



TITLE VI POLICY

GoCary 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.

Any person who believes they have been aggrieved by an unlawful discriminatory practice by GoCary has the right to file a formal complaint. For questions or for a full copy of GoCary's Title VI policy and complaint procedures, please visit us online at GoCary.org/civil-rights-programs or call (919) 653-7141.

This policy is available in alternative formats and languages, free of charge, upon request.

GoCary Door to Door is a shared ride service for persons with disabilities covered by the Americans with Disabilities Act (ADA), as well as Town of Cary residents age 60 and over.

INCLEMENT WEATHER

For inclement weather information, please visit GoCary.org or call (919) 481-2020, Option 2. You may also call the Regional Information Center at (919) 485-RIDE (7433) if you have questions about fixed route service.

LOST AND FOUND

GoCary is not responsible for lost or stolen items. If you find an item, please give it to a GoCary employee. If you lost an item, call (919) 481-2020, Option 2. Items may be picked up Monday-Friday, by appointment, at the GoCary operations center:

GoCary
1107 Trinity Road
Raleigh, NC 27607



GETTING STARTED

Interested individuals must complete an application for service. Applications are available online at GoCary.org or can be requested by:

Email: BetterTransit@GoCary.org
Phone: 919-481-2020

SCHEDULE A TRIP

CALL 919-481-2020, Option 3
EMAIL Reservations@GoCary.org
ONLINE GoCary.org/door-door-reservation-request

Trips must be scheduled by 4:30 PM the day before your trip, but can be scheduled up to 7 days in advance. Customers are asked to cancel trips as soon as possible if they no longer need to travel.

RELAY NC

For customers with hearing or speech impairments, please dial 7-1-1 for a direct connection to any phone number.

DOOR TO DOOR RIDE GUIDE

For more information, view our Ride Guide at GoCary.org/D2DRideGuide or contact us at BetterTransit@GoCary.org or 919-481-2020 to request a copy.



DOOR TO DOOR SERVICES

Effective November 2025



GoCary.org
919-481-2020

Service Areas & Fares*

| TIER 1 | \$2.50 |
|--------|--------|
|--------|--------|

Trips within 3/4 mile of GoCary fixed routes. Non-ADA trips are available for Town of Cary residents age 60 and older.

| TIER 2 | \$4.00 |
|--------|--------|
|--------|--------|

Trips with an origin or destination outside the 3/4 mile fixed route corridor but within Cary town limits. This is a premium service available only to Town of Cary residents.

| TIER 3 | |
|--------|--|
|--------|--|

Limited to medical trips which originate in Cary and have a destination beyond Cary town limits. This is a premium service available only to Town of Cary residents.

| | |
|-------------------|--------|
| Apex | \$6.00 |
| Morrisville | \$6.00 |
| Raleigh | \$7.00 |
| Raleigh +10 Miles | \$8.00 |
| Raleigh +15 Miles | \$9.00 |
| Durham | \$8.00 |
| Chapel Hill | \$9.00 |

Personal Care Attendant (FREE)

Personal Care Attendants (PCAs) may travel for free with pre-approved ADA customers. Origin and destination must match those of the Door to Door customer accompanied. This option is not available for customers that submit an age-based application.

Companion (Tiered Fare Applies)

Requests to travel with a companion must be made at the time of reservation. Companions will be accommodated on a space available basis. Origin and destination must match those of the Door to Door customer accompanied.

Children 12 & Under (FREE)

Children 12 & Under may travel free as a companion (see above). Children 12 & Under that are approved for Door to Door service based on a qualifying disability are subject to applicable fares and must be accompanied by an adult over the age of 16.

*Each fare is for a single one-way trip. Tier 2 and Tier 3 trips are scheduled on a space available basis and will be confirmed the day before the scheduled date of travel. Please view our Door to Door Ride Guide on GoCary.org for more information.

FARE PAYMENT

Fares must be paid before the trip begins. You can pay your fare with:

CASH

Cash fares can be paid to the driver on the vehicle. Drivers do not give change so please have your exact fare ready.

TICKET BOOKLETS

GoCary ticket booklets are available in \$1.00 and \$2.00 increments in books of 20. Booklets are available upon request when you make your reservation. Your driver will bring the ticket booklet(s) to you on your next trip. Exact cash payment is due to your driver at that time.

Service Hours

TIER 1 & TIER 2* PICK-UP TIMES

Monday-Saturday 6:00 AM—9:30 PM

Sunday 7:00 AM—8:30 PM

TIER 3* PICK-UP TIMES

Monday-Saturday 6:00 AM—8:30 PM

Sunday 7:00 AM—7:30 PM

* Tier 2 and Tier 3 trips are scheduled on a space available basis. Service ends 30 minutes after last pick-up in Tier 2 and 60 minutes after last pick-up in Tier 3.

HOLIDAY SCHEDULE

GoCary will operate Tier 1 Door to Door services on the following holiday schedule. Tier 2 and Tier 3 service is not available on holidays.

| | |
|------------------|-----------------------|
| New Year's Day | Sunday Service |
| MLK Jr. Day | Sunday Service |
| Good Friday | Regular Service |
| Memorial Day | Sunday Service |
| Juneteenth | Regular Service |
| 4th of July | Sunday Service |
| Labor Day | Sunday Service |
| Veterans Day | Regular Service |
| Thanksgiving Day | CLOSED |
| Christmas Eve | No pick-ups after 6pm |
| Christmas Day | CLOSED |
| New Year's Eve | Regular Service |



GoCary Door to Door Service / Servicio puerta a puerta GoCary

Tier 1 Service Area

Tier 2 Service Area (Town of Cary limits)

Tier Trip Examples

Tier 1 – Trips within 3/4 mile of GoCary fixed routes.

Tier 2 – Trips with an origin or destination outside of the 3/4 mile fixed route corridor but within Cary town limits.
Nivel 2: viajes con origen o destino fuera del Corredor de ruta fija de 3/4 de milla pero dentro de los límites de la ciudad de Cary.

Tier 3 – Out of town trips (Apex, Morrisville, Raleigh, Durham and Chapel Hill).

Nivel 3: viajes fuera de la ciudad (Apex, Morrisville, Raleigh, Durham y Chapel Hill).

GO

Cary Door to Door

919.481.2020

GoCary.org

Legend / Leyenda

- Bus Route / Ruta del autobús
- Landmark / Punto de referencia
- Transfer / Transferencia
- Park & Ride / Parquear y Viajar
- Hospital / Hospital

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GoCary Routes / Rutas de GoCary

| | |
|----|-------------------|
| 1 | Crossroads |
| 2 | Cary-West Raleigh |
| 3 | Harrison |
| 4 | High House |
| 5 | Kildaire Farm |
| 6 | Buck Jones |
| 7 | Weston |
| 9 | Apex-Cary |
| DL | Downtown Loop |

TIER 1 (Example)

TIER 2 (Example)

TIER 3 (Example)

CARY

Apex

Raleigh

NORTH

0 Miles