

GoRaleigh Access

Complementary ADA Paratransit Plan



2017

Prepared by:



Prepared for:



City of Raleigh

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GENERAL INFORMATION

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Introduction

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 non-commuter 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.

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.

ADA Paratransit Service Eligibility. ADA paratransit service must be provided to all individuals who are unable, because of their disability, to use the fixed-route system, some of the time or all of the time. The goal is to ensure non-discriminatory, equitable, accessible and safe public transportation, enhancing the social and economic quality of life for people with disabilities. The criteria for determining eligibility are also regulated by the ADA, and GoRaleigh must have a documented process in place to determine if an individual qualifies for ADA service.

The ADA requires the development of programs that will ensure the integration of all persons into the public transportation system, and thus all of the opportunities transportation makes possible. Public transit systems are prohibited from denying individuals with disabilities the opportunity to use public transportation services, when they are available. Public entities are prohibited from providing services that discriminate against persons with disabilities. The ADA requires that:

- 1) All newly purchased or leased vehicles used in fixed-route service must be accessible to persons with disabilities.
- 2) Public agencies which provide fixed-route public transportation service also must offer similar complementary paratransit services to individuals with disabilities who are unable to use the fixed-route system.
- 3) New facilities must be accessible.
- 4) Alterations to facilities must include features to make them accessible.

There are three (3) major categories of individuals who are required to be served based upon their functional disability interacting with conditions of the service and surrounding environment:

- 1) Persons who are unable to board, ride, or disembark from accessible fixed-route vehicles as a result of their disability.
- 2) Persons who could use accessible fixed-route services, but such services are being operated using vehicles that are not fully accessible.
- 3) Persons who cannot travel to or from a bus stop because their disability prevents it.

GoRaleigh complies with all requirements of the Americans with Disabilities Act. ADA complementary paratransit standards are provided for in 49 CFR Section 37 of the Code of Federal Regulation. See Appendix C – “Plan Contents” for a list of the requirements provided for in this plan.

Description of GoRaleigh Transit Services

GoRaleigh Transit Service Detail. GoRaleigh is managed by the City of Raleigh’s Department of Transportation. It operates fixed-route, contract, and subscription services throughout Wake County, North Carolina, for general public transportation needs.

Fixed-Route Service. From 4:37am to 12:08am Monday-Friday, 5:45am to 12:12am Saturday, and 7:45am to 8:25pm Sunday, GoRaleigh provides fixed-route service along 29 bus routes, including five connector routes and three express routes.¹ Most GoRaleigh routes are radial routes which begin and end in downtown Raleigh. Regional and city-center maps of GoRaleigh transit services are shown on pages 6 and 7. The population of GoRaleigh’s service area is approximately 431,746 persons and GoRaleigh serves the highest ridership of all transit providers in Wake County with 23,726 estimated daily riders.

Fixed-Route Fare Structure. Full-fare riders pay \$1.25 for a one-way trip. Reduced price fares cost \$0.60 per one-way trip and are available to persons with disabilities and teens that are ages 13-18. Additionally, free fares are available for children 12 years of age and younger and seniors that are ages 65 and over. There are also passes available for weekly riders, monthly riders, and those that are willing to purchase a stored value card (see table below).

Figure 1: GoRaleigh Local Fare Information

Fare Type	Full Fare	Reduced Fare
Cash Fare	\$1.25	\$0.60
Day Pass	\$2.50	\$1.25
7-Day Pass	\$12.00	\$6.00
31-Day Pass	\$45.00	\$22.50
\$25 Stored Value Card	\$20.00	\$20.00

Fixed-Route Vehicle Fleet Inventory. GoRaleigh has a fleet of 89, heavy-duty, 40-foot buses for fixed-route operations. It has an additional 10 heavy-duty, 40-foot buses for the State Fair and other contingencies. All buses are wheelchair accessible, thus all fixed-routes are wheelchair accessible.

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 GoRaleigh Access services is shown on page 8. GoRaleigh Access is in compliance with federal requirements and its paratransit services are fully operational and accessible.

¹ The connector routes (“L” routes) circulate through an area or operate as a cross-town route and link with one or more radial routes. The express routes (“X” routes) operate non-stop and boardings/alightings on these routes are generally available only at the beginning and end points of the route.

Figure 2: GoRaleigh Fixed- Route System Map

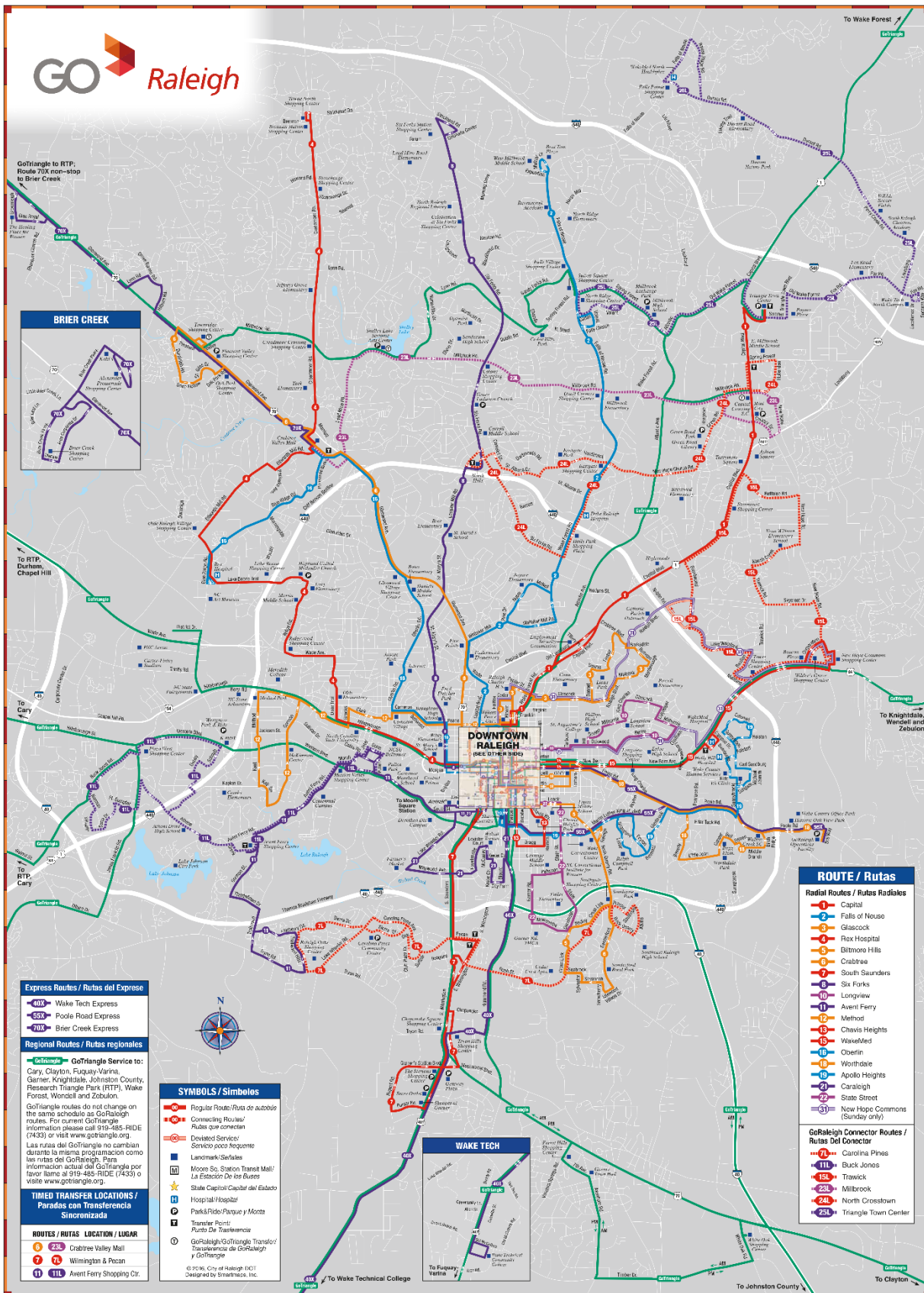
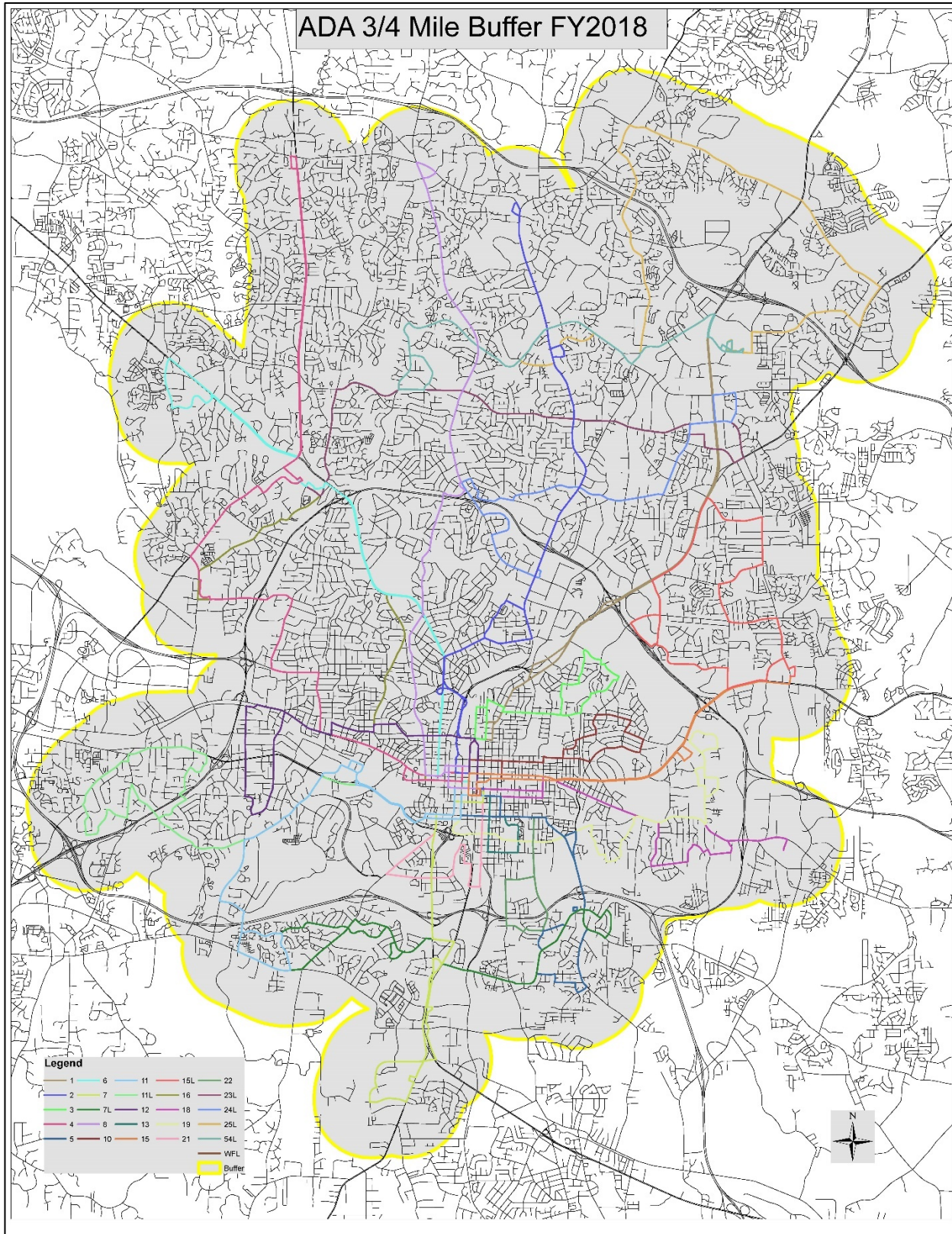


Figure 3: GoRaleigh Fixed-Route System Map - Downtown Breakout



Figure 4: GoRaleigh Access Service Area



Sub-recipient Service Provision. The City of Raleigh Transit Program has extended federal financial assistance to sub-recipients through the competitive selection process to provide paratransit services. As an example, the sub-recipients that had received funding in the past are listed below with the type of federal assistance that was received.

