



## Guide for Door-to-Door Registered Passengers

March 1, 2012



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## Passenger' Guide

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### Background

In August of 2001, the Town of Cary began offering a door-to-door, reservation only transit service for residents who are 55 or older or have a disability. The service area for these clients is any destination in Cary and medical appointments (non-emergency) and employment to Raleigh, Durham, Chapel Hill, Apex, and Morrisville. Saturday out-of-town service for seniors and persons with disabilities is not available.

In July of 2002, the Town opened service to anyone that has a trip need that begins and ends within the Town limits. Cary residents that meet the age or disability requirement, and register for the service, are still able to reserve trips outside of the Town limits for work and medical appointments. These expanded services for special medical and employment trips are available to the general public only if trip times, origins, and destinations coincide.

On February 22, 2005, the Town Council approved a new transit service design whereby general public riders will be able to ride three fixed routes with regularly scheduled stops. Effective December 2005, general public riders will not longer be eligible for door-to-door services unless they meet the door-to-door service age and disability requirements.

On June 12, 2008, the Town Council approved a new three-tiered fare system for Door-to-Door service passengers. (Please see new fare structure below). Effective June 13, 2008, the age requirement of seniors who are applying for Door-to-Door service, has been increased to 60 years of age.

Fixed route service update: Effective March 1, 2012, seniors age 65 or older and those C-Tran seniors age 60 to 64 certified by the Town as seniors prior to December 16, 2011 are eligible for free rides on C-Tran fixed route system when they show the driver their C-Tran ID with "S" sticker or U.S. Medicare ID. Certified C-Tran disabled passengers receive half price discount on all fixed route trips or passes.

### New Technologies

All door-to-door vehicles will be equipped with automated vehicle locator (avl) technology to ensure that the closest vehicle can be determined for return trips. This new technology will also be able to provide reservation staff with exact location of all vehicles in the event that a rider calls in to report that their ride is late. Staff will be able to more accurately indicate the estimated time of arrival of the late vehicle. In addition, a new telecommunications system will be used by our reservation staff and calls may be recorded to ensure high quality customer service. Mobile data terminals will also be used to decrease the amount of two-way radio communications between drivers and dispatch. This will enhance defensive driving.

### Service Overview

The transit service will pick up and drop off riders at the door of the pre-selected arrival/destination point. The driver is not permitted to go beyond the door of the arrival/destination point. Riders travel in a comfortable van that is fully accessible or a sedan if wheelchair service is not required. This is a "shared ride" service, so riders will be traveling with other people who may be picked up or dropped off while others are on the bus.

**Door to Door Service: Schedule**

Monday - Friday	6 a.m. – last pick up 7:30 p.m. (In Town trips)
	6 a.m. – last pick up 6:45 p.m. (Out of Town trips)
Saturday	6 a.m. – last pick up 7:30 p.m. (In Town trips only)
	*No Out of Town Trips
Sunday	No Service

**Fares & Tickets**

**Fares**

Town Council approved a new three-tiered fare system for Door-to-Door service passengers on June 12, 2008 and it became effective on July 1, 2008:

<u>Tier I</u>	<u>Tier II</u>	<u>Tier III</u>
<i>Trips wholly within ¼ mile of the fixed route corridors</i>	<i>Trips not wholly within the ¼ mile corridor of the fixed routes but within Town limits</i>	<i>Out-of-town trips  (Raleigh, Durham, Chapel Hill, Apex, and Morrisville)</i>
\$2 per-one way trip	\$4 per-one way trip	\$6 per-one way trip

**Tier I:** Door-to-Door eligible citizens and visitors who have trip origins and destinations within the ¼ mile corridors of the current fixed route system.

\*Discount rate of \$1 per one way trip between 10:00 a.m. and 3:00 p.m. applies.

Passenger Fare: \$2 per one-way passenger trip

Fare will remain at \$2 per one-way trip to adhere with the requirements of the Americans with Disabilities Act (ADA). Trips within ¼ mile cannot exceed twice the fare of the peak hour fixed route passenger fare. C-Tran’s fixed route peak hour fare is \$1 per one-way trip.

Note: Tier I trips will be the only door-to-door trips provided by C-Tran on Town holidays when the fixed route service is operating. This service is required by the Americans with Disabilities Act (ADA) for those

residents that live within  $\frac{3}{4}$  miles of the six C-Tran fixed routes. These trips must begin and end within the  $\frac{3}{4}$  mile corridors of the fixed routes.

**Tier II:** Door-to-Door eligible citizens and visitors who have trips within the Town limits that do not remain wholly within the  $\frac{3}{4}$  mile corridor.

