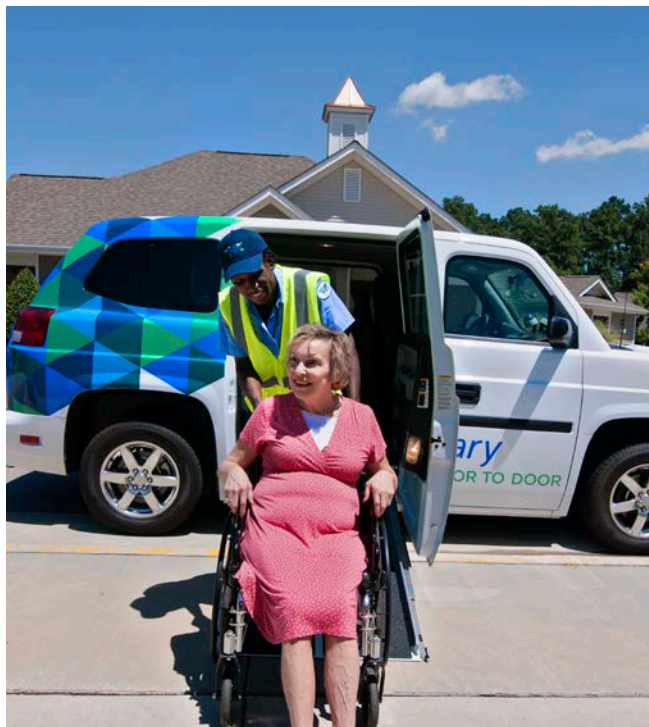




## Door to Door Passenger Guide



**Effective August 30, 2018**

## TABLE OF CONTENTS

Overview.....	3
Door to Door Services.....	3
ADA Transportation.....	3
Senior Transportation.....	3
Fixed Route Discounted Fares.....	4
Visitors.....	4
Service Type – Door to Door.....	4
Trip Type.....	4
Demand Response Trips.....	4
Subscription Trips.....	4
Service Areas.....	6
Tier I service.....	6
Tier II service.....	6
Tier III service.....	6
Cross-jurisdictional transfers.....	6
Door to Door Schedule.....	7
Holiday Closures.....	7
Fares.....	8
Purchasing Tickets.....	9
Registration Process.....	11
Making Reservations.....	12
Required Reservation Information.....	13
Trip Scheduling.....	13
GoCaryD2D.townofcary.org.....	14
Cancellations.....	14
Inactive Passengers.....	15
Waiting Policy.....	15
Pick-Up Window.....	15
GoCary Responsibilities.....	16
Door to Door Customer Responsibilities.....	16
Safety.....	16
Mobility Devices.....	17
Travel Assistance and Guests.....	17
Transporting Bags/Merchandise.....	17
Service Animals.....	18
Travel to RDU Airport.....	18
Inclement Weather.....	18
Prohibited Activities.....	18
Reasonable Modifications.....	19
GoCary Contact Information.....	19

## Overview

GoCary Door to Door is a shared ride service providing trips for senior citizens age 60 and over as well as ADA transportation service for people with disabilities that prevent them from using our fixed route system. Door to Door service is an accessible Dial-A-Ride transportation for eligible, pre-registered persons through pre-scheduled trip reservations. Cary residents who meet the age or disability requirements are eligible to register for the Door to Door service.

## Door to Door Services

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 Transportation

MV Transportation, Inc. is the provider for all GoCary programs.

## 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 must be comparable to the level of service provided to individuals without disabilities on the fixed route (GoCary) 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 III service is premium service, not required by the FTA, and subject to Town of Cary set policies and procedures.

## Senior Transportation

Door to Door senior transportation is provided for citizens age 60 and over for any destination in the Town of Cary for any trip purpose. For medical 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. ADA paratransit is a federally required service for eligible people with disabilities and has the overall highest priority for service in the Tier 1 area.

