



# Welcome To Gwinnett County Transit ADA Paratransit Transportation Services



## FREQUENTLY CALLED NUMBERS

Before calling for the services listed below, please read and become familiar with the applicable sections of this Rider's Guide for details on the service and when to call.

### **Call 770.418.2336 or TDD at 711 to:**

- Schedule a Trip
- Change a Scheduled Trip (**prior to the day of the trip**)
- Cancel a Scheduled Trip (**prior to the day of the trip**)
- Request Help with Application

### **Call 770.246.4770 and "press 2" or TDD at 711 for:**

- Same Day Cancellation of a Trip
- Where's My Ride?
- Inquire about Service Status during Hazardous Weather and Emergency Events
- For Medical Offices and Similar Facilities to Notify GCT if Customer's Appointment is Running Long

### **Call 770.822.5010 and "press 3" or TDD at 711 for:**

- General GCT Paratransit Information
- Request GCT Paratransit Application
- Lost Breeze Paratransit Photo ID Card
- Lost Personal Property and Items
- Comments, Suggestions and Complaints

# 1. WELCOME TO GWINNETT COUNTY TRANSIT (GCT)

The information contained in this Gwinnett County Paratransit Service Rider's Guide has been developed to help new and existing customers become acquainted with the Gwinnett Paratransit Service system and to provide the necessary guidelines required to use it effectively.

For persons with visual impairments or Limited English Proficiency (LEP), this document is available in alternative formats and in a number of foreign languages upon request. If applicants have questions about any of the information contained in the guide and/or need to request the guide in alternate format or foreign language (Spanish, Korean, Vietnamese, and Chinese), please contact GCT Customer Service 770.822.5010.

## 2. DEFINITION OF ADA PARATRANSIT

Gwinnett County Paratransit Services is part of the comprehensive public transportation system of Gwinnett County. It is neither a personal taxi nor a social service agency. It is a **shared-ride public transportation** service of Gwinnett County in compliance with the complementary paratransit services provisions of the Americans with Disabilities Act of 1990 (ADA) and the final rule for 49 CFR Parts 27, 37, and 38 issued by the U.S. Department of Transportation (DOT) in the 9/6/1991 Federal Register.

Gwinnett County Transit operates a shared-ride, curb-to-curb service. The definition of curb-to-curb service is the customer will be picked up at the closest curb to the pick-up location and will be taken to the closest curb of the drop-off location. For those requiring assistance beyond the curb due to their disability, GCT will assist customers as far as their door if it is safe to do so.

Gwinnett County Paratransit Service provides transportation that is comparable to the fixed route bus system's hours of operation, service area, and other service characteristics. The duration of a trip may also be as long as the comparable fixed route bus trip plus one-half (1/2) hour for travel and wait time. Transportation is provided within a  $\frac{3}{4}$  mile corridor on either side of the existing local fixed route bus services in Gwinnett County. This service can be used for any purpose, including work, school, shopping, recreation, medical appointments, etc.

GCT's Paratransit Service is a shared-ride service. This means that customers will be on vehicles with other customers for some or all their trips.

### Note for MARTA Mobility Users

The GCT Reservationist will coordinate information sharing to MARTA Mobility when a trip requires the use of their Paratransit services.

### 3. CERTIFICATION INFORMATION

#### Length of Certification

All paratransit customers are required to be recertified every three (3) years. An application will be mailed three (3) months prior to expiration, along with an enclosed letter notifying the customer that their certification for customer service is up for renewal. Failure to return the application in a timely manner may result in a loss of service.

#### GCT Breeze ADA Paratransit Photo Identification Card

The GCT Breeze ADA paratransit photo identification (ID) card is used to show proof of eligibility to ride GCT complementary paratransit. **Customers must have a GCT Breeze ADA paratransit photo ID card present when riding.** The GCT Breeze ADA paratransit photo ID card is accepted at other transit agencies across the United States. Confirm exact scheduling rules and regulations with local transit authorities.

If the GCT Breeze ADA paratransit photo ID card is lost, a replacement can be obtained for a fee of \$5.00 at the GCT office located at 3525 Mall Boulevard, Suite 5-C, Duluth, GA 30096. Contact Customer Service at 770.822.5010 and "press 2" or TDD at 711 for questions about a GCT Breeze ADA paratransit photo ID card. **It is strongly recommended that customers show their valid GCT Breeze ADA paratransit photo ID card upon boarding.**



### 4. TYPES OF ELIGIBILITY

GCT in accordance with federal ADA requirements has the authority to grant eligibility for use of paratransit services as follows:

#### Unconditional Eligibility

Unconditional eligibility will be granted to an individual who is unable to use fixed route transit services under any circumstances and is thus eligible to make all trips using complementary paratransit. Examples of applicants granted unconditional eligibility include:

- Individuals who cannot travel independently due to severe or profound intellectual disabilities or advanced dementia

- Individuals with physical disabilities who have limited functional ability (e.g., customers who use a manual wheelchair and who cannot sufficiently propel themselves)
- Individuals who have lost vision late in life and have not learned to travel independently in the community

## Conditional Eligibility

Conditional eligibility may be granted to an individual who is able to use fixed route transit services for some trips but not others. Conditional ADA paratransit eligibility will be for those trips for which he or she meets the criteria. An individual's conditional eligibility will be processed based on factors that are specific, measurable, and thorough. Examples of individuals who might be candidates for this type of eligibility:

- Individuals with intellectual disabilities who have learned how to make certain trips on fixed routes but cannot make all trips independently – They would not be eligible for the trips they have learned to take by fixed route but would be eligible for all other trips.
- Individuals with physical disabilities who can reach a bus stop or rail station within four blocks when the route is accessible – An appropriate condition on eligibility in this instance is “when the distance to or from stops and stations is more than four blocks or when the route to stops and stations is inaccessible.”
- Individuals with health conditions who can get to and from stops and stations when the temperature is not too hot (e.g., less than 80°F) or the distance is not too far (e.g., closer than four blocks) – They would be ADA paratransit eligible when the temperature exceeds 80°F or the stop or station is more than four blocks away

## Temporary Eligibility

Temporary eligibility may be granted to an individual whose health condition or disability is expected to change in the short term or whose mobility device will soon change. Temporary eligibility can be either unconditional or conditional, depending on the individual's functional ability. For example, an individual may need to undergo two months of treatment for a health condition, resulting in severe fatigue that prevents him or her from using fixed route service. This individual would be ADA paratransit unconditionally eligible for the duration of the treatment period.