*\*Discount rate of \$1 per one way trip between 10:00 a.m. and 3:00 p.m. applies.*

Passenger Fare: \$4 per one-way passenger trip

**Tier III:** Door-to-Door eligible citizens who have medical (for seniors) or employment (for persons with disabilities) trips outside the Town limits to Raleigh, Durham, Chapel Hill, Apex, or Morrisville

Passenger Fare: \$6 per one-way passenger trip

**\*Off Peak fares are applicable to Tier I and Tier II only.**

\*The age requirement has been increased to 60 years of age.

Those seniors who are below 60 years old, and have already been approved prior to June 13, 2008, will continue to retain their eligibility status. However, any senior citizen applying after July 1, 2008 would not be approved under the new guidelines.

### **Tickets**

To use C-Tran, Cary's Transit Service, you must have exact change or purchase a transit ticket. Tickets are available for purchase individually or in books of twenty at the following locations:

- On the bus from the driver for limited amounts (no coins accepted)
  - The Cary Senior Center
  - Cary Finance Department during regular business hours
  - By mail or FAX (call 919-469-4081 for an order form or visit the Town's Web site).
  - Cary Kroger Food Stores (NW Maynard Rd.)
- Transit tickets will also be available on C-Tran buses.

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.

### **C-Tran Door-to-Door Registration Process**

Any registered senior citizen or person with disability that wishes to take a trip within Cary's town limits must reserve a trip at least 24 hours in advance of the desired trip time. The pick-up and drop-off points

must be in the service boundary. Riders do not have to be Cary citizens but must reside in the town limits.

Cary residents who are age 60 or older or have a disability are also eligible for out-of-town service (trips outside of Cary) must first register for the service and have his/her identification authenticated through a photo ID card. He/She is also required to provide proof of age, disability, and Cary residency. This process may be done directly at the Cary Senior Center located in Bond Park on High House Road (919-469-4081).

All pertinent documents required for the applicant will be provided in the registration process, including Town of Cary medical verification forms that must be filled out by the Medical Professional and submitted directly via fax at (919) 380-6426. A Medical Provider must sign the registration form for those individuals under the age of 60 with disabilities. For those unable to travel alone or in need of a personal care assistant must verify these need in Part I of the registration forms.

Riders that are 12 years old and younger must be accompanied by someone 16 years of age or older and both riders need a ticket. [Children age 6 and under ride free of charge.](#)

Visitors are considered eligible for C-Tran'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, C-Tran 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. Only Part I and proof of age is required if the person is 60 years old or older.

C-Tran 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 C-Tran procedure.

The Senior Center is open for registrations Monday thru Thursday 9 a.m.- 9 p.m.; and Friday thru Saturday 9 a.m.–6 p.m.

### **Schedules & Reservations**

C-Tran operates Monday through Saturday from 6 a.m. until 7 p.m. C-Tran offers same day service for in-town trips only on a space available basis. Every effort will be made to provide same day service; however, there is no guarantee that same day requests will be accommodated. Availability will depend upon existing schedule and your requested time and destination. Reservations are recommended for at least 24 hours before the day of travel to ensure seat availability. Reservations may be scheduled up to two weeks in advance by calling the C-Tran reservation center at (919) 481-2020. For trips within three-quarter miles of the fixed routes, C-Tran will transport those eligible passengers as long as the fixed route service is operating.

The reservation center is open Monday through Saturday 7 a.m. to 7 p.m.

You may call the reservations number during non-business hours to cancel any trips that you have scheduled. 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.

When calling the reservation center, please have the following information for the reservation agent:

- Rider's name
- The exact address of the picked up location (reservation staff not required to identify addresses)
- The desired pickup time. The exact address of the destination
- The desired drop off time
- The desired pickup time for the return trip (if applicable)
- The number of people traveling, including caregivers
- Any equipment or special needs (wheelchair accessible van)

The reservations agent will not look up the address for your destination. You must be prepared when you call with all the necessary information. The reservation agent will provide a pick up time as close to the desired time as possible. If the trip is for a medical appointment where the return time is uncertain, riders can call the reservation center (919-481-2020) at the end of the appointment to be picked-up. In these cases, riders will be picked up within one hour, generally less. The last pick up is 6:45 p.m. so riders must call no later than 5:45 p.m. for a pickup.

### **Waiting Policy**

No C-Tran Door-to-Door drivers will drop off a passenger at a bank, pharmacy, or other location and wait for the passenger to take care of their personal business. This is not allowed because other riders may be subjected to this wait in route to their destination. Furthermore, if drivers were to wait, then it decreases our system productivity and increases our costs. The minimum amount of time before a driver will return to pick up a passenger on one of these quick trips is thirty (30) minutes.