- Triangle Transit – Section 5310 (formerly Job Access and Reverse Commute)
- Center for Volunteer Caregiving – Section 5310 (formerly Job Access and Reverse Commute)
- Alliance (Universal Disability Advocates) – Section 5310 (formerly Job Access and Reverse Commute)

Through the sub-recipient agreements that the City of Raleigh executes with all of its Section 5310, which outlines the Federal clauses, certifications, required record keeping, and mandatory quarterly reporting, the City of Raleigh monitors its sub-recipients. For more information on sub-recipient monitoring see Appendix B.

Other Paratransit Services.

Wake Coordinated Transportation Services (WCTS/TRACS) provides door-to-door, demand-response, shared-ride service to residents who are age 60 or over, have a disability, live outside of Raleigh or are sponsored by human services agencies for transportation services. Service is provided to the rural general public, to residents who are referred to WCTS, and to individuals sponsored by a human service agency, including Medicaid transportation. WCTS/TRACS is financed primarily with a portfolio of federal and state transportation grants as well as contract revenues.

Wake County Human Services provides demand response and subscription service for Wake County residents, primarily those that reside outside of the City of Raleigh, and funded through the NCDOT Community Transportation Program. Service is provided to clients of various human service agencies throughout the county, and provides trips to general public riders on a space-available basis. The program maintains a budget of approximately \$2.5 million annually, and provides critical transportation links for many persons within the County. Transportation is provided for agency-eligible participants.

Eligibility is based on sponsorship by participating agencies/programs such as Medicaid, Public Health, Mental Health, Work First and other programs. Transportation is available Monday through Friday, and on Saturday for dialysis and employment. Service hours vary daily, depending on appointments and scheduling, but generally are from 5:00am to 8:00pm.

In addition to these providers, there are organizations in Wake County that either contract with human service agencies to provide trips to clients, provide trips to their own human service agency clients, or provide transportation exclusively to the population that human service agencies serve – individuals who are elderly, have a disability or are of low-wealth. A list of additional transportation providers in Wake County is included in Appendix B – “List of Other Providers.”

Paratransit Vehicle Fleet. GoRaleigh Access has 16 cutaway vehicles for paratransit services. All vehicles are wheelchair accessible, thus all fixed-routes are wheelchair accessible.

GoRaleigh Access also has eligible taxi vendors who operate paratransit services. In order to be eligible these vendors must comply with city code which consists of the following:

- Possess a current City of Raleigh taxi license and taxpayer identification number
- Have an accessible office, mobile phone and fax machine, seven days a week from 8:00am to 7:00pm
- Meet with GoRaleigh staff to review GoRaleigh procedures, trip scheduling, invoicing, ticket/coupon receipts, etc.

The City of Raleigh relies on the police department for oversight of the taxi vendors. Currently, no existing contracts or agreements are held between the City and taxi vendors. GoRaleigh monitors the availability of sedan and lift equipped taxis to ensure availability meets current demand. GoRaleigh currently utilizes approximately 200 taxis on a daily basis, this number varies as companies add or deduct vehicles. For the current list of vendors see Appendix B.

Complementary ADA Paratransit Service Demand. There are currently 4,450 paratransit customers in the City of Raleigh Route Match Database who use paratransit services with varying frequency. A significant sample of these customers were surveyed in the 2016 Accessible Raleigh Transportation Survey to determine the frequency of use for paratransit services. The table below summarizes survey response data from the question, “How often do you currently ride [GoRaleigh Access]?”

Figure 5: Estimated Paratransit Service Demand

Answer Options (select one)	Response Percent
Less than once per week	9.8%
1 to 2 times per week	24.4%
3 to 4 times per week	39.0%
5 or more times per week	26.8%

The City of Raleigh Route Match database also tracks daily paratransit trips. Each week, approximately 6,700 trips are made by GoRaleigh Access customers.

Complementary ADA Paratransit Service Budget. The operating and capital budget for proposed ADA paratransit service for the next five (5) years is provided in the table below. It is based on the estimation of demand explained in the previous section.

Figure 6: Five-Year ADA Paratransit Service Budget

Budget Type	FY2018	FY2019	FY2020	FY2021	FY2022
Operating	\$8,591,275	\$8,849,013	\$9,114,484	\$9,387,918	\$9,669,556
Capital	\$900,000	\$900,000	\$900,000	\$900,000	\$900,000
Total	\$9,491,275	\$9,749,013	\$10,014,484	\$10,287,918	\$10,569,556

Complementary ADA Paratransit Service Provision Analysis. The service requirements as specified under this CFR 49 Section 37 are summarized in the table below. These elements are discussed further on page 19.

Figure 7: Analysis of Required Complementary ADA Paratransit Service Elements

Category	Required Service Element	Current Paratransit Meets Required Service Element (Y/N)	Comments / Reference
Service Area	Service is required to origins and destinations within corridors with a width of three-fourths of a mile on each side of each fixed-route.	Y	GoRaleigh understands and complies. See Appendix A – “Complementary Paratransit Service Area.”
Service Area	Small areas surrounded by corridors must be served	Y	GoRaleigh understands and complies. See Appendix C – “Complementary Paratransit Service Area.”
Service Area	Service is not required outside the boundaries of the jurisdiction(s) in which the transit agency operates, if it does not have legal authority to operate in that area. This exception applies only when there is a legal bar to the entity providing service on the other side of a boundary.	Y	GoRaleigh understands and complies.
Service Hours	Service shall be available throughout the same hours and days as the entity’s fixed-route service.	Y	GoRaleigh understands and complies. See “Complementary ADA Paratransit Service Detail” in the main document.
Service Hours	Corridors do not need to be served with paratransit when the fixed-route system is not running in them.	Y	GoRaleigh understands and complies.
Response Time	The entity shall schedule and provide paratransit service in response to a request for service made the previous day.	Y	GoRaleigh understands and complies. See Appendix A “GoRaleigh Access Purchasing and Trip Scheduling Requirements.”
Response Time	Reservations may be taken by reservation agents or by mechanical means.	Y	GoRaleigh understands and complies. See Appendix A “GoRaleigh Access Purchasing and Trip Scheduling Requirements.”
Response Time	Reservations must be taken during normal business hours and comparable hours any day before service is operated.	Y	GoRaleigh understands and complies. See Appendix A “GoRaleigh Access Purchasing and Trip Scheduling Requirements.”
Response Time	The entity may permit advance reservations to be made up to 14 days in advance.	Y	GoRaleigh understands and complies. See Appendix A - “Trip Reservations, Changes, and Cancellations.”

Category	Required Service Element	Current Paratransit Meets Required Service Element (Y/N)	Comments / Reference
Response Time	The entity may negotiate pickup times with the individual, but not more than one hour before or after the individual's desired departure time.	Y	GoRaleigh understands and complies. See "Meeting the Requirements of the Americans with Disabilities Act" section of this document.
Fares	The fare shall not exceed twice the fare that would be charged to an individual paying full fare (i.e., without regard to discounts) for a trip of similar length, at a similar time of day, on the entity's fixed-route system.	Y	GoRaleigh understands and complies. See "Figure 1" and Appendix A "GoRaleigh Access Purchasing and Trip Scheduling Requirements" for pricing schedules of fixed-route and paratransit services.
Fares	In calculating the full fare the entity may include transfer and premium charges.	Y	GoRaleigh understands and complies.
Fares	Companions pay the same fare as the ADA eligible rider.	Y	GoRaleigh understands and complies. See Appendix A "System-wide Service Standards and Policies – Eligible ADA Visitors."
Fares	An attendant rides free.	Y	GoRaleigh understands and complies. See Appendix A – "Personal Care Attendant, Accompanying Individual and Service Animal Policy".
Fares	A higher fare may be charged to a social service agency or other organization for agency trips (i.e., trips guaranteed to the organization).	Y	GoRaleigh understands and complies.
Trip Purpose Restrictions	The entity shall not impose restrictions or priorities based on trip purpose.	Y	GoRaleigh understands and complies. See Appendix A "System-wide Service Standards and Policies – ADA Specialized Services."
Capacity Constraints	The entity shall not limit the availability of complementary paratransit service to ADA paratransit eligible individuals based on (1) restrictions on the number of trips an individual will be provided, or (2) waiting lists for access to the service	(1) Y; (2) Y	(1) GoRaleigh understands and complies. (2) GoRaleigh understands and complies.
Capacity Constraints	The entity shall not limit the availability of complementary paratransit service to ADA paratransit eligible individuals based on any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons including but not limited to substantial numbers of: (1) significantly untimely pickups for initial or return trips, (2) trip denials, (3) missed trips, (4) trips with excessive trip lengths	(1) Y; (2) Y; (3) Y; (4) Y	(1) GoRaleigh understands and complies. (2) GoRaleigh understands and complies. (3) GoRaleigh understands and complies. (4) GoRaleigh understands and complies.

Category	Required Service Element	Current Paratransit Meets Required Service Element (Y/N)	Comments / Reference
Capacity Constraints	Operational problems attributable to causes beyond the control of the entity shall not be a basis for determining that a pattern or practice exists.	Y	GoRaleigh understands and complies.
Capacity Constraints	Problems with telephone access would amount to trip denials or a violation of the response time requirement.	Y	GoRaleigh understands and complies.
Capacity Constraints	Coordination with other services, including: (1) identification of adjacent or overlapping service providers, (2) Discussion of coordination and connectivity with those providers, (3) Coordination goals and objectives	(1) Y; (2) Y; (3) Y	(1) GoRaleigh understands and complies. (2) GoRaleigh understands and complies. (3) GoRaleigh understands and complies.
Capacity Constraints	Public Participation and Information, including: (1) Description of efforts to include persons with disabilities in planning process, (2) availability of the plan in accessible format, (3) documentation that draft plan was subject to public review and comment, (4) documentation that at least one public hearing was held; (5) documentation of policy board approval, (6) documentation of issues raised by the public and how they were/will be addressed	(1) Y; (2) Y; (3) Y; (4) Y; (5) Y; (6) Y	(1-6) GoRaleigh understands and complies. See "Appendix A - Public Participation Plan"

New Services Under Consideration. A successful November 2016 referendum determined the implementation of a 0.5 cent increase in the Wake County sales tax to fund a robust transit expansion through the year 2027. The sales tax will fund nearly half of project costs, while vehicle registration fees and federal funding will pay for the remaining share. As a result of the referendum, it is estimated that a total of \$1.6 billion in capital project expenditures will be made by 2027, corresponding to a tripling in transit services throughout Wake County.² GoRaleigh Transit and GoRaleigh Access will both experience an expansion in services.

