2026

Rural General Public Transportation Services

PASSENGER GUIDELINES

EFFECTIVE JANUARY 1, 2026

Wilson County Government
Transportation

POLICY STATEMENT

It is the policy of Arrive Wilson County Transportation (ARRIVE) to provide Rural General Public (RGP) demand response transportation to any citizen residing in Wilson County providing funding is available.

This document is available on the web at https://www.wilsoncountync.gov/departments/transportation. This document may also be obtained in other formats by contacting the ARRIVE Scheduling Center at: (252) 399-2817

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What is Rural General Public Transportation?

Arrive Wilson County Transportation (ARRIVE) is a fully coordinated public transportation system and operates as a branch of the Wilson County Government. Rural General Public (RGP) demand response transportation is provided to any citizen residing in Wilson County providing funding is available. The fare for RGP riders is $2.00 per ride. This program does not travel outside of Wilson County except for Medicaid trips and trips to the VA Hospitals. The Dispatcher shall inform the rider of their fare for each trip as part of the telephone booking script.

The Wilson County Transportation Advisory Board (TAB) is comprised of up to 15 members representing the public transportation needs of the citizens of Wilson County. The TAB meets on the 3rd Thursday of each quarter. The location varies, so please contact the Transportation Director at 252-399-2817 to confirm location if you would like to attend (September, December, March, and June). This meeting is open to the public. For questions or concerns regarding transportation in Wilson County, call 252-399-2817.

What is Demand Response Transportation Service?

"Demand Response" is any non-fixed route system of transporting individuals that requires advanced scheduling by the customer, including services provided by public entities, nonprofits, and private providers.

Demand-response service allows a passenger to schedule a ride from one specific location to another specific location at a specific time. In rural and frontier areas with low population density and long distances between destinations, small buses or vans are often used to transport passengers. The public entities, nonprofits, or private providers operating demand-response transportation service by bus, van, or auto must comply with general federal ADA requirements as well as local and state regulations.

Demand Response Defined Under Americans with Disabilities Act (ADA) Implementing Regulations (49 CFR Section 37.3):

Demand Response System means any system of transporting individuals which is not a fixed route system. The ADA broadly defines all types of transportation using fixed route service and demand responsive service. Demand responsive is any service which is not fixed route.

Non-discrimination requirements

- ARRIVE does not discriminate against a person with a disability in the provision of transportation service. (Section 37.5(a))
- ARRIVE does not, based on disability, deny an individual with a disability the opportunity to use the general transportation system if that person is incapable of using that service. (Section 37.5 (b))
- ARRIVE does not require an ambulatory person with a disability use priority seating. (Section 37.5 (c))
- ARRIVE does not impose special charges on individuals with disabilities, including those who use a wheelchair. (Section 37.5(d))
- ARRIVE does not require that an individual with a disability be accompanied by an attendant. (Section 37.5(e))

- ARRIVE does not refuse service to an individual with disabilities because its insurance coverage or rates are based on the absence of individuals with disabilities. (Section 37.5(g))
- ARRIVE is not required to provide service to an individual with disabilities if that individual engages in violent, seriously disruptive or illegal conduct. However, ARRIVE does not deny service to an individual with disabilities because his/her disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees or other persons. (Section 37.5 (h))
- For our ADA policy please review our website via this link transportation .

ARRIVE Demand Response Service

ARRIVE currently provides services for the following:

- Wilson County Department of Social Services
- Diversified Opportunities
- Wilson County Office of Senior Citizens Affairs
- Wilson County Services for the Blind
- Work First
- Rural General Public (RGP)
    - Rural General Public is available for residents of Wilson County residing at least one-quarter mile outside the City of Wilson limits.
    - This service is offered for non-agency affiliated passengers.
    - Individuals wanting to secure a ride must contact the ARRIVE office at 252-399-2817.
    - Rides are reserved based on the available funds of the ARRIVE program.
    - Requests for rides must be reserved 24 hours prior to appointment by 2:00pm or by 4:00pm Monday – Thursday and 2:00 PM on Friday for Saturday and the following Monday.
    - Fares for RGP riders are $2.00 for each one-way trip (minimum)
    - Rocky Mount, Kenly, Bailey and the Elm City portion of Nash County – Daily for Medical Appointments (DSS Medicaid and Modivcare Clients only)

Veterans Transportation to the VA Hospitals in Durham and Greenville:

- Monday and Tuesday we transport to Durham - morning appointments only.
- Wednesday, we transport to Goldsboro - morning appointments only.
- On Thursdays, we transport to Greenville - morning appointments only.
- The fare will be $2.00 per one way trip.
- Please call us at 252-399-2817 to book your trip today!

