



**Door to Door  
Ride Guide**

**Guía de Viajes  
Puerta a Puerta  
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Effective September 1, 2019

## **Welcome to GoCary's Door to Door Service**

GoCary Door to Door is a shared ride service for persons with disabilities that prevent them from using the GoCary fixed route system, as well as Town of Cary residents age 60 and over. Interested individuals must complete an application for service before reservations will be accepted.

Applications are available online at [www.GoCary.org](http://www.GoCary.org), at the Cary Senior Center at Bond Park, or by sending an email to [YourRideMatters@townofcary.org](mailto:YourRideMatters@townofcary.org). If you have additional questions, please contact:

Brittany R. Goode  
Transportation Program Coordinator  
919-653-7141

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

Town of Cary, Town Hall  
3rd Floor, GoCary Transit  
316 N. Academy Street  
Cary, NC 27513

Alternative formats of this guide may be produced upon request. Please call 919-653-7141 or email [YourRideMatters@townofcary.org](mailto:YourRideMatters@townofcary.org) to submit your request.

## Table of Contents

<b>IMPORTANT CONTACT INFORMATION .....</b>	<b>5</b>
<b>ELIGIBILITY.....</b>	<b>6</b>
ADA TRANSPORTATION .....	6
SENIOR TRANSPORTATION .....	6
TYPES OF ELIGIBILITY .....	7
<b>ELIGIBILITY CERTIFICATION APPEALS PROCESS.....</b>	<b>7</b>
<b>REGISTRATION PROCESS.....</b>	<b>8</b>
<b>INACTIVE CUSTOMERS.....</b>	<b>10</b>
<b>LEVELS OF SERVICE .....</b>	<b>10</b>
<b>SERVICE AREAS AND HOURS .....</b>	<b>10</b>
DOOR TO DOOR CURRENT SCHEDULE .....	12
<b>HOLIDAY CLOSURES.....</b>	<b>12</b>
<b>FARES .....</b>	<b>14</b>
PURCHASING A FARE .....	15
FIXED ROUTE DISCOUNTED FARES .....	16
<b>SCHEDULING A RIDE/MAKING RESERVATIONS.....</b>	<b>17</b>
REQUIRED RESERVATION INFORMATION .....	18
TRIP SCHEDULING .....	18
PROVIDE ALTERNATIVE TRAVEL TIMES.....	19
PICK-UP WINDOW .....	19
SUBSCRIPTION SERVICE .....	20
<b>CANCELLATIONS .....</b>	<b>21</b>
NO SHOWS AND LATE CANCELLATIONS .....	22
WAITING POLICY .....	24

**TRAVEL ASSISTANCE AND GUESTS ..... 25**

- PERSONAL CARE ATTENDANTS (PCAs)..... 25
- SERVICE ANIMALS..... 25
- COMPANIONS ..... 26
- CHILDREN ..... 26

**MOBILITY DEVICES..... 27**

**SAFETY BELTS..... 27**

**PORTABLE RESPIRATORS/OXYGEN EQUIPMENT ..... 27**

**TRANSPORTING BAGS/MERCHANDISE..... 28**

**TRAVEL TO RDU AIRPORT ..... 29**

**RIDER RULES OF CONDUCT ..... 29**

**REASONABLE MODIFICATIONS ..... 29**

**COMPLAINTS ..... 30**

**COMMENDATIONS ..... 30**

**HELPFUL HINTS ..... 30**

**ADVERSE/INCLEMENT WEATHER ..... 31**

**LOST AND FOUND..... 31**

**NON-DISCRIMINATION POLICY ..... 31**

- ADA TITLE II ..... 31
- TITLE VI ..... 31
- FILING A COMPLAINT..... 32



## Important Contact Information

GoCary Transportation Program Coordinator

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

Phone: 919-653-7141

Email: [YourRideMatters@townofcary.org](mailto:YourRideMatters@townofcary.org)

Door to Door Reservations / Ride Confirmation	(919) 481-2020, Option 3 or <a href="mailto:D2D@mvtransit.com">D2D@mvtransit.com</a>
Door to Door Dispatch / 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	<a href="mailto:YourRideMatters@townofcary.org">YourRideMatters@townofcary.org</a>
GoCary website	<a href="http://www.GoCary.org">www.GoCary.org</a>
Twitter	 @TownofCary
Facebook	 <a href="https://www.facebook.com/TownofCaryNC">Facebook.com/TownofCaryNC</a>

## Eligibility

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

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

MV Transportation, Inc. is the private contractor for the Town of Cary, operating as GoCary Door to Door.