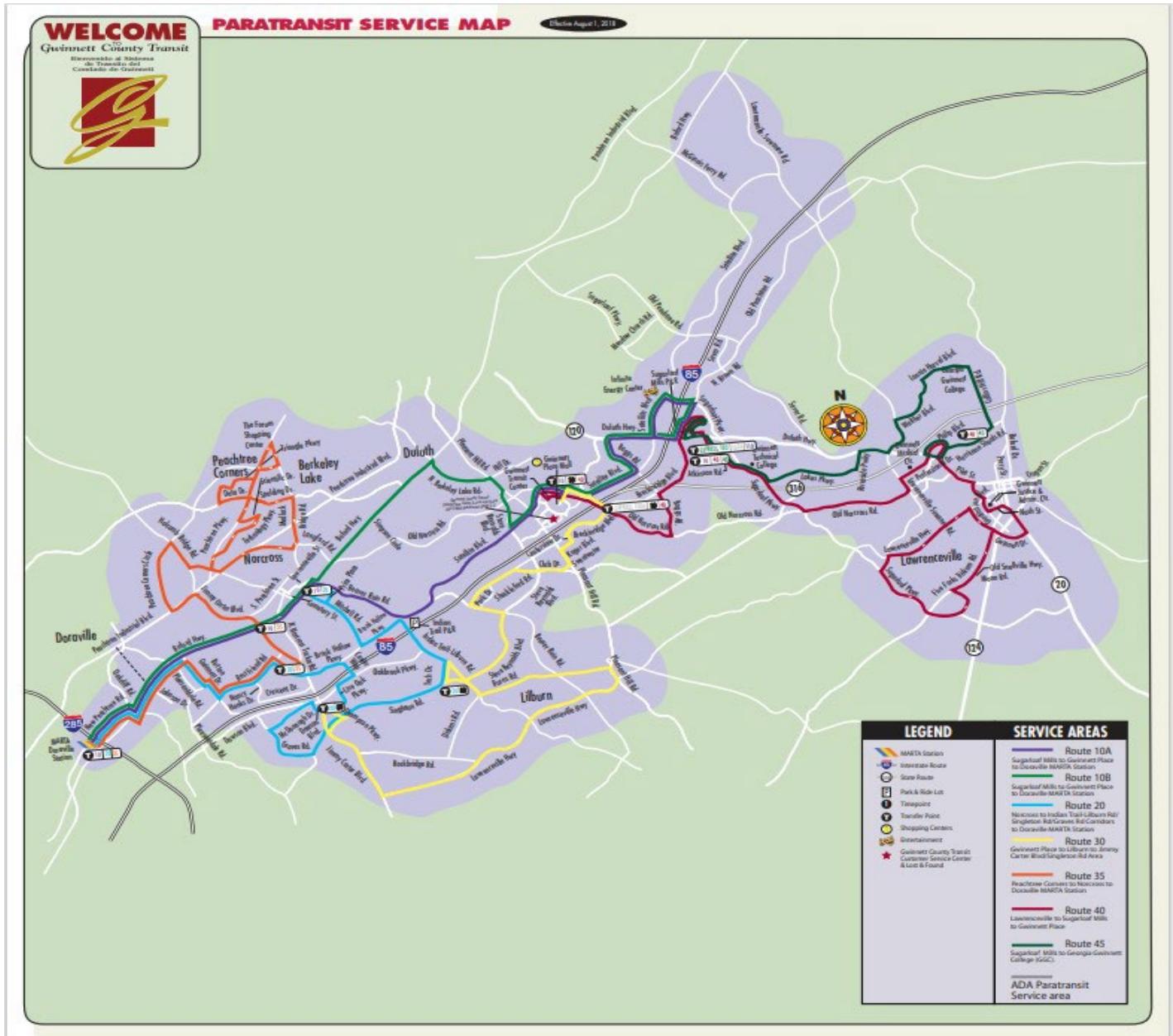
## 5. SERVICE AREA

The GCT Paratransit Service operates three-fourths ( $\frac{3}{4}$ ) of a mile on either side of each local bus route in Gwinnett County. In addition to the core service area, Gwinnett County has designated additional corridors for GCT paratransit service with widths of three-fourths ( $\frac{3}{4}$ ) of a mile on each side of local fixed route segments currently operated by GCT. The service area is within Gwinnett County only. GCT does, however, service the MARTA Doraville rail station intermodal area as a stop to facilitate interagency transfers.

Customers are not required to live inside the service area; however, all customer trips must begin and end within the GCT paratransit service area, and customers must board and disembark the paratransit vehicle inside of the service area at a safe transfer location. Transfer points will be

established with customers traveling outside the service area.

The map of the GCT complementary paratransit service area is provide below. The map can also be viewed, downloaded, or printed by visiting [www.gctransit.com](http://www.gctransit.com). Select 'Accessible Services' and then click on the 'Paratransit Service Area' link located under the ADA Paratransit subheading. The GCT complementary paratransit service area is denoted on the map as 'ADA Paratransit Buffer.'



## 6. OPERATING DAYS AND HOURS

GCT complementary paratransit services are provided Monday through Saturday. The service hours are the same hours as the local fixed route bus service.

Sunday service is not available. Service is not available in observance of the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

## 7. FARE INFORMATION

One-way ADA Paratransit trip fare is \$4.00. Fares may be paid with exact \$4.00 cash or using the Breeze card; loaded with GCT fare products or stored cash value. Fares will be collected in the farebox or by tapping the Breeze card validator at the front of the vehicle. **Operators do not make change or stop for change.**

PCAs travel at no cost. The need for a PCA is indicated during the application process and should be informed to the reservationist during the trip scheduling.

One travel companion may travel with the eligible paratransit customer. Additional travel companions may ride on a space available basis. All travel companions including children who are taller than the height of the farebox must each pay the ADA paratransit fare of \$4.00.

**Note:** Operators cannot make change for fares. Operators are not allowed at any time to accept tips or gratuities, or act in a manner that would suggest that tipping is appropriate.

### Half Fare

The GCT Half-Fare Breeze card allows the customer to take advantage of the Free Transfer from GCT to MARTA. The Half-Fare Breeze Card application can be found on GCT's website at [www.gctransit.com](http://www.gctransit.com). For customers requiring assistance filling out the application, please call 770-822-5010 or visit the customer service office in person.

**Note: In order to make a return trip on MARTA, customers must have a MARTA Half-Fare Breeze Card. The MARTA Half-Fare Breeze Card application can be found at [www.itsmarta.com](http://www.itsmarta.com) and at MARTA ride stores.**

To plan a public transit trip call 770-822-5010 and a customer service agent will help identify the best route to reach a destination.

### Transfers to MARTA Mobility

There are **no free transfers** between GCT ADA paratransit vehicles and MARTA Mobility paratransit vehicles. Customers will be required to pay full fare for each interagency transfer boarding at the MARTA Doraville rail station.

## **GCT Breeze Card**

The GCT ADA paratransit photo identification card is also a functioning Breeze card; both 10-ride ticket books and stored cash value can be loaded onto the GCT ADA Paratransit Breeze card at the GCT Customer Service Office and at MARTA Breeze vending machines.

## **8. TRIP SCHEDULING INFORMATION**

GCT operates an advanced reservation service for all paratransit trips. Reservations may be made by calling Gwinnett County Transit's Reservation line at 770.418.2336 or TDD at 711 and speaking with a reservation agent. Customers may also leave a voicemail message one (1) operating (business) day before a trip is required.

Reservation agents are available during our normal business hours from Monday through Saturday, 8:00am to 5:00pm, for trip reservations. Trip reservations for Monday service may be requested via voicemail on Sunday.

There are no daily limits on the number of reservations the customer can request. Please note that when making a reservation for a round trip, allow at least two (2) hours between the requested pick-up times.

**Note: GCT paratransit service does not provide emergency or same day transportation. In addition, GCT paratransit service does not alter same day trip times or locations.**

### **Required Reservation Information**

Customers must be prepared to give the reservation agent the following information:

- First and last name.
- Exact address of pick-up location, including an apartment number and gate code access number if appropriate.
- Exact address of the destination or drop-off location. Without an exact address a trip cannot be scheduled.
- The designated ADA accessible entrance location of the facility.
- Requested pick-up time (or appointment time) and return time.
- Notification whether a Personal Care Attendant, companion, child, and/ or service animal is traveling with the customer.
- The use of a wheelchair or other mobility device will be used.
- Need for assistance beyond the curb; door-to-door service.

Reservation agents are required to ask for complete information and will repeat the information back to the customer to confirm that the reservation information is correct. A paratransit vehicle Operator or customer cannot change the pick-up or drop-off time or location on the day of the trip.