Wilson County Transportation Services provides curb-to-curb service for general public and clients of other Wilson County Departments/Agencies. Curb-to-Curb service is provided for subscription and demand response service. Door-to-door and door-to-curb will be provided for passengers with disabilities if requested by the passenger provided it can be done safely. Under no circumstances are operators allowed to enter the home or business for any passenger. Transportation is provided with ADA accessible vehicles equipped with lifts and ramps. All operators are trained to provide minimal assistance. Operators are not trained to provide medical assistance.

Minimal assistance includes:

- The operator will come to the door of a residence or pick up location.
- The operator will attempt to notify passengers of arrival by sounding horn or ringing doorbell.
- The operator will assist passengers in boarding and exiting the van.
- The operator will deliver the passenger to the curb of his/her destination.
- Clients who may need assistance from vehicle to the first doorway may request additional assistance from the operator.
- Clients who may need assistance from first doorway to vehicle may request additional assistance during the scheduling process of the trip.

Minimal assistance DOES NOT include:

- Assistance getting in or out of wheelchair.
- Assistance in getting ready for the trip.
- Administering medication or oxygen.
- Assisting passengers in wheelchairs up or downstairs.
- Assistance in carrying personal belongings or purchases.
- Operators are not required to assist passengers using wheelchairs up or down any steps at any location. If a ramp is not otherwise available, the passenger should be asked to make arrangements for assistance where steps exist.

PLEASE NOTE: ARRIVE POLICY DOES NOT ALLOW AN OPERATOR TO LOSE VISUAL CONTACT WITH THE TRANSIT DEMAND RESPONSE VEHICLE AT ANY TIME, FOR ANY REASON.

Hours of Operation

ARRIVE Demand Response Service hours:

- Weekdays - 5:00 a.m. – 6:00 p.m.
- Saturdays - 5:00 a.m. – 6:00 p.m.

ARRIVE Micro transit Same Day Trips Service Hours: **When availability allows**

- Monday – Thursday 9:00am – 1:00pm
- Friday – Saturday 5:00 am - 6:00pm

Scheduling Hours

- Monday – Thursday - 8:00 a.m. – 4:00 p.m.
- Friday – 8:00 a.m. – 2:00 p.m.
- Closed on Saturday and Sunday

Service is provided Monday through Saturday throughout the year, except for the following holidays observed.

- Christmas Day
- Thanksgiving Day

Currently there is no Sunday service.

Clients may schedule a trip by calling the scheduling center 24 hours prior to appointment or by 4:00 p.m. the day before except for Friday when reservations stop at 2:00 PM for Saturday and the following Monday. Clients should make next-day reservations Monday through Friday by calling (252) 399-2817. A telephone messaging system will accept any after-hour trip requests or cancelations; this includes weekend calls that will be responded to the next operating day.

Current Fares

$2.00 per one way trip
$3.00 / Micro Transit / Same Day Trips – Applies to all riders

All fares must be paid at the beginning of each trip. Passengers must pay the fare in exact change or Token Transit App. The operator will not accept checks or make change.

How to Schedule a Trip

The Demand Response Service is a shared ride, public transportation service. Requests for service can be made during normal business hours on the preceding day that service is needed, but additional notice is appreciated. Trips can be scheduled up to seven (7) days in advance. Reservations may be made between the hours of 8:00 a.m. and 4:00 p.m. Monday – Thursday, and 2:00 PM on Friday. Calls on Saturday and Sunday will be received by an answering system, and you will be called to confirm your trip request as soon as possible.

Same day call-ins, including unscheduled requests or calls for return trips, will be accepted according to service availability.

Clients may request any pick-up time within our service hours; however, if the requested time is not available, the scheduler may offer an alternative pick-up time within one (1) hour before or after an individual's desired departure time.

When scheduling your trip, please have the following information ready:

- Your name, address, and phone number.
- The exact address where you are starting your trip.
- Exact address and location to where you are going.
- Time you are due at your destination.
- At the time you'll need a return trip, if applicable.
- Types of assistance device, such as wheelchair, cane etc.
- If a personal care attendant will accompany you.
- If a service animal will accompany you. See Miscellaneous Section: Pets and Service Animals

Automated reminder phone calls or text messages for next day scheduled rides will be issued after 5:30 PM.

