Door to Door Ride Guide

Guía de Viajes Puerta a Puerta (haga clic aquí)

Effective November 2025

Welcome to
GoCary's Door to Door Ride Guide

GoCary Door to Door is a shared ride service for persons with a disability that prevents them from using the GoCary fixed route system, and for Town of Cary residents aged 60 and over. Interested individuals must complete an application for service before reservations are accepted.

Applications are available online at GoCary.org, at the Cary Senior Center at Bond Park, or by sending an email to BetterTransit@GoCary.org. If you have additional questions, please contact:

GoCary Transit Program Coordinator
919-653-7141

Town of Cary Senior Center at Bond Park
120 Maury O'Dell Place
Cary, NC 27513

Alternative formats of this guide may be produced upon request. Please email BetterTransit@GoCary.org or call 919-653-7141 to submit your request.

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Important Contact Information

GoCary Transit Program Coordinator

Address: Cary Senior Center
120 Maury O'Dell Place
Cary, NC 27513

Phone: 919-653-7141

Email: BetterTransit@GoCary.org

Door to Door Reservations / Ride Confirmation	(919) 481-2020, Option 3 or Reservations@GoCary.org
Door to Door Dispatch / Same Day Ride Cancellations	(919) 481-2020, Option 2
Fixed Route Customer Service	(919) 485-RIDE (7433)
ADA Eligibility Applications / Certification	(919) 653-7141
Administrative or ADA Eligibility FAX	(919) 380-6426
All Other Questions / Concerns	(919) 653-7141
TTY device for hearing impaired	711 or (800) 735-2962
Email	BetterTransit@GoCary.org
GoCary website	GoCary.org
X	@TownofCary
Facebook	GoCaryTransit
Instagram	GoCaryNC

Eligibility

The Town of Cary determines the enrollment and eligibility for the following GoCary Door to Door programs:

- Americans with Disabilities Act (ADA) Paratransit
- Senior Citizen Demand Response Transportation

ADA Transportation

The ADA requires public entities operating fixed route systems, such as GoCary, to provide paratransit services to individuals whose disability(s) prevents them from using the fixed route service for some or all of their trips. Disability alone does not qualify an individual for ADA paratransit service. Eligibility is based on the applicant's current functional capabilities. Service must be comparable to the level of service provided to individuals without a disability(s) using the fixed route system and operates within 3/4 mile on either side of a GoCary bus route. ADA service is not prioritized or limited by trip purpose and can't have patterns or practices of capacity constraints.

Tier 1 service is the Door to Door service meeting the requirements of the ADA and is required by the Federal Transit Administration (FTA). Tier 2 and Tier 3 are premium services for Cary residents only, not required by the FTA, and subject to Town of Cary policies, procedures, and space availability.

ADA paratransit is a federally required service for eligible people with disabilities and receives priority scheduling for service in the Tier 1 area.

Senior Transportation (Cary residents only)

Door to Door senior transportation is premium service provided for Town of Cary residents aged 60 and over for any destination within the Town of Cary and for any trip purpose. For medical trips, the service area extends to Raleigh, Durham, Chapel Hill, Apex and Morrisville. Senior transportation is provided on a space available basis.

Types of Eligibility

Temporary

Temporary eligibility may be provided to individuals who have a temporary disability that prevents them from using the fixed route bus service. Eligibility may be provided for the anticipated duration of the disability. Any determination of temporary eligibility will be provided in written form stating the specific reasons for the determination. A determination of temporary eligibility may be appealed in accordance with the Door to Door Appeals Process.

Conditional

A customer receives ADA Complementary Paratransit Service but under certain conditions. Any condition(s) applied to ADA Complementary Paratransit Service is done on an individual basis and based on an individual's functional ability to use the fixed route system. Examples of conditional eligibility may include, but are not limited to, service for a specific trip purpose or if an individual's disability prevents them from travelling via fixed route service during snow and ice conditions. Any determination of conditional eligibility will be provided in written form stating the specific reasons for the determination. A determination of conditional eligibility may be appealed in accordance with the Door to Door Appeals Process.

Service for Visitors

Visitors with a disability may qualify to use GoCary Door to Door ADA Tier 1 service only, in compliance with FTA regulations. Visitors must provide a copy of an ADA paratransit eligibility letter from their home jurisdiction or transit agency. or include medical verification of their ADA eligible disabling condition(s). These documents must be faxed to (919) 380-6426 or emailed to BetterTransit@GoCary.org in order to be approved to use the GoCary Door to Door service and prior to the scheduling of a trip. If visitors do not provide this documentation, GoCary may require the documentation of the individual's place of residence and, if the disability is not apparent, of his or her disability. Visitors seeking GoCary Door to Door ADA Tier 1 service will need to provide their contact information, required mobility aid details, PCA and/or companion needs, and other information as needed to ensure accurate and safe travel.

Once all supporting documents have been reviewed and approved, visitors will be notified of their status. They can then follow the standard reservation process to schedule trips. Visitors are permitted up to 21 days (do not have to be consecutive) of service in a 365-day period. If you require ADA paratransit service

for a longer period, the standard GoCary Door to Door application process must be completed.

Door to Door Appeals Process

If you disagree with a decision made by the Town of Cary, including eligibility or No Show Policy determinations, you have the right to appeal that decision.

An appeal must be filed within 60 days of a denial or temporary/conditional eligibility determination or of any sanctions imposed.