### **Pick Up Times**

The scheduled pick-up time will be based upon the preference set by the customer. Customer

can either schedule their pick-up time based on the required drop-off/appointment time or required pick-up time.

At times, the GCT vehicle may arrive early. Customers can board the vehicle early but are not required to board the vehicle before the schedule pick-up window begins. Below are some examples to assist with scheduling a trip:

- Customer must arrive at the doctors, school, work, etc. at 9:00 AM. This time should be used to determine an appropriate pick-up time that will get the customer to their destination on time.
- A customer ends work at 4:00 PM. This time should be used to determine an appropriate pick-up time that enables the customer to meet the vehicle within five (5) minutes of its arrival at their work site.

## **Negotiating Pick-up Times**

Every effort will be made to accommodate a requested pick-up time. However, customer trip demand at certain times of the day may require that the customer adjust their desired time by up to one (1) hour before or one (1) hour after the desired pick-up or drop-off time. Reservation space is assigned on a first-come, first-served basis. Please make sure to allow ample time for traffic or any other delays associated with transit when planning a trip.

## **Requesting a Pick-up Time**

Customers may request a pick-up for anytime during operating hours. If a requested pick-up time is not available, the reservation agent may offer a pick-up time within one (1) hour before or one (1) hour after the requested pick-up time.

If a customer requires arriving at a specific location “no later” than a certain time, the customer must provide the required time of arrival or appointment time to the reservation agent. The customer must also state the preferred pick-up time.

Remember GCT’s paratransit service is a shared-ride service and customers may need to ride with other customers. If a customer does not want the reservation agent to estimate an appropriate pick-up time, the customer should plan to allow enough time for an on-time arrival.

## **Negotiating Pick-up or Drop-off Time**

Customers may be asked to adjust their requested pick-up or drop-off times due to demand at certain times of the day. See examples below.

The “latest arrival” time means that the customer must be at their destination at a specific time (for example, Medical/Dental appointments, and start time for work/school).

The one-hour negotiating window should be used on the early side to ensure that the customer arrives on time.

Example1: Customer must arrive at doctor/work/school no later than 8:00 AM

- The reservation agent must evaluate travel time and 30-minute window when assigning the pick-up time. (Example: travel time 1 hour plus  $\frac{1}{2}$  hour window, total  $1\frac{1}{2}$  hours)
- The customer may be offered a time before 6:30 AM but not later. A pickup time of 6:15AM would be reasonable while a 6:45 AM may not be reasonable in ensuring that they arrive on time at the destination.

The “earliest departure” time is the earliest time the customer wants to be picked up (for example, getting off work or leaving school)

The one-hour negotiation window should be used on the late side because the customer cannot leave before the stated time.

Example 2: The customer ends work/school at 4:00 PM

- The reservation agent must consider that the customer will not be ready until after 4:00 PM
- The customer may be offered a time after their 4:00 PM end time but not earlier. A pick-up time of 4:15 would be reasonable while a 3:45PM would not be reasonable since they cannot leave work or school early.

The one-hour negotiation window should be used on the late side because the customer cannot leave before the stated time.

## Traveling Without Time Restrictions

When no exact arrival or departure time is involved, the one-hour negotiating window can be used on either side of the requested time since the customer is not constrained by appointments and/or work school schedule.

## Changing a Scheduled Trip

If a customer has a scheduled a trip and their plans and/or travel times change, they must GCT at 770.822.5010 and “press 3” or TDD at 711 at least one (1) day before a trip. Customers should inform the reservation agent of their request to change a trip that has already been scheduled. Customers should be prepared to provide the following information to the reservation agent:

- First and last name.
- Date and time of the scheduled trip to be changed
- New pick-up and/or drop-off times, location, etc.

Requests for trip changes will only be accepted Monday through Saturday from 8:00am to 5:00pm, to include Sunday voicemails, up to the day before the customer’s schedule trip.

The reservation agent will always try to fulfill a customer’s request, however, changes to a previously scheduled trip may result in adjustments to the pick-up and/or drop-off times.

**Note: GCT Paratransit is unable to change pick-up times or pick-up/ drop- off locations on the same day of a trip due to scheduling constraints with equipment and other customers.**

## **Early or Late Pick-Up Requests**

GCT is not obligated to comply with a change for an early or late pick-up on the day of the scheduled trip. GCT will try and accommodate an early or late pick-up request on the day of the scheduled trip; however, other scheduled trips cannot be disrupted. Operators are not allowed to start earlier than the first scheduled pick-up on their scheduled trip manifest nor are Operators allowed to stay later than the last scheduled drop-off on their manifest for an early or late pickup request.

## **Reservation Confirmation**

Customers will be given a schedule pick-up time at the end of the reservation call. Occasionally, GCT will make a confirmation call to customers between 4:00pm and 8:00pm on the day the reservation was made to confirm the following day's pick-up time. This applies to customers that were not provided a pick-up time because they requested service by leaving a voicemail or the reservationist was unable to provide a pick-up time during the reservation call.

## **Cancelling a Reservation**

Cancelling a reservation in a timely manner helps to keep the service operating on schedule and prevents the possibility of the customer being charged for a "no show" for missing a trip.

The following information must be provided when cancelling a trip:

- First and last name
- Date of travel
- Scheduled pick-up time
- Return trip information

### **Prior Day Cancellation**

To cancel a reservation **prior** to the day of the trip, customers should contact the GCT Paratransit Reservation Line at 770.418.2336 or TDD at 711, Monday through Saturday, 8:00am until 5:00pm. Customer's may also leave a voicemail if calling on Sunday.

### **Advanced Cancellation**

Advanced cancellations are when the customer (or the customer's representative) calls the day of the trip and cancels a specific scheduled trip at least 1 hour before the pick-up window. Early morning trips scheduled for pickup before 7:00 AM are to leave a cancellation message to cancel a trip before 6:00am at the following number: 770.246.4770 and "press 2".

### **Cancel at Door**

A cancellation at the door is when the vehicle arrives at the location designated for a specific scheduled trip within the 30-minute pick-up window and the customer (or the customer's

representative) notifies the driver at that time that they no longer need the scheduled trip. These are considered No-Shows. **Each No-Show is counted as one (1) penalty point.**

Please Note: The driver is not responsible for cancelling any other trips booked for that day. Customers (or the customer's representative) must call GCT Paratransit Dispatch to cancel other trips. They can be reached at 770-246-4770 and "press 2" or TDD/TTY at 711.

#### ***Late Cancellation***

A "late cancellation" occurs when a customer cancels a trip less than one hour before the start of the 30-minute pick-up window. **Each late cancellation is counted as half (1/2) of a penalty point.**

### **Subscription Service (Standing Orders)**

If a customer requires a ride to the **same location**, at the **same time**, and **at least three (3) days per week**, "Subscription Service" may be a good option. This service allows customers to schedule recurring trips with one call. Customers will then automatically be placed on the schedule each week. For additional information, ask a reservation agent when scheduling a trip.

Note: All subscription trips are pre-cancelled on the specified GCT service holidays.

### **Cancelling a Subscription Service Trip**

For Subscription Service customers in need of cancelling a trip on a particular day, **GCT Paratransit must be called to cancel one (1) day prior to the scheduled trip.** This will help avoid unnecessary trips or missed connections. Cancelling a trip on-time also helps customers keep no-shows of their record. A Subscription Service customer that is suspended due to no-show violations will lose their current subscription status. They may, however, reapply after the suspension period has been completed.

### **Postponing Subscription Service**

Customers can put a subscription trip on "hold" for up to three (3) months. Then, when ready to resume service, the customers must call GCT Paratransit seven (7) days in advance to reinstate the subscription. If a "hold" is needed for longer than three (3) months, customers may be asked to reapply for Subscription Service.

