



## Ride GoApex Door to Door to Reach the Peak!

### Fares and Service Hours

GoApex Door to Door ADA paratransit service is fare-free for all eligible riders.

GoApex Door to Door operates Monday through Saturday from 6:00am to 10:00pm. The operator may establish a latest-available return-trip pickup time that reflects the likely travel times for requested trips.

### Holiday Schedule

GoApex Door to Door will follow the same schedule as GoApex Route 1 and will not operate on the following holidays:

- New Year's Day
- Martin Luther King, Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day

### Rider Information

Basic rider information can be found below. Full information on GoApex Door to Door service policies, rules, forms, and news can be found at [www.apexnc.org/GoApex](http://www.apexnc.org/GoApex).

### What is paratransit?

The Americans with Disabilities Act of 1990 (ADA) requires that public entities that operate non-commuter fixed route transportation services also provide complementary paratransit service for individuals whose disabilities make them unable to use the fixed route system.

GoApex Door to Door is operated by GoWake Access and is a shared-ride, reservation-based service, not a taxi service.

### Who is eligible to ride?

GoApex Door to Door is only available to individuals with a disability that prevents them from using the fixed route service. Individuals wishing to use GoApex Door to Door must contact GoWake Access Transportation and apply for eligibility. Please call 919-212-7005 (TTY 800-735-2962) or visit [www.apexnc.org/GoApex](http://www.apexnc.org/GoApex) to download an application.

- Eligible riders may qualify to be accompanied by a personal care assistant at no charge.
- Additionally, companions of the eligible rider may accompany the rider at no charge, as long as they are riding to the same origin and destination on the same trip as the eligible rider. The eligible rider would need to inform GoWake Access at the time of reservation and guests are limited depending on vehicle capacity.
- Guide dogs, hearing dogs, and specially-trained service animals may ride GoApex Door to Door. Please tell the reservationist if you will be traveling with a service animal.

### How to Reserve a Trip

- Call to schedule a reservation at 919-212-7005 (TTY number 800-735-2962), Monday through Friday between 8:00am and 5:00pm, or Sunday between 1:00pm and 5:00pm.
- Trip requests must be made at least one (1) day in advance and may be made up to fourteen (14) days in advance.
- If you call the reservation line outside of the hours listed above, you may leave a voicemail message with your ride request and contact information. Voicemail reservations will not be processed until the next time the reservation center is open, and are considered as of the time of processing by the reservation center staff, not when the voicemail is left. For example, a voicemail left on a Tuesday night will be processed on Wednesday, with the earliest available trip time on Thursday. If the reservation request is not clear, the reservation center will contact you for confirmation before processing the request.
- If you need a ride to the same place, at the same time, on an on-going basis, a subscription reservation service may be available on a limited basis. For more information, please contact the reservation line.
- Authorized persons are allowed to reserve trips for passengers who are unable to reserve a trip for themselves.
- When calling to reserve a ride, passengers must have origin and destination addresses.
- When you schedule a ride, either a pick-up time or a drop-off time can be requested. If a pick-up time is requested, GoWake Access will provide a 30-minute window for the pick-up time. If a drop-off time is requested, GoWake Access will

- ensure you arrive early or on time and will avoid excessively-long trips.
- Riders are expected to be ready at the designated place for pickup within the pickup window given at the time of reservation.

### What Should I Expect for my Trip?

Both the trip origin and destination must be within the area shown in the service area map.

- Your vehicle will be marked with the GoWake Access brand and will have capacity for 8 to 10 passengers. Each vehicle will be equipped with a wheelchair lift. The operator will provide service to all individuals using mobility devices that fit within the capacity of the lift being operated.
- You will be sharing your ride with other passengers.
- Rides will usually take longer, and involve more intermediate stops, than a taxi ride between the same two points. Excessively-long trips will be avoided.
- Drivers are not permitted to enter passengers' home or other facilities for any reason. Drivers are not permitted to sign passengers in or out of service buildings.
- Passengers in wheelchairs will be given assistance up and down suitable ramps; however, drivers are not permitted to push wheelchairs up or down any number of steps.
- All wheelchairs and mobility devices must be secured, to the passenger's satisfaction, before transport. The operator does not provide wheelchairs or other mobility devices.
- All passengers will be required to wear seatbelts. Service may be refused to passengers who do not comply with this request.
- Children under the age of twelve (12) must be transported with adult supervision.
- Children requiring child restraint seats will be properly secured, using an appropriate child restraint seat provided by the adult, prior to departure.
- You may ride with up to two packages, if you can carry them on your own. Packages must fit under seats or be secured to the satisfaction of the driver.
- In the event of adverse weather or other circumstances that prevent GoApex Door to Door from operating, every attempt will be made to ensure that all passengers have reached their final destinations. During instances of inclement weather, transportation services shall be provided in accordance with the schedule of the Wake County Public School System. Local radio and television stations will be alerted, if conditions dictate this measure.

