



*Durham*  
ACCESS

► MOBILITY SERVICE GUIDE

For more information, call

**919.560.1551**

## **Notice Under the Americans with Disabilities Act**

The City of Durham will not discriminate against qualified individuals with disabilities on the basis of disability in the City's services, programs, or activities. The City will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the City's programs, services, and activities. The City will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all City programs, services, and activities. Anyone who requires an auxiliary aid or service for effective communications, or a modification of policies or procedures to participate in the City program, service, or activity, should contact the office of the ADA Coordinator, Voice: 919-560-4197, or voice, by calling 711; Email: [ada@durhamnc.gov](mailto:ada@durhamnc.gov), as soon as possible but no later than 48 hours before the scheduled event.

### ***American Disabilities Act (ADA) Complaints and Grievances.***

Complaints that a City program, service or activity is not accessible to persons with disabilities should be directed to: ADA Coordinator, by phone at (919) 560-4197, ext. 21237; or voice, by calling 711; or by email at [ada@durhamnc.gov](mailto:ada@durhamnc.gov). Any resident who wishes to file a formal complaint with the City that alleges noncompliance or any actions that would be prohibited by Title II of the ADA should follow the Grievance procedures set forth by the City of Durham. For more information contact the ADA Coordinator (listed above) or visit <https://godurhamtransit.org/gd/accessibility>.

## **GoDurham ACCESS Van Service**

### ***American Disabilities Act***

The Americans with Disabilities Act, also referred to as ADA, was signed into law in 1990. The American Disability Act is federal civil right laws prohibiting discrimination against individuals with disabilities in a range of categories, including transportation.

The ADA law mandated that improvements be made to public transit systems to make them accessible to persons with disabilities. Interestingly, many of these improvements make public transit easier for everyone to use.

These are some of the things that the ADA mandates:

- All new buses used for regular fixed-route services must have a lift or ramp to allow boarding by those passengers who cannot enter by the steps or have difficulty entering by the steps.
- Public transit systems provide ADA paratransit service for those persons whose disabilities prevent them from using accessible fixed-route transit.

The specific criteria for determining who is eligible for ADA paratransit are defined by ADA law. However, ADA law does not include disabilities that make use of fixed-route service difficult or inconvenient.

Individuals with disabilities that prevent them from using accessible fixed-route transit service may be eligible for a curb-to-curb (with a door-to-door option upon request) paratransit van service called GoDurham ACCESS.

Unlike the GoDurham fixed-route bus service, which operates on a fixed schedule and picks up passengers at designated bus stops, the GoDurham ACCESS van service offers eligible persons the advantage of arranging for transportation from the curb or driveway (or door upon request) of a specific location within the GoDurham service area.

### ***Eligibility***

Not all disabled persons are eligible for GoDurham ACCESS. To be eligible, a person must meet one of the following criteria:

- Be unable to travel to a bus stop because of a specific mobility impairment.
- Be unable to navigate independently because of a failure to recognize landmarks, follow directions, or otherwise learn how to use the fixed route bus service.
- Be unable to independently get on or off a bus that has a wheelchair lift or ramp.

### ***Eligibility Types***

**Unconditional:** Your disability or health condition always prevents you from using the GoDurham fixed route buses and you qualify for GoDurham ACCESS services for all of your trips.

**Conditional:** You are able to use the GoDurham fixed route buses for some of your trips and qualify for GoDurham ACCESS services for other trips given the

specific environment and demands of each trip.

**Temporary:** Your disability or health condition temporarily prevents you from using the GoDurham fixed route buses.

**Not Eligible:** You do not qualify for GoDurham ACCESS services. You are able to use the GoDurham fixed route buses for all of your trips.

### ***Service Policy***

GoDurham ACCESS provides curb-to-curb service (with a door-to-door option upon request) for the citizens of Durham who are certified to use the service. GoDurham ACCESS service is designed for residents with disabilities that prevent them from using the GoDurham fixed-route bus service.

### ***Scheduling a Ride***

To schedule a trip on GoDurham ACCESS, call a reservations agent at (919) 560-1551. Reservations can be made Monday through Sunday from 8 a.m. to 4:30 p.m. Reservations must be made at least one day in advance of the desired date of the trip. GoDurham ACCESS's ongoing goal is to answer 85% of incoming phone calls within one (1) minute or less.

Reservations are made on a first-come, first-serve basis. In general, all eligible customers have an equal opportunity to use the GoDurham ACCESS van service. Customers are encouraged to make reservations as early as possible to ensure availability. When making a reservation if desired times are not available, customers may be required to change the desired arrival time at their destination by as much as an hour.

Reservations can be made up to 14 days in advance. Based on availability, customers may book a block of reservations for repetitive trips made to and from the same location at a regular time, such as traveling back and forth to work.

