

FARES

Urban Fixed Route Bus Service (Bus)

Upon boarding and prior to sitting, exact change is required. Operator cannot make change.

Regular Fare \$1.00
Reduced Fare* \$0.50

11-Ride Value Pass \$10.00

Children under 42" One Free With Paying Adult

Transfers: **Free** at the Transfer Facility (For the next trip only)

NOTE: If you use a transfer ticket to board and do not disembark, you will need to pay an additional fare to ride again. Tickets may be purchased at the main office Monday – Friday from 8:00 a.m. to 4:30 p.m.

*Persons with disabilities and seniors 60 and older travel at the Reduced Fare option. To receive the discounted fare, senior citizens must present a copy of any document that verifies birthdate or a Medicare card and picture ID when boarding. Persons with disabilities must present a Reduced Fare card and picture ID when boarding.

RURAL & URBAN GENERAL PUBLIC TRANSPORTATION (RGP/UGP)

RGP/UGP is available to and from locations within Wayne County. The fare for each destination is \$5.00 per person.

DIAL-A-RIDE (DAR)

DAR is available within the city limits of Goldsboro for \$5.00 per person and per destination.

HOW TO PURCHASE FARES

Urban Fixed Route Bus Service

Fares can be paid directly on the vehicles. Exact fare is required as operators cannot make change. Individual reduced and regular fare tickets can be purchased at the GWTA office.

Rural General & Urban General Public Transportation (RGP/UGP), Dial-A-Ride (DAR) and Americans with Disabilities (ADA)

ADA passengers must live within 3/4 mile from a bus stop and complete an Eligibility Application to pay the \$2.00 fare. ADA Eligibility Applications can be found at www.rideGWTA.com.

All Goldsboro residents may pay \$5.00 for the DAR rate regardless of distance from a bus stop. Residents outside the Goldsboro city limits may pay \$5.00 per trip. Reservations staff will inform passengers of applicable fare and payment options.

To schedule a trip, call GWTA at **(919) 736-1374** Monday – Friday from 8:00 a.m. to 4:30 p.m. Please make a reservation at least two business days in advance. ADA reservations may be made one business day in advance.

How To Apply For Reduced Fare

Disabled persons may complete a Reduced Fare Application at the GWTA Office, 103. N. Carolina Street. Applications are also available on the www.rideGWTA.com website. Click on How To Ride - Van Services to download the application.

Seniors may contact the senior center at **(919) 731-1591** to request reduced fare bus tickets for their programs.



RIDE WITH GWTA

WE ARE YOUR GATEWAY!

HOURS OF OPERATION

GWTA provides Urban Fixed Route Service (Bus), Rural General Public Transportation (RGP), Dial-A-Ride (DAR) and ADA transportation service to all citizens of Wayne County.

Monday – Friday 5:30 a.m. to 6:30 p.m.
Saturday 9:30 a.m. to 6:30 p.m.

Saturday hours for RGP/UGP and DAR service are reserved for medical trips only.

GWTA will be closed on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.



YOUR GUIDE to using TRANSIT SERVICES

August 1, 2024



www.rideGWTA.com
(919) 736-1374
gwta@waynegov.com

AMERICANS WITH DISABILITIES ACT (ADA)

ADA transportation is available to qualified disabled residents of Goldsboro that live within ¾ mile of the Urban Fixed Route Bus Service (Bus) and are going to a destination that is also within ¾ mile of the Bus service.

This service is available to individuals whose disability prevents them from independently boarding an accessible Fixed Route bus (with the driver operating the lift) and / or prevents them from getting to or from boarding locations.

GWTA does not provide assistants or aides. An ADA passenger may be assisted by a personal care attendant at no additional cost.

Fare (per passenger) **\$2.00**
Personal Assistant / Aide **One Free per ADA Passenger**

ADA passengers may call between the hours of 8:00 a.m. to 4:30 p.m. the business day before to make a reservation for next day services. Curb-to-curb service is available for all ADA passengers. Contact the GWTA office at **(919) 736-1374** to make arrangements for door-to-door service. ADA Paratransit passengers can make a reservation up to 24 hours in advance.

NOTE: To obtain an application via fax, email or mail, please call the GWTA office at **(919) 736-1374**. Mail completed applications to Goldsboro-Wayne Transportation Authority, P.O. Box 227, Goldsboro, NC, 27533, or fax to (919) 731-1558.