### **ADA Transportation**

The ADA requires public entities operating fixed route systems, such as GoCary, to provide paratransit services to individuals whose disabilities prevent them from using the fixed route service for some or all 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 disabilities on the fixed route system and operate 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 I service is the Door to Door service meeting the requirements of the ADA and is required by the Federal Transit Administration (FTA). Tier II and Tier III are premium services, 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 I area.

### **Senior Transportation**

Door to Door senior transportation is provided for Town of Cary citizens age 60 and over for any destination in the Town of Cary and for any trip purpose. For medical, education and employment trips the service area extends to Raleigh, Durham, Chapel Hill, Apex and Morrisville. Senior transportation is provided on a first come, first served 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 and the right and process to appeal via U.S. mail.

### Conditional

A customer receives ADA Complementary Paratransit Service for up to two (2) weeks but under certain conditions. Any condition(s) applied to ADA Complementary Paratransit Service is done on an individual basis. Examples of conditional service may include, but are not limited to, service during the application process while Town of Cary staff is waiting to receive your photo identification. A determination of conditional eligibility may be appealed in accordance with the “Eligibility Certification Appeals Process.”

### Service for Visitors

Town of Cary visitors with disabilities may qualify to use GoCary Door to Door ADA complementary Tier I paratransit 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 [YourRideMatters@townofcary.org](mailto:YourRideMatters@townofcary.org) in order to be approved to use the GoCary Door to Door service and prior to the scheduling of a trip. Visitors seeking GoCary Door to Door ADA Tier I service will also need to provide information about their arrival and departure dates, contact information, mobility aids, 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 contacted directly by GoCary staff to schedule future trips. ADA Visitors are permitted up to 21 non-consecutive days of service in a 12-month period. If you require ADA paratransit service for a longer period, the standard GoCary Door to Door registration process must be completed.

## **Eligibility Certification Appeals Process**

If you disagree with a decision made by GoCary regarding eligibility certification, you have the right to appeal that decision. Please fill out the appropriate paperwork as outlined in the “Eligibility Certification Appeals Process” or contact the

Transportation Program Coordinator at (919) 653-7141 for an administrative hearing with the Transit Administrator. An appeal must be filed within 60 days of a denial or temporary/conditional eligibility determination.

If you are still unsatisfied after an administrative hearing with the Transit Administrator, 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 the ADA regulations.

## Registration Process

Interested individuals must complete an application for service before reservations can be made. Please follow the registration 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 age 60 or over AND they reside in the Town of Cary.
- 2) Review the GoCary Door to Door Customer Guide and the GoCary Door to Door registration form. Hard copies are available at:

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

Town of Cary, Town Hall  
3rd Floor, GoCary Transit  
316 N. Academy Street  
Cary, NC 27513

The registration form can also be downloaded from the GoCary website ([www.GoCary.org](http://www.GoCary.org)).

- 3) Complete and submit the entire registration form based on your eligibility.
  - a) If you believe you qualify based on the ADA, please complete Parts A and B of the registration form, then provide the completed form to a qualified human services or medical professional with knowledge of your disabling condition to complete Part C of the registration form.

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



**FAX:** Attn: GoCary Door to Door Services  
(919-380-6426)

**Mail:** Town of Cary / GoCary Door to Door  
Attn: Brittany R. Goode  
P.O. Box 8005  
Cary, North Carolina 27512

**Email:** [YourRideMatters@townofcary.org](mailto:YourRideMatters@townofcary.org)

- I. The approval process can take up to two weeks for ADA registration. Once Town staff receive your completed registration form (including Part C as required), the medical provider may be contacted to verify the information provided. Once the information has been verified, and your registration form has been conditionally approved, you will be notified by Town of Cary staff.
- II. For final approval, you must go to the Town of Cary Senior Center at Bond Park to provide proof of identity and age. A photo identification card will be created. This can be done prior to receiving approval or after you have received approval from Town staff. Trips may be scheduled once you have received notification from Town staff granting approval.

b) If you believe you qualify based on age, please complete Part A only of the registration form. The completed form can be submitted in person at the Town of Cary Senior Center at Bond Park.