### ***Scheduling Process***

When scheduling a reservation, the customers must provide the following information:

- The Passenger's name
- The pickup address
- The drop off address
- The appointment time
- The desired return time
- Whether an attendant or companion will make the trip when applicable.

Once each trip has been scheduled, the customer will be provided with the following information:

- The initial pick-up time
- The pick-up time for the return trip
- A confirmation number

### ***Picking Up Customers***

Once a trip has been reserved, the actual pick-up time will occur as much as 15 minutes before or 15 minutes after the scheduled pick-up time. Customers must be ready to depart any time within this 30 minute “window.”

GoDurham ACCESS accommodates as many people as possible throughout the day. Actual trip times are scheduled to fit among the other customers’ scheduled trips. Customers should also expect several stops to pick-up other people before arriving at their destination. Passengers will be grouped with other individuals traveling in the same area. However, no person should be on the GoDurham ACCESS van for more than 80 minutes.

For example, if a GoDurham ACCESS customer has a doctor’s appointment at 3 p.m., reservations may schedule the pick-up time at 2 p.m. The customer should expect the van to arrive anytime between 1:45 p.m. and 2:15 p.m.

Van drivers can only wait 5 minutes before they must leave to pick-up the next customer.

On the return trip, when you request a pick-up time if that time is not available, you will be given the closest time available. If you requested a 4 p.m. return time and it is not available, reservations may schedule a return for 4:30 p.m. A customer should expect the van to arrive for the return trip anytime between 4:15 p.m. and 4:45 p.m.

### ***Fare Policy***

**GoDurham ACCESS is fare free through June 30, 2025**

### ***Cancellation Policy***

If a customer needs to cancel a scheduled trip, they may do so by calling the GoDurham ACCESS (919) 560-1551, option 2. Cancellations must be made at least one hour before the scheduled pick-up time.

If a customer calls to cancel a trip less than one hour before the scheduled pick-up time or fails to notify the dispatcher of a cancellation, the van will arrive for the trip as scheduled. If the customer is not at the designated pick-up point during the scheduled pick-up time window, the customer will be issued a “no show” for that trip.

### ***No Show Policy***

No-shows increase GoDurham ACCESS’ operational costs, wastes taxpayers’ funds and inconveniences passengers who are riding the van or who wanted to book a trip during the time of the no-show. If the pattern of no-shows goes unchecked, it will encourage more waste and mistreatment of the service and passengers. Therefore, it is important to identify those passengers who have developed a pattern and practice of collecting no-shows based on their frequency of use. All passenger no-shows will be documented each month and will be tracked per the GoDurham ACCESS No-Show policy as followed:

A GoDurham ACCESS Passenger is subject to the Progressive Corrective Action Plan when he/she has booked at least (8) eight trips in a calendar month and has no-show or late-cancel incidents for 25% of his/her booked trips within the calendar month.

*For example, if a passenger books (8) eight trips in June and no-shows (2) two times in June, 25% of the passenger’s trips are no-shows. Hence, the passenger will be in violation of the no-show policy for the month of June. Furthermore, if a passenger books 100 trips in June, the passenger will only earn a no-show violation if he/she no-shows or late-cancels 25 trips.*

<b><u>Violation</u></b>	<b><u>Length of Suspension</u></b>
First violation in a rolling 12-month period	Verbal Warning
Second violation in a rolling 12-month period	Final Warning Letter
Third violation in a rolling 12-month period	7 Days
Fourth violation in a rolling 12-month period	14 Days
Fifth violation in a rolling 12-month period	21 Days
Sixth and subsequent violations in a rolling 12-month period	30 Days

A trip cancelled in accordance with this policy (i.e., more than one hour before the start of the pick-up window) will not be counted in the total number of trips booked, nor included in the Verbal Warning or Final Warning Letter.

GoDurham ACCESS will retain records on passenger compliance regarding this policy. A Verbal Warning and copy of this policy will be issued upon the first violation of this policy. A Final Warning Letter and copy of this policy will be issued upon the second violation. Further violation of this policy will result in suspension per the above schedule.

If a passenger no shows or cancels late because of circumstances beyond their control, they are to call GoDurham ACCESS Reservations at (919) 560-1551, option 2, and explain the circumstance for the infraction. No shows or late cancels must be disputed within fifteen (15) business days after the end of the calendar month in which they occur. At this time the passenger can request the removal of the no show or late cancel. Any no show or late cancel that is found to be in error will be removed from the client's account.

