

Town of Wake Forest Go Wake Forest Code of Conduct, No Show, and Cancellation Policy for Riders

Effective Date: July 1st, 2026

I. Purpose

It is the mission of Go Wake Forest ("Service"), the Town of Wake Forest's on-demand microtransit service, to provide safe, reliable, convenient, and efficient public transportation service to residents and visitors. The Town of Wake Forest ("Town") has established this Code of Conduct, No Show, and Cancellation Policy ("Policy") to encourage the safety and comfort of its riders, to assure the payment of fares, and to ensure the Service vehicles are safe, welcoming and provide equitable access for Service passengers. Responses to inappropriate and/or illegal conduct are outlined in this policy.

This Policy has been informed by Via Transportation, LLC's ("Via") [Community Guidelines](#) which apply to all services operated by Via. Via is the Town's transit partner for the provision of Go Wake Forest transportation programming.

Failure to adhere to these guidelines may result in account restrictions, up to and including permanent suspension of access to Go Wake Forest and the Via Platform.

II. Overview

- a. It is expected of all individuals while using Go Wake Forest facilities or services to practice appropriate behavior. Individuals shall listen to and always respect the driver and the vehicle.
- b. No individual may engage in disrespectful and inappropriate conduct on, at or in the facilities of Go Wake Forest, including at pick-up and drop-off points, in the service vehicle parking area, at Town Hall or any other Town facility, or while boarded on a vehicle used to provide the on-demand, door-to-door services.

Disrespectful and inappropriate conduct includes any individual or group activity which is disruptive or injurious to other individuals lawfully using or operating Go Wake Forest facilities or services; damaging or destructive to transit facilities or services; or disruptive, harassing, threatening or injurious. Inappropriate conduct may also constitute a violation of an

ordinance or criminal law. The fact that an individual is or is not charged or convicted of an incident of inappropriate conduct does not bar investigation, suspension, and/or exclusion under this Policy.

- c. Riders acknowledge and consent to the use of recording devices that may capture video of the interior and exterior of Go Wake Forest service vehicles. These recordings may be used to monitor compliance with, and enforce, this Policy.

III. Temporary suspension offenses

- a. A **temporary suspension offence** is described as inappropriate or habitual misbehavior that violates Via's Community Guidelines. Such misbehavior may result in temporary suspension of access to Go Wake Forest.
- b. Examples of inappropriate or habitual misbehavior include, but are not limited to, verbal abuse, use of cigarettes or vaping devices, consumption of alcohol, obstructing or interfering with a driver's safe operation of the vehicle, taking cell phone calls via speaker phone or failure to utilize headphones to hear a mobile device, refusal to leave a vehicle, vomiting or defecating in a vehicle, boarding unattended minors 12 & under, failure to fasten and secure all seatbelts and child restraints, requesting to be transported to a destination without use of the Via app, disruptive use of an audio device, or consuming food or drink. Service animals, as defined by the Americans with Disabilities Act (ADA), are permitted to accompany riders on Go Wake Forest vehicles and are not required to be in a carrier, but must remain under the handler's control and may be excluded if they are not under control or pose a direct threat to the safety of others. All other animals must be transported in an appropriate pet carrier. Riders are responsible for costs associated with cleaning and repairing damage they or their animals cause to vehicles or equipment, and the Town may seek recovery of such costs and may suspend service for non-payment, consistent with applicable law and Town policy.
- c. Temporary suspensions are defined by the following time periods based on the offence and frequency.
 - 1. Emailed warning and 7-day suspension after first documented offense
 - 2. 30-day suspension for documented second offense
 - 3. 60-day suspension for documented third offense
 - 4. Permanent suspension after fourth documented offense

IV. Zero-tolerance offences and permanent suspension

- a. A **zero-tolerance offence** is described as a specified offence that is not tolerated in any manner while riding on Go Wake Forest and/or that violates Via's Community Guidelines.
- b. The list herein describes the offences that result in immediate and permanent suspension of access to Go Wake Forest:
 - 1. Threats of violence or intimidation.
 - 2. Physical assault.
 - 3. Illicit drug use.
 - 4. Possession or use of weapons, explosives, flammable materials.
 - 5. Stealing or willfully damaging, defacing or destroying Go Wake Forest or a fellow passenger's property.
 - 6. Engaging in indecent exposure or any form of masturbation.
 - 7. Sexual assault.
 - 8. Filing fraudulent claims about an injury sustained on a Go Wake Forest vehicle.
 - 9. Disorderly conduct as prohibited by N.C.G.S. §14-288.4.
- c. A **permanent suspension** is described as permanent removal from riding Go Wake Forest.
 - 1. A permanent suspension is issued when one of the following occurs:
 - 1. An individual conducts one of the zero-tolerance offences as listed in this Policy.
 - 2. An individual rider receives more than three (3) consecutive temporary suspensions from Go Wake Forest.