- I. As part of the submission, please provide proof of age, identity, and proof of Cary residency (i.e. a utility bill with a Cary address). A photo identification card will be created while you wait.
- II. Approval for Door to Door service for seniors will be granted on site.

4) Once your registration form has been approved and you have provided all documentation, you may begin to schedule Door to Door trips by calling **(919) 481-2020, Option 3.**

The Senior Center is open for GoCary Door to Door registration during the following times, or by appointment:

Monday	9:00 AM – 12:00 PM	1:00 PM to 4:00 PM
Tuesday	9:00 AM – 12:00 PM	
Wednesday	9:00 AM – 12:00 PM	1:00 PM to 4:00 PM
Thursday		1:00 PM to 4:00 PM
Friday		By Appointment Only

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

### Inactive Customers

Registered 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 reapply for the Door to Door program if they wish to resume service.

### Levels of Service

Door to door service requires that the Customers meet the driver at the main door, main level, or first floor of a building for an escort to the bus. This may include a short flight of stairs (2 to 5 steps), if the transit vehicle remains in the driver’s line of sight. If the front door is not visible from the vehicle, Customers must meet the driver in a location that can be seen. Customers shall be ready to board the vehicle upon the driver’s arrival. Do not rely on alert calls, dispatch calls, drivers ringing doorbells or paging Customers.

For safety and security reasons, drivers are not permitted to lost 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 of obstructions, maneuverability or unsafe conditions.

### Service Areas and Hours

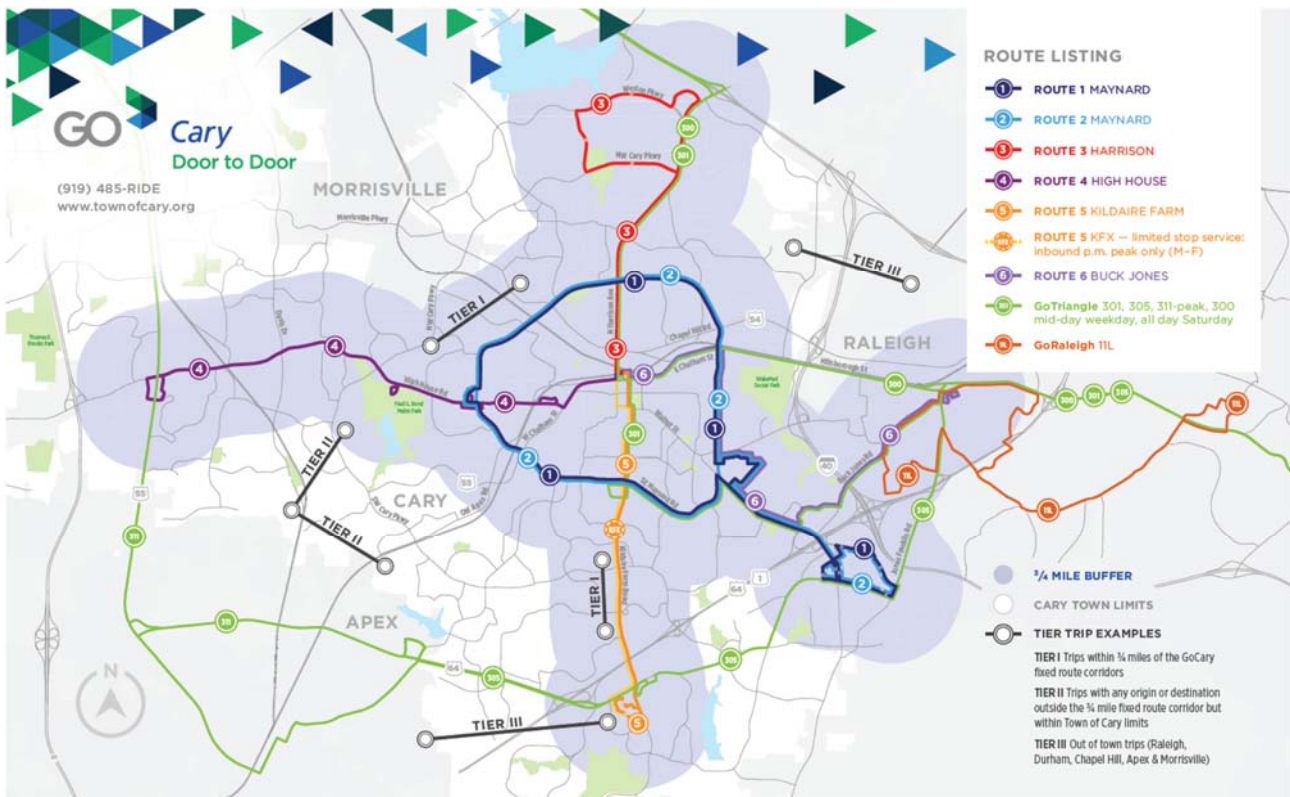
GoCary Door to Door service operates three levels of service with differing eligibility, service hours, and fares.