Email:	BetterTransit@GoCary.org
Mail:	Town of Cary / GoCary Door to Door Attn: Transit Program Coordinator P.O. Box 8005 Cary, North Carolina 27512
Phone:	Transit Program Coordinator 919-653-7141
FAX:	Attn: GoCary Door to Door Services 919-380-6426

Appeals will be heard through an administrative hearing with the Transit Director. Once information and arguments have been presented, the Transit Director will issue a written decision, including the reasons for the decision, within five (5) business days.

If you are still unsatisfied after an administrative hearing with the Transit Director, you have the right to have your appeal heard by the Appeals Committee. The Appeals Committee is comprised of individuals with an understanding of the ADA. The appeals process will be carried out in accordance with ADA regulations. Written notification of the appeals decision and rationale will be provided. During the appeals process, service denials or sanctions will be suspended. If a decision is not made within 30 days of completing the appeals process, service will be provided until and unless a decision to deny the appeal is issued.

Application Process

Interested individuals must complete an application for service before reservations can be made. If you need assistance completing your application, the Cary Senior Center is open for GoCary Door to Door registration during the following times, or by appointment:

Tuesday	10:00 AM – 12:00 PM
Wednesday	1:00 PM – 3:00 PM

Cary Senior Center
120 Maury O'Dell Place
Cary, NC 27513

A free ride to and from the Cary Senior Center for Door to Door registration can be scheduled by calling (919) 481-2020, Option 3.

Please follow the application process below:

1) Ensure that you are eligible for the service. Individuals qualify for GoCary Door to Door service if they have a qualifying disability, or if they are aged 60 or over **AND** they reside in the Town of Cary.

2) Review the GoCary Door to Door Ride Guide and the GoCary Door to Door application form. These are available online at GoCary.org, at the Cary Senior Center, or by sending an email to BetterTransit@GoCary.org. If you have additional questions, please contact:

   Transit Program Coordinator
   919-653-7141

3) Complete and submit the entire application based on your eligibility.

   a) <u>If you believe you qualify based on the ADA</u>, please complete Parts A and B of the application form, then provide the completed form to a medical professional or a qualified human services agent with knowledge of your disabling condition to complete Part C of the application form.

      The completed application form must be submitted by the medical professional using one of the following options:

      Email: BetterTransit@GoCary.org

Mail: Town of Cary / GoCary Door to Door
Attn: Transit Program Coordinator
P.O. Box 8005
Cary, North Carolina 27512

FAX: Attn: GoCary Door to Door Services
919-380-6426

I. The approval process can take up to 21 calendar days beginning the date all required elements of the application have been received. Once Cary staff receive your completed application form (including Part C as required), the medical provider may be contacted to verify the information provided. You will be notified when your application has been approved.

   If the complete application is not approved after 21 calendar days, the application will be treated as eligible and service will be provided until and unless the application is subsequently denied.

II. To qualify for premium Tier 2 and Tier 3 service, you must provide proof of age, identity, and Cary residency (i.e., a utility bill with a Cary address) with your application.

b) Cary residents, If you believe you qualify based on age only, please complete only Part A of the application.

   The completed application can be submitted using one of the Email, Mail, or FAX options listed above.

   I. As part of an age-based submission, you must provide proof of age, identity, and Cary residency (i.e., a utility bill with a Cary address) with your application.

4) Once you have provided all documentation and your application has been approved, you may begin to schedule Door to Door trips**.**

Recertification

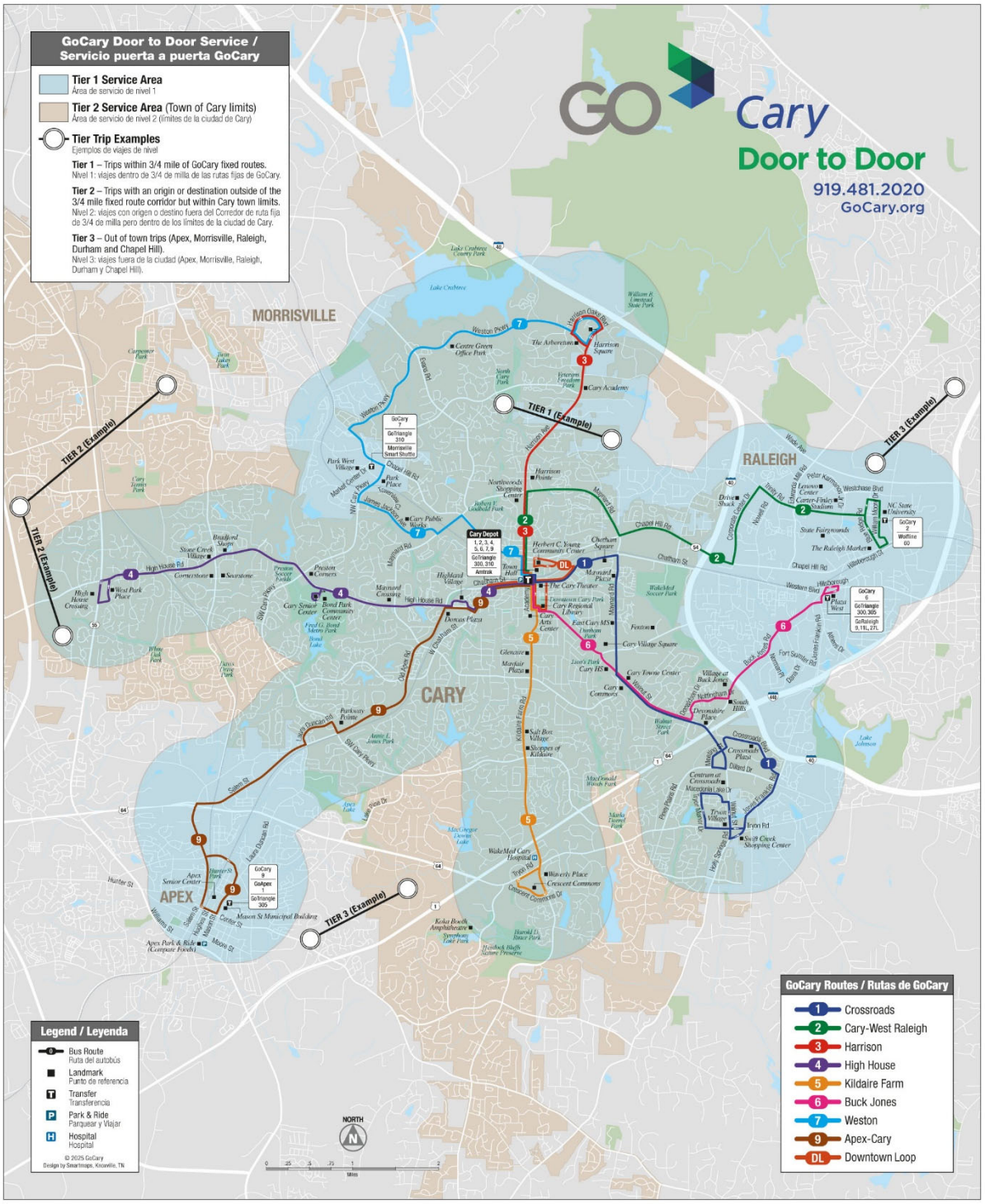
GoCary Door to Door customers are required to recertify their eligibility every three (3) years. Customers will receive notice approximately 90-days prior to the expiration of their eligibility, with instructions for completing the recertification process.

