



FRED FONTANA  
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BRENT HEATH  
CHAIRMAN

### **ADA Policy Statement for Goldsboro-Wayne Transportation Authority**

It is the policy of the Goldsboro-Wayne Transportation Authority (GWTA) to comply in full with the transportation and related provisions of titles II and III of the Americans with Disabilities Act of 1990.

Access to mainline, fixed route transportation services is the main goal of the transportation provisions of the ADA. The law recognizes, however, that some persons with disabilities are not able to use fixed route services. The law requires an alternative means of transportation for persons who are not able to use fixed route services. Complementary paratransit service is required by Section 223 of the ADA to serve those persons whose need cannot be met by fixed route systems.

#### **Eligibility:**

GWTA will establish an ADA paratransit eligibility determination process for local residents and long-term visitors. Eligible individuals will receive documentation of ADA paratransit eligibility, which can be used in other areas.

The certification process that is established will strictly limit ADA paratransit eligibility to the regulatory definition of eligibility. Only those persons who meet the regulatory definition will be given documentation indicating that they are "ADA Paratransit Eligible". In addition, if individuals who are determined to be ADA paratransit eligible can use fixed route service under certain conditions, the documentation, which they are given, will indicate the limitations/condition of their eligibility.

All information about the process, materials necessary to apply for eligibility, and notices and determinations concerning eligibility will be made available in accessible formats upon request. Accessible formats include large print, audiotape, Braille, and computer disk.

Applicants are to be granted presumptive eligibility if a determination of eligibility has not been made within 21 calendar days of the submission of a completed application. Service must be provided, and the applicant presumed to be eligible, until and unless the determination is complete and the person is found to be ineligible.

Applicants will be notified in writing of the Notice of Initial Determination of Eligibility. If the determination is that is not eligible, the written notification will state the reasons for the finding.

**GWTA TRANSIT**

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If an applicant is determined to be eligible, documentation of eligibility (ID card) will be provided. This documentation will specifically state that the person is "ADA Paratransit Eligible".

An administrative appeal process will be available to any individuals who are determined to be ineligible for complementary paratransit service. The appeal process will be available not only to individuals who are determined ineligible in all situations, but also to persons who are deemed conditionally eligible. Because the provision of ADA complementary paratransit service is a civil right, the denial of eligibility is a serious matter. A fair and effective appeal process is in the interest of all parties. A decision will be made within 30 days and written notification of the decision and reason for the decision will be sent to applicant.

GWTA will require that individuals periodically reapply or recertify every five years unless individuals are granted permanent eligibility.

A person will be considered eligible for GWTA complementary paratransit if:

- The person is unable, as the result of a physical or mental impairment, and without assistance of another individual to board, ride, or disembark from any vehicle on the system, which is readily accessible to and usable by individuals with disabilities. All wheelchairs and their users are to be accommodated by the paratransit system.
- The person with a disability is capable of using the system with the assistance of a wheelchair lift but an accessible fixed route vehicle is not available when the person desires to travel.
- The person with a disability has a specific impairment-related condition, which prevents such individual from traveling to a GWTA boarding location or from a disembarking location.

GWTA will provide paratransit service for an attendant traveling with the eligible rider. In addition to the attendant, service will be provided to one companion accompanying an eligible rider. The eligible rider shall reserve space for the personal care attendant and the companion when the rider reserves his or her own ride.

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Visitors will be provided complementary paratransit service if they have been certified as “ADA paratransit eligible” by a public entity. Visitors are eligible for 21 days of service during any 365-day period beginning with the visitor’s first use of service. If visitors have not been certified as eligible by another public entity but claim they are ADA paratransit eligible, they are entitled to “presumptive eligibility” and will be provided with 21 days of service.

Persons with temporary disabilities will be considered for ADA paratransit eligibility.

Attached are forms to be used for and by individuals in making application for certification.