### **Changes to Subscription Service**

Subscription Service customers may temporarily change the destination or pick-up address on a subscription once per year for a minimum of two weeks if the time slot is available. Requests for temporary changes must be made at least one (1) day in advance. **Same day address changes cannot be accommodated.**

Any permanent change to an approved Subscription Service trip will require reapplying for this service. This includes changes to pick-up/drop-off times, location, etc. If a corresponding time slot is available, then the customer's new subscription will take effect on the date requested. If no corresponding time slot is available, the customer will be placed on the Subscription Service waiting list. Subscription trips will be assigned as space becomes

available.

Note: As traffic patterns and demographics change, GCT Paratransit reserves the right to make reasonable adjustments to existing subscriptions. These changes will allow GCT to make the best use of its resources while providing the timeliest service possible to all its customers.

*Should a customer's subscription require adjustment, these changes will be made on an individual basis with input from the customer and/or their guardian/caretaker. At no time will GCT adjust or change a customer's subscription without consulting with the customer in advance of the change. If an agreement cannot be reached between GCT and the customer, it may result in the customer's subscription being cancelled. The customer will, however, have an opportunity to reapply for Subscription Service and be placed back on the request list until an appropriate time slot can be found.*

Under the Americans with Disabilities Act, which states that not more than 50% of the rides at any hour of any day may be subscription rides, total subscription trips may not exceed fifty (50) percent of space availability at any time during the day. Certain time periods may not have subscription time slots available. If the current subscription service trips exceed the 50% threshold, GCT will start a wait list for customers interested in signing up for subscription trips.

## **Coordinating with MARTA Mobility**

Customers are required to coordinate with MARTA mobility on their own. Please call MARTA Mobility directly at 404-848-5000.

# **9. RIDING GWINNETT COUNTY TRANSIT**

## **Safely Traveling on GCT Paratransit**

GCT has created several recommended practices for customers to ensure a safe and success ride. Customers shall:

- Be informed regarding program benefits and limitations.
- Schedule trip requests one (1) day in advance. In accordance with the ADA, customers may be asked to negotiate a different time of pick-up to one (1) hour before or one (1) hour after the requested time. Once the time has been negotiated, it cannot be changed without the customer's consent.
- Be ready and remain at the pick-up location within the 30-minute pick-up window. Wait at the main entrance door in an area where the vehicle can be seen, as Operators will not enter the building or residences.
- Call in trip cancellations as soon as possible but not later than one (1) hour before the scheduled pick-up time.
- Have times, addresses, zip codes and other needed information ready when making a reservation.
- Present correct fare and/or fare media when boarding the vehicle.
- Keep wheelchairs and other mobility devices in good working condition, including having an operable wheelchair brake.

- Expect shared-ride service equivalent to bus (not taxi) service. Travel time should be comparable to service provided by GCT fixed route service including transfers.
- Request a pick-up time taking the 30-minute window time, distance, and rush hour traffic into consideration.
- Allow sufficient time, at least 2 hours, between scheduled drop-off and return time.
- Advise the reservation agent of the appointment time or work report time if a certain arrival time is needed. The reservation agent can provide the pickup time that takes into consideration travel time and appointment time.

## Where's My Ride

Customers can also sign up for a free service that will provide text alerts for their scheduled trip. Text Alerts include:

- When a vehicle is approaching
- When a vehicle has arrived
- When a vehicle is running late
- Trip information provided the night before

Customers may customize the types of notices that are received by visiting [www.transitoms.com/vision2/customer\\_alert.aspx](http://www.transitoms.com/vision2/customer_alert.aspx) and selecting 'Gwinnett County Transit'. A Client ID number is required to use this system and can be obtained by calling Paratransit Dispatch at 770-246-4770 and pressing option #2.

## Boarding the Paratransit Vehicle

Customers must have their GCT ADA paratransit photo identification card and paratransit fare ready to present to the paratransit vehicle Operator when boarding the vehicle. Failure to provide fare in either the form of GCT paper paratransit ticket, Breeze GCT electronic paratransit ticket, or exact cash fare (Operators do not make change) at the time of boarding may result in possible service disruption. Fare payment is required.

***Please Note: GCT paper paratransit tickets are no longer available for purchase. If a customer possesses any GCT paper paratransit tickets, they will no longer accepted as fare payment after January 1, 2022.***

## 30 Minute Pick-Up Window

As with most paratransit systems, GCT uses a thirty (30) minute pick-up "window." This means the vehicle can arrive 15 minutes before a scheduled pick-up time or 15 minutes after a scheduled pick-up time and still be considered on time. Customers should keep the pick-up window in mind when making reservations, particularly when requesting a specific pick-up time.

If the paratransit vehicle has not arrived by the end of the thirty (30) minute period, customers are recommended to contact GCT by calling the GCT Control Center at 770.246.4770 and "press 2" or TDD at 711 to check the status of their pick-up.

## Late Pick-Up

If the vehicle has not arrived within the thirty (30) minute pick-up window, call GCT Control Center at 770.246.4770 and “press 2” or TDD/TTY at 711 for late vehicle assistance.

## Trip Length

Customers must be aware that GCT ADA Paratransit is a shared-ride service. The duration of a trip may be as long as a comparable fixed route trip plus one-half (1/2) for travel and wait time.

## Missed Trips

A Missed Trip results from trips that are requested, confirmed, and scheduled, but do not take place because:

- The vehicle arrives and leaves before the beginning of the pickup window without picking up the customer and without any indication from the customer that they no longer want to make the trip. Note that a customer is not obligated to board until the start of the pickup window or – for transit agencies that have a 5-minute wait-time policy – from the start of the pick-up window until 5 minutes have elapsed.
- The vehicle does not wait the required time within the pickup window, there is no contact with the customer, and the vehicle departs without the customer. Note that if during the wait time the customer indicates he or she no longer wants to take the trip, this is typically recorded as a “cancel at the door.”
- The vehicle arrives after the end of the pickup window and departs without picking up the customer (either because the customer is not there or declines to take the trip because it is now late).
- The vehicle does not arrive at the pickup location.

If a customer misses a scheduled trip, they must immediately call GCT Control Center at 770.246.4770 and “press 2” or TDD/TTY at 711. The dispatcher/reservationist will attempt to identify an available vehicle for pick-up. This may mean that a vehicle will arrive later than the original pick-up time.

If a missed trip originated from the customer’s home, GCT will not send a replacement vehicle. If a customer has other rides scheduled that day, they must call to confirm that the rides are still needed or should be cancelled.

## No-Shows

A No Show is defined when all the following criteria have occurred:

- There has been no call by the customer (or the customer’s representative) to cancel the scheduled trip 1 hour or more before the pick-up window.  
**AND**
- The vehicle arrives at the schedule pickup location within the 30-minute pick-up window  
**AND**
- The driver cannot reasonably see the customer approaching the vehicle within five (5)

minutes of arrival

**AND**

- The dispatch office is notified. At this time, dispatch will verify that the operator is at the location.

Late cancellations and cancellations at the door will be treated as No-Shows and are assigned a penalty;  $\frac{1}{2}$  a point or 1-point respectively.

GCT schedules pick-up and return trips separately and assumes all schedule return trips are needed unless notice is given by the customer or their representative. If a pick-up trip is a no-show, GCT will not automatically cancel the return trip. A No-Show on the return trip will count as the second No-Show for the day and will be assigned a separate 1-point penalty.

In the event you are a no show for a ride, the return ride or any additional ride(s) scheduled for that day **will not be automatically canceled**. Please call 770.418.2336 or TDD/TTY at 711 to cancel any return/additional rides you had scheduled that will no longer be needed.