Change of Address

GoCary Door to Door customers are required to complete and submit a Change of Address form with updated proof of residency if applicable within 30 days of moving. Change of Address forms are available at GoCary.org, by email at BetterTransit@GoCary.org, or by calling Reservations at 919-481-2020, Option 3.

Inactive Customers

Customers who have not used the Door to Door service within a 12-month period will be deemed inactive and removed from the active customer database. Inactive customers must complete a new application for the Door to Door program if they wish to resume service.



Service Areas and Hours

GoCary Door to Door operates three levels of service with differing eligibility, service hours, and fares. The GoCary Door to Door service area map is for illustrative purposes only. Customers should direct questions regarding eligibility of specific addresses to the Reservations Center at 919-481-2020 Option 3.

Tier 1: Trips within ¾ miles of GoCary fixed routes. This meets the requirements of the ADA for complementary paratransit service. Non-ADA trips are also available for Town of Cary residents aged 60 and older.

Tier 2: (Cary residents only) Trips with an origin or destination outside the ¾ mile fixed route corridor but within Cary town limits. This is a premium service available to Town of Cary residents.

Tier 3: (Cary residents only) Limited to medical trips which originate in Cary and have a destination beyond Cary town limits. This is a premium service available to Cary residents. Destinations include:

Apex
Morrisville
Raleigh (fares vary based on distance)
Durham
Chapel Hill

Cross-jurisdictional transfers: ADA paratransit customers from other jurisdictions (i.e., GoRaleigh or GoDurham) may transfer to GoCary Door to Door **for Tier 1 service only**. All transfer customers must pre-register by providing proof of ADA eligibility from another system to GoCary staff before scheduling a trip. The standard GoCary Tier 1 rate applies. All clients from other jurisdictions must provide both pick-up and drop off addresses. Please call (919) 481-2020, Option 3 for more information.

Door to Door Schedule

Door to Door service hours are comparable to the hours of GoCary fixed route operations.

Tier 1 and Tier 2*

Monday - Saturday	6:00 AM - 10:00 PM (last pick-up 9:30 PM)
Sunday	7:00 AM - 9:00 PM (last pick-up 8:30 PM)

Tier 3*

Monday - Saturday	6:00 AM - 10:00 PM (last pick-up 8:30 PM)
Sunday	7:00 AM - 9:00 PM (last pick-up 7:30 PM)

* Tier 2 and Tier 3 trips are scheduled on a space available basis for Cary residents.

Holiday Closures

GoCary Door to Door service does not operate on the following Town holidays:

Thanksgiving Day

Christmas Day

Tier 1 service *only* is available on the following holidays:

New Year's Day	Sunday Service
MLK Jr.'s Birthday	Sunday Service
Good Friday	Regular Service
Memorial Day	Sunday Service
Juneteenth	Regular Service
4th of July	Sunday Service
Labor Day	Sunday Service
Veteran's Day	Regular Service
Christmas Eve	Sunday Service (No pick-ups after 6:30 PM)
New Year's Eve	Regular Service

Door to Door customers that need to make a reservation for the day after Thanksgiving, or the day after Christmas may do so by calling 919-481-2020, Option 3, or by emailing Reservations@GoCary.org. Please see the section titled "Required Reservation Information" for more details.

Same day Tier 1 ADA trips for the day after Thanksgiving and the day after Christmas will be approved based on space availability. This only applies to ADA eligible Customers who, by federal regulation, must be able to schedule next day service.