## Fixed Route Discounted Fares

Persons with disabilities and seniors may also use GoCary's fixed route system with discounted fares—half the price of regular adult fares. Seniors may show government issued photo ID to verify age and individuals with Medicare cards may show card to driver upon boarding as proof of eligibility. All others must complete the GoCary Discount Fare and Door to Door Registration Form to obtain a free ID card to show drivers as proof of eligibility.

## Visitors

Town of Cary visitors with disabilities may qualify to use GoCary Door to Door ADA complementary paratransit service in compliance with FTA. Visitors must provide a copy of their ADA paratransit eligibility letter from their home transit agency, or include medical verification of their ADA eligible disabling condition(s). These documents must be faxed directly to (919) 380-6426 in order to be approved to use the Door to Door service and prior to the scheduling of a trip. Visitors to the Town of Cary are eligible for Tier 1 service only.

Visitors seeking GoCary Door to Door ADA service will also need to provide information about their arrival and departure dates, contact information, mobility aids, PCA and companions, and other information to ensure accurate and safe travel.

Once all supporting documents have been reviewed, you will be contacted directly by GoCary staff to schedule future trips. ADA Visitors are permitted up to 21 days of service. If you require ADA paratransit service for a longer period of time, the regular GoCary Door to Door registration process must be completed.

## Service Type – Door to Door

Door to door service has the riders 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), as long as the driver remains within sight of the vehicle. If the front door is not visible from the vehicle, riders must meet the driver in a location that can be seen. Riders shall be ready to board the vehicle upon arrival. Do not rely on IVR auto alert calls, dispatch calls, drivers ringing door bells or paging riders.

For safety and security reasons, drivers do not leave sight of buses by entering private homes, using elevators or navigating multiple levels of stairs. Drivers are not required to carry people, mobility devices, or packages. If this level of assistance is required, an escort should be provided by the passenger. For a safe and timely travel experience, keep stairs and entryways clear of obstructions.

Not all locations can be accessed for door to door service. Alternate pick up or drop off locations may be established because of obstructions, maneuverability or unsafe conditions.

## Trip Type

Demand Response Trips: A vehicle is scheduled and dispatched in response to eligible riders' trip reservation requests. Trip requests are made by contacting the GoCary Operations Center during reservation hours the day before and up to 14 days in advance.

Subscription Trips: Subscription service provides automatic scheduling riders needing to go to the same destination on a regular basis—such as to and from work every day—can save time by using the subscription service. This level of service provides efficient

and good customer service, but it cannot exceed 50% of our total trip capacity. The fare for each ride will be the same as for an individual trip. The following applies to subscription service:

- Available for registered passengers and based on availability. Call the Operations Center at (919) 481-2020 ext. 3 to request subscription service.
- A subscription request will either be scheduled at the time of the call, or the request is placed on a waitlist until it can be set on a route and activated. Until that time, the rider needs to call and schedule trips as "Demand Response". If a slot becomes available, passengers will be contacted based on the order in which the requests are received.
- Reoccurring trips must be the same day, time, and address and with duration of 3 months or more.
- Limited to medical, employment, job-related training, or education trip purposes.
- Riders need to cancel subscription trips at their earliest convenience, preferably the day before, but at least 2 hours in advance to avoid late cancellations and penalties. Riders shall place subscription trips on hold if they won't be needed for periods of time, such as vacations or leave of absences. Holds may not exceed 120 days.
- It is not required under ADA laws that all trips requested are granted at all times.
- Requests to change subscription service time, location or day of week can cause different routing and may result in placement back on the Subscription Waitlist.