### **Excessive No-Shows and Late Cancellation Suspension Policy**

Gwinnett County Transit monitors missed trips monthly and reviews all recorded no-shows and late cancellations to ensure accuracy before recording them in a customer's account. This policy is intended to discourage a pattern or practice of missed scheduled trips.

In any 30-day period, any customer who has "no showed" or "late cancelled" more than 10% of their trips will receive a suspension notice. A trip cancelled in accordance with our 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, and the client will not receive penalty points.

Additionally, to ensure suspension only applies to customers who have an established pattern or practice of scheduling trips and not taking them, **a customer must accumulate three (3) or more penalty points to receive a suspension**. A customer will be subject to suspension only if both the minimum 10% of trips scheduled were "no showed" or "late cancelled" and the minimum number of penalty points are reached during the 30-day period.

Gwinnett County Transit will notify customers of all points assessed to their record. Prior to sending a suspension letter, GCT will review all no shows and late cancellations to ensure that the process was followed properly, and an accurate count is represented. Any no show or late cancellation that is found to be in error will be removed from the customer's account.

#### *Special Exceptions*

*When a suspension would prevent a customer from receiving medical services that are deemed life-sustaining by the customer's medical provider, the Transit Division Director may grant an exception to a customer's suspension for the life-sustaining trips. Such special exception medical trips will be provided as demand trips and require individual trip reservations.*

## No-Show Penalties

The length of a customer's suspension will adhere to the following schedule:

**TABLE 2: Consequences for an Established Pattern or Practice of No-Shows**

Violation	Consequence
1 <sup>st</sup> Violation	Letter of Warning
2 <sup>nd</sup> Violation	7-day (1 week) Suspension
3 <sup>rd</sup> Violation	14-day (2 week) Suspension
4 <sup>th</sup> Violation	21-day (3 week) Suspension and Loss of Subscription Service
5 <sup>th</sup> + Violation	28-day (4 week) Suspension and Loss of Subscription Service
Subsequent violations will increase by a week (Loss of Subscription)	

Violations of this policy will result in suspension, per the above schedule.

## No-Show Disputes and Appeals

If a no show or late cancellation is due to circumstances beyond your control, please call GCT's Paratransit Department at 770.418.2336 to explain the circumstance and request the review and/or removal of the no show or late cancellation.

Any passenger who receives a no-show violation will be notified of such in writing. The passenger has the opportunity to appeal any no-show violation or suspension. The appeal must be in writing and received by GCT within sixty (60) calendar days from the date of the notification letter. Documentation explaining the appeals process and an Appeals Request Form will be mailed out along with a passengers No-Show violation or suspension notice.

### Mail Appeal Request Form to:

**Gwinnett County Transit  
Re: No-Show Appeal  
446 West Crogan Street, Ste 410  
Lawrenceville, GA 30046**

Upon receipt of a completed Appeal Request Form, GCT will contact the applicant to schedule an appeal hearing within thirty (30) days. Customers must be available to participate at a mutually agreed upon date, location (if applicable), and time.

## Circumstances Beyond a Customer's Control

There are many circumstances that may be beyond the customer's control, including but not limited to:

- Family emergency
- Illness that precluded the customer from calling to cancel

- Personal attendant or another party who didn't arrive on time to assist the customer
- Customer was inside calling to check the ride status and was on hold for extended time
- Customer appointment ran long and did not provide opportunity to cancel in a timely way
- Another party cancelled customer's appointment
- Customer's mobility aid failed
- Sudden illness or change in condition
- Adverse weather impacted customer's travel plans, precluding the customer from cancelling in a timely way

Customers should contact GCT Control Center at 770-246-4770 and "press 2" or TDD/TTY at 711 when experiencing no-shows or late cancellations due to circumstances beyond their control.

GCT error, which may not be counted as a customer no-show, includes but is not limited to:

- Vehicle arrived late, after the pick-up window
- Vehicle arrived early, before the pick-up window, and customer was not ready to go
- Vehicle never arrived
- Vehicle went to the wrong location
- Operator did not follow correct procedures to locate the customer
- Customer cancelled in a timely way, but the cancellation was not recorded correctly or wasn't transmitted to the Operator in time

## **Customer No-Show Policy**

Gwinnett County Transit understands that because paratransit services require trips to be scheduled in advance, customers may sometimes miss scheduled rides or forget to cancel rides they no longer need. GCT also understands that customers may sometimes miss scheduled trips or be unable to cancel trips in a timely way for reasons that are beyond their control. However, repeatedly missing scheduled trips or failing to cancel trips in a timely way can lead to suspension of service.

**Any cancellation less than one (1) hour before the scheduled pick-up time will be considered a no-show and a violation notification will be mailed to the customer.**

A customer that shows a pattern or practice of cancelling five (5) same- day trips within thirty (30) calendar days of the first infraction, regardless of whether they were cancelled prior to one (1) hour of the trip, will be penalized with one no-show violation; this includes cancelling multiple trips on the same day. On the fifth (5th) cancellation, a no-show will be recorded. Depending on the number of no-shows already on the customer's record, a notification letter, warning letter, or suspension letter will be sent. As with all no-shows, the customer may appeal to the Appeals Committee and provide documentation of any extenuating circumstances for consideration.

## **Personal Care Attendants (PCA)**

A Personal Care Attendant (PCA) is someone designated or employed specifically to help an ADA eligible paratransit customer meet their personal needs. This individual may either be an

employee of the customer, a relative, a friend, or a care provider.

During the application process for eligibility, the applicant should indicate whether they will travel with a PCA. And please inform the reservation agent when scheduling the customer trip(s) if a personal care attendant will be traveling with the customer.

PCA's travel at no cost when accompanying the eligible paratransit customer. If the GCT Paratransit customer requires a PCA and is under the age of 12, the PCA must be an adult. The PCA must be physically able to assist and meet the needs of the paratransit customer. For example, must be able to push a wheelchair, or provide other assistance as required by the certified customers. The PCA riding with a GCT paratransit eligible customer must board and exit the vehicle at the same location as the eligible customer.

Similarly, Personal Care Attendants (PCA) or travel companion(s) who violate rules of courtesy and conduct, engage in any activity that disrupts the safe and effective operation of Paratransit services, engage in physical abuse, or cause physical injury to another customer and/or the Operator, or engage in other illegal activities may be subject to immediate and permanent suspension from riding Paratransit service. PCA's or travel companion(s) may also be subject to criminal prosecute, which may include fines.

## **Companions**

ADA Paratransit eligible customers may travel with one companion. If traveling with a PCA, customers may travel with one companion in addition to a PCA. Additional companions will be allowed on a space available basis.

Travel Companions are subject to the regular GCT ADA Paratransit fare of \$4.00. Companions riding with a GCT paratransit eligible customer must board and exit the vehicle at the same location as the eligible customer.

## **Children**

Children who are not taller than the height of the farebox travel at no cost when accompanying the eligible paratransit customer. Children taller than the farebox (approximately 42 inches) accompanying the eligible paratransit customer must pay the appropriate ADA Paratransit fare of \$4.00. Children must remain properly seated and are not allowed to walk around inside the vehicle while the vehicle is in motion.

# **10. GENERAL INFORMATION**

## **Expectations of Using GCT Paratransit Services**

Customers can expect a safe, comfortable ride on GTC. The following information provides additional details on what customers can expect on GTC:

- Safe trips in clean, air-conditioned, smoke-free, and properly equipped accessible vehicles.