Fares

Door to Door Fares	
Level of Service	**Fare***
Tier 1** Trips within ¾ mile of GoCary fixed routes. Non-ADA trips are available for Cary residents aged 60 and older.	$2.50
Tier 2 (Cary Residents Only) Trips with an origin or destination outside the ¾ miles fixed route corridor but within Cary town limits.	$4.00
Tier 3 (Cary Residents Only) Limited to medical trips which originate in Cary and have a destination beyond Cary town limits. Provided on a space available basis.	
Apex (outside the GoCary Tier 1 Service Area)	$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 (PCA) (available for pre-approved ADA customers only)	Free
Guest/Companion (approved based on space availability)	Same as Customer
Children (12 and under) (Must be traveling with an adult over the age of 16. If the child is the registered Door to Door customer, then Tiered Fares apply.)	Free
*** Fares represent the cost of a single one-way trip.**	
**** If GoCary fixed route service is fare-free, Tier 1 service is also fare-free.**	

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. You can request booklets when you call to make your reservation, or you can purchase them at the MV Operations Center.

If a customer pays for their round trip on the first leg of their trip, the driver will call dispatch to have the customer's account credited for the return trip.

Ticket Outlets

MV Operations Center **1107 Trinity Rd** **Raleigh, NC 27607**	Accepts: Cash ONLY Monday - Saturday 9:00 AM - 4:30 PM

For questions about the purchase of Door to Door tickets, please contact:

Transit Program Coordinator	(919) 653-7141 or BetterTransit@GoCary.org

Scheduling a Ride / Making Reservations

GoCary Reservationists are available during the following hours:

Monday - Sunday 7:30 AM – 4:30 PM

There are two ways for registered customers to make a reservation:

- Call the GoCary Reservations Center at (919) 481-2020, Option 3
- Send an email to Reservations@GoCary.org

Please note: GoCary does not offer same day service.

Tier 1 and Tier 2

- Reservations may be made as early as seven (7) days in advance of the day of travel and up to the day before travel.
- Trips are not limited by purpose; however, Tier 1 senior trips and all Tier 2 trips are on a space available basis.

Tier 3 (Saturday and Sunday, Medical Only)

- Reservations may be made as early as seven (7) days in advance of the day of travel and up to the day before travel.
- Limited to medical trips on a space available basis.

Tier 3 (Monday-Friday, Medical Only)

- GoCary customers may call 8-14 days in advance to request a Tier 3 weekday (Monday - Friday) reservation for medical appointments.
- GoCary will guarantee three (3) total round-trip reservations per weekday.
- If three (3) round-trip medical reservations have already been scheduled for a specific day, the reservationist will notify the customer that their request has been logged, however, their trip will not be scheduled or confirmed.

  GoCary will call the customer after 4:30 PM the day before their requested trip to verify whether there is space available to accommodate the request. **This trip is not confirmed until the reservationist calls the day before the trip to notify the customer that their request has been approved.**

- If a customer calls in the 8-14 day window to request a Tier 3 weekend trip, or a Tier 1 or Tier 2 trip, the reservationist will explain that they have called too far in advance, and they may call up to 7 days before their trip to make a reservation.
- Customers that miss the 8-14 day window but call within 7 days of their requested Tier 3 trip will have their request logged by a reservationist. This trip request will not be confirmed until after 4:30 PM the day before the requested trip date according to space availability.

Required Reservation Information

You must be prepared with the necessary information when you call to make your reservation, or when sending an email request. Reservationists cannot look up addresses for you. When calling or sending an email to the Reservations Center, please provide the following information for the reservationist:

1. Customer's first and last name
2. Name of person making the request (if different than the Customer)
3. Telephone Number
4. Date of trip
5. The exact address of the pick-up location including the building number, business name or doctor's office, as well as any specific pick-up information
6. The desired pick-up time ***or*** the desired drop-off time (if you have to be somewhere by a specific time (i.e. work, doctor's appointment, etc.) please make a note of that time in your request.
7. The exact address of the destination
8. The desired pick-up time for the return trip (if applicable)
9. The number of people traveling, including Personal Care Attendants (PCAs) or companions. Companions will be approved on a space available basis.
10. Any equipment or special needs (wheelchair, mobility aids etc.)

Trip Scheduling

The reservationist will provide a pick-up time as close to the desired time as possible. For ADA customers, the reservationist may negotiate the time of any Tier 1 pick-up within one hour of the initial request. All other customers and Tiers are on a space-available basis.

When scheduling a trip, you may request a pick-up time ***or*** you can provide your appointment time and the scheduling software will calculate the necessary pick-up time to ensure on-time arrival. We cannot accommodate both. We make every effort to accommodate your request; however, it is not always possible to travel at the exact time you desire.

Customers must schedule a return trip in advance, even if the trip is for an appointment where the return time is uncertain. We suggest customers book their return trip at least 30 minutes after the anticipated end time for the appointment to allow for potential delays. If the appointment takes longer than expected, customers can call the dispatch office at (919) 481-2020 and select Option 2 to speak with a dispatcher. The dispatcher will make every effort to reschedule the customer on the next available vehicle, which may take up to 2 hours.