### ***Right of Appeal***

Anyone affected by the no show policy is entitled to request an appeal. If a passenger disputes a suspension under this policy they have the right to file an appeal. Appeal requests must be filed in writing per the instructions noted in the appeal section of the policy. If a passenger misses the appeal request deadline, that passenger's service will be suspended on the date listed on the Suspension of Service Notification. A copy of the appeals process will be sent to the passenger along with the suspension letter. The appeals process is also available online at [www.godurhamtransit.org/access](http://www.godurhamtransit.org/access).

ACCESS complies with the Americans with Disabilities Act of 1990, available for review at [fta.dot.gov](http://fta.dot.gov).

Contact the GoDurham ACCESS ADA Specialist at (919) 560-1555, extension \*36303 if you need further assistance.

### ***Personal Care Attendants (PCAs)/ Companions Policy***

A GoDurham ACCESS customer can have one companion in addition to a personal care attendant (PCA). A PCA is a person who has received prior approval to help you when you travel.

A companion (guest) is anyone that rides with you that is not a certified PCA. If the customer fails to notify GoDurham ACCESS, the companion may be denied the opportunity to make the trip.

There is no charge for PCAs; however, your companion(s) must pay the regular paratransit fare. You may schedule a PCA and/or companion(s) to travel with you



as long as you have the same pick-up and drop-off points. You must call reservations at (919) 560-1551 to inform reservations if a PCA/companion will accompany you or to get approval for a PCA. PCA's only ride free when accompanying the eligible rider for whom they provide PCA services, and must have the same origin and destination points (otherwise, they are not "accompanying").

### ***Inclement Weather Policy***

Inclement weather, such as snow, ice or heavy rains can affect the ability to provide the GoDurham ACCESS service. If conditions make driving unsafe, it may be possible to provide only limited coverage. In severe weather, service may be suspended until conditions improve. In such events, GoDurham ACCESS customers should tune to a local radio or television station for information. It is not necessary to call the GoDurham ACCESS dispatcher, unless the customer wishes to cancel their previously scheduled trip.

### ***Safety Policies***

For the safety and convenience of all passengers, customers are requested to abide by the following rules:

- Passengers must wear seat belts
- Passengers must remain seated while the van is moving
- Passengers must not assault another passenger or driver
- No eating, drinking, smoking, or profane language
- No firearms or concealed weapons
- Passengers may bring no more than 3 shopping bags on the van.

Customers who do not abide by these rules may have privileges revoked or restricted.

## **Riding GoDurham ACCESS Paratransit Service for Visitors**

### ***Visitor Information***

Eligible Visitors will be served for a period of 21 days.

1. Individuals from outside the GoDurham service area of Durham, NC will be served by GoDurham ACCESS as ADA Visitors if they are unable to use the accessible, fixed route transportation services due to disability



related functional limitations.

2. According to ADA regulations, an individual residing outside of the area served by ACCESS is eligible for complementary paratransit service as a visitor:

- a. If the individual presents documentation of ADA paratransit eligibility from his or her home jurisdiction.
- b. If the individual has no such documentation (of ADA paratransit eligibility), then the individual is to provide documentation of residence outside of the Triangle area and proof of functional limitations due to their disability.

3. To request visitor status, contact the GoDurham ACCESS ADA Specialist by phone, mail, or fax. Please be prepared to give:

- a. Information verifying ADA eligibility from outside the ACCESS service area.
- b. Evidence of disability as described in 2a and 2b above.
- c. Expected dates when visitor desires to use GoDurham ACCESS and the address of where the visitor will be staying in the City of Durham during their visit to the area.
- d. The GoDurham ACCESS ADA Specialist will process the application promptly.

4. The visitor will be notified of the determination regarding status as an ADA eligible visitor and if eligible, information will be entered into the rider database.

### **Contact Information**

Mailing Address:

GoDurham ACCESS ADA Specialist, 1911 Fay Street, Durham, NC 27704

Telephone: (919) 560-1555, ext. 36303

Fax: (919) 560-1550

## **Taxicab Program**

The GoDurham ACCESS taxicab program provides GoDurham ACCESS customers greater freedom and mobility. This program offers customers the option of using a taxicab service for their transportation needs. Taxicab coupons are available to persons certified to use the GoDurham ACCESS service.

Customers can call for taxicab service during GoDurham ACCESS operation hours and have that service provided shortly thereafter instead of the 24 hour waiting period required by GoDurham ACCESS.

Taxicab coupons may be used during GoDurham ACCESS operation hours only. Taxicab coupons may not be used to travel outside the GoDurham ACCESS service area.

### ***How Taxi Coupons Work***

Each taxicab coupon book has a face value of \$51, but you only pay \$25. GoDurham ACCESS customers can use the coupons instead of cash for taxicab services. Coupons may not be redeemed for cash.

The coupon booklets consist of seven \$5 coupons and sixteen \$1 coupons. Customers must pay the fare that is closest to the whole dollar amount above or below the metered fare. No change can be given by the taxicab operators for any coupon value in excess of the taxi-cab fare.