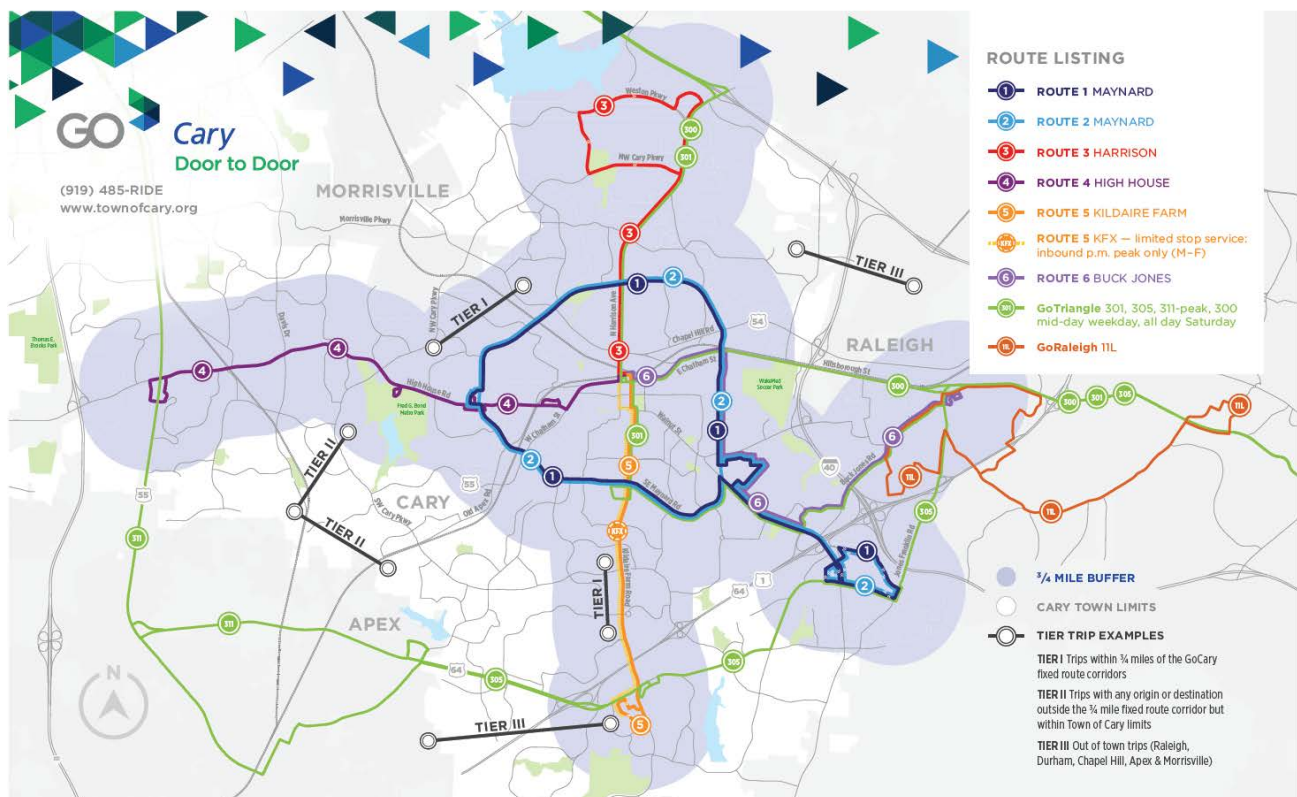
## Service Areas

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

**Tier I service:** Trips completely within  $\frac{3}{4}$  miles of the GoCary fixed route corridors. This meets the requirements of the ADA for complementary paratransit service.

**Tier II service:** Trips with any origin or destination outside the  $\frac{3}{4}$  mile fixed route corridor but within Town of Cary limits. This is Town of Cary set premium service.

**Tier III service:** Trips with any origin or destination outside the Town of Cary, for instance Raleigh, Durham, Chapel Hill, Apex or Morrisville. This is Town of Cary set premium service.



**Cross-jurisdictional transfers:** ADA paratransit passengers from other Triangle jurisdictions (i.e. Go Raleigh or GoDurham) may transfer at pre-designated transfer locations to GoCary Door to Door for Tier I service only. All transfer passengers must pre-register by providing proof of ADA eligibility from another system to Town transit staff, schedule a trip, and pay the required GoCary fare. Please call (919) 481-2020 Ext. 3 for more information on the pre-determined transfer locations.

## Door to Door Schedule

Door to Door service hours are comparable to the hours of GoCary fixed route operations. The tables below show the earliest pick-up times and latest drop-off times available in the service areas.