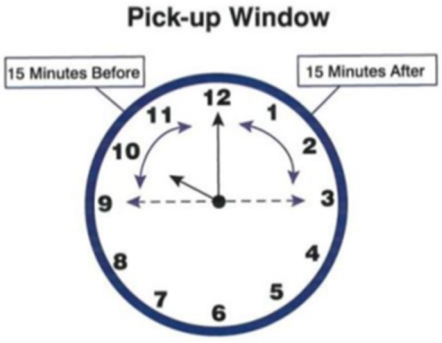
Provide Alternative Travel Times

If GoCary cannot accommodate an exact request, the reservationist may offer travel times of up to one (1) hour before or one (1) hour after the requested pick-up time. Please note that the reservationist will not offer pick-up times that exceed the time needed to be at a destination or prior to when the customer would be ready for the return trip.

Pick-Up Window

The driver may arrive anytime within a 30-minute pick-up window that may begin 15 minutes before the scheduled pick-up time and may end 15 minutes after the scheduled pick-up time. The vehicle may arrive anytime within that 30-minute window and will be considered within its on-time schedule. For example, if the pick-up time is 10:00 AM, the vehicle may arrive anywhere between 9:45 AM and 10:15 AM.

It is very important that customers are ready and available to board the vehicle during the full 30-minute pick-up window. When the vehicle arrives, the driver will not wait more than 5 minutes.



[15 minutes before X 15 minutes after]
Pick-up Time

For example, using the 30-minute window outlined above, if the vehicle arrives at 9:50 AM, the driver will wait until 9:55 AM for customers to board the vehicle. If the customer is present, but not ready to board within five (5) minutes of the vehicle's on-time arrival, the driver will mark the customer as a "Cancel at the Door" before proceeding to the next scheduled pick-up. If the customer is not present, the driver will mark the customer as a "No Show" at the end of the five-minute waiting period.

If a vehicle arrives early, before the 30-minute window, the five-minute waiting period does not begin until the 30-minute window begins. For example, if the vehicle from the example above arrives at 9:40 or 9:42 AM, the five-minute window does not begin until 9:45 AM. If a vehicle arrives early, the customer is welcome to board if they are ready to do so. However, they are not required to board early if they are still preparing for their trip.

Since Tier 3 trips require longer travel distances, the return pick-up window is 60 minutes (30 minutes on either side of the requested pick-up time).

GoCary strives to provide exemplary service but may occasionally be late due to traffic, poor weather conditions, or other unforeseeable circumstances. If a GoCary driver is behind schedule, a dispatcher will make every effort to contact the customer with an updated estimated time of arrival. Please ensure your customer account has your current contact information, including a cell phone number. If the vehicle does not arrive within the scheduled pick-up window, please call the Dispatch Office at (919) 481-2020, Option 2, to report the delay.

Please be aware that drivers cannot accommodate changes to a scheduled trip. If a change is needed, customers must contact the Dispatch Office prior to the trip. GoCary cannot guarantee that changes will be made, but we will make every effort to do so based on schedule and space availability.

Subscription Service

Subscription requests may be limited based on the day and time of travel and cannot exceed 50% of our total trip capacity. The following applies to requests for this service:

- Available for registered customers and based on availability. Please call the Reservations Center at (919) 481-2020, Option 3 to request subscription service.
- Standard per trip fares apply.
- Subscription trips are available for the customer and PCA (if applicable) only. Customers cannot include companions on subscription trips; however, they may follow the standard reservation process for this purpose.
- Available for Tier 1 and Tier 2 trips only.

- Limited to medical, employment, or education trip purposes.
- Trips must have the same day of the week, pick-up time, origin, and destination for a duration of 3 months or more
    - i.e., pick up at 8:30 AM every Wednesday to travel from 123 Main Street to 456 North Avenue for dialysis.
- A subscription request may not be available for every leg of a trip. For example, a customer may be approved for subscription service for their trip to dialysis, but not for the return trip. This is due to space availability and capacity constraints. In this case, customers may still request trips through the standard reservation process.
- Customers must cancel subscription trips at their earliest convenience, preferably the day before, but at least 2 hours in advance, to avoid late cancellation penalties. Customers with excessive late cancellations or "no shows" may be removed from the subscription program.
- Customers may place subscription trips on a temporary hold if they aren't needed for a period of time, such as vacations, holidays, or leaves of absence. Holds may not exceed 120 days.

Cancellations

Customers who need to cancel a trip reservation are asked to call (919) 481-2020 (Option 3) as soon as possible.

For same day cancellations, call (919)-481-2020 (Option 2)

If a customer needs to cancel a trip outside of standard Reservations Center hours (Monday – Sunday from 7:30 AM to 4:30 PM), they may call the Dispatch office (Option 2), leave a voicemail message on the reservation line, or email Reservations@GoCary.org. When leaving a message or sending an email, please include:

1. Customer's first and last name
2. Telephone number
3. Date of the trip that is being canceled
4. Time of the trip that is being canceled
5. Location of the trip that is being canceled

Please note, you must cancel each "leg" of a trip. If you cancel just the pick-up reservation, we will assume that you still need the return reservation. Federal regulations do not allow service providers to cancel trips without notification from customers or their representatives. Failure to cancel remaining scheduled trips will result in "no shows" and/or other penalties. Customers who establish a pattern or practice of missing and/or late canceling trips that are within the customer's control are subject to reasonable periods of suspension under GoCary's "No Show Policy."