**Tier I service:** Trips within ¼ miles of the 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 age 60 and older.

**Tier II service:** Trips with an origin or destination outside the ¼ mile fixed route corridor but within Cary town limits. This is a premium service available to Town of Cary residents.

**Tier III service:** Limited to medical, educational, and employment trips which originate in Cary and have a destination beyond Cary town limits. This is a premium service available to Town of Cary residents. Destinations include:

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



**Cross-jurisdictional transfers:** ADA paratransit Customers from other Triangle jurisdictions (i.e. Go Raleigh or GoDurham) may transfer to GoCary Door to Door **for Tier I service only**. All transfer Customers must pre-register by providing proof of ADA eligibility from another system to Town Transit staff before scheduling a trip. The standard GoCary Tier I rate applies. 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. The table below shows the earliest pick-up times and latest drop-off times available in each tier of service.

* Tier II and Tier III trips are scheduled on a space available basis.	Tier I and Tier II*		Tier III*	
	Earliest Pick-Up	Latest Pick-Up	Earliest Pick-Up	Latest Pick-Up
<b>Monday - Saturday</b>	6:00 AM	9:30 PM	6:00 AM	8:30 PM
<b>Sunday</b>	7:00 AM	8:30 PM	7:00 AM	7:30 PM

**Holiday Closures**

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

- Thanksgiving Day
- Christmas Day

**Tier I only** is available on the following Town Holidays:

- New Year’s Day                      Sunday Level Service Hours
- MLK Jr.’s Birthday                Sunday Level Service Hours
- Good Friday                         Regular Service Hours
- Memorial Day                        Sunday Level Service Hours
- 4<sup>th</sup> of July                             Sunday Level Service Hours
- Labor Day                             Sunday Level Service Hours
- Veteran’s Day                        Regular Service Hours
- Christmas Eve                        No pick-ups after 6pm
- New Year’s Eve                      Regular Service Hours

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 [D2D@mvtransit.com](mailto:D2D@mvtransit.com). Please see the section titled “Required Reservation Information” for more details.

Same day Tier I 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*
<b>Tier I</b> Trips within $\frac{3}{4}$ mile of GoCary fixed routes. Non-ADA trips are available for Town of Cary residents age 60 and older.	\$2.50
<b>Tier II</b> Trips with an origin or destination outside the $\frac{3}{4}$ miles fixed route corridor but within Cary town limits. This is a premium service available to Town of Cary residents.	\$4.00
<b>Tier III</b> Limited to medical, educational, and employment trips which originate in Cary and have a destination beyond Cary town limits. This is a premium service available 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
<b>Personal Care Attendant (PCA)</b> (available for pre-approved ADA customers only)	Free
<b>Guest/Companion</b> (approved based on space availability)	Same as Customer
<b>Children (12 and under)</b> (Must be traveling with a guardian over the age of 18. If the child is the registered Door to Door customer, then Tiered Fares apply.)	Free
<b>* Fares represent the cost of a single one-way trip.</b>	

## Fare Payment

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

1. Cash            Cash fares can be paid to the driver on the vehicle. Drivers do not give changes so please have your exact fare ready.
2. 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:

**Call** 919-469-4050 to use your VISA or Mastercard

**Mail** a completed ticket order form with payment to:

GoCary Door to Door Ticket Request  
P.O. Box 8049  
Cary, NC 27512

**Fax** a completed ticket order form with credit card information to 919-388-1107

**In person** at the Cary Town Hall Finance Counter or the Senior Center at Bond Park.

\*\*\* 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.