Tier I and II* (in Town trips)	Earliest Pick Up	Latest Pick Up	Tier III* (out of Town trips)	Earliest Pick Up	Latest Pick Up
<b>Monday - Friday</b>	6:00 a.m.	9:30 p.m.	<b>Monday - Friday</b>	6:00 a.m.	8:30 p.m.
<b>Saturday</b>	6:00 a.m.	9:30 p.m.	<b>Saturday</b>	6:00 a.m.	8:30 p.m.
<b>Sunday</b>	No service		<b>Sunday</b>	No service	

**\*Tier II and III trips are scheduled on a space available basis. Scheduling availability is not guaranteed.**

For **registered** GoCary Door to Door passengers who have questions or need to schedule rides, please call the reservation center at (919) 481-2020 (ext. 3).

## Holiday Closures

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

<b>New Year's Day</b>	<b>M.L. King Jr.'s Birthday</b>	<b>Memorial Day</b>	<b>Independence Day</b>
<b>Labor Day</b>	<b>Thanksgiving Day</b>	<b>Christmas Eve</b>	<b>Christmas Day</b>

**Tier I service only** is available on the following Town Holidays (based on space availability):

<b>Veteran's Day</b>	<b>Good Friday</b>
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ADA riders are encouraged to schedule trips on days following closed holidays well in advance. On closed holidays, ADA riders are able to request next day trips by leaving voice mail messages at (919) 481-2020 (ext. 3) or by emailing D2D@mvtransit.com. The day after a closed holiday, same day ADA trip requests are accepted on a space available basis. This only applies to ADA eligible riders 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> (ADA and Senior trips within 3/4 mile of a GoCary bus route)		\$3.00
<b>Tier II</b> (Trips beyond 3/4 mile of a GoCary bus route but within the Town of Cary limits)		\$4.00
<b>Tier III (Out of Town)</b> (Medical and employment trips for persons with disabilities and medical trips only for seniors beyond Town of Cary limits)		
	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> (must be pre-approved)		Free
<b>ADA Passenger Guest</b>		Same as rider
<b>Children 12 and under</b>		Free



## Purchasing Tickets

All fare payments can be made using the following methods:

- 1) Cash Payments – Cash fares can be paid directly to the driver on the vehicle. Please note drivers cannot give change so have exact fare ready.
- 2) Value Tickets – GoCary Tickets with values of \$1, \$2, or \$5 are accepted. Please note drivers cannot give change so have exact fare ready. Value ticket booklets (20 tickets) in each dollar amount may be purchased three ways:
  - a) Call 919-469-4952 using a VISA or MasterCard,
  - b) By mail with a completed form using VISA, MasterCard, check or money order,
  - c) Fax a completed form to 919-388-1107 using a VISA or MasterCard, or
  - d) In Person, at the Cary Town Hall Finance Department Window, Town of Cary Senior Center, or Kroger store at Maynard Crossing Shopping Center.
- 3) Online – Use your GoCaryD2D.townofcary.org online account to prepay online.
  - a) From your GoCaryD2D.townofcary.org account you can go to a secure SquareUp site to prepay with a credit card.
  - b) Make sure to provide your client ID number when prepaying online.
  - c) Prepaid funds will be available in your account within a reasonable amount of time.

## Ticket Outlets

<p><b>Cary Town Hall - Finance Department</b> 316 N. Academy Street, Cary NC 27513</p> <p>Open: 8am-5pm Mon-Fri</p>	<p>\$1 Value Ticket Booklet (\$20) \$2 Value Ticket Booklet (\$40) \$5 Value Ticket Booklet (\$40)</p>	<p>Accepts cash, check, money order, Visa or MasterCard</p>
<p><b>Town of Cary Senior Center</b> 120 Maury O'Dell Place, Cary NC 27513</p> <p>Open: 9am-9pm Mon-Thurs and 9am-6pm Fri-Sat</p>	<p>\$1 Value Ticket Booklet (\$20) \$2 Value Ticket Booklet (\$40) \$5 Value Ticket Booklet (\$40)</p>	<p>Accepts cash, check, Visa, MasterCard, or TOC PRCR gift card</p>
<p><b>Kroger at Maynard Crossing Shopping Center</b> 1273 NW Maynard Road, Cary NC 27513</p>	<p>\$1 Value Ticket Booklet (\$20) Only</p>	