Timetable, Milestones, and Budget. The following \$1.6 billion in capital and operations expenditures are planned to occur in Wake County:

- Capital expenditures for four bus rapid transit corridors will total \$347 million between 2018 and 2023
- Bus infrastructure (transfer stations, park and ride lots, bus stop improvements, bus maintenance facilities, sidewalk access, street-side facilities, and other improvements) will total \$208 million between 2018 and 2024

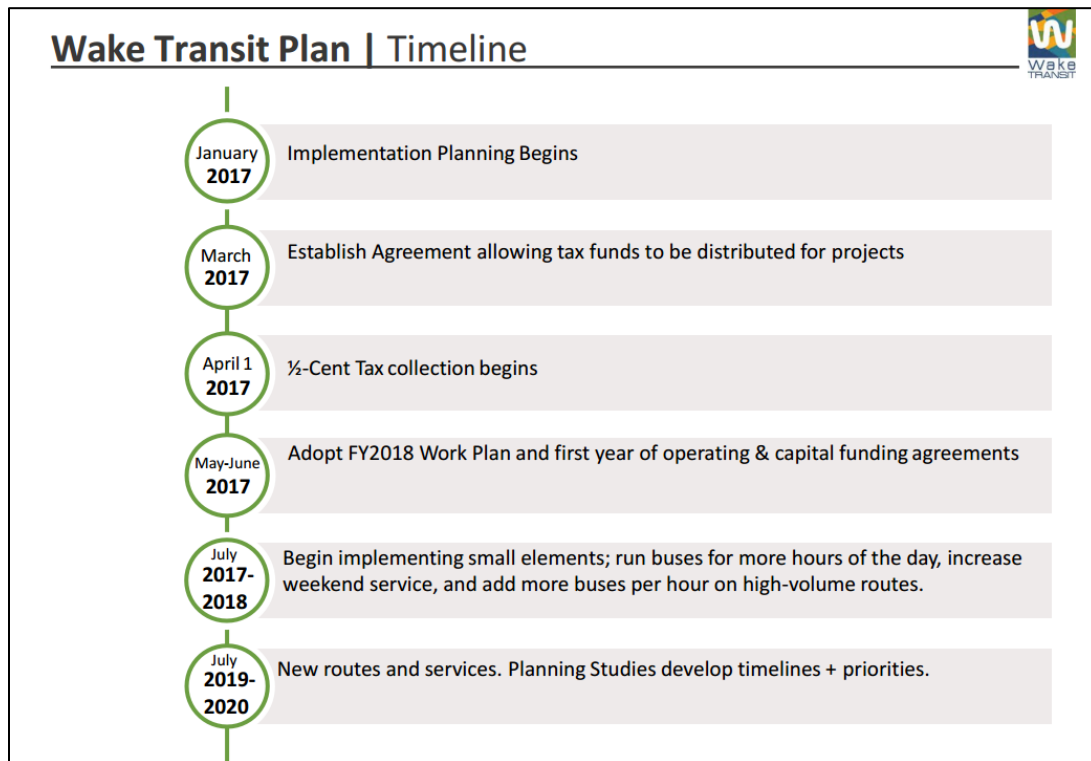
² "Recommended Wake County Transit Plan: A Wake County Transit Investment Strategy Report." Jarrett Walker and Associates, Kimley Horn, and Wake Transit. December 2015. http://www.waketransit.com/wp-content/uploads/2015/12/Recommended-Wake-County-Transit-Plan_12-07-15.pdf

- The acquisition and replacement of buses for local bus service will total \$114 million from 2018 to 2026
- Other capital projects will total \$24 million from 2018 to 2022
- Future projects will have \$35 million available from 2025 to 2027
- Commuter rail trains will be added (up to 8 morning peak, 2 mid-day, 8 evening peak, 2 evening) with a total of \$886 million from with expenditure dates still being determined

The Wake Transit Plan involves “Four Big Moves” to connect the region. In the first move regional connectors that support commuter rail and regional express buses will constructed. For the second move connections to all communities will be provided in 30 or 60 minute intervals for peak hour and commuter services. The third move will increase bus service provision in urban areas including expanding weekends and evenings service, increasing service span, and adding bus rapid transit. The fourth move will focus on providing more access to transit including providing more paratransit service in rural areas and expanding/improving routes in the urban core.

In FY2018 GoRaleigh’s fixed route and paratransit services will begin enacting the third move to increase bus service provision. GoRaleigh will extend Sunday service on 26 fixed routes to match Saturday service. This includes adding Sunday service for 13 of these routes, which do not currently operate on Sunday. Added service will begin July, 2017. Fixed-route service expansions will be met with corresponding paratransit service expansions along the same routes (including the ¾ mile ADA buffer) and service times. Figure 8, below show the timeline of implantation the Wake Transit Plan.

Figure 8: Wake Transit Plan Timeline



Planned Modifications and Estimated Demand for Comparable Paratransit Service. Changes would expand the general public fixed-route and complementary ADA paratransit service in FY2018. With the addition of the fixed-route service, complementary ADA paratransit service is federally mandated by the ADA. For the additional paratransit routes, curb-to-curb service will be provided for ADA-eligible registrants. The fare will be twice the general public fare for fixed-route services.

The table below summarizes these services and the proposed ADA service type associated with each. Figure 4 on page 8 shows the GoRaleigh Access service area, including the $\frac{3}{4}$ mile buffer surrounding the corridors within which GoRaleigh Access will be responsible for providing ADA paratransit service.

Figure 9: Summary of New/Expanded Sunday Fixed-route Services Beginning July 2017

Service/Route	Service Times (Existing)	Service Times (New)	ADA Service Type	Fare
1 – Capital	8:15 AM to 8:25 PM	5:45 AM to 12:05 AM	Dial-a-ride service and fixed-route deviation	\$1.25 fixed route/ \$2.50 dial-a-ride
2 – Falls of Neuse	8:00 AM to 7:59 PM	5:30 AM to 10:59 PM	Dial-a-ride service and fixed-route deviation	\$1.25 fixed route/ \$2.50 dial-a-ride
3 – Glascocock	n/a	7:00 AM to 8:42 PM	Dial-a-ride service and fixed-route deviation	\$1.25 fixed route/ \$2.50 dial-a-ride
4 – Rex Hospital	8:15 AM to 8:27 PM	5:00 AM to 11:57 PM	Dial-a-ride service and fixed-route deviation	\$1.25 fixed route/ \$2.50 dial-a-ride
5 – Biltmore Hills	8:30 AM to 8:10 PM	6:10 AM to 12:12 AM	Dial-a-ride service and fixed-route deviation	\$1.25 fixed route/ \$2.50 dial-a-ride
6 – Crabtree	8:15 AM to 8:15 PM	7:00 AM to 10:00 PM	Dial-a-ride service and fixed-route deviation	\$1.25 fixed route/ \$2.50 dial-a-ride
7 – South Sanders	8:00 AM to 7:59 PM	6:00 AM to 11:45 PM	Dial-a-ride service and fixed-route deviation	\$1.25 fixed route/ \$2.50 dial-a-ride
7L – Carolina Pines	n/a	6:45 AM to 9:00 PM	Dial-a-ride service and fixed-route deviation	\$1.25 fixed route/ \$2.50 dial-a-ride
8 – Six Forks	7:45 AM to 7:45 PM	7:00 AM to 11:00 PM	Dial-a-ride service and fixed-route deviation	\$1.25 fixed route/ \$2.50 dial-a-ride
10 – Longview	n/a	7:00 AM to 9:40 PM	Dial-a-ride service and fixed-route deviation	\$1.25 fixed route/ \$2.50 dial-a-ride
11 – Avent Ferry	8:00 AM to 7:58 PM	5:45 AM to 11:28 PM	Dial-a-ride service and fixed-route deviation	\$1.25 fixed route/ \$2.50 dial-a-ride
11L – Buck Jones	n/a	6:33 AM to 10:49 PM	Dial-a-ride service and fixed-route deviation	\$1.25 fixed route/ \$2.50 dial-a-ride
12 – Method	8:00 AM to 7:57 PM	6:45 AM to 10:57 PM	Dial-a-ride service and fixed-route deviation	\$1.25 fixed route/ \$2.50 dial-a-ride
13 – Chavis Heights	n/a	6:00 AM to 6:55 PM	Dial-a-ride service and fixed-route deviation	\$1.25 fixed route/ \$2.50 dial-a-ride
15 – Wake Med	8:00 AM to 7:57 PM	5:30 AM to 11:57 PM	Dial-a-ride service and fixed-route deviation	\$1.25 fixed route/ \$2.50 dial-a-ride
15L – Trawick	n/a	5:50 AM to 11:20 PM	Dial-a-ride service and fixed-route deviation	\$1.25 fixed route/ \$2.50 dial-a-ride
16 – Oberlin	n/a	7:15 AM to 10:55 PM	Dial-a-ride service and fixed-route deviation	\$1.25 fixed route/ \$2.50 dial-a-ride
18 – Worthdale	8:30 AM to 8:14 PM	6:30 AM to 11:38 PM	Dial-a-ride service and fixed-route deviation	\$1.25 fixed route/ \$2.50 dial-a-ride

Service/Route	Service Times (Existing)	Service Times (New)	ADA Service Type	Fare
19 – Apollo Heights	8:00 AM to 7:30 PM	6:15 AM to 11:43 PM	Dial-a-ride service and fixed-route deviation	\$1.25 fixed route/ \$2.50 dial-a-ride
21 – Caraleigh	n/a	6:30 AM to 9:55 PM	Dial-a-ride service and fixed-route deviation	\$1.25 fixed route/ \$2.50 dial-a-ride
22 – State Street	n/a	6:30 AM to 10:14 PM	Dial-a-ride service and fixed-route deviation	\$1.25 fixed route/ \$2.50 dial-a-ride
23L – Millbrook Crosstown	n/a	6:22 AM to 7:00 PM	Dial-a-ride service and fixed-route deviation	\$1.25 fixed route/ \$2.50 dial-a-ride
24L – North Crosstown	n/a	6:57 AM to 7:15 PM	Dial-a-ride service and fixed-route deviation	\$1.25 fixed route/ \$2.50 dial-a-ride
25L – Triangle Town Center	n/a	7:20 AM to 8:15 PM	Dial-a-ride service and fixed-route deviation	\$1.25 fixed route/ \$2.50 dial-a-ride
55X – Poole Road Express	7:45 AM to 8:25 PM	5:45 AM to 11:12 PM	Dial-a-ride service and fixed-route deviation	\$1.25 fixed route/ \$2.50 dial-a-ride
70X – Brier Creek Express	n/a	6:17 AM to 6:08 PM	Dial-a-ride service and fixed-route deviation	\$1.25 fixed route/ \$2.50 dial-a-ride

Certification Process

Description of ADA Eligibility for Complementary Paratransit Services. ADA complementary paratransit service must be provided to all passengers described as being ADA eligible under 49 CFR Sec. 37.123. ADA eligibility includes the following:

- 1) Any individual with a disability who is unable, as a result of a physical or mental impairment (including a visual impairment), and without the assistance of another individual (except the operator of a lift or other boarding assistance device), to board, ride or disembark from an accessible vehicle in the fixed- route system. Included in this category are individuals with mental or visual impairments who cannot navigate the fixed-route system.
- 2) Persons who cannot use vehicles without lifts or accommodations. These persons are eligible for paratransit service if accessible fixed-route vehicles are not available on the bus routes in which they need to travel, when they need to travel during GoRaleigh's operational hours. (All GoRaleigh Transit fixed-route vehicles are accessible).
- 3) Persons who cannot travel to or from a bus stop because their disability prevents it. This includes persons whose path of travel between their origin or destination and the bus stop is inaccessible, such as persons who use wheelchairs but cannot get to or from the bus stop because there is no sidewalk or the sidewalk is blocked (by lack of accessible curb cuts or a barrier that reduces the width of the sidewalk to less than three (3) feet). It also includes persons whose specific disability otherwise prevents them from traveling to or from or waiting at a bus stop, such as persons whose health would be endangered by certain weather conditions during this phase of the trip.