ADA Eligibility Applications can also be found at **www.rideGWTA.com**. Applications can be emailed to **gwta@waynegov.com**.

GWTA is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A. Procedures on filing a Title VI Complaint can be accessed on GWTA's website at **www.rideGWTA.com** or by calling **(919) 736-1374**.

RESPECTFUL RIDER CODE OF CONDUCT

The following guidelines will ensure all passengers and operators have a safe and pleasant ride while using our services. Enjoy your ride!

For the safety of our passengers and our operators all GWTA vehicles are equipped with security cameras.

To Ensure a Safe and Comfortable Ride - Guidelines for Riding (All GWTA Services)

- » Passengers are responsible for carrying their own packages. Please limit any items to what you can carry yourself. In the event your items take up an additional seat you will be asked to pay the fare for the additional seat.
- » GWTA is not responsible for any items left on the vehicles.
- » Upon boarding and prior to sitting, exact change is required. Operator cannot make change.
- » Smoking, including e-cigarettes, is not allowed on any GWTA vehicles.
- » Do not use profanity on GWTA vehicles.
- » No disruptive behavior or abusive language will be permitted.
- » Don't be a litter bug.
- » Shirt and shoes are required when riding.

For Everyone's Safety - Items Not Allowed on GWTA Vehicles

No items or conditions are permitted on board vehicles that may pose a health hazard for other passengers or transit staff:

- » Open cans, bottles or food
- » Car batteries
- » Gasoline, kerosene or any other flammable liquid
- » Weapons, including guns or knives
- » Illegal drugs
- » Open containers of alcohol
- » Animals, other than service animals for the disabled
- » Hover boards

Radios and Music Devices

Playing audio on personal devices may distract the driver and other passengers. Therefore headphones are required when listening to audio on personal devices.

For Passengers' Safety – Riding GWTA

- » Stand away from the road to avoid traffic.
- » Stay in well-lit areas.
- » Wait until the vehicle comes to a complete stop before attempting to board.
- » Take your seat as soon as possible.
- » Do not change seats unless absolutely necessary.
- » Children are not permitted to ride in strollers while on vehicles. Strollers must be closed and stowed safely while on board.
- » Passengers who interfere with the safety or privacy of other riders, or the safety or privacy of the operator will be suspended from riding.
- » Never walk in front of a vehicle. Wait until the vehicle has pulled away so you can cross the road safely.

ADDITIONAL GUIDELINES FOR RIDING

Urban Fixed Route Bus Service (Bus)

- » Arrival and departure times are approximate. Arrive at the bus stop at least five minutes prior to any published time.
- » Bus stops are identified with a bus stop sign. When waiting for the bus, stand at the nearest bus stop sign.
- » Each bus is identified by the route name located on the front of the bus at the top.
- » Stand in a visible location near the sign, and signal the operator when your bus approaches.
- » Do not approach the bus until it has come to a complete stop.
- » Enter the bus through the front door, allowing riders to exit first.

- » If no seats are available, stand and hold on to the poles for stability. Please remember the seats in the front of the bus are reserved for senior citizens and passengers with disabilities.
- » As the bus stop nears your stop, signal the operator by pulling the cord located near the windows. If you're not sure where to depart, ask the operator to call your stop.

Rural & Urban General Public Transportation (RGP/UGP), Dial-A-Ride (DAR) and Americans with Disabilities (ADA)

- » Passengers living within the jurisdiction (ETJ) of Goldsboro must be ready one (1) hour before the scheduled drop-off time for trips that will also end inside the jurisdiction (ETJ) of Goldsboro. Passengers with trips that begin or end outside of the jurisdiction (ETJ) of Goldsboro must be ready two (2) hours before the drop-off time. The Operator can arrive any time within this window to pick up passengers.
- » If RGP/UGP/DAR passengers forget to cancel trips, they will be charged a NO SHOW fee. Passengers will not be allowed to make a new reservation until the NO SHOW fee has been paid.
- » Cancellations must be called in two hours prior to pick-up time, unless the pick-up time is before 7 a.m. For pick-up times before 7 a.m. you must call no later than 4:30 p.m. the day before.
- » When the van arrives, passengers have five minutes to board.
- » When making reservations, please inform the reservation staff if you need a lift equipped vehicle and if you will be accompanied by an escort.

FOR MORE INFORMATION

Visit **www.rideGWTA.com**, or call GWTA Customer Service at **(919) 736-1374**.

You may also e-mail **gwta@waynegov.com**.