**For more information on Door to Door tickets, please contact:**

Finance Department - (919) 469-4952

Transit Section - (919) 469-4080

Registered riders can also choose to ride the fixed route transit services if available and convenient to their needs. More information on the fixed routes is available in the Passenger Guide for Fixed Route Service on our website.

Fixed route passes (5-Day and 31-Day Passes) can be purchased at the Town's Finance Department customer service desk or the Cary Senior Center by paying cash, check, or American Express or Visa credit card.

## Registration Process

In order to use GoCary Door to Door service, you must first register for the service and receive a GoCary photo ID card. 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 are age 60 or over or have a qualifying disability AND they reside in the Town of Cary.
- 2) Review the GoCary Door to Door Passenger Guide and the GoCary Door to Door registration form. Hard copies are available for pick up from the Town of Cary Senior Center at 120 Maury O'Dell Place, Cary NC 27513 or the Town of Cary Transit Division at 316 N. Academy St, Cary, NC 27513. The registration form can also be downloaded from the Town of Cary website ([www.townofcary.org](http://www.townofcary.org)).
- 3) Complete and submit the entire registration form based on your eligibility.
  - a) 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 (120 Maury O'Dell Place, Cary NC 27513).
    - i) As part of the submission, please provide proof of age, identification, and proof of Cary residency (i.e. a utility bill with a Cary address). A photo identification card will be created.
    - ii) Approval for Door to Door service for seniors will be granted on site, and an approval email sent if an email address is provided in the registration form. Trips may be scheduled immediately.
  - b) 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 can be submitted by the medical professional by fax to the Town of Cary **(919-380-6426)**, **mailed to the Town of Cary Attn: Ana Tenorio** (P.O. Box 8005 Cary, North Carolina 27512), **or emailed to [Ana.Tenorio@townofcary.org](mailto:Ana.Tenorio@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), the medical provider will be contacted and the information provided will be verified. 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 to provide identification and proof of Cary residency (i.e. a utility bill with a Cary address). A photo identification card will be created. This can be done prior to receiving conditional approval or after you have received conditional approval from Town staff. Trips may be scheduled once you have received a phone call and/or email from Town staff granting conditional approval. Proof of identification, residency, and an ID card must be obtained within a reasonable period of time in order to maintain approval.
- 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, extension 3.**

The Senior Center is open for registrations Monday through Thursday 9 a.m. - 9 p.m.; and Friday through Saturday 9 a.m. – 6 p.m. A free ride to and from the Senior Center can be provided by calling the Operations Center at (919) 481-2020 ext. 3.

Visitors are considered eligible for GoCary's Door to Door service if they present documentation of ADA paratransit eligibility from their home jurisdiction's paratransit system. Visitors will also be considered eligible if they can present proof of visitor status (i.e., proof of residence somewhere else) and, if the individual's disability is not apparent, proof of the disability (e.g., a letter from a doctor or rehabilitation professional). Once this documentation is presented and is satisfactory, GoCary will make the service available. Visitors must go to the Cary Senior Center to apply and provide proper identification. The address of the person visiting will be used on the application.

GoCary is not required to provide service to a visitor for more than 21 days from the date of that visitor's first Door to Door trip. The 21 days may be continuous, or parceled out over several shorter visits. After 21 days, the Town will require the visitor to apply for Door-to-Door eligibility in the usual GoCary procedure.

## Making Reservations

Reservations are available for scheduling between the day before and up to fourteen (14) days in advance. Rides for the next day must be reserved during Trip Reservation Hours. GoCary offers same day service for in-town trips only on a space available basis. Same day reservations are considered a premium service. The GoCary Reservation Center is available to take trip reservations during the following hours:

- Monday - Saturday 7:00 a.m. - 5:00 p.m.