- Operators that are trained to meet customer's special transportation needs, including boarding and exiting assistance, wheelchair securement, reasonable assistance with bags, etc.
- Professional and courteous treatment from all GCT staff and other customers.
- Correctly fastened seat belts and/or wheelchair tie-downs.
- Pick-ups within a 30-minute window; the pick-up window begins 15 minutes before and ends 15 minutes after the scheduled pick-up time.
- Prompt investigations and effective resolution of complaints, without fear of reprisal.
- Assistance beyond the curb if needed because of a disability.

## **Customer Conduct**

Customers must be respectful and courteous to Operators and other passengers at all times. Customers must comply with the following operating requirements and rules of conduct:

- Inability to pay for proper fare may result in refusal of service. Deliberate fare evasion will be grounds for refusal of service.
- The use of abusive, threatening, or obscene language or actions towards the Operators or other customers is prohibited.
- Eating and drinking is not allowed on GCT vehicles (unless needed due to a disability)
- Smoking, including vaping, on the bus is prohibited.
- The use of alcoholic beverages and illegal drugs or riding under the influence of intoxicating alcohol or drugs, is always prohibited.
- The use of electronic equipment (music, games, etc.) shall be with headphones and kept at a low enough volume so as not to be heard by and/or disturb other customers.
- Customers must not create unsafe situations on GCT vehicles and must always have proper personal hygiene.
- Customers shall not operate or tamper with any equipment while on the vehicle. This rule includes operation of the lift and attempts to remove mobility device tie-downs or customer seat belts.
- Baby strollers and two-wheeled collapsible carts shall be folded and stowed to avoid blocking the aisle or causing injury to persons on the vehicle.
- Be respectful of Service Animals and refrain from petting them without the permission of the owner.
- Trash shall be disposed of properly both on and around the vehicle.
- Parents/accompanying adults travelling with children shall maintain control during the ride.
- Head, arms, and other body parts must be kept inside the vehicle.
- Objects may not be thrown from the windows.
- Federal regulations prohibit the transportation of flammable or explosive materials on transit vehicles.

## **Assistance Provided by GCT Operators**

As required by the ADA, Operators are trained and expected to provide a "reasonable" level of

assistance. GCT defines “reasonable” as assisting customers as needed/requested as long as the assistance does not create an unsafe situation for the Operator or customers.

Here are some examples of how Operators assist GCT customers:

- Operators are required to assist customers when boarding or exiting the vehicle, and to and from the curb of their destination or point of origin. If assistance beyond the curb is required, notice must be given to the reservation agent when the trip is scheduled.
- Operators may provide limited assistance loading/unloading packages for customers.
- Operators are responsible for the operation of the lift and other equipment, and for securing wheelchairs and customer seat belts in the vehicle.

## **Operator Wait Time**

It is important for the customer to be at the designated pick-up location at the scheduled pick-up time indicated by the reservation agent when the customer made their reservation. The vehicle **will wait up to five (5) minutes** past the scheduled pick-up time for a customer to arrive at the curb or designated pick-up point. If the vehicle arrives after the scheduled pick-up time, the Operator is instructed to wait five (5) minutes and to contact the GCT Control Center.

**The vehicle is not permitted to wait while the customer conducts business at their destination.** The customer will need to make a reservation in advance for their return trip on a designated pick-up time. Pick-up time and Operator wait time requirements also will apply to the return trip.

## **Unattended Customer Policy**

This policy addresses instances when a customer’s PCA, caretaker, family member, etc., is not available at a drop-off location. If the customer cannot be left unattended after exiting the vehicle and the caretaker is not at the drop-off location when the vehicle arrives, the customer will remain on the vehicle and the vehicle will continue as scheduled. The Operator will contact GCT Control Center for assistance. GCT Control Center will call the emergency contact number and provide the caretaker with the next safe drop-off location to meet the vehicle in-route. If the contact number is not answered or if the number is disconnected, DFCS/911 will be called to take custody of the customer.

The first instance will be a written warning, the second instance within a 180-day period the customer’s service will be suspended for fourteen (14) calendar days. If this situation happens a third time within a 180-day period, the customer’s service will be suspended for thirty (30) calendar days. If this situation happens a fourth time within the 180-day period, the customer’s service will be suspended for sixty (60) calendar days. If the situation happens a fourth time, the caretaker will have to show cause why the service should not be permanently removed.

## **Reasonable Modification**

The County shall make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability or to provide

transit service accessibility. GCT will make every attempt to provide transportation services that meet our customer needs as long as the request:

- Does not fundamentally alter the service
- Does not create a direct threat to the health and safety of others
- Is not necessary to permit the customer to use the services for their intended purpose.

## **Wheelchair Assistance Policy**

GCT will transport all wheelchair types and other mobility devices as defined by ADA regulations. GCT may not be able to transport a customer in a wheelchair or mobility device that exceeds the lift manufacturer's dimensions and design load for the lift in our current paratransit vehicle. That is, mobility devices measuring over 30 inches in width and over 48 inches in length when measured two inches above the ground and weighing up to 800 pounds combined weight when occupied. Customers will, however, have the opportunity to attempt to board a GCT vehicles in order to confirm that the wheelchair, scooter, etc., is too large and/or heavy to board.

For customer safety and comfort, the following guidance and procedures must be met:

- For safety purposes, it is strongly recommended that wheelchairs back onto the lift platform.
- Brakes must be locked while on the lift.
- Electric power must be turned off until the Operator instructs the customer to re-engage.
- Mobility device customers must wait for the Operator's assistance and follow instructions for entering the vehicle.
- It is strongly recommended for the customer's safety that a person using a manual wheelchair have attached footrests.
- Customers with inoperative mobility devices will try to be accommodated, but operators will not lift or carry the customer or the mobility device.
- Customers may be requested to move to a seat for safety and securement.

## **Scooters**

Three- and four-wheel scooters designed for use indoors to assist customers with mobility disabilities are allowed. Scooters have a high center of gravity and are therefore prone to tipping; even when secured. Customers are encouraged to board vehicles separately, if able, and/or transfer to a seat once onboard the Paratransit vehicle. Scooters are also required to be secured into the four-point tie-down system at all times during the ride. Cooperation with the Securement and Seat Belt Policy is in the best interest of safety for the customer.

## **Mobility Device Securement and Seat Belt Policy**

It is the Operator's responsibility to ensure that mobility devices are properly secured. Mobility devices are required to be secured into the four-point tie-down system at all times during the ride. Operators are required to secure the lap and shoulder belts to ensure the customer's safety. Cooperation with the Securement and Seat Belt Policy is in the best interest of safety for the customer.

## **Ambulatory Customers**

Ambulatory customers are those that can walk under their own control, or use a mobility aid such as a cane, walker, crutches, etc. Customers unable to use the steps to enter the vehicle may stand on the lift platform to be lifted into the vehicle. Customers who stand on the lift must be able to stand without assistance and to hold the rails with both hands. Customers that are unable to stand on the lift platform should discuss with the reservation agent so that GCT Paratransit can assist with other ways to board and depart the paratransit vehicle.

## **Packages on GCT**

Customers may bring grocery bags, luggage, or other packages or (legal) personal items on GCT Paratransit. However, customers may not bring more bags than can be safely managed by themselves and any PCA, companions, etc. Operators are not required to unreasonably assist with loading and unloading of packages and personal items. Delaying the vehicle occurs when customers bring more items than they can carry on the vehicle at one time. This may keep the vehicle from being able to move on after five (5) minutes and cause delays in the GCT service.

