI) identifies the three classes protected by Title VI—race, color, and national origin—and allow the complainant to select one or more of those protected classes as the basis/bases for discrimination.

If any of the Limited English Proficient (LEP) populations in our service area meet the Safe Harbor threshold (see Chapter III), then the procedure will be provided in English and in any other language(s) spoken by LEP populations that meet the Safe Harbor Threshold

This form is also used for Americans with Disabilities Act (ADA) complaints. The Americans with Disabilities Act of 1990 (ADA), provides protection that no individual with a disability shall on the basis of disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any GoRaleigh program, service or activity.

City of Raleigh is committed to providing non-discriminatory service to ensure that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of its services on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act of 1964 (Title VI) as well as providing protection that no individual with a disability shall on the basis of disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination as stated in the Americans with Disabilities Act of 1990 (ADA).

If you feel that you have been discriminated against, please provide the following necessary information to facilitate the processing of your complaint. If assistance is required to complete the form, or if you have questions, please do not hesitate to call the ADA/Title VI Coordinator at (919) 996-3030. Once completed, return a signed and dated copy to:

*ADA / Title VI Coordinator
City of Raleigh Transportation- Transit Division
PO Box 590
Raleigh, North Carolina 27602*

Note: The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please call (919) 996-3030.

What is the nature of your complaint ADA or Title VI? Please check one of the following below:

ADA___ or Title VI___

[FOR OFFICE USE ONLY]
Complaint No. _____

Part I.

Name	
Address	
Telephone (Home)	Telephone (Work)
Electronic Mail Address:	
Accessible Format Requirements?	
TDD	Large Print
Audio Tape	Other

Part II.

Are you filling this complaint on your own behalf? Yes* No		
*If you answered "yes" to this question, go to Section III.		
If not, please supply the name and relationship of the person for whom you are complaining:		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	Yes	No

Part III.

I believe the discrimination I experienced was based on (check all that apply):
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin
Date of Alleged Discrimination (Month, Day, Year):

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

* You may use the back of this document for addition comments or attach any written materials or other information you think is relevant to your complaint.

Part IV

Have you previously filed an ADA / Title VI complaint with this agency?	Yes	No
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Part V

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? Yes No

If yes, check all that apply:

Federal Agency Federal Court State Agency State Court Local Agency

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Title: _____

Agency: _____

Address: _____

Telephone: _____

Part VI

Name of agency complaint is against: _____

Contact person: _____ Title: _____ Telephone number: _____

To protect your rights, your complaint must be filed within 180 days following the date of the alleged discrimination. Failure to file within 180 days may result in dismissal of the complaint.

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature _____ Date _____

Please submit this form in person at the address below, or mail this form to:

*ADA/Title VI Coordinator
City of Raleigh Transportation Department- Transit Division
PO Box 590
Raleigh, NC 27602*

ADA / Title VI Complaint Form

The City of Raleigh's ADA / Title VI complaint form information is available in English on the City of Raleigh's website and presented in this report. The City of Raleigh's website also provides access to translation of the ADA / Title VI complaint form into other languages if needed.