There are three ways to make reservations for Door to Door trips. Registered riders may:

- Call the GoCary Reservation Center at (919) 481-2020 ext. 3
- Send an email to [D2D@mvtransit.com](mailto:D2D@mvtransit.com).
- Go to [GoCaryD2D.townofcary.org](http://GoCaryD2D.townofcary.org) for online trip scheduling and fare payment.

## Required Reservation Information

The reservations agent will not look up the address for your destination. You must be prepared when you call with all the necessary information. When calling or sending an email to the Reservation Center, please have the following information for the reservation agent:

- Rider's name
- Date of trip
- The exact address of the pick-up location, (reservation staff are not required to look up addresses)
- The desired pick-up time
- The exact address of the destination
- The desired drop-off time
- The desired pick-up time for the return trip (if applicable)
- The number of people traveling, including Personal Care Attendant's or guests
- 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. 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 request.

Will call trips are available for Tier I service only and are considered a premium service. If the Tier I trip is for a medical appointment where the return time is uncertain, riders can call the reservation center at (919) 481-2020 at the end of the appointment to be picked up "will call". In these cases riders will be picked up on the next available vehicle, which can be up to two hours. The last pick-up is 9:30 p.m. for in-town trips, so riders must call no later than 5 p.m. for a will call pickup.

Riders will receive an automated IVR trip reminder and alert phone call.

Riders should be available to board the vehicle during a 30 minute pick-up window which starts 15 minutes before a scheduled pick up time until 15 minutes after a scheduled pick up time. The vehicle may arrive any time within that 30-minute window and will be considered within its on-time schedule. (Because out-of-town trips require longer travel distances, the pick-up window for out-of-town trips is 60 minutes.)

## **GoCaryD2D.townofcary.org**

GoCaryD2D.townofcary.org is a convenient online portal that allows trip scheduling, fare payment and trip tracking. Registered riders must create an online login account in order to use GoCaryD2D.

For more information on GoCaryD2D please call the Operations Center at (919) 481-2020 ext. 3.

## **Cancellations**

**Riders who need to cancel a trip reservation are asked to please call (919) 481-2020 ext. 3 the day before the trip to cancel.** Cancellations received within 2 hours of a scheduled trip are considered late cancellations and cancellations received after the driver arrives at the pick-up location are considered cancel at the door. If a passenger does not cancel a trip it is considered a no show. Late cancellations, cancels at the door, and no shows may be subject to penalties-please see the No Show and Late Cancellation Policy.

Phone coverage is available from 7:00 a.m. to 5:00 p.m. to receive cancellations and assist with “trips in progress” at (919) 481-2020 ext. 3. Voicemail messages can be left outside these hours to cancel scheduled trips. Trip cancellations can also be sent to [D2D@mvtransit.com](mailto:D2D@mvtransit.com). The answering machine is checked first thing in the morning and any cancellations will be entered into the computer. The answering machine is not available for making reservation requests; those will need to be scheduled during normal business hours.

If a no show occurs on the first pick-up of the day, all later rides for the day are not canceled. Federal ADA paratransit regulation does not allow service providers to cancel trips without notification from riders or representatives. Failure to cancel remaining scheduled trips will result in additional no shows.

Riders who establish a pattern or practice of missing and/or late canceling trips that are within the rider’s control are subject to reasonable periods of suspension.

## Inactive Passengers

Registered passengers who have not used the Door to Door service within a rolling 12-month period will be deemed inactive and removed from the active rider database. Inactive passengers must resubmit for approval a Registration Form in order to reinstate service.

## Waiting Policy

**GoCary Door to Door drivers will not drop off a passenger at a bank, pharmacy, or other location and wait for the passenger to take care of their personal business.** You may schedule multiple trips for a day, but they must be scheduled at least 30 minutes apart. This allows riders to have enough time at their destination, and avoids having two buses show up at the same time. Drivers are not permitted to wait while riders do quick errands. All stops must be pre-scheduled.