## Ticket Outlets

<b>Cary Town Hall Finance Counter (1<sup>st</sup> Floor)</b> 316 N. Academy Street Cary, NC 27513  Monday - Friday 8:00 AM – 4:30 PM	Accepts:  Cash Check (made payable to Town of Cary) Money Order Visa or MasterCard
<b>Town of Cary Senior Center at Bond Park</b> 120 Maury O'Dell Place Cary, NC 27513  Monday-Thursday 9:00 AM – 9:00 PM  Friday-Saturday 9:00 AM – 6:00 PM	Accepts:  Cash Check (made payable to Town of Cary) Money Order Visa or MasterCard Town of Cary PRCR Gift Cards

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

Town of Cary Transit Division           (919) 653-7141

Town of Cary Finance Department      (919) 469-4952

### **Fixed Route Discounted Fares**

Seniors age 65 and over can use the fixed route bus service for free. All GoCary Door to Door customers can use the fixed route bus service for half fare. You will need to have your GoCary ID card, a valid government issued photo ID with your date of birth, or a Medicare card with you in order to receive this discount. Daily, weekly and monthly unlimited ride passes for GoCary fixed route buses are also for a discounted rate.



## Pass Sale Locations

Standard and Discount passes can be purchased at the following locations:

<b>GoCary Fixed Route Buses</b>	<b>Town of Cary Finance Counter</b>	<b>Cary Senior Center at Bond Park</b>
Single Ride	Single Ride	31-Day Pass (GoCary)
1-Day Pass (GoCary)	1-Day Pass (GoCary & Regional)	
1-Day Pass (Regional)	7-Day Pass (GoCary & Regional)	
\$25 Value Card	31-Day Pass (GoCary & Regional)	
	\$25 Value Card	

More information on the GoCary fixed route system is available in the Ride Guide and brochure for Fixed Route Service on [www.GoCary.org](http://www.GoCary.org).

## Scheduling a Ride/Making Reservations

Reservations may be made as early as 14 days in advance of the day travel is needed and up to the day before travel needs. GoCary does not offer same day service. The GoCary Reservation Center is available to take or modify trip reservations during the following hours:

Monday - Sunday 7:30 a.m. – 4:30 p.m.

There are two ways to make reservations for Door to Door trips. Registered Customers may:

- Call the GoCary Reservation Center at (919) 481-2020, Option 3
- Send an email to [D2D@mvtransit.com](mailto:D2D@mvtransit.com)

## **Required Reservation Information**

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

1. Customer's 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 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
7. The exact address of the destination along with an appointment time if appropriate
8. The desired pick-up time for the return trip (if applicable)
9. The number of people traveling, including Personal Care Attendants (PCAs), companions, escorts or guests
10. Any equipment or special needs (wheelchair, mobility aids etc.)

## **Trip Scheduling**

The reservation agent will provide a pick-up time as close to the desired time as possible. For ADA Customers, the reservation agent may negotiate the time of the pick-up within one hour of the initial request. When scheduling a trip, you may request a pick-up time or request to be dropped off to meet a specific appointment time. We make every effort to accommodate your request, however, it is not always possible to travel at the exact time you desire.

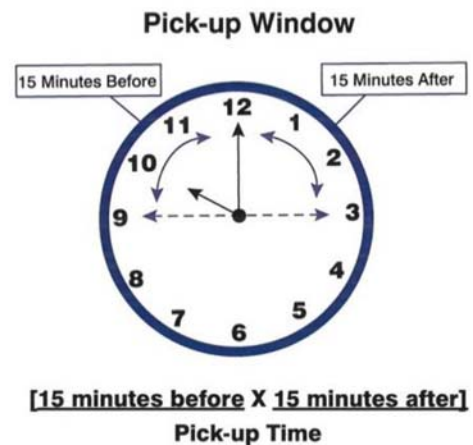
If the trip is for an appointment where the return time is uncertain, customers must still schedule the return trip in advance. We suggest customers book their return trip at least 30 minutes after the anticipated end time for the appointment to allow for potential delays. If the appointment takes longer 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 two hours.

## Provide Alternative Travel Times

If GoCary cannot accommodate an exact request, the reservation agent 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 reservation agent will not offer pick-up times that would 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 any time within that 30-minute window and will be considered within its on-time schedule. For example, if the pick-up time is 10:00 a.m., the vehicle may arrive anywhere between 9:45 a.m. and 10:15 a.m.