Additionally, please keep in mind that this is a shared-ride service and space is limited. Grocery store carts are not permitted on vehicles, but customers may bring packages on-board in a personal two-wheeled, collapsible cart. If bringing a cart, customers must inform the reservation agent when scheduling a trip. GTC will do its best to accommodate the collapsible cart. Packages may not take up seats on the vehicle and must be safely stowed out of the aisle, either under the customer's seat or on their lap.

## **Respirators and Portable Oxygen Equipment**

Portable oxygen equipment and portable respirators are permitted on all GCT vehicles. The Operator will assist customers in securing this equipment on the vehicle. Operators are not permitted, however, to assist customers in using this equipment. If a customer needs assistance with portable life support equipment, they must arrange to bring a Personal Care Attendant.

## **Service Animals**

Service animals are allowed in all GCT vehicles and facilities. A service animal is defined by the Americans with Disabilities Act (ADA) as any guide dog, signal dog or other animal individually trained to work or perform tasks for an individual with disability, including but not limited to:

- Guiding individuals with impaired vision
- Alerting individuals with impaired hearing to intruders or sounds,
- Providing minimal protection or rescue work, pulling a wheelchair, or
- Fetching dropped items.

If traveling with a Service Animal on GCT Paratransit, be sure to inform the reservation agent when scheduling a ride.

If a customer has an allergy to dogs (not including pet dander) please notify GCT Paratransit when scheduling a reservation. The reservationist will do the best they can to transport a customer on a vehicle without Service Animals or pets onboard.

Please be aware of the following Service Animal requirements:

- A Service Animal must be on a leash and under control at all times. If a leash prevents the Service Animal from completing a task for a customer with a disability, then the owner may control the animal with voice commands.
- Customers with Service Animals will be loaded first and unloaded last.
- For the safety and comfort of the Operator and other customers, Service Animals are required to be clean, well groomed, completely under the control of their handler, and absolutely non-aggressive.
- Customers are responsible for maintaining control of a Service Animal while on board the vehicle. The animal must remain on the floor or on the customer's lap. The animal may not sit on a vehicle seat.
- Customers are encouraged to bring a blanket for Service Animals since vehicle floors may be hot.
- For safety reasons, Operators are not permitted to handle Service Animals.

## **Pets**

Per the ADA, Emotional Support and Comfort Animals are NOT Service Animals; as they have not been trained to perform a task. Therefore, Emotional Support, Comfort Animals and pets are not allowed on GCT buses unless they are in an enclosed carrier at all times.

## **Denying Services to Customers**

Actions of misconduct, including violent or disruptive behavior, will be grounds for suspension of service. Anyone found to be acting in an unsafe or illegal manner which may endanger themselves, other customers, the Operator, the paratransit vehicle, or the traveling public will be terminated from the service immediately. Customers must depart the transit vehicle upon demand of any authorized GCT representative, including the Operators.

Customers who violate rules of courtesy and conduct or who engage in any activity that disrupts the safe or effective operation of Paratransit services may subject to penalties up to and including suspension from GCT services.

Customers who engage in physical abuse or cause physical injury to another customer or the Operator, or who engage in other illegal activities may be subject to **immediate and permanent suspension from receiving** GCT services. Customers may also be subject to criminal prosecution, which may include fines.

Any customer who is suspended from service will be notified in writing and will be given an opportunity to appeal the suspension following the GCT appeals process.

Similarly, Personal Care Attendants (PCA) or travel companion(s) who violate rules of courtesy and conduct, engage in any activity that disrupts the safe and effective operation of Paratransit services, engage in physical abuse, or cause physical injury to another customer and/or the Operator, or engage in other illegal activities may be subject to immediate and permanent suspension from riding Paratransit service. PCA's or travel companion(s) may also be subject to criminal prosecute, which may include fines.

## **Procedures for Pick-Up Locations**

To provide safe, on-time service for all customers, GCT has developed the following procedures:

### *Apartment Complexes*

Customers who live in a large, multiple-unit apartment complex must meet the bus at the curb closest to their address. Customers in apartment complexes that are inaccessible to paratransit vehicles (for example, low clearances, cul-de-sac, et cetera) must meet the paratransit vehicle at the main entrance to the complex. If the complex has a guarded gate or limited access, the customer should inform the security staff of the scheduled bus pick-up and return times. If a customer is visiting someone inside a guarded gate or limited access complex, it is the customer's responsibility to advise the person they will be visiting ahead of time for access.

### *Office/ Medical/ Mall/ Churches and Other Complexes*

Customers traveling from a large office complex, medical facility, malls, churches, or other large areas must meet the paratransit vehicle at the curb closest to the main reception desk or main lobby entrance unless instructed otherwise. Operators remain with the vehicle and do not go inside the complex or facility.

### *Nursing Homes/ Assisted Living Centers*

Customers traveling from a nursing home or hotel should meet the paratransit vehicle at the curb closest to the main lobby unless instructed otherwise. Operators remain with the vehicle and do not go inside the center.

### *Adult Day Care and Dialysis Centers*

Customers should be waiting in a designated area when the paratransit vehicle arrives for their pick-up at the centers. Operators will assist customers in boarding the vehicle. Operators remain with the vehicle and do not go inside the facility. It is highly recommended that the center contact GCT by calling the GCT Control Center at 770.246.4770 and "press 2" if there is a problem with the scheduled pick-up time. GCT does not handle emergency trips to the hospital.

### *Malls*

Customers will be picked up and dropped off at the main entrance that is closest to the main reception desk or main lobby entrance unless instructed otherwise. Operators remain with the vehicle and do not go inside the mall.

### *Exception*

If a facility's main reception desk or main lobby entrance does not meet ADA accessibility

standards, it is the customer's responsibility to contact the facility administrator for determination of their designated accessible entrance and notify GCT **prior** to the trip.

#### *Gated Communities*

Those customers that reside or travel to or from a gated community should remain in their dwelling until the vehicle has arrived at the gate. The customer will be notified that the vehicle has arrived at the gate. If the gate buzzer does not work, the Operator will call the GCT Control Center and the GCT Control Center will notify the customer to open the gate.

#### *Closed Business or Facility*

If a business or facility is closed upon the arrival of the vehicle, the customer can choose to stay on the vehicle and be dropped off at the return address at the convenience of GCT (return trip fare must be paid), or the customer can get off the paratransit vehicle and wait for the return trip paratransit vehicle to pick them up.

#### **Lost Items**

Any personal property and items left on the vehicle will be turned in to GCT's lost and found department at the bus garage. Personal property and items will be held for thirty (30) days. Please call GCT Customer Service at 770.822.5010 and "press 2" or TDD at 711 during normal business hours, 6:00am to 8:00pm Monday through Friday, 7:00am to 8:00pm Saturdays, for instructions on how to claim and where to pick up lost personal property and items.

#### **Hazardous Weather and Emergency Events**

In the event of snow, ice, or other potentially hazardous weather or emergency situations, GCT may cancel paratransit service. GCT paratransit will not transport in unsafe conditions. GCT's highest priority is the safety of its customers and employees. While every effort will be made to operate vehicles according to confirmed schedules, hazardous road conditions or emergency events may cause operation of vehicles to be unsafe and, therefore, service may be temporarily terminated. If conditions warrant, vehicles may operate on a limited basis. GCT will resume regular service when all roads are clear and safe for travel, or the emergency event has ended.

As soon as operational decisions are made to terminate or reopen services, local radio and television stations will be notified. Updates will be posted on the GCT web page [www.gctransit.com](http://www.gctransit.com), as well as the GCT Facebook and Twitter pages. Customers may also contact the GCT Control Center at 770.246.4770 and "press 2" or TDD at 711 to check the status of paratransit service operations.