For example, if a fare is \$7.35, the customer should pay with \$7 in coupons and \$0.35 in cash. If a customer pays with \$8 in coupons, the taxicab operator will not provide the customer with change.

In no case can a customer redeem a coupon for cash. Coupons can only be used to purchase transportation. They cannot be used to pay the taxicab operator a tip or to wait while the customer takes care of an errand. These costs must be paid for in cash.

The proper use of the coupons is closely monitored, and GoDurham ACCESS reserves the right to discontinue the sale of coupons to any person at any time and/or seek prosecution of any person deemed to be involved in any fraudulent use of the taxicab coupons or program.

### ***Visually Impaired***

The coupon books have been designed so that persons with a visual impairment

can still use them with relative ease.

Each book has sixteen \$1 coupons printed two per page on eight green colored pages. These pages are also perforated down the middle so that the \$1 coupons on each page can be separated if necessary. Also, the \$1 coupons have the upper right-hand corner cut off.

There is one \$5 coupon on each of seven yellow-colored pages. These pages do not have the corner cut off.

### ***Purchasing Coupon Books***

In order to begin using the Taxicab Program, the customer must come into the GoDurham ACCESS office to purchase the first set of taxicab coupons. At that time, the customer will receive a photo identification card that must be presented to the taxicab operator before each trip that you plan to redeem taxicab coupons. Persons who do not have a valid taxicab program identification card will not be transported.

The first identification card will be provided free of charge to the customer. There is a \$5 fee to replace a lost taxicab identification card.

The coupons may be purchased either by mail or in person. For purchase by mail, the check must bear the name of and be signed by the customer. Send a check or money order, made payable to the City of Durham, to GoDurham ACCESS, 1911 Fay Street, Durham, NC, 27704. Purchases may be made in person by customers Monday through Friday from 8 a.m. to 5 p.m. at the GoDurham ACCESS facility, located at 1911 Fay Street, Durham, NC 27704.

### ***Participating Taxi Services***

Only licensed taxicab operators who have provided evidence of their licensing to the City of Durham are permitted to accept coupons from GoDurham ACCESS customers. Customers may call (919) 560-1551 for an up-to-date list of participating taxicab operators.

### ***Taxicab Accessibility***

While all ACCESS customers are permitted to purchase the taxicab coupons, taxicab operators may not be equipped to transport all individuals. Current law, for example, recognizes that it may be an undue financial burden for a taxicab operator to make his/her vehicle wheel chair accessible and, in those cases,

taxicab operators are not required to transport anyone who requires a wheel chair lift. However, the law does require that taxicab operators transport individuals with a service animal.

In any case, the immediate decision regarding who may be transported rests entirely with the taxicab operator. Objection to an unfavorable decision would rest with the customer, and in the event of such an objection, the matter would need to be resolved directly with the taxicab company. Neither GoDurham ACCESS nor the City of Durham is responsible for any liability that might result from such decisions.

# General Information

## Fares

### GoDurham ACCESS Van

Free (through June 30, 2025)

### GoDurham Taxicab Service

Taxicab Coupons    \$25

## Ticket Sales

Purchase tickets in person from 8 a.m. to 5 p.m., Monday –Friday at the GoDurham ACCESS office located at 1911 Fay Street, Durham NC, 27704.

GoDurham ACCESS ticket books may also be purchased at Durham Station Transportation Center, located at 515 W Pettigrew Street, Durham, NC 27704 from 6:00 a.m. to midnight (Monday-Saturday) and 7:00 a.m. to 9:00 p.m. (Sundays and Holidays).

Tickets may be purchased by mail by sending a check or money order to:

### GoDurham ACCESS Tickets

1911 Fay Street | Durham, NC 27704

**Make all checks and money orders payable to the City of Durham.**

## Hours of Operation

### Monday – Saturday

5:30 a.m. to 12:30 a.m.

### Sundays & Holidays

6:30 a.m. to 9:30 p.m.

GoDurham ACCESS will operate on a reduced service schedule on the following holidays: New Year's Day, Martin Luther King, Jr., Day, Memorial Day, Juneteenth, Fourth of July, Labor Day and Thanksgiving Day. Service ends at 7:30 p.m. on Christmas Eve. GoDurham ACCESS is closed Christmas Day.

## Contact Information

### **GoDurham ACCESS Reservations**

(919) 560-1551, Option 2

### **GoDurham ACCESS Cancellations**

(919) 560-1551, Option 3

### **ADA Application Information/Status**

(919) 560-1551, Option 4

### **GoDurham ACCESS General**

**Manager** (919) 560-1555, Press 0

### **Administrator**

(919) 560-4366, ext. 36404