**It is very important that Customers are ready and available to board the vehicle during the 30-minute pick-up window. When the bus or van arrives, the driver is not able to wait more than 5 minutes.**

For example, using the 30-minute window outlined above, if the vehicle arrives at 9:50 a.m., the driver will wait until 9:55 a.m. 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 a.m., the five-minute window does not begin until 9:45 a.m. 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 III 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. If the vehicle does not arrive within the scheduled pick-up window, please call the Dispatch Office (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 accommodated, 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 I and Tier II 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 a.m. 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 thru 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 won't be 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.**

If a Customer needs to cancel a trip outside of standard Reservation Service hours (Monday – Sunday from 7:30 a.m. to 4:30 p.m.), they may call the Dispatch office (Option 2), leave a voicemail message on the reservation line, or email [D2D@mvtransit.com](mailto:D2D@mvtransit.com). When leaving a message or sending an email, please include:

1. The Customer's 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 III 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 III 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 the day 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 1 penalty point. Customers will be subject to suspension after they meet all of the following conditions:

- Accumulate 8 penalty points in one calendar month
- Have booked at least 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 6 penalty points and would be subject to suspension should they accumulate 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 have the right to a notice and appeal prior to a suspension based on violation of the No Show and Late Cancellation Policy.

Individuals will receive written notice of suspensions. 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 by submitting a letter of appeal to the Town of Cary Transit Division. Individuals will have five (5) business days from the date of the written notice to submit their appeal. The individual has the right to request the opportunity for an informal in-person hearing prior to a decision. The Transit Division/GoCary will reach a determination within five (5) business days of receipt of an appeal or the date of the hearing, whichever is later. All individuals who appeal will receive a written notice of the appeal decision.

### **Please send appeals to:**

Town of Cary  
Transit Division/GoCary  
P.O. BOX 8005  
Cary, NC 27512

### **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. All stops must be pre-scheduled.



## Travel Assistance and Guests

### Driver Assistance

GoCary Door to Door drivers will provide assistance to 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).

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 Transportation 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 a parent or legal guardian 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 on the initial reservation.

### 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 wheelchair, 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 on 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 on the trip reservation as a companion. Children over the age of 12 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 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 less than 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 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 wheelchairs and other 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 wheelchairs and mobility devices.

- Mobility devices must fit within the constraints of the vehicle lift platform/ramp; occupied weight of the mobility device may not to 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 wheelchair down steps or push a wheelchair over unsafe terrain like muddy or uneven yards. Drivers will not assume the controls of power wheelchairs.

## 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 Transportation 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 any bags, merchandise or packages due to safety and liability concerns. If this level of assistance is required, an escort should be provided by the customer.

Shopping carts, utility carts, and suitcases will be allowed on board the bus 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.

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)
- 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

## Travel to RDU Airport

Under the Town of Cary policies, GoCary cannot take Door to Door customers to the airport unless the trip is for medical, employment or education purposes only. Customers are encouraged to consult the Trip Planner at [GoTriangle.org](http://GoTriangle.org) or call (919) 485-RIDE for more information about traveling to RDU Airport.

## Rider Rules of Conduct

GoCary has established a Rider Rules of Conduct Policy which is available on [www.GoCary.org](http://www.GoCary.org) 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.

## 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 disabilities. 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 is limiting your use of GoCary's 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 providing service, or create an undue financial or administrative burden.

All requests should be made in writing to the Transportation Program Coordinator 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 up 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 consume a meal while on the bus because you didn't have time to eat your meal before the bus arrived.

## 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 Transportation Program Coordinator at 919-653-7141. The Transportation Program Coordinator will ensure that the appropriate individual(s) are recognized for providing excellent service.

## Helpful Hints

- Call more than one (1) day before your trip date. You can book reservations up to two weeks in advance. This will increase your odds of getting the specific time that you want.
- Call the Reservations Center between 11:00 a.m. and 2:00 p.m. 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 a.m. and 2:00 p.m. This will increase your odds 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 services will not operate during times when it is unsafe to travel on the roadways. GoCary will operate according to decisions made by the Transit Administrator 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 a.m. 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 3 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.
- Pickup 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 disabilities 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 the 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 to all.
- 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 non-discrimination obligations, 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:

**Mail:** Town of Cary / GoCary  
Transportation Program Coordinator  
PO Box 8005  
Cary, NC 27512-8005

**Phone:** 919-653-7141

**Online:** <https://gocary.org/title-vi-and-ada-complaints>