### **Being ready when C-Tran arrives**

#### **For Trip Pick-ups In-Town:**

C-Tran vehicles will arrive within 15 minutes before or after the scheduled pick-up 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 be ready when the bus or van arrives since the driver can wait no 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. Please have belongings ready and the number of tickets or correct cash (no coins) needed to make all trips scheduled.

#### **For Trip Pick-ups Out-of-Town:**

Because out-of-town trips require C-Tran vehicles to travel much longer distances, C-Tran will make every attempt to ensure that passengers are picked up within 30 minutes of their scheduled pick-up times on their return trip to Cary. The thirty minute window described above for the in-town trips is not realistic for these longer out-of-town trips. For passengers traveling from Durham or Chapel Hill, those pick-up times may be up to 45 minutes past the scheduled pick-up times. C-Tran will make every effort to ensure that passengers on these return trips do not have to travel anymore than 60 minutes. These type trips take longer due to the fact that other passengers are also involved in the trip and require up to 2-3 additional drop-offs in some instances. Please keep in mind that C-Tran door-to-door service is a shared-ride service and not an exclusive taxi-type operation.

C-Tran strives to provide exemplary service, but due to traffic, poor weather, or other causes, C-Tran 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 C-Tran 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.

### **Safety**

There's nothing more important than the safety of C-Tran riders.

Child safety seats are required by North Carolina law for children that are less than 8 years old or weigh less than 80 pounds and must be provided by the rider. All passengers are required to wear a seat belt. All wheelchair passengers must have a seat belt securing them to their chair and the chair or scooter secured with straps to the floor of the vehicle; the driver will not move the passenger without one. Every vehicle will have a safety belt for wheelchairs. Passengers that are in a wheelchair or need assistance getting to the vehicle must have a clean and safe path to the vehicle. Drivers will not take a wheelchair passenger down steps or push him/her over unsafe terrain (muddy and uneven yards, for example).

### **Bags/merchandise on the vehicles**

Passengers may bring no more than four bags of groceries or merchandise on the vehicles. Shopping carts, bicycles, and other large items are not allowed on the vehicles due to the inability to secure the items.

**Smoking, eating, and drinking**, are not allowed on the vehicles.

### **Subscription Trips**

C-Tran 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. The fare for each ride will be the same as for an individual trip. Subscription trip riders will be picked up on a prearranged basis until or unless they call to cancel. Subscription trips are provided on a space available basis.

If you cancel your subscription trips more than 20% of the time within 60 days the following penalties will be assessed:

<b>First Offense</b>	<b>Second Offense</b>	<b>Third or Subsequent Offenses</b>
Passengers will receive a written warning the first time they exceed the allowed cancellations.	30-day suspension of service.	60-day suspension. Continued abuse will result in result in discontinuation of service.

Please carefully consider your need for a subscription. Please note that with any suspension of service, all trips scheduled, including subscriptions, will be cancelled.

## **Purpose of "No-show" and "Late Cancellation" Policy**

The Town of Cary's Mission is to "promote and support a high quality of life for its citizens" and to deliver the services in a cost-effective manner. "No-shows" and "Late cancellations" cost the Town and the contractor money and impede their ability to fulfill their customer service goals. During peak times, "no-shows" and "late cancellations" also affect others in the community who need but have been closed out of service.

The Town of Cary acknowledges this concern and authorizes the suspension of service for a reasonable period of time for those individuals who establish a pattern or practice of violating C-Tran's cancellation and no-show policies.

## **Penalties for No-shows, Late Cancellations, and No Tickets**

Riders who will not be making a trip for which they have a reservation are asked to please call (919) 481-2020 as soon as possible to cancel the trip.

In order to track those that habitually have a late cancellation, do not show up for a scheduled trip, or have insufficient tickets to ride the bus, C-Tran's policy is that for every 2 no-shows/late cancellations a month, the passenger will be suspended for fifteen (15) days from the date of the second no-show/late cancellation. Passengers who have been suspended for service twice within a three month period will receive an additional suspension for thirty (30) days from the date of the last no-show.

Please note that during a suspension, a written notice will be provided from the C-Tran Operations Center and all trips, including subscriptions, will be cancelled.

## **Unruly Behavior/Disorderly Conduct**

The Town of Cary has an obligation to maintain a safe and respectful environment for its customers and drivers. Loud, obnoxious, and unruly behavior will not be tolerated on the vehicles. It is unpleasant for the customers and drivers, and it may distract drivers and lead to a safety issue.