GoRaleigh Access's ADA paratransit service eligibility application screens for functional disability to control service demand and reserve assistance for eligible persons who are prevented from reaching fixed-route transit stops due to their disability. Persons who are prevented from using fixed-route services because of their disability qualify to be served by ADA paratransit.

Paratransit service is available to users who qualify under the Americans with Disabilities Act (ADA). In order to qualify for ADA service, there must be GoRaleigh fixed-route service available for the trip but, as a result of physical or mental impairment, the individual is unable to get to, board, ride, get off, or travel from the GoRaleigh bus stop to the destination.

ADA Trips are eligible for Paratransit service only if the trip begins and ends within 3/4 miles of GoRaleigh fixed-route bus service. Other eligibility requirements may apply. ADA service provides a high level of discount for trips that are eligible (no more than double the cost of the city bus fare).

GoRaleigh Eligibility Determination and Certification Process. Applications can be [accessed online](#) or sent via mail (applicants dial 919-996-3459 to request an application). Part A must be filled out by the applicant and Part B must be signed by a physician or human services agency official. Both parts are then mailed to the address contained in the application.

Applications will be reviewed to determine eligibility, an in-person interview will be scheduled, and a notification of the decision will be sent within 21 City business days. All GoRaleigh ACCESS customers must have an adult present during the GoRaleigh Access trip if under the age of 13. The adult can ride for free.

GoRaleigh Access eligibility is valid for two years from the date of approval. GoRaleigh Access riders must reapply to keep eligibility current. To avoid any loss of service eligibility, riders should request a new application from the GoRaleigh office eight (8) weeks in advance of the expiration date. Eligible riders will receive a photo identification card to be used for scheduling service and purchasing tickets.

Eligibility Determination Process. Eligibility will be determined based on ADA eligibility standards described in 49 CFR 37.123 and 49 CFR 37.125. Regulation 49 CFR 37.125(a) states, "The process shall strictly limit ADA paratransit eligibility to individuals specified in 37.123 of this part." Medical Transportation Management, Inc. staff will review applications to ensure that due process has been observed. The applicant will receive a letter describing their eligibility. If eligibility is denied or limited, the letter will describe why they were denied or provided limited service, and how they can appeal the decision. The letter will be sent in the format requested in the application.

Types of Eligibility. Eligibility can be temporary and/or conditional. Paratransit 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 are able to use regular GoRaleigh Access 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 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 or crutches who can travel to a bus stop in good weather but is unable to maneuver with snow on the ground would be eligible only on days of severe weather conditions.

Note: very young applicants and applicants living in temporary facilities may be assigned an expiration date of six months to one year.

A renewal notice will be mailed to all ADA customers prior to expiration. Eligible riders will receive a photo identification card. The card number must be used when calling for service, and the card must be shown when purchasing Paratransit tickets.

Appeals Process for ADA Eligibility. 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. The City shall require that an appeal be filed within 60 days of the denial of an individual's application. The process shall include first an administrative appeal to the City of Raleigh Transit Administrator.

If necessary, an opportunity must be provided 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 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.

For more information about the appeals process see Appendix A - "Appealing an Eligibility Determination."

ADA Eligible Visitors Policy. Pursuant to the Americans with Disabilities Act (ADA), 49 CFR, Part 37.127, the City's ADA Program shall provide paratransit services to eligible ADA Paratransit visitors.

A visitor is considered an individual with disabilities who does not reside within the Raleigh ADA service area. To prove eligibility for ADA Service, visitors are required to present documentation that they are paratransit eligible in the area in which they reside. If a visitor does not present documentation of eligibility, the city shall require proof of residence, and if their disability is not apparent, the city shall require proof of the disability.

Paratransit service to visitors shall be made available for any combination of 21 days during any 365-day period beginning with the visitor's first use of paratransit service during the 365-day period. Once a visitor's 21-day limit has been reached, he/she is ineligible to use the service without becoming a permanent customer.

Should the visitor wish to become a permanent ADA Paratransit customer, the visitor is required to complete an ADA Paratransit application and be subject to the same eligibility review process as a potential new customer.

Meeting the Requirements of the Americans with Disabilities Act. Under GoRaleigh Access's Complementary Paratransit Service Plan, the level of service provided to persons determined to be

ADA eligible is similar to GoRaleigh's fixed-route bus service. Six service criteria are included in the regulations. The following is a description of how GoRaleigh Access's paratransit service meets or exceeds the service criteria:

Service Area: ADA complementary paratransit service is provided to all origins and destinations within the service area defined as the city limits of Raleigh. For GoRaleigh Access, the basic service is not only centered on each fixed-route and extending $\frac{3}{4}$ of a mile to either side of the fixed-route, but also includes all areas within the city limits of Raleigh.

Response Time: As stated in the regulations, pick up times will be negotiated with ADA eligible passengers to make scheduling more efficient. As a shared-ride service, GoRaleigh Access is allowed to negotiate within a one-hour window on either side of the requested pick up time. Any negotiation of time will be discussed with the passenger prior to pick up. The vehicle can arrive up to fifteen (15) minutes before or after the agreed upon time.

Fare Structure: Fares charged for an ADA eligible complementary service trip to ADA eligible users will be twice the amount of the base cash fare paid by passengers of the GoRaleigh fixed-route system. The 2016 fare for a one-way complementary paratransit trip is currently two dollars fifty-cents (\$2.50). This price is subject to change.

Personal Care Attendants (PCA) traveling with the ADA eligible passengers will not be charged, as defined in the regulations.

Trip Purposes: There are no priorities for trip purpose.

Hours and Days of Service: ADA complementary paratransit service shall be offered during the same days and hours that GoRaleigh offers fixed-route service. As of the adoption of this Plan, the hours of operation are 4:37am to 12:08am Monday-Friday, 5:45am to 12:12am Saturday, and 7:45am to 8:25pm Sunday. These hours are subject to change without a change to this document.

Hours and Days of Reservation Requests: All paratransit trips must be scheduled Monday - Friday, 8:15 am - 4:45 pm through the GoRaleigh Access Program. All next day trips must be scheduled at least 24 hours in advance. GoRaleigh Access does not provide same day trips or same day trip adjustments to a previously scheduled trip. Staff will determine if the requested trip is eligible and will dispatch a Paratransit vehicle through an approved Paratransit service provider.

GoRaleigh Access will accept email trip requests from 8:15 am to 4:45 pm Monday – Friday ONLY at GoRaleighAccess@raleighnc.gov. Emails sent outside of these hours will not be accepted.

All GoRaleigh Access/ADA Trip requests made on a holiday and/or weekends must be left on the 919-996-3459 voicemail between the hours of 8:15 am and 4:45 pm for Monday and next day service following a holiday.

Capacity Constraints: There are no capacity constraints at this time. GoRaleigh Access has strict service standards that are adhered to. GoRaleigh Access strives to accept every trip request. GoRaleigh does not limit the number of GoRaleigh Access trips an eligible passenger can make.

Personal Care Attendant and Accompanying Persons Policy. In conformity with the Americans with Disabilities Act (ADA), when a Paratransit customer schedules a trip, the federal guidelines permit additional passenger(s) to travel with the GoRaleigh Access customer based on the following criteria:

Personal Care Attendant: During the eligibility process, the Paratransit customer must have previously identified the need for a Personal Care Attendant (PCA) in the ADA Paratransit application (ADA 37.125). If the customer previously identified the PCA in their application, the PCA (one person) is permitted to travel with the ADA customer free of charge (ADA 37.131). The PCA's name, current address, and current telephone number must be identified in the application. During the trip scheduling process, the customer must inform the 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.

Accompanying person: The ADA permits one person to ride with the Paratransit customer from their point of origin to destination and return with the customer on a space available basis. The accompanying person may not take space intended for another ADA customer (ADA 37.125). The accompanying person is required to pay the vendor a regular ADA ticket per one-way trip (ADA 37.131). During the trip scheduling process, the customer must inform the 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: Paratransit customers are eligible to have both a PCA and an accompanying person on the same trip.

Service Animals. 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.

GoRaleigh Access's Origin-to-Destination Assistance Policy. It is the policy of GoRaleigh Access to provide paratransit services within Raleigh City limits. To ensure timely service, GoRaleigh Access's paratransit services are considered curb-to-curb; however, services can be door-to-door if requested. Drivers will help to and from the door if a Personal Care Attendant, friend, family member, or companion have been asked but are not available, and such special assistance has been requested the day before the trip or earlier.

Pick-up Policies. GoRaleigh Access 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.

Cancellation Policies. To cancel reservations, passengers should notify dispatch as soon as possible, but at least one (1) hour before their scheduled transport time. Canceling within one (1) hour of the schedule time will result in a “No-show”.

The customer may be considered a “No-show” if:

- No Show – customer does not show up for a scheduled ride
- Late Boarding – Boards more than 5 minutes after the van arrives (van can leave after 5 minutes).
- Not Riding - Chooses not to ride once the van arrives
- Late Cancellation - Cancels the ride within 1 hour of scheduled time

A warning notice will be sent to Paratransit participants after the first documented no-show or less than one-hour cancellation. 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. 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 Paratransit privileges are reinstated after suspension. For more information about no-shows, warnings, suspensions, and cancellations see Appendix A – “Suspension of Service Policy.”

Public Participation Process

Description of the Public Participation Process. GoRaleigh Access, in an effort to solicit full public participation, has defined a comprehensive public participation process.

GoRaleigh will implement the public comment process whenever there is a proposed fare increase or a service reduction of more than 25% of daily revenue service hours. GoRaleigh may implement this public comment policy for major route changes or other projects as deemed appropriate by the Raleigh Transit Authority.

In order to ensure that GoRaleigh is equitable in its provision of service, and not disproportionately affecting minority or low income groups by reducing service or increasing fares, GoRaleigh has formed citizen centered focus groups based upon the minority and low income populations identified in GoRaleigh’s Limited English Proficiency Plan (LEP). This group will meet on an as-needed basis, currently identified as once each quarter, or prior to any proposed change in services or fares, to discuss and study the impacts of any changes in service or fares proposed by GoRaleigh. GoRaleigh will use demographic information as well as the LEP agency group to recruit minority and low income members to the City of Raleigh’s Citizen Advisory Committee (CAC). The CAC meets once each month to review GoRaleigh’s services, plans, and business needs.

Prior to a fare increase or a major service reduction, GoRaleigh will hold a public meeting to solicit comments from the public. In the case of a proposed fare increase, GoRaleigh will hold a series of public meetings around Wake County. In the case of a service reduction, the public meetings will be held in the affected area(s). Consideration will be given to using centrally located, transit-accessible facilities when appropriate for these public meetings. GoRaleigh will also make every effort to accommodate persons with special needs and to include members of potentially underserved groups, including minority and low income populations. To publicize these public meetings, GoRaleigh will:

- Discuss all proposed changes with the City of Raleigh’s Citizens Advisory Committee
- Place Rider Alerts on the affected bus routes
- Place ads in the weekly newspapers of the affected area and in the daily newspaper
- Place information on the GoRaleigh web page so that comments may be sent in via e-mail
- Send out Rider Alerts on GoRaleigh’s subscription e-mail service for the affected routes
- Notify by flyer or mailing residents in minority and low income areas based upon GoRaleigh’s analysis of demographic data for both groups
- Meet with minority and low income advocacy groups that have been identified through GoRaleigh’s LEP
- Translate critical notification documents based upon languages indicated in GoRaleigh’s LEP Plan and indicated by demographic analysis of GoRaleigh’s service area

GoRaleigh’s public participation policy document can be found in Appendix A – “Public Participation Plan.”

Public Participation for Proposed Modifications to Complementary Paratransit Plan.

