

TOWN of CARY

Effective
Jan. 2015



**Door-to-Door
Services**

e Hours of Operation

- **In-town Door-to-Door services** will operate **Mon. – Sat.** from approximately **6 a.m. – 10 p.m.**
- **Out-of-town trips are not provided on Saturdays.**
- **This is a shared-ride system** not an exclusive taxi-type service.
- **Trips are grouped.** Grouped trips are determined by pickup locations and drop-off locations.
- **Out-of-town service hours are 6 a.m. – 9 p.m.** (last out-of-town return pickup is scheduled for 8:30 p.m.).
- **Holiday Service:** Only Tier I service and dialysis trips provided on Town Holidays.
- **Inclement Weather:** Door-to-Door Tier II & III services will adhere to the Wake County Public School System Transportation cancellations. Tier I service will operate in conjunction with the availability of fixed route service. These cancellations are provided through local television and radio stations.

e Door-to-Door Schedule

Mon. thru Fri. 6:00 a.m. – last pickup 9:30 p.m. (in-town trips)
Mon. thru Fri. 6:00 a.m. – last pickup 8:40 p.m. (out-of-town trips)
Sat. 6:00 a.m. – last pickup 9:30 p.m. (in-town trips) *no out-of-town trips
Sun. No Service

e General Policies

- **You must be ready for pickup 15 minutes before – 15 minutes after your scheduled pickup time.**
- **Out-of-town return trips to Cary will have a 60-minute window** for pickups due to the long-distance nature of these trips (Raleigh, Durham, Chapel Hill, Apex, and Morrisville).

- **Animals are not allowed unless required by persons with disabilities.**
- **Passengers may bring no more than three bags of groceries or merchandise on the vehicle.**
- **If your plans change,** call the day before or it will be considered as a late cancellation.
- **Cancellation / No-Show Policy**
Riders who will not be making a trip for which they have a reservation are asked to please call 919-481-2020 the day before the trip (before 5 p.m.) to cancel the trip.

C-Tran has a policy regarding passengers who habitually have late cancellations, or no-shows, for a scheduled trip. Please refer to the Door-to-Door Passenger's Guide at: www.townofcary.org/assets/planning_department/C-Tran/passengersguide.pdf

e Scheduling Trips

Call 919-481-2020 x3 at least 24 hours in advance for scheduling your trips.

Trips cannot be scheduled more than two weeks in advance.

Out-of-town trips are provided based on space availability.

Note: Subscription scheduling beyond two weeks for employment purposes may be available, but C-Tran cannot book more than 50% of our trips as subscription.

e Registration for Service

All Door-to-Door passengers must register and be approved prior to using this service. All riders of the Door-to-Door program must live within the Cary town limits.

Applications for C-Tran Door-to-Door services can be found at this web site:
www.townofcary.org/C-Tran/disabled.htm

There is a separate application for seniors, ages 60 and older, and persons with disabilities.

Applications for disability review take approximately two weeks, and you will be contacted once approved.

e C-Tran Ticket Outlets

Town of Cary Finance Department
Town Hall, 316 N. Academy Street, Cary, NC 27511
(Can be purchased via US mail.)
919-460-4952

Kroger - Maynard Crossing Shopping Center
1273 NW Maynard Road, Cary, NC 27513
919-380-9455

Cary Senior Center - 120 Maury O'Dell Place,
Cary, NC 27513 / 919-469-4081

e Contact Information

For more information, contact the C-Tran operations center at 919-481-2020 or visit our website at: www.townofcary.org/Departments/Planning_Department/Transportation/C-Tran/

Contact the Town's Transit Services Assistant if you have unresolved problems at 919-469-4086.

e C-Tran Fare Information

LEVEL OF SERVICE	FARE
TIER I	\$3.00
TIER II	\$4.00
TIER III - GEOGRAPHY BASED	
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

