

# C-Tran Guide for Fixed Route Passengers



Updated July 9, 2014

## Background

In February 2005, the Cary Town Council approved the start-up of new fixed route transit service for the general public effective December 16, 2005. These services consist of six fixed routes serving areas in Cary that have been determined to have the best potential for attracting passengers. Factors included in the location of the fixed routes included, but were not limited to, population density, location of significant trip generators such as shopping centers, employment centers, medical facilities/offices, multi-unit residential areas, senior housing, etc.

The Town has installed passenger shelters at our most frequently used stops. Automated Vehicle Locator/Real Time technology has been implemented April 2013. Passengers now have the ability to see how long it will be before their bus arrives at their stop via smart phone technology.

C-Tran fixed routes currently provide nearly 250,000 passenger trips a year for Town citizens and visitors throughout the region. The Cary Depot is our main transfer point downtown and also provides access to rail service with connections for statewide travel as well as interstate travel destinations.

## Hours of Operation

C-Tran fixed route services will operate from approximately 6:00 a.m. to 10:00 p.m. Monday through Saturday. Peak hours will be from 6:00 a.m. to 9 a.m. and from 3:00 p.m. to 10:00 p.m. Off-peak hours will be from 9 a.m. to 3 p.m.

## C-Tran Tickets/Fares

### Fixed Route Current & New Fares Effective January 27, 2014

Proposed Fare Increases	January 27, 2014	
	Regular	Discount*
Fixed Route Fare Type		
Local Cash Fare	\$ 1.25	\$ 0.60
Local Day Pass	\$ 2.50	\$ 1.25
Local 5-Day Pass	Discontinued	
Weekly Pass	\$12.00	\$ 6.00
Local 31-Day Pass	\$45.00	\$22.50

\*Discounts for seniors or disabled with C-Tran ID or US Medicare Card

## Fixed Routes (effective January 1, 2014)

No currency above a \$10 bill will be accepted. Any passenger using a \$5 or \$10 bill for the purchase of a C-Tran pass will receive a value card for the remaining balance that can be used on their next rides. The value card works much like a debit card.

## Fixed Route New Fares As of January 27, 2014

Fixed Route Fare Type	Regular	Discount*
Local Cash Fare	\$ 1.25	\$ 0.60
Local Day Pass	\$ 2.50	\$ 1.25
Weekly Pass	\$12.00	\$ 6.00
Local 31-Day Pass	\$45.00	\$22.50

**NEW Fixed Route VALUE CARD: Ask the driver for a Value Card transaction – pay \$20.00 and receive a \$25.00 Value Card!**

### \*Identification Process to Qualify for Reduced Fares/Passes

C-Tran registration ID card, U.S. Medicare Card (regardless of age), or other valid identification must be shown for free rides for eligible seniors or discount fares for passengers with disabilities. Registration for ID cards may be obtained at the Cary Senior Center located at Maury O'Dell Drive in Cary or by faxing the registration form, available on the C-Tran Web site (go to <http://www.townofcary.org/ctran/disabled.htm>) to the Cary Senior Center at (919) 462-3981.

### Ticket Outlets:

- C-Tran buses (pay \$1 cash; Triangle Transit \$4 day passes (\$2 disabled discount day passes), 5-Day C-Tran tickets)
- Town of Cary Finance Department / 120 Wilkinson Ave (All C-Tran tickets/passes)
- Town of Cary Senior Center / 120 Maury O'Dell Place (All C-Tran tickets/passes)
- Kroger at Maynard Crossing Shopping Ctr. (C-Tran Door to Door tickets only)

Note: The Town of Cary will accept check or credit card and mail tickets. All other tickets may be purchased at any time from the Finance Department. The ticket order form is included as a tab on our C-Tran Web Site page.

## **Fixed Route Schedules and Map**

This information can be viewed by clicking on the “General Public” tab on the C-Tran main page of our Web site. Schedules and routes are subject to change if circumstances warrant such as change in service design, construction issues, weather, etc. In the event of significant changes in service a notice of public hearing will be issued in the local paper and the Town will hold a public hearing to get input from citizens. Schedules and maps can be obtained at the Town’s Finance Department, Planning Department, Herb Young Community Center, Cary Senior Center, and on C-Tran buses.

## **Accessibility**

All C-Tran fixed route buses are wheelchair accessible. Each bus has two wheelchair safety devices. If you are hearing or speech impaired and you use TTY (teletypewriter service), then you may call North Carolina Relay at 711 or (800) 735-2962 and request a connection to the C-Tran information line, (919) 481-2020.

## **General Policies**

- Passengers board the bus, pay with proper tickets or provide driver with transfer ticket, and take a seat. It is the responsibility of the passenger to properly secure themselves with seatbelts provided.
- Smoking, eating, drinking and concealed weapons are not permitted on the bus.
- Child restraint seats must be provided by passengers and it is the responsibility of the parent or guardian to make sure these devices are secure.
- The bus driver is concerned for the safety of all passengers and will be glad to answer questions once the bus has come to a complete stop.
- Children age 12 or older may ride C-Tran unaccompanied by an adult. Children age 11 or younger must be accompanied by a family member or companion age 16 years or older.
- To signal the bus driver to stop at the next bus stop location, the passenger can push the signal strip near your seat. This device rings a bell informing the driver that a passenger wants to get off the bus at the next stop. Stops will not be made between designated C-Tran bus stops.