GoRaleigh shared this paratransit plan with the Regional Transit Authority (a board of nine appointed citizens), during one of its regularly scheduled public meetings on Thursday, May 11, 2017. Thereafter announcements about the plan were posted on GoRaleigh’s website for 60 days.

In March 2017, GoRaleigh held eight public meetings to obtain feedback on the Wake County Transit Plan, which includes proposed Sunday service additions affecting paratransit service provision. At these meetings Wake County residents were invited to learn more about the FY18 Draft Work Plan and provide input. An opportunity to discuss the route changes with GoRaleigh staff was provided.

GoRaleigh staff also attended Community Advisory Council (CAC) meetings, Capital Area Metropolitan Planning Organization Technical Coordination Committee meetings, and Regional Transportation Alliance meetings in the spring of 2017 to provide information to the community leaders and interested individuals. At these meetings, agency staff provided a presentation with an overview of the “Four Big Moves,” which included information about the proposed service changes. Agency staff also responded to questions from attendees. The FY2018 Draft Work Plan Public Meetings are summarized in Table 4.

Figure 10: Public Outreach Events

Geographic Region	Date	Location
Raleigh (South/Central)	March 20, 2017	Chavis Community Center
Raleigh (South West)	March 21, 2017	Carolina Pines Community Center
Northern Wake County	March 22, 2017	Wake County Northern Regional Center
Raleigh (South East)	March 23, 2017	Barwell Road Community Center
Western Wake County	March 27, 2017	Cary Train Station
Raleigh (North/Central)	March 28, 2017	Millbrook Exchange Center
Eastern Wake County	March 29, 2017	Wake County Eastern Regional Center
Southern Wake County	March 30, 2017	Wake County Southern Regional Center

GoRaleigh also created a press release and posted information about the proposed Sunday service changes on its website. GoRaleigh created the press release March 31, 2017 and posted it on the “news” section of its website. The press release discusses transit funding and investments in the region, public input on investment decisions, the timeline for implementation, and it provides a link to the Wake Transit blog where more information can be found.

GoRaleigh has also helped provide content for the Wake Transit blog. The blog provides an overview of the Wake County Transit Plan and links to a number of online reports, materials, and information that provide the public with a comprehensive understanding of the plan. The Fiscal Year 2018 Annual Work Plan document includes information about the proposed Sunday service additions, which will be met with complementary additions for paratransit service.

Service Coordination

Efforts to Coordinate Service. GoRaleigh coordinates its ADA services seamlessly with GoTriangle, GoCary, and GoDurham. GoRaleigh has reciprocity with all three transit providers in the region with respect to ADA visitor eligibility and travel throughout the region. If an ADA customer is eligible in one system in the region, then information can be sent by email or faxed to the other corresponding regional transit systems for seamless eligibility and travel for the customer.

GoRaleigh participates in a cost sharing model for regional ADA trips between GoRaleigh, GoTriangle, and C-Tran (Town of Cary). GoTriangle is the provider for regional ADA trips. For such trips, GoRaleigh is responsible for covering 25 percent of the trip cost if the trip originates or terminates within the GoRaleigh ADA service area.

Endorsements

- On June 21, 2017 the Raleigh Transit Authority adopted a resolution authorizing this GoRaleigh Access Complementary Paratransit Plan. Approval documentation can be found on page A-1 of the appendix.
- **Paratransit Customer Survey.** The City of Raleigh conducted a customer satisfaction survey for the Accessible Raleigh Transportation (ART) program in November, 2015. The objective of the ART program is to help ensure an outstanding quality of life for everyone in the City of Raleigh by enabling eligible persons to access public transportation. The goals of the survey were to gauge customer satisfaction, perception of service, and needs. Additionally, the survey was used to collect characteristics of ART customers and to establish a baseline for future survey and planning efforts.

Appendix A: Complementary ADA Paratransit Service Supporting Policies and Procedures

Raleigh Transit Authority Board Approval.

authority keep coming up with these more frequent services and was sure every passenger will appreciate it.

Chairman Horne closed the hearing.

Mr. Pecoraro stated there may be a possibility to switch to smaller buses noting if the buses come every 15 minutes it would be possible to switch to right size buses. Mr. Eatman indicated there I an art to not have all right size buses. There is a way to attack that but there are many considerations. He indicated this is a good topic for the Finance Committee to discuss. Mr. Pecoraro asked that this item be included on the next Finance Committee agenda.

Mr. Stevenson indicated increased frequency will get to the point where you just go to the stop and there will be a bus there and that should be something we look toward.

Ms. Rindge indicated the Wake County Transit goal is to quadruple 15 minute service.

Ms. McCullers moved approval of the changes as outlined. Her motion was seconded by Mr. Stevenson, unanimously passed. Chairman Horne ruled the motion adopted.

COMMITTEE REPORTS

FINANCE AND POLICY COMMITTEE – REPORT RECEIVED

Mr. Pecoraro reported the Committee met on May 3, 2017 and made the following recommendatins:

Paratransit Plan Adoption:

Mr. Eatman indicated this plan is on the web and the web link was included on the agenda. He noted some wording changes were suggested and the meeting and those changes will be included on the web. Most changes involve making the terms consistent throughout the plan. It was pointed out staff was asked to come back with details at a future meeting. Mr. Pecoraro indicated the Committee voted to approve the plan.

Mr. Pecoraro moved approval of the plan. His motion was seconded by Mr. Stevenson, unanimously passed. Chairman Horne ruled the motion adopted.

Complementary ADA Paratransit Service Application.

ADA Paratransit Application



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:

1. 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.
2. If you believe you qualify for ADA paratransit services, complete part A of this application.
3. 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.
4. Mail the completed application (both parts A & B) to:

City of Raleigh Transportation Department
GoRaleigh ACCESS, Attn. ADA paratransit Eligibility
P.O. Box 590, Raleigh, NC 27602

WHAT HAPPENS AFTER I TURN IN MY APPLICATION?

1. 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.
2. A representative of MTM will meet with you to determine your eligibility based on the following factors:
 - a. Information provided on your application.
 - b. Information provided by your authorizing professional.
 - c. Results of a brief assessment of your actual functional abilities.
 - d. 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.

3. 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**

Please complete the following information:

Name: _____

Birthdate: ____/____/____

Address: _____

City: _____ State: _____

Zip: _____

Home telephone number: _____

Work/ Other daytime telephone number: _____

If hearing impaired, TDD number: _____

Do you currently use any city transportation, including 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:

Language Ability (please check all that apply):

____ English ____ Spanish ____ Other (specify): _____

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: _____

☐

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:

(COG)

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

☐

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: _____

(OTH)

This condition is ____temporary ____permanent

Please check any of the following Environmental or Individual Factors which are applicable to your situation:

I. ENVIRONMENT:

If I am waiting outside at a bus stop, I must have:

_____ a bench _____ a shelter _____ nothing additional

When crossing a street, I need:

_____ curb cuts _____ tactile curb warnings _____ audible signals

_____ accessible median strip

_____ no more than (# _____) lanes of traffic

I cannot make my way across ground which is:

_____ paved or sidewalk _____ grassy _____ gravel

_____ hilly

My ability to access transportation is affected by weather which is:

_____ warm (above _____ degrees) _____ cold (below _____ degrees)

_____ rainy _____ icy _____ windy

My ability to access transportation is dependent on the time of day. I

cannot see in: _____ full daylight _____ partial light

_____ darkness/ semi-darkness

My ability to access stairs is as follows. I can manage:

_____ only one or two steps _____ only with a handrail _____ no

steps

II. INDIVIDUAL

The distance I can travel to and from bus stops is:

_____ no more than _____ feet _____ at least five blocks

I can wait at a bus stop

_____ no more than (# _____) minutes _____ at least one hour

The bus stops which I can access

_____ must be stops for which I have received formal travel training

_____ must be only in areas familiar to me

I travel: ☐ alone ☐ both alone and with a companion
☐ only with an attendant or companion (this does NOT affect eligibility)

If you travel with someone who assists you, does this person assist you in:

- ☐ Getting to or from bus stops
☐ Getting on or off the bus
☐ To help me where I am going
☐ Other (describe): _____

I can cross a street with ☐ 2-3 lanes ☐ 4-6 lanes
☐ I cannot cross

List your 5-6 most frequent destinations and how you currently get there:

Destination	Frequency of travel	How you get there now:

List places you would like to go but cannot currently access:

Destination	Frequency Desired	Barriers to your access

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

- | | | |
|--|---|--|
| <input type="checkbox"/> Cane | <input type="checkbox"/> Manual Wheelchair | <input type="checkbox"/> Service animal |
| <input type="checkbox"/> White Cane | <input type="checkbox"/> Powered Wheelchair | <input type="checkbox"/> Picture board |
| <input type="checkbox"/> Walker | <input type="checkbox"/> Powered scooter/cart | <input type="checkbox"/> Alphabet board |
| <input type="checkbox"/> Crutches | <input type="checkbox"/> Boarding chair | <input type="checkbox"/> Portable oxygen |
| <input type="checkbox"/> Prosthesis | <input type="checkbox"/> Transfer board | <input type="checkbox"/> None of these |
| <input type="checkbox"/> Other (describe): _____ | | |

If you use a manual or powered wheelchair or scooter, what year, make, and model is it?

Do you use a manual or powered wheelchair or scooter?

☐ Yes ☐ No

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 | <input type="checkbox"/> Compromised endurance
____total ____partial |
| <input type="checkbox"/> Cognitive impairment | <input type="checkbox"/> ____muscular ____respiratory
Other (please specify)
(please complete below) |

* 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!!

Appealing an Eligibility Determination

Policy 1.4 Appealing an Eligibility Determination

Purpose: To provide information about and a procedure for appealing an ADA Paratransit service eligibility determination.

Applies to: Customers, Internal Staff

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. The City shall require that an appeal be filed within 60 days of the denial of an individual's application. The process shall include first an administrative appeal to the City of Raleigh Transit Administrator.

If necessary, an opportunity must be provided 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 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 Paratransit Service

Step 1. Submittal

Submit a letter requesting an appeal. The completed letter must be submitted within 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 CAT fixed route or CAT 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, marked as follows:

ADA Para transit Appeal
C/o Transit Administrator
City of Raleigh
Public Works Department
P.O. Box 590
Raleigh, NC 27602

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. 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 ART 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. 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

- a) The three members meeting to hear the appeal shall first choose one member to act as chairperson.

- b) Staff shall introduce the appellant to panel members and review the determination of eligibility for ADA Para transit service.
- c) Appellant and staff each will have equal time (10 minutes) to present evidence specific to eligibility before the Appeals Panel.
- d) Panel members may ask questions, after presentation by appellant and staff, at their discretion.
- e) Upon completion of questions, the appellant is informed:
 - i) A decision on eligibility status will be made within thirty days (state date).
 - ii) If a Panel decision is not made by the 31st day, the appellant may request use of ADA service until a decision is made.
- f) 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.
- g) The Panel decision is communicated in writing to the applicant within 30 days of completion of the appeals process.
- h) 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:

1. Cite specific reasons related directly to the application and additional evidence and documentation.
2. 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.

Trip Reservations, Changes, and Cancellations.

**Policy 1.6
Trip Reservations, Changes and Cancellations**

Purpose: To describe how customers can make reservations for ADA service, change their reservation, or cancel it.

Applies to: Customers

ADA Paratransit

Paratransit trips must be scheduled through the City's Transit program. Reservations must be made at least a day in advance. ADA customer trip reservations shall be accepted up to 14 days in advance. Staff will determine if the requested trip is eligible and will dispatch the service through the approved vendor. Requests for ADA 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 Capital Area Transit holidays; trip reservations will be accepted on the preceding day.