No Shows and Late Cancellations

Definitions

- **No Show**: A customer fails to appear at the pick-up location for vehicle boarding and the driver has waited at least five (5) minutes within the scheduled pick-up window.
- **Late Cancel**: A customer does not call GoCary's reservation center to cancel at least 2 hours before the scheduled trip, or a customer calls to cancel a trip or refuses to board after the driver has already arrived during the scheduled pick-up window.
- **Scheduled Time**: The 30-minute pick-up window (or 60-minute window for Tier 3 return trips) agreed upon by both GoCary and the customer.
- **Pick-up Window**: A time span of 15 minutes before and 15 minutes after the time when the vehicle is scheduled to arrive. This increases to 30 minutes on either side of the scheduled arrival time for Tier 3 return trips.
- **Suspension**: The temporary loss of transportation service with GoCary.

GoCary does not count trips missed due to our error as No Shows or Late Cancels, such as:

- Trips placed on the schedule in error
- Pick-ups scheduled at the wrong pick-up location
- Drivers arriving and departing before the pick-up window begins
- Drivers arriving late (after the end of the pick-up window)
- Drivers arriving within the pick-up window, but departing without waiting the required 5 minutes

GoCary does not count trips missed due to situations beyond the customer's control as No Shows or Late Cancels, such as:

- Medical emergency
- Family emergency
- Sudden illness or change in condition

Penalties for No Shows and Late Cancellations

GoCary 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 impacts schedule adherence and impedes our ability to fulfill customer service goals. For these reasons, violations of this policy can lead to suspension of service.

GoCary tracks customers who habitually do not cancel scheduled trips at least 2 hours before a scheduled trip or are not at pick-up locations at the scheduled time. GoCary reviews all recorded no shows and late cancellations to ensure accuracy before recording them in a customer's account.

Each verified no show that is consistent with the above definitions counts as 2 penalty points and each verified late cancellation that is consistent with the above definitions counts as one (1) penalty point. Customers will be subject to suspension after they meet all of the following conditions:

- Accumulate eight (8) penalty points in one calendar month
- Have booked at least eight (8) trips that month
- Have "no showed" or "late canceled" at least 15 percent of trips

A customer will be subject to suspension only if both the minimum number of trips booked and the minimum number of penalty points are reached during the calendar month. GoCary will notify customers by telephone after they have accumulated six (6) penalty points to let them know they will be subject to suspension should they accumulate two (2) additional penalty points that month consistent with the criteria listed above.

All suspension notices include a copy of this policy, information on disputing the assessment of penalty points, and how to appeal suspensions.

Suspension

Customers meeting the minimum penalty assessment, as defined above, are subject to suspension for a reasonable period of time. Repeated violations of this policy will cause the length of suspensions to increase. The following suspension periods shall apply to violations of this policy. The first violation in a calendar year triggers a warning letter but no suspension. Subsequent violations result in the following suspensions:

- Second violation: 7-day suspension
- Third violation: 14-day suspension
- Fourth and subsequent violations: 30-day suspension

Notification and Right to Appeal

Individuals will receive written notice of a suspension. The notice advises the individual of the right to appeal the assessment of any points for no shows and/or late cancellations, and/or suspensions of service. An appeal may be filed in accordance with the "Door to Door Appeals Process."

Please send appeals to:

Email:	BetterTransit@GoCary.org
Mail:	Town of Cary / GoCary Door to Door Attn: Transit Program Coordinator P.O. Box 8005 Cary, North Carolina 27512
Phone:	Transit Program Coordinator 919-653-7141
FAX:	Attn: GoCary Door to Door Services 919-380-6426

Waiting Policy

GoCary Door to Door drivers will not drop off a customer at any location and wait for the customer to conduct business or complete an errand. A customer may

schedule multiple trips for one day, but they must be scheduled at least 30 minutes apart.

Service Requirements, Driver Assistance and Guests

Service Requirements

Door to Door service requires that customers meet the driver at the main door, main level, or first floor of a building for an escort to the vehicle. This may include a short flight of stairs (2 to 5 steps).

If the front door is not visible from the vehicle, customers must meet the driver in a location that can be seen from the vehicle. Customers shall be ready to board the vehicle upon the driver's arrival. Do not rely on alert calls, dispatch calls, or drivers ringing doorbells .

For safety and security reasons, drivers are not permitted to lose sight of the vehicle. This means they cannot enter private homes, use elevators, or navigate multiple levels of stairs. Drivers are not required to carry people, mobility devices, or packages. If this level of assistance is required, an escort or personal care attendant should be provided by the customer. For a safe and timely travel experience, please keep stairs and entryways clear of obstructions.

Not all locations are accessible by Door to Door service. Alternate pick-up or drop-off locations may be established due to obstructions, maneuverability, or unsafe conditions.

Driver Assistance

GoCary Door to Door drivers will assist customers in accordance with ADA regulations. In addition to the requirements set forth in the ADA, drivers will provide some additional assistance. Drivers are not required to provide customers with assistance when such assistance causes the driver to lose sight of the vehicle, is a direct threat to safety, or if it will result in a disruption of service.

Drivers are unable to accommodate certain requests, such as administering medicine or caring for bathroom needs, as well as other requests that are generally associated with the service provided by a Personal Care Attendant (PCA). All Door to Door customers must be able to carry all items into the vehicle in one trip. The customer will also be responsible for keeping these items out of the aisle or in the way of other passengers.

Drivers will assist customers from the door of the pick-up location to the vehicle, and from the vehicle to the door of the drop-off location. Customers may reach out to the Transit Program Coordinator at 919-653-7141 for additional questions concerning the level of assistance drivers will perform.

Customers aged 12 and under must travel with an adult that is at least 16 years of age. Standard fares apply. The customer may also be eligible to travel with a PCA in addition to the parent or legal guardian at no additional charge.