### What is expected of me?

Riders are expected to be ready at the designated place for pickup within the pickup window given at the time of reservation. A No-Show occurs when all of the following criteria are met:

- There has been no call by the rider to cancel the scheduled trip at least 1 hour prior to the start of the pickup window.
- AND**
- The vehicle arrives at the scheduled pickup location within the 30-minute pickup window.
- AND**
- The driver has waited 5 minutes after arriving during the pickup window.

After waiting for 5 minutes, the driver is instructed to leave a No-Show tag, and proceed to the next destination. Riders may be suspended from using GoApex Door to Door when they show a "pattern and practice" of No-Shows.

Any conduct which jeopardizes the safety of other passengers and/or the driver will result in suspension of transportation services. Unruly passengers (extremely loud, defiant, those using vulgar language, individuals under the influence of illegal drugs/alcohol) will be refused transportation.

### Lost & Found

Lost items will be returned to and held at GoWake Access operations site located at 1430 S Blount St. Raleigh NC 27603. Passengers must call the dispatch office first to inquire about any missing items at (919) 996-3444.

### Accessibility

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990, the Town of Apex and GoApex will not discriminate against qualified individuals with disabilities on the basis of that disability.

The Town will make reasonable modifications to policies and programs to ensure that the people with disabilities have an equal opportunity to enjoy all Town programs, services, and activities. More information about reasonable accommodation can be found at [www.apexnc.org/GoApex](http://www.apexnc.org/GoApex).



### Civil Rights

GoApex is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services, or subjected to discrimination on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964.

EFFECTIVE JUNE 15, 2024

### Other transit services in Apex

Other transit service operates in the Town of Apex. Service operated by other agencies is subject to change and may require fare payments or have rider policies that differ from GoApex.

**GoCary ([gocary.org](http://gocary.org))**  
(919) 485-RIDE (7433)

Route ACX - Apex-Cary Express  
Service Monday-Friday during peak times only

**GoTriangle ([gotriangle.org](http://gotriangle.org))**  
(919) 485-RIDE (7433)

Route 305 - Holly Springs-Apex-Raleigh  
Service Monday-Friday during peak times only

**GoWake Access ([wake.gov/GoWake](http://wake.gov/GoWake))**  
(919) 212-7005 (TTY 800-735-2962)  
GoWake Access operates several additional shared-ride, eligibility-based services

### Additional Contact Information

**GoWake Access Transportation Services**

919-212-7005 (TTY 800-735-2962)  
Monday-Friday 8:00am - 5:00pm  
Sunday 1:00pm - 5:00pm

**Regional Transit Information Center**

Operated by GoTriangle  
(919) 485-RIDE (7433)  
Monday-Sunday 6am - 9pm

**GoWake Access Operations Office and Lost & Found**  
(919) 996-3444

**Town of Apex Senior Transit Planner**  
(919) 249-1043



## GoApex Door to Door ADA Paratransit Service Ride Guide

Operated by GoWake Access

Serving Areas within 3/4-mile of GoApex Route 1



For ride reservations and more information, call the GoWake Access Reservation Line:  
**919-212-7005**  
**(TTY 800-735-2962)**

Hours of Operation  
Monday-Saturday  
6am-10pm



Regional Transit Information Center:  
**919-485-RIDE (7433)**

[www.apexnc.org/GoApex](http://www.apexnc.org/GoApex)

# GoApex Door to Door Service

**Door to Door Service Area**  
Trips within 3/4 mile of GoApex fixed route.



# Apex Door to Door

919-212-7005 (TTY: 800-735-2962)  
[www.apexnc.org/GoApex](http://www.apexnc.org/GoApex)



## Legend

- GoApex Route 1
- Landmark
- Transfer
- Park & Ride
- Hospital
- US Highway
- State Highway

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Refer to GoApex Route 1 Ride Guide brochure for information.