- New Year's Day
- Dr. Martin Luther King, Jr.'s Birthday
- Independence Day
- Labor 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 ART (919) 996-3459.

Cancellations or Changes in Destinations or Pickup Times

For ADA Paratransit, please notify the vendor of any cancellations or changes in destination or pickup time at least one hour before the scheduled trip. For all trips, also inform the City's Transit program staff of any changes. Changes and cancellations can affect the scheduling of service for other riders. Repeated failure to do this may be grounds for revoking a customer's right to participate in the Paratransit program.

Related Policies

- Rider Guide
- Suspension of Service—No-Shows and Short-Notice Cancellations

Personal Care Attendant, Accompanying Individual and Service Animal Policy.

ADA Paratransit Service

Paratransit service is available to users who qualify under the Americans with Disabilities Act (ADA). In order to qualify for ADA service, there must be CAT fixed-route service available for the trip but, as a result of physical or mental impairment, the individual is unable to get to, board, ride, get off, or travel from the CAT bus stop to the destination.

ADA Trips are eligible for Paratransit service only if the trip begins and ends within 3/4 miles of CAT fixed route bus service. Other eligibility requirements may apply. ADA service provides a high level of discount for trips that are eligible (no more than double the cost of the city bus fare).

See the application for ADA service for more details on the eligibility process..

Personal Care Attendants and Accompanying Persons

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

- *Personal Care Attendant:* During the eligibility process, the Paratransit customer must have previously identified the need for a Personal Care Attendant (PCA) in the ADA Paratransit application (ADA 37.125). If the customer previously identified the PCA in their application, the PCA (one person) is permitted to travel with the ADA customer free of charge (ADA 37.131). The PCA's name, current address, and current telephone number must be identified in the application. During the trip scheduling process, the customer must inform the 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.
- *Accompanying person:* The ADA permits **one** person to ride with the Paratransit customer from their point of origin to destination and return with the customer on a space available basis. The accompanying person may not take space intended for another ADA customer (ADA 37.125). The accompanying person is required to pay the vendor a regular ADA ticket per one-way trip (ADA 37.131). During the trip scheduling process, the customer must inform the 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: Paratransit customers are eligible to have both a PCA and an accompanying person on the same trip.

Service Animals

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.

Eligible ADA Visitors

Pursuant to the Americans with Disabilities Act (ADA), 49 CFR, Part 37.127, the City's ADA Program shall provide paratransit services to eligible ADA Paratransit visitors.

A visitor is considered an individual with disabilities who does not reside within the Raleigh ADA service area. To prove eligibility for ADA Service, visitors are required to present documentation that they are paratransit eligible in the area in which they reside. If a visitor does not present documentation of eligibility, the city shall require proof of residence, and if their disability is not apparent, the city shall require proof of the disability.

Paratransit service to visitors shall be made available for any combination of 21 days during any 365-day period beginning with the visitor's first use of paratransit service during the 365-day period. Once a visitor's 21-day limit has been reached, he/she is ineligible to use the service without becoming a permanent customer.

Should the visitor wish to become a permanent ADA Paratransit customer, the visitor is required to complete an ADA Paratransit application and be subject to the same eligibility review process as a potential new customer.

Related Policies

- Applying for ADA Paratransit Service
- Appealing an Eligibility Decision

	Date	Approved by
Adopted:		
Revised:		

System-wide Service Standards and Policies.



System-wide Service Standards and Policies

The Raleigh Transit Authority (RTA) is required to establish written service standards and policies for five transit indicators because it operates in a service area of 200,000 or more. The City of Raleigh, hereafter referred to as the City”, the five transit indicators are vehicle load, vehicle headway, on-time performance, distribution of transit amenities, and service availability. This is done in accordance with the requirements of FTA Circular 4702.1A (Title VI Program Guidelines for Urban Mass Transit Administration Recipients). It is also done in order to comply with 49 CFR Section 21.5(b)(2) and (7), Appendix C to 49 CFR part 21.

As a result, the City of Raleigh’s service standards provide a means to support its mission to provide a safe, clean, reliable, cost effective transportation system, which meets transportation needs, contributes to growth and development, and improves the quality of our metropolitan community. The standards are reviewed annually to provide a continual analysis of the effectiveness of the services being provided to the public. In addition, the City of Raleigh uses the resulting standards during the course of a year as a measure to ensure that there is an on-going quality of service and system integrity

Summary of Service Standards

Because the communities within the Capital Area Transit (CAT) service area are significantly diverse and constantly changing, CAT has developed guidelines that are outlined within its Service Standards’ document in order to allow for consistent and continual evaluation of services. Given the varying needs of the individuals in our service area, CAT provides multiple service delivery options such as fixed-route transit, vans, taxi, and Para transit (ART) services.

The standards that the Raleigh Transit Authority utilizes identify five primary areas of focus for monitoring the quality of service delivery, which is an essential element of prevailing Title VI requirements. They include Capital Investments, Bus Service Delivery Standards, Transit Amenities, and Specialized Services. This dictates that there are measures and policies that are correlatively relevant to each specific aspect of CAT’s service. Application of these Service Standards provides assistance in achieving a balance between quality, equity and the cost effective use of limited

resources. The availability of financial resources, represented by the annual budget, is the bottom line for these standards. Service expansion may occur when funds are available. Service reduction may occur on an on-going basis, as appropriate, and/or in times of fiscal constraint, as determined by the Raleigh Transit Authority and the Raleigh City Council.

Distribution on Resources

The primary area of focus for monitoring the quality of service delivery is capital investments. Capital Investments will be based on the City's Transit Program's Capital Improvement Program (CIP). The CIP supports the maintenance of assets including facilities, revenue rolling stock; and a vast array of tools and equipment. The Authority develops its CIP with the full consideration of how capital investments have to be equitably distributed throughout the service area. In addition, capital investments are also reviewed from the vantage point of how they will facilitate equal access and the equitable delivery of transit services to minority, low income, transit dependent and choice rider areas in comparison. Both Regional and Short-Range activities are addressed.

The City's Capital investment projects are accordingly programmed into the annual update of the budget and the MPO's Transportation Improvement Program. The MPO, which is also governed by Title VI, provides a process for early consultation and public involvement to citizens, affected public agencies, and representatives of transportation agencies, private providers of transportation, other interested parties, and local jurisdiction concerns. The MPO presents all key issues to its technical committees. This process provides the Authority with an opportunity to acquire additional information that can be used to address Title VI considerations during the planning process going forward, which is continuous, coordinated and cooperative.

In addition, public hearings are also held on the Long Range Transportation Plan and the Transportation Improvement Program (TIP) prior to adoption by the MPO. The public involvement process is as follows:

- Once annually, the Transit program will develop a Program of Projects proposed to be funded with federal funding. This Program of Projects will be incorporated into the TDP. Comments received on the TIP during the the City's public participation process for the TDP will be reviewed by city staff and any appropriate revision will be made to the TIP at that time.
- The Program of Projects will then be incorporated into the Transportation Improvement Program and submitted to the MPO for consideration

- The MPO then completes a public involvement process that includes consulting with technical and citizens committees, holding a public hearing and final adoption.
- Public comments received regarding the Program of Projects or Transportation Improvement Program will be considered by the Raleigh Transit Authority throughout the adoption process and incorporated into final programs.

Vehicle Distribution will be equitable throughout the system in both divisions between garages and during vehicle assignment. Factors that will be considered include fuel type availability by division, peak vehicle requirement by division and maintenance capabilities by division. Specific equipment will be assigned when there is a special need.

Span of Service is defined as the hours that service will operate at any given point within the system.

Transit Access is defined as a measure of the distance a person must travel to gain access to transit service. The distance is measured by the actual path of travel rather than 'straight-line distance' to better represent a person's ability to access the system.

As a standard, this measure indicates the distribution of routes within a transit service area. It is measured by distance along the street network, as opposed to directional distance that does not consider physical barriers to travel.

Transit Service Delivery Standards

Fixed route area of focus for monitoring the quality of service delivery is Bus Service Delivery Standards. In this connection, the City of Raleigh looks at a multiple of factors. First, Bus Headway is defined as the interval of time between buses traveling in any given direction (inbound/outbound) on any given route. Headways shall vary between peak periods and off-peak periods where demand dictates as outlined under Span of Service in order to minimize operating expenses and provide the most efficient service during weekday peak demand periods.

Second, the following factors are examined if and when adjusting headways needs to be considered:

Capital Area Transit service standards and policies are reviewed regularly to ensure equitable transit service to all persons in Raleigh, NC and Wake County. The following categories are evaluated to ensure equitable transit service:

- Level of Service by County and Minority Group – Capital Area Transit provides service throughout Wake County. It is Capital Area Transit's goal

that its service is provided to the majority of minority census tracts, as funding permits.

- **Route Service Tracts** – Capital Area Transit, during its JARC and New Freedom outreach also makes an effort to encourage agencies serving these areas to seek grant funds to provide programs or services that assist with transit access. With the service provided outside of the fixed-route and Para transit systems, the percentage of census tracts without transportation is lower than 3.5 percent in the City of Raleigh.

- **Vehicle Load** – Capital Area Transit has capacity on the majority of its routes. During various peak times, excessive loads are experienced on three routes. The City of Raleigh has identified capacity issues on three routes and made recommendations to improve the capacity through route modifications. Capital Area Transit's goal is to operate vehicle loads at a threshold that meets safety and performance standards. When reviewing Capital Area Transit APC data, routes with excessive loads will be identified so that, as funding permits, scheduling or routing adjustments can be made.

- **Vehicle Assignments** – Capital Area Transit randomly assigns vehicles to routes on a daily basis to assure that there are no equity issues. The random daily assignment prevents specific vehicles being placed on specific routes and also ensures that all routes will have access to newer vehicles. While the vehicle assignment process is random, Capital Area Transit does review APC data during the process to ensure that the vehicle size meets the capacity requirements on each route. It is important to note that some routes have vehicle size restrictions based on the operating environment; therefore, the vehicle assignments on those routes are based on vehicle size rather than random selection of the entire fleet.

- **Service Headways** – Headways are reviewed when vehicle load issues arise based on review of stop-level data, when customer service or operator complaints are received, or when public requests for additional services are received through the various opportunities for public input. When funding is available, headways are increased on routes without excess capacity or in areas that, because of development patterns, have greater density to successfully support increased transit service. When adjustments are made to headways, the Capital Area Transit Planner reviews the system to ensure that there are no disparate impacts created from the frequency adjustments.

- **Transit Access** – Capital Area Transit makes every effort to ensure that transit services are accessible to all persons in the Capital Area Transit service area and are provided in a manner consistent with the ADA of 1990. Transit access is annually reviewed to determine whether there are areas

without access and develop a cost feasible financial plan to provide service in the future. In additions, all commercial plans are reviewed and must be signed off on by the City's Transit staff as part of the City of Raleigh's Plan review process. This process also encourages Capital Area Transit to continue working with other city/county departments and other agencies to review and approve development in areas with existing transit service or require new developers to assist in providing additional transit service, access paths, bench, pad and/or shelter prior to approval .

The table below presents the existing service levels, including service span, frequency, and geographic area

Second, the following factors are examined if and when adjusting headways needs to be considered:

- Load factor;
- Passenger demand;
- Route length;
- Running time;
- Passenger volume;
- Proximity of route terminal to operating facilities of other routes; and
- Equipment allocation

Third, efficient bus stop placement will be examined to determine if it optimizes service delivery, while minimizing the required walking distance between stops. The areas that the Authority evaluates for these standards include bus stop spacing, special considerations – destinations, sidewalk availability, safety and convenience, and schedule adherence.