**Service Criteria:**

Complementary paratransit service is to be comparable to the fixed route service.  
Comparable service is defined as follows:

1. **Service Area** – GWTA will provide complementary paratransit service to origins and destinations within corridors with a width of three-fourths of a mile on each side of each fixed route. The corridor shall include an area within a three-fourths of a mile radius at the ends of each fixed route.
2. **Response time** – GWTA will schedule and provide paratransit service to any ADA paratransit eligible person at any requested time on a particular day in response to a request for service made the previous day. Reservations will be taken by reservation agents or by mechanical means.

GWTA will make reservation service available during at least all normal business hours of GWTA’s administrative offices (Monday – Friday 8:00am to 4:30pm), as well as during times, comparable to normal business hours, on a day when GWTA’s offices are not open before a service day. Any time the office is not opened reservations may be via voice mail.

GWTA will negotiate pickup times with the individual, but GWTA will not require an ADA paratransit eligible individual to schedule a trip to begin more than one hour before or after the individual’s desired trips.

3. **Fares** – The fare for a trip charged to an ADA paratransit eligible user of the complementary paratransit service will 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 GWTA’s fixed route system.

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A personal care attendant shall not be charged for complementary paratransit service.

GWTA may charge a fare higher than otherwise permitted by this paragraph to a social service agency or other organization for agency trips (i.e., trips guaranteed to the organization).

4. **Trip purpose restrictions** – GWTA will not impose restrictions or priorities based on trip purpose.
5. **Hours and days of service** – Complementary paratransit service will be available throughout the same hours and days as GWTA’s fixed route service.
6. **Capacity constraints** – GWTA will not limit the availability of complementary paratransit service to ADA paratransit eligible individuals by any of the following:
  - A. Restrictions on the number of trips an individual will be provided;
  - B. Waiting lists for access to the service; or
  - C. Any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons.

**Other Statement of Policy:**

GWTA will acquire vehicles, which meet the accessibility and equipment requirements of the ADA.

GWTA will maintain in operative condition those features of facilities and vehicles that are required to make the vehicles and facilities readily accessible to and usable by individuals with disabilities. These features include, but are not limited to, lifts and other means of access to vehicles, Securement devices, elevators, signage and systems to facilitate communications with person with impaired vision or hearing.

GWTA will repair accessibility features promptly if they are damaged or out of order. When an accessibility feature is out of order, the GWTA will take reasonable steps to accommodate individuals with disabilities who would otherwise use the feature.

GWTA will operate from facilities and amenities, which comply with ADA regulations.

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GWTA will provide curb-to-curb service. GWTA will provide assistance from the vehicle to the first doorway for customers who need additional assistance to complete their trip.

GWTA considers a vehicle “on-time” if it arrives 30 minutes before the scheduled pickup time or arrives 30 minutes after the scheduled pickup time.

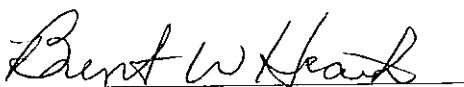
GWTA will ensure that personnel are trained to comply with ADA regulations, as appropriate to their duties, so that they operate vehicles and equipment safely and properly assist and treat individuals with disabilities who use the service in a respectful and courteous way, with appropriate attention to the difference among individuals with disabilities.

GWTA will establish a means of incorporating full input and cooperation of the community.

GWTA will use a public participation process to establish the number of no-shows considered a pattern or practice of missed trips and the period of suspension to be enforced. The period of suspension is to be for a “reasonable period”. Allowances will be made for missed trips that are beyond the control of the individual. Before service is suspended for cause under this provision, individuals will be provided with an opportunity to appeal the proposed suspension. A two-stage notification and appeal process is detailed in 37.125 (h) of the regulations.

GWTA will maintain detailed operating procedures and “Ride Guide” with detailed procedures for accessing and using the system. Passengers must abide by all policies and guidelines that GWTA has in effect.

Revised June 22, 2017

Approved:   
Brent Heath, GWTA Board Chair

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