Following our guidelines will make your trip trouble free.

Subscription Service

A Subscription trip is an ongoing, regular scheduled reservation (for example, to work, dialysis, physical therapy, church, etc.). It is useful to schedule a subscription trip if you go to the same place one or more days each week. Subscription trips allow you to schedule all your trips with one phone call. Please call our scheduling center during normal business hours to request a subscription trip. Subscription service is on a space available basis.

Subscription service trip reservation requests will be processed on a first-requested, first-scheduled basis among subscription reservations. Reservations for subscription service trips will be accepted from 7:00 AM until 4:00 PM, Monday through Friday. Subscription orders may be submitted in several methods to reflect the trip-making activity, using day of the week (e.g., every Monday, Wednesday, and Friday), calendar day (e.g., the 1st and 15th of each month), or other predictable pattern (e.g., 1st and 3rd Monday of each month).

Sponsoring agencies will have the responsibility for communicating changes in subscription trip orders for their clients to ARRIVE. For cancellation of an existing subscription order, one (1) day notice should be given. For new additions to a subscription tour, sponsoring agencies should provide two (2) days advance notice to give ARRIVE sufficient time to specifically locate the pick-up address, determine the most appropriate route, to update client registration files and communicate directions to the operator.

Same Day Request

A request for a trip on the day that you wish to travel will be accommodated on a space/time available basis. For the best results, call the scheduling center at least 2 hours before you need a ride. There are very limited openings for rides scheduled on the same day of service.

Wait Time

If a client is not at the scheduled pickup point between the designated ready times, the Operator will only wait a maximum of five (5) minutes for the client to board the transit vehicle. If a client does not attempt to board the transit vehicle during this allotted time, the client will be marked as a NO – SHOW and the operator will proceed on route.

Pick-Up & Drop-Off

You will receive an approximate time for your pick-up. This time is only an approximation. Clients must be prepared to be picked up one (1) hour prior to pick-up time. Please be ready to go and be waiting in a place where you can hear or see the vehicle arrive. Operators are not allowed to go into residence or other facilities to look for passengers. To avoid delaying other passengers, operators can only wait five (5) minutes before proceeding on their route. Please have your fare available at the time of pick up.

ARRIVE vehicles require an obstruction-free approach and sufficient turn-around area for its vehicles. Under some conditions, our policy of door-to-door service will not be available to passengers. Alternate pick-up and drop-off locations may be established because of obstructed driveways, turnarounds, or other safety concerns.

Cancellations

Clients who must cancel a previously scheduled trip shall provide as much notice to ARRIVE as possible. It is recognized that a wide range of reasons exist for the cancellation of trip reservations. However, excessive and late cancellations affect those passengers who might have been denied service due to full schedules. As such, the following policies and procedures are set forth to minimize the impact of cancellations on all system users and to ensure that the available transportation resources are utilized as efficiently and effectively as possible.

Cancellation of a trip should occur at least two (2) hours prior to scheduled pickup time. Cancellation must be done through the reservation system, either by phone or in person. Notice of cancellation less than two hours prior to the scheduled trip pickup time shall be considered the same as a "No-show."

No-Shows (New Policy Effective 2/1/2026)

"No-Show" is defined as a customer not being at the pre-scheduled pickup location at the pre-scheduled time or not canceling a pre-scheduled reservation within the required notice of cancellation.

NO-SHOW PROCEDURE

The transit operator will wait for passengers for 5 minutes beyond the early arrival pick-up time window. The transit operator will make reasonable attempts to locate the passenger. If the passenger cannot be located within the established 5 minutes, the transit operator must contact the Dispatcher with the no-show. Passengers who do not make themselves available within that window will be considered a no-show. The Dispatcher has the responsibility to determine if the transit operator is to continue without the passenger.

Upon permission to continue without the passenger, the transit operator is to record the arrival time, departure time, and vehicle mileage on the Daily Manifest.

Scheduled trips are to be cancelled at least two (2) hour prior to the time of the trip request. Any scheduled trip not cancelled within that window will be considered a no-show and will be logged as such. A no-show designation for a trip will be monitored to determine the habitual nature of no-shows associated with a passenger.