#### **Customer Comments and Suggestions**

GCT seeks to provide its customers with safe, reliable, and efficient transportation at all times. Customers should submit comments and suggestions including questions, complaints, or compliments, to GCT using one of the following methods:

- call GCT Customer Service at 770.822.5010 and "press 2" or TDD at 711 during normal business hours, 6:00am to 8:00pm Monday through Friday, 7:00am to 8:00pm Saturdays.

- submit comments using the GCT web page [www.gctransit.com](http://www.gctransit.com) and on the left side of the page click on the 'Comments and Suggestions' link.
- write to Gwinnett County Transit Customer Service at the following address:

**Gwinnett County Transit**  
**Re: Comments and Suggestions**  
**3525 Mall Boulevard, Suite 5-C Duluth, GA 30096**

Specific details help GCT thoroughly address customer comments or suggestions. Please include the following information when calling or writing:

- Full name, address, and telephone number.
- Date and time of experience.
- Vehicle number and/or Operator name, if applicable.
- Reservation agent name or other employee name, if concerning a telephone conversation.
- Explanation of the incident or suggestion.

## **Alternative Formats and Limited English Proficiency**

For persons with visual impairments, the Gwinnett County Transit (GCT) Paratransit Service Rider's Guide and application can be made available in alternate formats upon request.

For persons with Limited English Proficiency (LEP), the GCT Paratransit Service Rider's Guide and application is translated and available in Spanish, Korean, Vietnamese, and Chinese. These four languages have been identified as together encompassing more than 80 percent of the LEP population in the GCT service area.

Based on limited encounters with other languages besides Spanish, the Language Line Services will be used to initiate communication with any LEP population group as needed and provide interpretation and translation services as requested by LEP customers. Gwinnett County Transit will communicate with the LEP person any written notices of rights and notices of denials, losses, or decreases in benefits or services related to vital documents in the LEP person's language.

In addition, GCT will provide oral or written notice in the LEP person's language of the right to receive language assistance to access GCT services and documents, free of cost.

**To obtain the Rider's Guide and application in an alternate format and/ or language, please call GCT at 770.822.5010 and "press 3" during normal business hours, 6:00am to 8:00pm Monday through Friday, 7:00am to 8:00pm Saturdays.**

**For persons who have difficulty using a standard phone including people who are deaf, hard of hearing, deaf-blind or speech disabled, please call Georgia Relay at 711 to set up this free TDD relay public service to connect and communicate with GCT through a variety of Traditional Relay and Captioned Telephone services.**

## Notice to the Public of Rights under Title VI Gwinnett County Transit (GCT)

Gwinnett County Transit (GCT) operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes he or she has been subjected to any unlawful discriminatory practice under Title VI may file a complaint with Gwinnett County, Georgia.

For more information on GCT's civil rights program, and the procedures to file a complaint, please visit the GCT website [www.gctransit.com](http://www.gctransit.com) or contact customer service at 770.822.5010. If an applicant is having trouble using a standard telephone and need TTY/TTD services, dial 7-1-1 to set up Georgia Relay communications; language assistance is available for persons with Limited English Proficiency.

A person may also file a Title VI complaint directly with the Federal Transit Administration, Office of Civil Rights, and 1200 New Jersey Avenue SE, Washington, D.C. 20590. Please visit this webpage: [http://www.fta.dot.gov/civilrights/12328\\_5104.html](http://www.fta.dot.gov/civilrights/12328_5104.html) for information on filing and a Federal Transit Administration complaint form.

Translation of Notice to the Public of Rights under Title VI is provided on the GCT website at [www.gctransit.com](http://www.gctransit.com) for Spanish, Korean, Vietnamese, and Chinese. For other language assistance, please call 770.822.5010 to speak with an interpreter. Customers have the right to receive language assistance to access GCT services and documents, free of cost.

La traducción del Aviso para el público sobre los derechos en virtud del Título VI se provee en el sitio web de GCT en [www.gctransit.com](http://www.gctransit.com) para español, coreano, vietnamita y chino. Para obtener asistencia en otro idioma, llame al 770.822.5010 para hablar con un intérprete. Tiene derecho a recibir asistencia con el idioma para acceder a los servicios y documentos de GCT, sin costo.

Bản dịch bằng tiếng Tây Ban Nha, Hàn Quốc, Việt Nam và Trung Quốc được cung cấp trên trang web GC [www.gctransit.com](http://www.gctransit.com). Để được hỗ trợ ngôn ngữ khác, vui lòng gọi điện đến số 770.822.5010 để nói chuyện với thông dịch viên. Quý khách có quyền nhận được sự hỗ trợ ngôn ngữ miễn phí để tiếp cận các tài liệu và dịch vụ của GCT.

# 11. ADDITIONAL GCT PROGRAMS

## Travel Training

Gwinnett County Transit is committed to training and enabling customers with disabilities to use the fixed route bus system as a way of increasing their independence and ability to travel to all areas served by public transportation. Any individual and/or group interested in participating in a free training seminar can arrange it by calling Customer Service at 770-822-5010.

## Using the Fixed Route Service

Customers can use the fixed route system and flash their GCT Paratransit ID to qualify for cash half fare. If a customer would like to take advantage of the FREE transfer to MARTA, they would need to apply for a GCT Half-Fare Breeze Card. If the customer's Paratransit eligibility allows for a Personal Care Attendant (PCA), the PCA rides for free on fixed route bus services, as well. To plan a public transit trip call 770-822-5010 and a customer service agent will provide assistance in identifying the best route to reach a destination.

## Using GCT Fixed Route Bus Services

Customers with a GCT ADA Paratransit Photo ID Card can also ride fixed route bus services (local) for half fare. Customers must show their ID to the Operator to prove eligibility and can pay \$1.25 cash.

Customers may also transfer to/from fixed route services. Most transfers are free, but upcharges apply when transferring to a higher-fare service. For example, if a customer transfers from a GCT fixed route local bus to a GCT paratransit vehicle, an additional \$2.75 is collected to complete the \$4.00 paratransit fare.

If the customer's Paratransit eligibility allows for a Personal Care Attendant (PCA), the customer's PCA can ride for free taking advantage of the flexibility and independence provided by our fixed route system.

If customers would like to take advantage of the FREE Transfer to MARTA, the customer would need to also have the GCT Half Fare Breeze Card. To plan a fixed route bus transit trip, please call 770-822-5010 and a customer service agent will help identify the best route to reach a destination.

## CPACS

CPACS has many services available including transportation programs. They offer a CPACS Express service as part of Federal Funding 5307 Low Income money and offer a Share Ride Mobility Services. More information can be found at [www.cpacs.org/transportation/](http://www.cpacs.org/transportation/) or contacting the Main Office Number at 770-936-0969.

## Senior Services

Gwinnett County Senior Services offers some programs for transportation assistance. The program includes a transportation voucher program and a volunteer Operator program. For

more information call senior services at 678-377-4150.

## **Gwinnett County Transit Customer Service**

Gwinnett County Transit is committed to offering exceptional customer service. Please call GCT Customer Service **770.822.5010** for help with:

Comments, Complaints, and Suggestions  
Ticket/Pass Information  
Trip Planning  
Lost and Found

Route and Scheduling Information  
Paratransit Eligibility  
Half Fare Eligibility  
Breeze Card Information

If a customer is having trouble using a standard phone, call 711 to set up a Georgia Relay call. Language assistance is available for persons with limited English proficiency.

Customer Service Representatives (CSR) are available from:

Monday – Friday: 6:00am – 8:00pm  
Saturday: 7:00am – 8:00pm

These policies are effective September 1, 2021. Gwinnett County Transit's policies and procedures are subject to change.