## Pick-Up Window

The driver may arrive anytime within a 30 minute pick-up window that begins 15 minutes before the scheduled pick-up time and ends 15 minutes after the scheduled pick-up time; then waits 5 minutes at the location. The vehicle may arrive any time within that 30-minute window and will be considered on-time. For example, if the pick-up time is 2:30 p.m., the vehicle may arrive anywhere between 2:15 p.m. and 2:45 p.m. **It is very important that riders are ready when the bus or van arrives since the driver cannot wait more than 5 minutes.** If the vehicle arrives before the pick-up window, 2:15 p.m. in this example, then the driver will wait until 2:20 for riders to board the vehicle.

Because out-of-town Tier III trips require longer travel distances, the pick-up window for out-of-town trips is 60 minutes on the return trip to Cary.

GoCary strives to provide exemplary service, but due to traffic, poor weather, or other causes, GoCary may be late for the pick-up. If the vehicle does not show up within the pick-up window, please call the reservation center (919 481-2020) immediately to inform dispatch that the vehicle has not arrived. If GoCary knows that the bus or van will not be able to make the pick up within the pick-up window, they will call riders as soon as possible to inform them of the delay.

Please be aware that the driver cannot accommodate alterations to the scheduled trip. All changes must be called in to the reservation center prior to the trip.

## GoCary Responsibilities

- Escort the customer from the pick-up door or common public entrance to the door or through the common public entrance at the destination.
- Assist passengers onto and off the vehicle.
- Ensure that customers and mobility aids are properly secured.
- Safely operate the vehicle in a shared ride capacity.

## Door to Door Customer Responsibilities

- Honor the nature of a shared ride service.
- Meet the driver at the door within 5 minutes of the vehicle's arrival to avoid delaying the vehicle.
- Do not delay the driver for more than 5 minutes upon reaching the destination.
- Accept the operator's escort from the pickup door into the vehicle at the beginning of the trip and from inside the vehicle to the door at the destination.
- Understand that the driver is not a caregiver and does not provide attendant-to-attendant service. The customer is responsible for making arrangements for any assistance needed beyond the driver's escort to and from the door or main entrance.
- Obey GoCary's Rules of Conduct including compliance with the Door to Door Passenger Guide.
- Customers who do not obey GoCary's Rules of Conduct and other policies are subject to disciplinary steps up to and including suspension of service.

## Safety

**Safety is GoCary's number one priority.** Adherence to the following guidelines will ensure a safe riding experience for both passengers and drivers.

- For safety and security reasons, drivers are required to maintain effective continuing control of all vehicles. This means that drivers do not leave sight of buses by entering private homes, using elevators or navigating multiple levels of stairs. Drivers may enter a lobby of a building to announce their presence to locate and assist riders with boarding. This may include a short flight of stairs (2 to 5 steps), as long as the driver remains within sight of the vehicle. If the front door is not visible from the vehicle, riders must meet the driver in a location that can be seen. Riders shall be ready to board the vehicle upon arrival.
- Drivers are not required to carry people, mobility devices, or packages. If this level of assistance is required, an escort should be provided by the passenger.
- For a safe and timely travel experience, please try to keep entryways and pathways clear of obstructions. Generally, drivers will provide assistance traversing difficult paths upon request if such assistance would not cause a direct threat, or leave the vehicle out of visual observation.



- Child safety seats are required by North Carolina law for children younger than 8 years old or weighing less than 80 pounds. Riders must provide age appropriate safety seats for child riders and let the Operations Center know at the time of reservation.
- All passengers are required to wear a seat belt.

## Mobility Devices

- Mobility devices require: three or more wheels; containment with the lift platform/ramp; occupied weights not to exceed lift/ramp capacity; and containment within the securement area. Riders with mobility devices exceeding these requirements will be reviewed for safety and reasonable accommodation.
- Passengers in a wheelchair or who need assistance getting to the vehicle 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.
- All passengers with wheelchairs must have a seat belt securing them to their chair, and the chair or scooter must be secured with straps to the floor of the vehicle. The driver will not move the passenger without one.