Exceptions may be made for passengers who are unduly delayed due to medical appointments or procedures and other circumstances beyond their control. The passengers will be required to contact Wilson County Transportation as soon as practicable following the missed trip and a new driver will be dispatched as soon as possible if applicable.

HABITUAL NO-SHOW PROCEDURE

"No-Show" is defined as a customer not being at the pre-scheduled pickup location at the pre-scheduled time or not canceling a pre-scheduled reservation within the required

notice of cancellation. A pattern of excessive no-shows may result in service suspension. Passengers who record three (3) no-shows in a one-month period will have their transportation service suspended for up to thirty (30) days. If you are a subscription rider and we notice a pattern no shows, your subscription will be in jeopardy of cancellation, and you will have to set up your rides according to our scheduling guidelines. Wilson County Transportation reserves the right to suspend clients for 30 day increments due to patterns of excessive no-shows beyond established guidelines.

All penalties imposed under this policy are first subject to an appeals process (see Suspension Appeals Process). The individual will receive a copy of the appeal process that details passenger rights in this situation. The written notice of suspension will contain instructions and materials necessary to challenge or appeal the suspension decision.

Suspensions will commence immediately after the 3rd no show, the date will also be specified in the written notice.

Subscription/Standing Order reservations may be denied upon a second suspension in any consecutive 12-month period. Privileges may be reinstated without guarantee of the original subscription/standing order.

SPECIAL ACCOMMODATIONS

MOBILITY DEVICES

Before using this service, ensure that your mobility devices (walkers, wheelchairs, canes, etc.) are in good working condition, clean and safe. Please inform ARRIVE of any changes to your mobility device use at the time of booking your trip to ensure that a vehicle that can accommodate your needs is sent to pick you up. Operators will assist passengers with disabilities with the application of wheelchair restraint systems, ramps, and lifts. Per ADA requirements, ARRIVE lift equipped vehicles are required to lift a maximum of 600 pounds combined weight (wheelchair and passenger). All passengers exceeding the combined weight limit will need to schedule an alternate ride.

OTHER PASSENGERS

The Client shall be responsible for providing personal care attendants (PCA). The client will be responsible for informing the Dispatcher at the time of making the reservation call in the event a personal care attendant, or child will be traveling. Personal care attendants who follow the same itinerary as the customer will not be assessed any additional charges by ARRIVE.

A personal care attendant (PCA) is someone who travels with you to provide any assistance you may need. Your PCA rides for free and must board and de-board at the same location as you. Your PCA may also meet you at both ends of your trip. A client can invite one guest to travel with him or her, and other guest will

be permitted on a space available basis. This does not apply to Micro Transit in which all riders must pay the fare.

Please inform the Dispatcher, each time you make a reservation, that a guest will accompany you. Be sure to mention if your guest will be using a mobility aid (i.e., wheelchair, walker, or oxygen). This will ensure sufficient room on the van.

Please note that if a passenger cannot be left alone at a destination, or if the passenger must be under constant care or supervision, ARRIVE may request the passenger to travel with a PCA. ARRIVE is unable to alter or modify procedures or policies to provide specialized services to passengers who need services beyond the minimum assistance guidelines. ARRIVE will not be responsible for clients that cannot be left alone at their destination without care or supervision.

CHILDREN

Children under the age of five (5) years and less than 40 lbs. must have a car seat as required by State Law, and the passenger must provide the car seat. Passengers traveling with infants must provide an infant carrier approved for use in cars. The passenger is responsible for placing the infant into the carrier and properly securing the carrier with a seat belt.

SERVICE ANIMALS

Service or guide animals are allowed on all Arrive vehicles. Under the Americans with Disabilities Act (ADA), service animals must be harnessed, leashed or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

CARRY-ON ITEMS

Operators can only assist you with the number of packages that can be easily loaded onto a vehicle in one trip and be comfortably stowed/held in the client's lap. For those in wheelchairs or motorized scooters the same basic rules apply; load in one trip and maintain all items within the wheelchair or motorized device. Large unsecured packages, such as grocery bags, may create a hazard both for passengers and operator. Please understand that carry-on packages are still allowed onboard the transit vehicles, but it is important that reasonable limits be placed on their size and quantity. Portable oxygen equipment and portable respirators are permitted on transit vehicles. Operators will assist you in securing this equipment on the vehicle. Operators are not permitted, however, to assist you in using this equipment. If you need assistance with portable life support equipment, please arrange to bring a qualified attendant along with you.