Tier I - Trips completely within ¼ mile of the fixed-route corridors

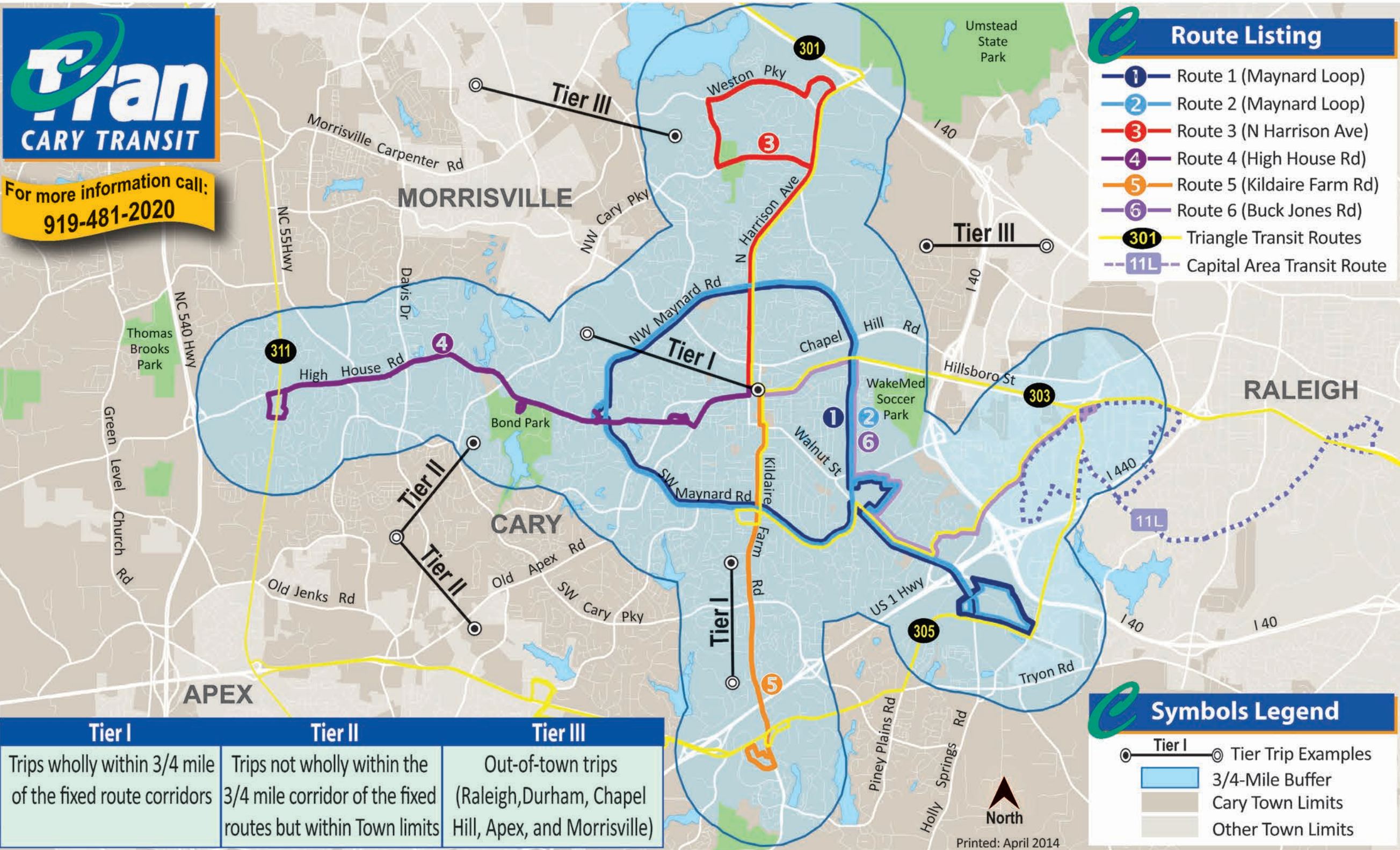
Tier II - Trips not completely within the ¼ mile corridor of the fixed routes but within Town limits



For more information call:
919-481-2020

Route Listing

- 1 Route 1 (Maynard Loop)
- 2 Route 2 (Maynard Loop)
- 3 Route 3 (N Harrison Ave)
- 4 Route 4 (High House Rd)
- 5 Route 5 (Kildaire Farm Rd)
- 6 Route 6 (Buck Jones Rd)
- 301 Triangle Transit Routes
- 11L Capital Area Transit Route



Tier I	Tier II	Tier III
Trips wholly within 3/4 mile of the fixed route corridors	Trips not wholly within the 3/4 mile corridor of the fixed routes but within Town limits	Out-of-town trips (Raleigh, Durham, Chapel Hill, Apex, and Morrisville)

Symbols Legend

- Tier I
- Tier Trip Examples
- 3/4-Mile Buffer
- Cary Town Limits
- Other Town Limits

North
Printed: April 2014