Personal Care Attendants (PCAs)

Customers who have a disability that require assistance either while traveling, or at their destination, may be accompanied by a Personal Care Attendant (PCA) at no charge. Customers must be registered with an ADA status that indicates the need for a PCA. The PCA must have the same pick-up and drop-off point as the customer and must be included as part of the reservation. Customers not registered with an ADA status are not eligible to travel with a PCA.

Service Animals

Service animals are defined as a dog or other animal that is individually trained to work, or perform tasks, for an individual with a disability. Some examples of such tasks include guiding people with visual impairments, alerting people who are hard of hearing, pulling a mobility device, alerting and assisting a person who is having a seizure, or reminding a person to take prescribed medications. Service animals are welcome but must remain at your feet or on your lap and may not be aggressive or disruptive. Service animals may not occupy a seat. A service animal must always be under the full control of its handler and must be housebroken. Drivers will not handle service animals. Animals that are not under the control of the owner, are engaging in aggressive behavior, and/or are not housebroken may be asked to leave. The owner will be given an opportunity to first correct the bad behavior.

Pets, comfort, therapy, or emotional support animals are not considered service animals but may be transported if properly secured in an airline approved pet carrier that will not allow the animal to come in direct contact with the driver and other customers.

Companions

Companions are welcome on a space available basis and must be included with the trip reservation. They will be charged the same fare as the registered customer. Due to limited space, each customer is allowed one (1) companion reservation per trip, in addition to any PCA requirements they may have. Seating for more than one (1) companion is on a "space available" basis. Companions must be picked up and dropped off at the same address and time as the registered customer.

Children

Children are welcome on a space available basis and must be included with the trip reservation as a companion. Children over the age of 18 will be charged the same companion fare as the registered customer. Due to limited space, each customer is allowed one (1) companion reservation per trip, to include children. Seating for more than one (1) child/companion is on a "space available" basis. Children must be picked up and dropped off at the same address and times as the registered customer.

- Customers must provide and secure their own car seats per the requirements of North Carolina law (N.C.G.S. § 20-137.1).
- North Carolina law (N.C.G.S. § 20-137.1) requires a child less than eight (8) years of age and less than 80 pounds in weight to be properly secured in a weight-appropriate child restraint system. In vehicles equipped with an active passenger-side front air bag, if the vehicle has a rear seat, a child under five years of age and less than 40 pounds in weight shall be properly secured in a rear seat, unless the child restraint system is designed for use with air bags. If no seating position equipped with a lap and shoulder belt to properly secure the weight-appropriate child restraint system is available, a child less than eight (8) years of age and between 40 and 80 pounds may be restrained by a properly fitted lap belt only.

Mobility Devices

GoCary will accommodate wheelchairs and other mobility devices along with occupants as long as the ramp and vehicle can physically accommodate them, doing so would not cause a valid safety concern, and the device doesn't block an aisle or interfere with the safe evacuation of customers in an emergency. Gasoline

and other petroleum-based fuels that emit noxious and flammable liquids and gases are not permitted on vehicles for safety reasons.

Drivers are required to restrain mobility devices using a three (3) point safety securement system. In addition, a lap belt and a shoulder belt will be provided for customers seated in mobility devices.

- Mobility devices must fit within the constraints of the vehicle lift platform/ramp; occupied weight of the mobility device may not exceed lift/ramp capacity; and the mobility device must be contained within the designated securement area. Mobility devices exceeding these requirements will be reviewed for safety and reasonable accommodation options.

- Customers that use a mobility device or who need assistance must have a clean and safe path to the vehicle. Drivers will not carry a mobility device down steps or push a mobility device over unsafe terrain like muddy or uneven yards. Drivers will not assume the controls of powered mobility devices.

Safety Belts

All customers must be properly restrained with a safety belt while riding GoCary's Door to Door service. A customer may be allowed to be transported without a seatbelt if it is believed to cause more damage or injury to an individual as a result of their disability. If you believe that using a seatbelt is more dangerous to you because of your disability, please contact the Transit Program Coordinator at 919-653-7141.

Portable Respirators/Oxygen Equipment

Portable respirators and oxygen equipment are permitted on GoCary Door to Door vehicles. The driver will assist customers with securing this equipment on the vehicle.

Transporting Bags/Merchandise

For the safety of all customers, hazardous equipment and/or materials are not permitted on GoCary vehicles. Since this is a shared vehicle, customers must limit the number of packages they are transporting to only what they, their personal

care attendant, or companion can carry in one trip. Packages must be transported on the customer's lap or securely under the seat.

Drivers are not required to carry bags, merchandise, or packages due to safety and liability concerns. If this level of assistance is required, a PCA or companion should be provided by the customer.

Shopping carts, utility carts, and suitcases will be allowed on board the vehicle provided they meet the following guidelines:

- Items may not block the aisle at any time.
- Items or carts must not restrict customer movement or impede the evacuation of the vehicle in an emergency.
- All items must be secured by the customer at all times.
- Packages or bags must not occupy additional seats at any time if that space is needed for other passengers.
- Shopping/utility carts are not allowed in the mobility device securement area.

GoCary does not allow the following items on any vehicle:

- Weapons or other objects which could be considered dangerous in nature as defined by G.S. 14-269(a). This prohibition does not apply to a person who has a concealed handgun permit or others exempt from the need for such a permit as defined in NCGS Chapter 14, Article 54(B).
- Motorized bikes, gasoline/fuel combustion-type devices, or oversized mobility devices which exceed ADA guidelines.
- Hazardous materials.
- Liquids that are not in a sealed container.