To effectuate the requirements of Title VI, as well as, the ADA, the City of Raleigh gives special and weighted consideration for the placement of bus stops near schools, facilities for seniors and individuals with disabilities, public facilities and government offices, and major ridership generators (such as apartment complexes, shopping centers, and major tourist attractions).

Transit Service Amenities

The transit service amenities area of focus for monitoring the quality of service delivery is Transit Service Amenities. The City of Raleigh has defined a service amenity as any item or service that is provided specifically to increase the comfort and/or convenience of using the CAT system. Currently available amenities include shelters, trash cans, and schedule information. The standard measure for all amenities is to determine equitable distribution within facilities and throughout the CAT service area based on need, activity and geographical location. This is in accordance with the tenets of Title VI and each amenity is, and will continue to be, calculated and monitored separately to ensure that service amenities are equitably distributed.

Currently, CAT's non-contracted amenities include trash cans, and schedule information. These amenities are uniformly distributed and available throughout the CAT system with easy access for seniors and individuals with disabilities, as well as, all patrons in general. Additionally, they are routinely maintained by CAT's contractor on an on-going basis.

The array of other transit service amenities provided and maintained by the City of Raleigh for customer convenience includes the following:

- **Vehicle Amenities** - Vehicle amenities are additional amenities offered on CAT's transit vehicles, such as Bus Network displays, bike racks on buses, and stop announcements.
- **Customer Information Center** - CAT's Customer Information Center provides customers information that enables them to access and use CAT facilities with convenience and ease. The information provided by the CIC includes bus schedules, trip itinerary planning services and general information. Customer Information Operators inform customers about services offered by CAT and provide telephone numbers and referrals to other bus transit systems in the metropolitan area, such as Wake, Orange and Durham Counties.

In addition, the Authority will mail bus route schedules and system maps to riders, upon request. Customers can also request travel information by contacting the call center via the City of Raleigh website. In this connection, the region has developed its website to serve as an information portal for various audiences including current riders, elected officials, business and community leaders, non-riders, special event riders, state/regional and local government officials, as well as, taxpayers.

- **Bus Shelter/Bench Program** - The primary objective of CAT's Non-Advertising Bus Shelter/Bench Program is to promote quality of service, as well as, the equitable distribution of bus shelters and benches at designated bus stops within CAT's service area. The shelter and bench program is designed to provide customers with protection from the elements along with a level of comfort to as many bus passengers as financially feasible. The Bus Shelter/Bench Program supports the following strategic initiatives:
- **Customer Focus** - CAT provides this transit amenity to bus stops in Title VI area where the value to the customer is maximized for dollars invested.
 - **Continuous Quality Improvement** - Installing shelters/benches at bus stops is another way of continuing to enhance our system to better serve our customers.
 - **Transit Advocacy** - Providing more shelters in locations where the demand and needs are apparent solidifies CAT as a good neighbor and encourages partnerships with municipalities and businesses.
 - **Safety** - CAT strives to provide a safe, inviting, hospitable environment for our bus riders as they wait to continue their travel.

To accentuate this effort, our process of site selection for bus shelters and benches is predominantly based on the CAT service standard criteria of

“Daily Boarding’s” at a particular location. However, we utilize other criterion (i.e. Located in Title VI Area, Proximity to Other Shelters or Benches and Proximity to Activity Centers such as Senior Centers and Shopping Centers) to score and rank new non-advertising bus shelter and bench sites for eventual construction.

Since the last Title VI update in 2009, the Advertising on Bus Policy, Identification Sign Policy, Carry-On Policy, Rules of Conduct and Inappropriate Conduct Transit Exclusion Procedure, these policies have either been revised or newly initiated. See Attachments 4a-d.

Annual Three year Assessment

The purpose of the Three Year Bus Plans is to identify ways to increase mobility in the Capital Area in the short and long term. Both of these plans address how an improved bus transit system can accommodate and serve the anticipated growth in the Capital Area. Furthermore, they are intended to help identify areas of deficiency and allow for more streamlined and cost effective system that is easy and safe to use without compromising or adversely affecting any racial group or populations in a negative way.

The Raleigh Transit Authority will continue to include the LEP community and is committed to including all residents in the transportation planning and decision-making process. The RTA will continue its efforts to collaborate with state and local agencies to provide language translation and interpretation services when practical and in consideration of the funding available. When applicable, the translation of these documents will begin after the final English version has been completed. Spanish language outreach materials from organizations such as federal, state, and local transportation agencies will be used when possible.

ADA Specialized Services

The City of Raleigh, hereafter referred to as the City", American with Disability Act (ADA) program provides subsidized curb-to-curb transportation service origin to destination through participating vendors within a 3/4 mile boundary of CAT 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). Para transit service is available depending on eligibility. Para transit customers are individuals who qualify for Americans with Disabilities Act (ADA) Para transit services as described below.

This service is reviewed from a Title VI/Environmental Justice point of view to ensure that they are equitably applied and administered.

CAT's ADA service is for persons with disabilities, who are unable to negotiate the CAT fixed route system. The Authority certifies passengers as eligible through a two-part application process (client and doctor). The Authority measures this service by monitoring on-time performance, customer complaints per 1,000 passengers, accidents per 10,000 miles and adherence to 0% trip denial requirement.

ADA Trips are eligible for Para transit service only if the trip begins and ends within 3/4 miles of CAT fixed route bus service. Other eligibility requirements may apply. ADA service provides a high level of discount for trips that are eligible (no more than double the cost of the city bus fare). **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.

Eligible ADA Visitors

Pursuant to the Americans with Disabilities Act (ADA), 49 CFR, Part 37.127, the City's ADA Program shall provide Para transit services to eligible ADA Para transit visitors.

A visitor is considered an individual with disabilities who does not reside within the Raleigh ADA service area. To prove eligibility for ADA Service, visitors are required to present documentation that they are Para transit eligible in the area in which they reside. If a visitor does not present documentation of eligibility, the city shall require proof of residence, and if their disability is not apparent, the city shall require proof of the disability.

Para transit service to visitors shall be made available for any combination of 21 days during any 365-day period beginning with the visitor's first use of Para transit service during the 365-day period. Once a visitor's 21-day limit has been reached, he/she is ineligible to use to the service without becoming a permanent customer.

Should the visitor wish to become a permanent ADA Customer, the visitor is required to complete an ADA Para transit applicant and be subject to the same eligibility review process as potential new customer.

Transit Security

Capital Area Transit makes every effort to ensure that its vehicles and facilities are safe for the general public and staff. As a department of City of Raleigh, Capital Area Transit can work with the Wake County Division of Public Safety on campaigns and efforts that increase the safety and security of the transit system. Other transit security efforts completed by Capital Area Transit include regular training sessions with the Wake County Fire Department and the SWAT Team, providing lighting at bus shelters, and the installation of cameras on buses. Capital Area Transit also maintains a preventative maintenance schedule in accordance with FTA guidelines to ensure the safe performance of vehicles. Capital Area Transit also provides off duty security to supplement the City's Public Safety in order to provide a high level of safety and customer service to it riders.

Disparity in Levels and Quality of Service

No disparities in either levels or quality of service during the past three (3) years have been found. A review of the Raleigh Transit Authority service area maps and minority census block groups was completed to ensure that service is provided in an equitable manner. The LEP and Environmental Justice sections of this Plan further identify Raleigh Transit Authority's compliance with Title VI.

Failure to exactly comply with all elements of this policy shall constitute a failure of public process, thus rendering any actions or decisions invalid.

GoRaleigh Access Purchasing and Trip Scheduling Requirements. A description of fare purchasing and trip scheduling requirements for complementary ADA paratransit is shown below and can be found on GoRaleigh's website here:

<https://www.raleighnc.gov/services/content/PWksTransit/Articles/AccessibleRaleighTransportation.html>.

▼ How to Purchase

GoRaleigh Access requires all Paratransit participants to be present when purchasing. A valid GoRaleigh Access ID card must be presented when purchasing tickets. In compliance with the ADA, the cost for an eligible ADA trip is \$2.50 one way. Eligible users pay for Para transit service with GoRaleigh Access tickets, good for one trip, one way only.

Locations and Hours:

GoRaleigh Station Information Booth (Located on Blount St. between Hargett and Martin)

Hours: Monday thru Friday - 7 am to 6 pm, Saturday - 8 am to 5 pm

There is a \$28.00 limit per ID on all ADA purchases and a \$112.00 total transaction limit per person per day at the GoRaleigh Station ticket counter. This limit is due to the physical inventory constraints of the GoRaleigh Station ticket booth.

Raleigh Municipal Building, 222 W Hargett Street, 1st Floor, Revenue Services Lobby

Hours: Monday thru Friday - 8:30 am to 5 pm

By Mail:

All GoRaleigh Access customers are able to purchase GoRaleigh Access tickets via U.S. mail. The tickets must be mailed to the clients recorded address listed on their GoRaleigh Access identification card. Please make check or money order payable to City of Raleigh. Include your ID number and mail to:

City of Raleigh
Revenue Services-56
PO Box 590
Raleigh, NC 27602-0590

▼ Schedule a Trip

All paratransit trips must be scheduled **Monday - Friday, 8:15 am - 4:45 pm** through the GoRaleigh Access Program. All next day trips must be scheduled at least 24 hours in advance. GoRaleigh Access does not provide same day trips or same day trip adjustments to a previously scheduled trip. Staff will determine if the requested trip is eligible and will dispatch a Paratransit vehicle through an approved Paratransit service provider.

GoRaleigh Access will accept email trip requests from 8:15 am to 4:45 pm Monday – Friday ONLY at GoRaleighAccess@raleighnc.gov. Emails sent outside of these hours will not be accepted.

All GoRaleigh Access/ADA Trip requests made on a holiday and/or weekends must be left on the 919-996-3459 voicemail between the hours of 8:15 am and 4:45 pm for Monday and next day service following a holiday.

Have the following information prepared when scheduling your trip:

- Name
- Date of Travel
- Pick Up/Appointment Time
- Home Address/Destination Address: Street Name and Street Number
- Return Time

To schedule a trip:

- submit via [GoRaleigh Access Tier II Trip Dispatch Request](#)  form
- call 919-996-3459
- email goraleighaccess@raleighnc.gov 

Rider Guide.

**Policy 1.7
Rider Guide**

Purpose: To provide guidance and rules for ADA customers when using Paratransit services.

Applies to: Customers

The following guidance for riders is provided in order to make customer trips as satisfactory and pleasant as possible, and also to help the City provide efficient and effective service that serves the most 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 anytime 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 ADA ID card ready to show to the driver.
- ADA Paratransit tickets are for the use of ART 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.

There are two situations whereby a customer's right to use ADA Paratransit service may be suspended or cancelled:

1. When the customer's behavior is seriously disruptive or inappropriate.
2. When a customer does not show up for reserved rides or repeatedly cancels service with less than one hour's notice.

The behavior of customers on vehicles is important. Transportation will be suspended or cancelled for riders who are disruptive or who pose a threat or danger to themselves, to other riders, or to the driver as further explained below.

Inappropriate or Seriously Disruptive Behavior Prohibited on Paratransit Vehicles

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

When a customer demonstrates inappropriate behavior as described above, does not show up for a scheduled ride, or cancels a reservation with less than one hour's notice, this negatively affects the service that the City can provide to its other customers. Therefore, suspension or cancellation of service will occur as follows:

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

Public Participation Plan.