## Travel Assistance and Guests

Passengers who need to travel with another person for safety and health reasons must have a personal care attendant (PCA). A PCA is someone who assists the rider when traveling. GoCary allows Door to Door passengers who require travel assistance to ride with a PCA, however the need for a PCA must be indicated on the initial Door to Door registration and preapproved or requested directly to GoCary staff prior to the trip. Personal care attendants may ride GoCary free of charge. Both the PCA and eligible rider must be picked up and dropped off at the same address and times. Passengers aged 12 and under must travel with a PCA or accompanying guest at least 16 years of age. The eligible passenger provides the PCA.

Guests may ride with a registered rider, provided all are picked up and dropped off at the same address and time. The first guest pays the same applicable fare as the eligible rider. Additional guests may ride on a space available basis. Be sure to advise the reservations agent at the time you make your reservation if you are traveling with a guest.

## Transporting Bags/Merchandise

Passengers may bags or merchandise on GoCary vehicles as long as all items can be safely carried on board in one trip. All items must be kept out of any aisle at all times. Bicycles and other large items are not allowed on the vehicles due to the inability to secure the items. 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 passenger.

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

- Items may not block the aisle at any time.
- Items or carts must not restrict passenger movement or impede the evacuation of the bus in an emergency situation.
- All items must be secured by the passengers at all times.
- Packages or bags must not occupy the bus seat at any time if the bus is crowded.
- Shopping/utility carts are not allowed at any time within the wheel-chair secured area.

### Service Animals

Service Animals are welcome, but must remain at your feet, on your lap and not be aggressive or disruptive. Service animals may not occupy a seat. Uncontrolled service animals can be denied service or require a pet carrier for transport. Drivers will not handle service animals.

### Travel to RDU Airport

GoCary cannot take passengers to the airport. Under Town of Cary policies, GoCary cannot take Door to Door passengers to the airport. Riders are encouraged to consult the Trip Planner at [GoTriangle.org](http://GoTriangle.org) or call (919) 485-RIDE for information about traveling to RDU Airport. ADA passengers may take GoCary to RDU for employment purposes only.

### Inclement Weather

For safety reasons, 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 Services Administrator or 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 after 6 a.m. the day of your trip.**

### Prohibited Activities

Smoking, vaping, eating and drinking (without a closed container) are prohibited on GoCary vehicles.

Bringing any items of a dangerous nature on-board buses including: weapons, including concealed weapons (pistols, rifles, knives or swords); flammable liquids; dangerous, toxic or poisonous substances; vessels containing caustic materials, chemicals, acids or alkalis; fishing rods which are not broken down or have unsecured or exposed hooks or lures, ski poles unless secured to skis or have tip covers; sheet glass and sharp objects.

## Reasonable Modifications

GoCary is committed to ensure 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. Individuals with disabilities may request that GoCary make reasonable accommodations in order to fully use transit services. All requests should be made verbally or in writing to:

GoCary Transit Services Administrator  
Town of Cary Transportation & Facilities Department/GOCARY  
P.O. BOX 8005  
Cary, NC 27512  
Email: [christine.sondej@townofcary.org](mailto:christine.sondej@townofcary.org)

Examples of a reasonable modification: It is reasonable for a bus driver to pull up ahead/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.

Upon request, alternative formats of this policy will be produced for people who are disabled. Call 919-380-2134 or email [christine.sondej@townofcary.org](mailto:christine.sondej@townofcary.org).

## GoCary Contact Information

For general information on **trip scheduling, reservations, or cancellations**, please contact:

GoCary Operations Center staff at (919) 481-2020 ext. 3.

For system **complaints, suggestions, or commendations** please contact Town of Cary staff:

Ana Orłowsky  
Town of Cary  
(919) 469-4086  
[ana.orłowsky@townofcary.org](mailto:ana.orłowsky@townofcary.org)