V. Notice of suspension

- a. When an individual has been suspended from riding Go Wake Forest on a temporary or permanent basis, either the Town of Wake Forest or Via will give notice to the individual subject to suspension. Suspension notices will be delivered by electronic or written mail using the contact information provided by the individual at the time their Go Wake Forest account was created.
- b. All notices will include:
 - 1. A description of the violation and date of occurrence.
 - 2. A description of whether the suspension is temporary or permanent.
 - 3. The suspension start and end (if applicable) dates.
 - 4. Information about the appeals procedure.

VI. Appeals of suspension

- a. An individual may appeal their temporary or permanent suspension by emailing appeal@wakeforestnc.gov or calling Town of Wake Forest Customer Service for appeal information.
- b. An appeal must be made to the Town Manager or designee by or on behalf of the rider (the “Appellant”) in writing within 30 days of the date of the suspension notice.
- c. Appeals must be submitted to the Town of Wake Forest Town Manager or appointed representative.

- 1. For mail-in appeals the letter must be submitted in a sealed envelope, marked as:

Town of Wake Forest

ATTN: Town Manager

301 S Brooks Street

Wake Forest, NC 27587

- 2. For electronically mailed appeals the letter must be emailed to appeal@wakeforestnc.gov.

- d. Upon receipt of the written appeal, the Town Manager or designee will give the suspended individual an opportunity to be heard in person or by electronic means within thirty (30) days after the written notice has been filed. A notice of the hearing, including a statement of the time, place and nature of the hearing shall be mailed or emailed to the appellant by Town staff.
 - e. The hearing will be attended by at least one of the following: Town staff; Town Attorney or; a Via representative.
 - f. Prior to the hearing, the town manager or designee will review the appeal along with supplemental information provided by the appellant as well as any added information from Town staff or Via. Should the reviewing party have a conflict of interest that would bias (or appear to bias) their decision on the individual's suspension appeal, they will defer review to an objectively appointed designee. All information received will be treated as confidential.
 - g. The appellant and their representative (if any) will be notified of the hearing date, time and location. The appellant may attend the hearing, if they choose, accompanied by their representative and one additional attendant.

1. In addition to the above, a minor rider shall be accompanied at the hearing by at least one parent or guardian and may be accompanied by up to 2 parents or guardians.
2. In addition to the above, the appellant may bring witnesses to the hearing, so long as the witness(es) were eyewitnesses to the incident(s) leading to the suspension. The Town Manager or designee shall have the authority to affirm, reverse, or modify the decision to suspend.

VII. Day of the Appeals Hearing

- a. The purpose of the hearing includes some or all of the following, as the decision-maker may require:
 1. Review and determine whether the evidentiary basis for issuance of the suspension is sufficient pursuant to Town of Wake Forest Go Wake Forest Code of Conduct.
 2. Determine whether the length and scope of the suspension is correspondent to the nature of the violation.
 3. Render a finding on whether it is more probable than not the individual engaged in conduct justifying the suspension.
 4. Consider any mitigating and aggravating factors relevant to the scope and length of the suspension.
 5. Issue a final suspension order to sustain, modify, or set aside the customer suspension.
- b. Staff shall introduce the appellant to the Town Manager or designee and review the determination of reinstatement of Go Wake Forest service.
- c. Appellant or their representative and staff will each have equal time (10 minutes, or some other time frame in the discretion of the Manager) to present evidence specific to eligibility before the Town Manager or designee. The Town Manager or designee may ask questions during any point in the hearing.
- d. Upon completion of testimony and questions, the appellant will be reminded that the decision on eligibility status will be made within thirty days after the hearing.
- e. Within 30 days after said hearing, the town manager or designee will make a final, non-appealable decision regarding the suspension, and the suspended rider will be notified of the decision. If a decision is not made by the 31st day, the appellant may use Go Wake Forest until the decision is made and sent in writing.

VIII. No Show and Cancellation Policy

a. Definitions

1. A **no-show** is defined as an individual who has failed to appear at the indicated pick-up location, and the driver has waited at least 2 minutes within the scheduled pick-up window.
2. A **late cancellation** is defined as cancelling a booked trip less than 5 minutes before the driver arrives at the indicated pick-up location.

IX. Penalties for Late Cancellations and No Shows

- a. A Go Wake Forest ride request can be canceled at any time directly from the Go Wake Forest app or by calling the Go Wake Forest rider support hotline.
- b. If a ride request is cancelled after a driver has been assigned, the rider may be charged a cancellation fee unless the driver's estimated time of arrival (ETA) is 10 or more minutes longer than initially stated.
- c. If the rider is not at the pickup point at the time the vehicle arrives and the driver waits for 2 additional minutes, but the rider does not board the vehicle or contact the driver they may be charged no-show fee.
- d. Riders who commit a late cancellation or no-show will be charged 50% of the trip fare.