The operation of radios, portable music players, and other electronic devices must be kept must to a low volume. Violent, disruptive, illegal behavior, or behavior that endangers the safety of the driver or other passengers will not be tolerated. Inappropriate behaviors include but are not limited to:

- Yelling, cursing, belittling, defaming, arguing, playing music, and otherwise disturbing drivers or other passengers with noises;
- Shoving, fighting, spitting, and otherwise disturbing others with physical gestures or contact; and
- Soliciting, begging, panhandling, and otherwise disturbing others by making requests of them.
- Passengers who violate this policy will receive a written warning stating the offense and the potential for suspension of service if the behavior continues. In the case of a rider with a cognitive disability, we suggest that a caregiver accompany the rider.

If the offense is repeated, action will be taken as follows:

First Offense	Second Offense	Third Offense	Additional Offenses
Written warning.	30 day suspension.	60 day suspension.	An additional 30 days added to previous penalty period.

A passenger that is in possession of a weapon, physically or verbally abuses another passenger or the driver, damages or vandalizes property, or poses a threat to the safety of the operation of the vehicle will be suspended from service immediately. Service will not be renewed until such time as the rider can prove that he/she is not a danger to other passengers or the driver or if an escort can be provided by the passenger to ensure the safety of all passengers and the driver.

C-Tran reserves the right to refuse riding privileges to any passengers who disrupts the driver or other passengers.

### Notification and Right to Appeal

With the exception of immediate threats to health, safety, and welfare, individuals have the right to notice and appeal prior to any suspension of service based on violation of this policy. Individuals will be notified in writing of the issues that are being addressed. The notice will advise the individual that he or she has the right to appeal the assessment of any suspensions of service by submitting a letter of appeal to the Town of Cary Planning Department (PO BOX 8005; Cary, NC 27512). Individuals will have 10 business days from the date of the notice to submit their appeal. The Planning Department will reach a determination within 15 business days of its receipt. All individuals who appeal will receive a written notice of the decision.

A suspension will not be implemented during the period in which an appeal may be filed and while an appeal is being decided upon except for in cases where the passenger was in possession of a weapon or verbally or physically abused or injured a driver, passenger, or other person. The Town of Cary will determine the extent and possibility of resuming service on a case-by-case basis.

### Inclement Weather Policy

For safety reasons, C-Tran door-to-door services will not operate the service during times when it is unsafe to travel on the roadways. C-Tran will operate according to decisions made by Wake County Public Schools. If the schools are closed, C-Tran will not operate on that day. If the schools issue a delay, C-Tran will follow the same delay. If schools close early, C-Tran will not operate after the schools have closed and will cancel other trips requiring a return pick-up after the schools have closed. If you have a trip scheduled and are unsure if C-Tran will be open, please call (919) 481-2020 after 5 a.m. the day of your trip. C-Tran will make every effort to complete existing trips for days when school has been cancelled for early release as long as roads are safe to travel.

However, there may be instances where the C-Tran fixed routes continue to provide service if main roads and streets along the routes are safe.

If sustained winds of 30 miles per hour are predicted, services may be delayed or cancelled based on a review of weather reports by the Transit Services Administrator.

## Holidays

C-Tran observes the same holidays as the Town of Cary for Door-to-Door service for Tier II and Tier III trips (see note above under the Fares Section for a description of eligible Tier I trips).

2012 Holiday Schedule		
Holiday	Observance Date	Day of Week
New Year's Day	January 2, 2012	Monday
Martin Luther King Birthday	January 16, 2012	Monday
Good Friday	April 6, 2012	Friday
Memorial Day	May 28, 2012	Monday
Independence Day	July 4, 2012	Wednesday
Labor Day	September 3, 2012	Monday
Veterans Day	November 12, 2012	Monday
Thanksgiving Day	November 22 & 23 2012	Thursday & Friday
Christmas	December 24,25,26, 2012	Monday, Tuesday & Wednesday

### Contact Information:

For general information on scheduling, reservations, or cancellations, please contact staff at the C-Tran Operations Center at (919) 481-2020

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For system complaints, suggestions, or commendations please contact:

#### Town of Cary

Planning Department  
Attn: Ana V. Tenorio, Transit Planning Assistant  
318 North Academy Street  
Cary, North Carolina 27513  
919-469-4086  
Email: [ana.tenorio@townofcary.org](mailto:ana.tenorio@townofcary.org)  
[www.townofcary.org](http://www.townofcary.org)

For registration and eligibility requirement information, please contact:

Cary Senior Center (For seniors and disabled needing to register for special services)  
Jody Jameson  
120 Maury O'Dell Place  
Cary, North Carolina 27513  
(919)-469-40

#### Town of Cary

Planning Department  
Attn: Ray S. Boylston,  
Transit Services Administrator  
318 North Academy Street  
Cary, North Carolina 27513  
919-462-2080  
Email: [ray.boylston@townofcary.org](mailto:ray.boylston@townofcary.org)  
[www.townofcary.org](http://www.townofcary.org)