Public Participation Plan

CAPITAL AREA TRANSIT PUBLIC COMMENT PROCESS POLICY

The Federal Transit Administration requires grantees to have a locally developed process and written policy for soliciting and considering public comment, including minority and low income populations according to Title VI requirements, prior to a fare increase or a major reduction in transit service. This policy describes the public comment process that Capital Area Transit will use when a fare increase or major service reduction is proposed. Capital Area Transit will implement the public comment process whenever there is a proposed fare increase or a service reduction of more than 25% of daily revenue service hours. Capital Area Transit may implement this public comment policy for major route changes or other projects as deemed appropriate by the Raleigh Transit Authority.

Process: In order to ensure that Capital Area Transit is equitable in its provision of service, and not disproportionately affecting minority or low income groups by reducing service or increasing fares, Capital Area Transit is forming citizen centered focus groups based upon the minority and low income populations identified in Capital Area Transit's Limited English Proficiency Plan (LEP). This group will meet on an as-needed basis, currently identified as once each quarter, or prior to any proposed change in services or fares, to discuss and study the impacts of any changes in service or fares proposed by Capital Area Transit. Capital Area Transit will use demographic information as well as the LEP agency group to recruit minority and low income members to the City of Raleigh's Citizen Advisory Committee (CAC). The CAC meets once each month to review Capital Area Transit services, plans, and business needs.

Prior to a fare increase or a major service reduction, Capital Area Transit will hold a public meeting to solicit comments from the public. In the case of a proposed fare increase, Capital Area Transit will hold a series of public meetings around Wake County. In the case of a service reduction, the public meetings will be held in the affected area(s). Consideration will be given to using centrally located, transit-accessible facilities when appropriate for these public meetings. Capital Area Transit will also make every effort to accommodate persons with special needs and to include members of

potentially underserved groups, including minority and low income populations. To publicize these public meetings, Capital Area Transit will:

- Discuss all proposed changes with the City of Raleigh's Citizens Advisory Committee
- Place Rider Alerts on the affected bus routes
- Place ads in the weekly newspapers of the affected area and in the daily newspaper
- Place information on the Capital Area Transit web page so that comments may be sent in via e-mail
- Send out Rider Alerts on Capital Area Transit's subscription e-mail service for the affected routes
- Notify by flyer or mailing residents in minority and low income areas based upon Capital Area Transit's analysis of demographic data for both groups
- Meet with minority and low income advocacy groups that have been identified through Capital Area Transit's LEP
- Translate critical notification documents based upon languages indicated in Capital Area Transit's LEP Plan and indicated by demographic analysis of Capital Area Transit's service area

Concurrent with public meetings, Capital Area Transit will post the materials to be presented on the City of Raleigh's website. The opportunity to comment will also be offered on-line. Comments made at the public meetings will be recorded. Upon request, Capital Area Transit will provide a translator for public meetings at which groups or individuals are present that have been identified as having Limited English Proficiency over the threshold levels that require translation. All comments, whether made at the public meetings, via e-mail, regular mail or telephone will be compiled and summarized. If deemed necessary by staff, adjustments may be made to the proposed change(s) based on the public comment. If the revisions are considered major, Capital Area Transit will hold additional public meetings, following the process described above. A summary of the comments, by category, will be provided to the Raleigh Transit Authority for consideration prior to Board's approval of proposed fare or service changes.

Failure to exactly comply with all elements of this policy shall constitute a failure of public process, thus rendering any actions or decisions invalid.

Appendix B: Sub-recipient Compliance and Taxi Cab Vendors

Sub-Recipient Title VI Compliance.



Sub-Recipient Compliance with Title VI

The City of Raleigh Transit Program has extended federal financial assistance to sub-recipients through the competitive selection process. The sub-recipients that have received funding over the last three years are listed below along with the type of federal assistance received.

- Triangle Transit – Job Access and Reverse Commute
- Center for Volunteer Caregiving – Job Access and Reverse Commute
- Alliance (Universal Disability Advocates) – Job Access and Reverse Commute

Through the sub-recipients agreements that the City of Raleigh executes with all of its JARC and New Freedom, Section 5310 agencies, which outlines the Federal clauses, certifications, required record keeping, and mandatory quarterly reporting, the City of Raleigh monitors its sub-recipients.

As needed, sub-recipients are instructed to attend orientation meetings onsite at the City of Raleigh facilities in order to ensure compliance with the agreements in place. When applicable, the City of Raleigh has conducted site visits to the sub-recipients' facilities to verify compliance with the grant requirements.

When the existing JARC and New Freedom funds are exhausted the City of Raleigh will distribute funds to sub-recipients via Section 5310 and Section 5307 Urbanized Area Funding.

List of Utilized Providers.

<u>GoRaleigh ACCESS Taxi Vendors</u>	<u>Taxi Vehicles</u>	<u>Lift Vehicles</u>
A CAB COMPANY	3	
AABA TAXI	13	
ABLE TAXI	3	
ACME CAB CO	2	
ALL TIME TRANSP	4	
AMERICAN CAB CO	3	
AMERICAN EAGLE	2	
APOLO TAXI	2	
A-ROUND TRANS	1	
ASSOCIATED CAB	2	
CAPITOL CAB	2	
CHAVIS TRANS	2	1
CIRCLE TAXI	7	
COMMUNITY CAB	21	2
DELUXE CAB CO	1	
DUMONT TRANS	2	1
EXCEL TAXI	7	
EXECUTIVE TAXI	2	
EXEPERIENCE TAXI	5	
G&J TRANSPORTATION	1	
HOSSANA TAXI	7	
IMAGE	1	
LEISURE TAXICAB	7	3
MERIT TAXI	15	3
PLATINUM CARE TRANS	3	
PLATINUM TAXI	2	
RENDEZ-VOUS	5	
SAMMY'S TAXI	2	
TAXI POLY	4	
TRIANGLE YELLOW	1	
UNIVERSAL CAB	8	
WILD HORSE TAXI	22	7
TOTALS	162	17
All Taxis	179	

Appendix C: Complementary ADA Paratransit Plan Contents

Plan Contents

§ 37.139 Plan contents.

Each plan shall contain the following information:

(a) Identification of the entity or entities submitting the plan, specifying for each -

(1) Name and address; and

(2) Contact person for the plan, with telephone number and facsimile telephone number (FAX), if applicable.

(b) A description of the [fixed route system](#) as of January 26, 1992 (or subsequent year for annual updates), including -

(1) A description of the service area, route structure, days and hours of service, fare structure, and population served. This includes maps and tables, if appropriate;

(2) The total number of [vehicles](#) (bus, van, or rail) [operated](#) in fixed route service (including contracted service), and percentage of [accessible vehicles](#) and percentage of routes [accessible](#) to and usable by persons with disabilities, including persons who use wheelchairs;

(3) Any other information about the fixed route service that is relevant to establishing the basis for comparability of fixed route and [paratransit](#) service.

(c) A description of existing [paratransit](#) services, including:

(1) An inventory of service provided by the [public entity](#) submitting the plan;

(2) An inventory of service provided by other agencies or organizations, which may in whole or in part be used to meet the requirement for complementary [paratransit](#) service; and

(3) A description of the available [paratransit](#) services in paragraphs (c)(2) and (c)(3) of this section as they relate to the service criteria described in § 37.131 of this part of service area, response time, fares, restrictions on trip purpose, hours and days of service, and capacity constraints; and to the requirements of ADA [paratransit](#) eligibility.

(d) A description of the plan to provide comparable [paratransit](#), including:

(1) An estimate of demand for comparable [paratransit](#) service by ADA eligible individuals and a brief description of the demand estimation methodology used;

(2) An analysis of differences between the [paratransit](#) service currently provided and what is required under this part by the entity(ies) submitting the plan and other entities, as described in [paragraph \(c\)](#) of this section;

(3) A brief description of planned modifications to existing [paratransit](#) and fixed route service and the new [paratransit](#) service planned to comply with the ADA [paratransit](#) service criteria;

(4) A description of the planned comparable [paratransit](#) service as it relates to each of the service criteria described in § 37.131 of this part - service area, absence of restrictions or priorities based on trip purpose, response time, fares, hours and days of service, and lack of capacity constraints. If the [paratransit](#) plan is to be phased in, this paragraph shall be coordinated with the information being provided in paragraphs (d)(5) and (d)(6) of this paragraph;

(5) A timetable for implementing comparable [paratransit](#) service, with a specific date indicating when the planned service will be completely operational. In no case may full implementation be completed

later than January 26, 1997. The plan shall include milestones for implementing phases of the plan, with progress that can be objectively measured yearly;

(6) A budget for comparable [paratransit](#) service, including capital and operating expenditures over five years.

(e) A description of the process used to certify individuals with disabilities as ADA [paratransit](#) eligible. At a minimum, this must include -

(1) A description of the application and certification process, including -

(i) The availability of information about the process and application materials in accessible formats;

(ii) The process for determining eligibility according to the provisions of §§ 37.123-37.125 of this part and notifying individuals of the determination made;

(iii) The entity's system and timetable for processing applications and allowing presumptive eligibility; and

(iv) The documentation given to eligible individuals.

(2) A description of the administrative appeals process for individuals denied eligibility.

(3) A policy for visitors, consistent with § [37.127](#) of this part.

(f) Description of the public participation process including -

(1) Notice given of opportunity for public comment, the date(s) of completed public hearing(s), availability of the plan in [accessible](#) formats, outreach efforts, and consultation with persons with disabilities.

(2) A summary of significant issues raised during the public comment period, along with a response to significant comments and discussion of how the issues were resolved.

(g) Efforts to coordinate service with other entities subject to the complementary [paratransit](#) requirements of this part which have overlapping or contiguous service areas or jurisdictions.

(h) The following endorsements or certifications:

(1) A resolution adopted by the board of the entity authorizing the plan, as submitted. If more than one entity is submitting the plan there must be an authorizing resolution from each board. If the entity does not function with a board, a statement shall be submitted by the entity's chief executive;

(2) In urbanized areas, certification by the Metropolitan Planning Organization (MPO) that it has reviewed the plan and that the plan is in conformance with the transportation plan developed under the Federal Transit/Federal Highway Administration joint planning regulation ([49 CFR part 613](#) and [23 CFR part 450](#)). In a service area which is covered by more than one MPO, each applicable MPO shall certify conformity of the entity's plan. The provisions of this paragraph do not apply to non-FTA recipients;

(3) A certification that the survey of existing [paratransit](#) service was conducted as required in [§37.137\(a\)](#) of this part;

(4) To the extent service provided by other entities is included in the entity's plan for comparable [paratransit](#) service, the entity must certify that:

- (i) ADA [paratransit](#) eligible individuals have access to the service;
 - (ii) The service is provided in the manner represented; and
 - (iii) Efforts will be made to coordinate the provision of [paratransit](#) service by other providers.
- (i) A request for a waiver based on undue financial burden, if applicable. The waiver request should include information sufficient for FTA to consider the factors in § [37.155](#) of this part. If a request for an undue financial burden waiver is made, the plan must include a description of additional [paratransit](#) services that would be provided to achieve full compliance with the requirement for comparable [paratransit](#) in the event the waiver is not granted, and the timetable for the implementation of these additional services.
- (j) Annual plan updates.**
- (1)** The annual plan updates submitted January 26, 1993, and annually thereafter, shall include information necessary to update the information requirements of this section. Information submitted annually must include all significant changes and revisions to the timetable for implementation;
- (2)** If the [paratransit](#) service is being phased in over more than one year, the entity must demonstrate that the milestones identified in the current [paratransit](#) plans have been achieved. If the milestones have not been achieved, the plan must explain any slippage and what actions are being taken to compensate for the slippage.
- (3)** The annual plan must describe specifically the means used to comply with the public participation requirements, as described in § [37.137](#) of this part.