This list is not exhaustive. Please see the full GoCary Rules of Conduct Policy available on our website for the complete list of prohibited items and activities.

Rider Rules of Conduct

GoCary has established a GoCary Rules of Conduct Policy to outline conduct deemed inappropriate on vehicles, in facilities, or at bus shelters, bus stops, and transfer points. This policy is intended to provide a safe, secure, and comfortable

environment for all GoCary employees and customers. Printed copies of this policy are also available upon request.

Reasonable Modifications

GoCary is committed to ensuring equality and fairness by making reasonable modifications to policies, practices, and procedures to avoid discrimination and ensure programs and services are accessible to individuals with a disability. Whenever feasible, a request for modification or accommodation to GoCary Fixed Route or Door to Door policies and procedures should be made in advance before service is expected. If you believe that a policy or procedure limits your use of GoCary services, you may request a reasonable modification.

When making a request, please provide as many details as possible to help in determining what, if anything, can be done to honor your request. GoCary is unable to honor requests that cause a direct threat to health and safety, cause a fundamental alteration in service, are not necessary to provide service, or create an undue financial or administrative burden.

All requests should be made in writing to the Transit Program Coordinator at BetterTransit@GoCary.org well in advance of the day(s) you will need it. While many requests can result in a quick decision, some requests may take up to 30 days to process and determine what, if any, accommodation can be made.

Examples of a reasonable modification:

> It is reasonable for a bus driver to pull ahead or after a designated stop if there is an illegally parked car in the way. However, it is not reasonable to ask the bus driver to take you to another location because you gave the incorrect address during your booking.
>
> It is reasonable to allow a person with a medical condition, such as diabetes, to eat something (such as a hard candy or a chocolate bar) to avoid adverse health conditions. However, it is not reasonable to eat a meal while on the bus because you didn't have time to eat your meal before the bus arrived.

Concerns and Complaints

If you have a concern or a complaint about the service you were provided, please call the Operations Center at 919-481-2020 to log your complaint. A supervisor will contact you within 24 business hours.

Commendations

If you feel that you have received excellent service and wish to offer a commendation, please contact the Transit Program Coordinator at 919-653-7141 or BetterTransit@GoCary.org. The Transit Program Coordinator will ensure that the appropriate individual(s) is recognized for providing excellent service.

Helpful Hints

- Call more than one (1) day before your trip date. You can make reservations up to seven (7) days in advance. This will increase your chances of getting the specific time that you want.
- Call the Reservations Center between 11:00 AM and 2:00 PM when call volumes are at their lowest.
- If your trip does not require a specific time of day, such as grocery shopping, schedule it between 10:00 AM and 2:00 PM. This will increase your chances of getting the specific time that you want.
- Know the address of where you want to go and the times that will work for you prior to calling the Reservations Center.

Adverse/Inclement Weather

GoCary Door to Door service will not operate when it is unsafe to travel on the roadways. GoCary will operate according to decisions made by the Transit Director or their designee based on weather reports and on-road conditions.

If you have a trip scheduled and are unsure if GoCary will operate due to weather conditions, please call (919) 481-2020, Option 2 after 6:00 AM the day of your trip.

Lost and Found

GoCary is not responsible for any lost or stolen items. If you forgot a personal belonging on a GoCary vehicle, please contact GoCary at 919-481-2020, Option 2 as soon as possible to make arrangements to retrieve your lost belonging(s). Please be prepared to provide the following information:

- Description of the lost item, including any specific identifying features
- Bus # or Route # where you think you lost the item
- Pick-up or drop-off location
- Contact Name and Phone Number

Non-Discrimination Policy

ADA Title II

GoCary is committed to complying with all Americans with Disabilities Act (ADA) regulations as well as State of North Carolina accessibility requirements. In 1990, the Americans with Disabilities Act (ADA) was passed by Congress and signed into law. This civil rights legislation entitles, among other requirements, persons with a disability equal opportunity to participate in society. As such, public transit agencies, like GoCary, are required by law to provide the necessary ADA-compliant equipment and accommodations.

Title VI

GoCary is committed to ensuring that no individual is excluded from participation in, or denied the benefits of, its programs, activities or services, or subject to discrimination on the basis of race, color, or national origin as per Title VI of the Civil Rights Act of 1964, as amended.

GoCary is responsible for carrying out this commitment to non-discrimination including the requirements of Title VI. This includes the following:

- To ensure that the level and quality of transit services are provided in a non-discriminatory manner.
- To promote full and fair participation in transit decision making.
- To ensure meaningful access to GoCary programs and activities by individuals with Limited English Proficiency.
- To identify and address, as appropriate, the human health, social, economic and environmental effects of GoCary programs and activities on all populations.

Filing a Complaint

For additional information on GoCary's commitment to non-discrimination, or if you believe you have been subjected to discrimination under ADA Title II or Title VI, you may file a written complaint no later than 180 calendar days after the date of the alleged discrimination. Please contact us in one of the following ways:

Email: BetterTransit@GoCary.org

Online: https://gocary.org/civil-rights-complaint-process

Mail:	Town of Cary / GoCary Door to Door Attn: Transit Program Coordinator P.O. Box 8005 Cary, North Carolina 27512
Phone:	Transit Program Coordinator 919-653-7141
FAX:	Attn: GoCary Door to Door Services 919-380-6426