LOST AND FOUND

Lost and found articles left on vehicles can be claimed by calling ARRIVE at (252-399-2817) or by visiting our contractor's office at 1901 Tarboro Street, Ste 201, Wilson, NC 27893 Monday through Friday 8:00 a.m. until 5:00 p.m. Inquiries about lost items should be made the day of or after the item was lost. Please call before picking up items. Items will be disposed of after 30 days.

INCLEMENT WEATHER

Inclement weather service will be limited and possibly canceled when adverse weather creates conditions hazardous for passengers, operators, and vehicles. You will be contacted by the ARRIVE Scheduling/Dispatch Center when service is cancelled due to severe snow, ice, or other inclement weather.

SEAT BELTS AND WHEELCHAIR STRAPS

ARRIVE utilizes straps to secure wheelchairs, scooters, or other mobility aids. The vehicles are designed to utilize four (4) straps: two in the front and two in the back. All four straps must be secured to the mobility device prior to moving the vans. ARRIVE provides seatbelts for all passengers. ARRIVE policy requires that all passengers utilize them for their own safety as well as the safety of other passengers.

Client's Ridership Responsibilities

- Clients must be prepared to be picked up 1 hour prior to pick-up time.
- It is the client's responsibility to be ready and waiting when an ARRIVE driver comes.
- Passengers should wait at the main entrance or curbside if they are capable and if weather permits.
- Operators will only wait a maximum of 5 minutes for a client to board the transit vehicle. If a client does not attempt to board the transit vehicle during this allotted time a NO SHOW notice will be issued.
- Cancellations for transportation services must be received 2 hours before the scheduled appointment. ARRIVE follows the agency specific guidelines. Clients must call in their cancellations per the guidelines.

ARRIVE Passenger Guidelines

- Passengers who need assistance beyond boarding and exiting vehicles should have an aide with them. Aides are not required to pay for their transportation.
- Children, 16 years of age and younger, are required to have an adult accompany them to and from appointments.
- All children under the age of 5 years and less than 40 pounds in weight shall be properly secured in a weight appropriate child passenger restraint system. It is the responsibility of the parent to provide the weight appropriate child passenger restraint system.
- All passengers must wear seat belts to ensure safety during transportation.
- Passengers are only allowed to be transported to their scheduled destinations.
- If the passenger is required to pay a fare for their transportation, the passenger must have exact change at the time of service or pay via the Token Transit App. *

* Operators do not have access to cash and cannot make change.

Passenger Behavior and Conduct

- No profanity or vulgarity is allowed on board the transportation vehicle.
- No weapons (knives, firearms, etc.) will be allowed.
- No eating, drinking, or use of tobacco products will be allowed.
- No screaming, loud talking, singing, or playing of music will be allowed.
- No inappropriate display of affection or sexual activity to the operator or any other passenger will be allowed.
- No release of human waste, including spitting, urinating, or defecating on the vehicle will be allowed.
- No horse play will be tolerated.

- No hitting or threatening of the driver or any passenger will be tolerated.
- The operator reserves the right to refuse transportation to any person who appears to be intoxicated or under the influence of drugs or alcohol.

If an ARRIVE passenger displays any of the above behaviors, ARRIVE reserves the right to suspend their transportation privileges to a time up to 30 days or ARRIVE Director's discretion.

Suspension Appeals

A suspension may result from violations of passenger behavior rules, violation of the no-show policy, or other inappropriate or disruptive behavior. Regardless of the reason for suspension, each passenger has a right to appeal the decision through an appeals process.

Appeals must be submitted in writing to Lesley R. Barnes, Transportation Director, by mail at 1808 Goldsboro St. S. Street, Wilson, NC, 27893, or by email at lrbarnes@wilsoncountync.gov within 14 days of notification of suspension.

An Appeals Committee will review all applicable information from Wilson County Transportation and the involved passenger. All passengers will be offered the opportunity to speak directly with Committee members and/or the Transit Director regarding the submitted appeal and/or circumstances that led to the suspension and subsequent appeal.

After a thorough review of all available information and testimony, the Appeals Committee will have 72 hours in which to issue a recommendation to sustain or reverse the suspension. The Committee recommendation will be forwarded to the Transit Director for final review and implementation.

The Wilson County Transportation administration will have three (3) days to issue a final suspension decision in writing to the passenger involved. All final decisions will be implemented within seven (7) days of passenger notification.

All communications will be made available in alternate format upon request.