- Persons wishing to board a C-Tran fixed route bus may board or disembark at any designated C-Tran bus stop sign along any of the fixed routes. Flag down boarding and exiting the bus at locations between stops will not be allowed for safety purposes.
- Drivers are only allowed to use the wheelchair lift for persons with disabilities that cannot board the vehicle via the stairs. The wheelchair lift is not to be used for non-disabled passengers that want to use it for the sole purpose of loading heavy goods or baggage. Drivers may refuse use of the lift for these purposes.
- Drivers may also deny access to passengers carrying excessively large goods or products that may cause injury or disruption to other passengers.

### **Carry-On Policy**

In order to ensure the safety of our operators and passengers, Cary Transit has established the following carry on guidelines. Failure to follow these guidelines will result in removal and/or a rider being trespassed from all Cary Transit vehicles. In general, C-Tran riders should not travel with more packages than can safely be carried on board in one trip. All items **MUST** be kept out of the aisle at all times.

### **Wheelchairs**

Cary Transit vehicles are equipped with sections to accommodate all ADA mobility equipment. Mobility devices not meeting the current ADA guidelines will not be allowed on C-Tran vehicles.

### **Shopping/Utility Carts**

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

### **Strollers**

For safety purposes, children must be removed from the stroller prior to boarding the bus. All strollers must be folded and may not block the aisle at anytime. For

safety purposes, children must be removed from hand carried child carriers and held on the riders lap. These carriers must not block the aisle nor take up the adjacent seat.

### **Walkers**

Walkers will be allowed onboard. However, the walker should be folded whenever possible and must not block the aisle at anytime.

### **Other Wheeled Items**

Other wheeled items such as skateboards or roller blades/skates may be carried aboard. These items should be stowed in their own bag or held in the riders lap. At no time should the items be stowed on the floor of the bus as to avoid them rolling around while the bus is in motion. At no time are wagons, tricycles, or other wheeled devices that do not qualify as an ADA mobility device allowed on Cary Transit vehicles. Bicycles will be allowed on buses provided that both slots in the bike rack are full and that the operator gives the rider permission. The operator has sole discretion to refuse or accept a bicycle on the bus.

### **Service Animals and/or Non-ADA Pets**

Service or guide animals necessary for travel by passengers with disabilities are allowed on all C-Tran vehicles per the Americans with Disabilities Act (ADA) requirements.

Small pets and “non-ADA” service animals are allowed **only if owners comply with the following rules:**

- Small animals such as birds and cats must be secured in a commercially made pet carrier or cage that can be safely placed on the passenger’s lap and does not require a separate seat.
- Glass, breakable or homemade carriers are not permitted.
- The animal must be completely enclosed within the pet carrier or cage at all times.
- The pet carrier or cage must completely prevent the animal from escaping or physically contacting another passenger or of escape.
- The pet carrier or cage must be constructed so that no bedding material or pet waste can exit.
- The animal must not interfere with, disrupt or disturb any service or guide animals on the vehicle.
- If the Town identifies any disruption or disturbance caused by non-ADA animals, then the Town reserves the right to refuse future rides on the vehicles for the animal.

## 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 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:

<b>First Offense</b>	<b>Second Offense</b>	<b>Third Offense</b>	<b>Additional Offenses</b>
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 passenger who disrupts the driver or other passengers at any time. If a driver, other C-Tran staff person or contract employee for the Town determines that there is reasonable suspicion that a passenger is under the influence of drugs or alcohol, then the driver can refuse to permit the individual from riding the fixed route bus service for the safety of the individual, driver and passengers. If the individual could potentially be a danger to himself or those around the bus stop, then the driver

will notify the dispatcher who, then in turn, will notify the Cary Police Department immediately to investigate the issue.

### **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.

C-Tran registration ID card, U.S. Medicare Card (regardless of age), or other valid identification must be shown when paying the reduced rate for seniors or passengers with disabilities. Registration for ID cards may be obtained at the Cary Senior Center located at Maury O'Dell Drive in Cary or by faxing the registration form, available on the C-Tran Web site (go to <http://www.townofcary.org/ctran/disabled.htm>) to the Cary Senior Center at (919) 462-3981.

### **Holiday Service**

No service will be provided on the following holidays: New Year's Day, Martin Luther King Jr. Day, Independence Day, Labor Day, Memorial Day, Thanksgiving Day and the Friday following Thanksgiving Day, Christmas Eve and Christmas Day.

**Note:** Door-to-door C-Tran services will operate on a limited basis on the Town holidays where fixed route service operates and door-to-door services do not operate for those individuals residing within  $\frac{3}{4}$  mile of the fixed routes and who are unable to get to fixed route stops. Regular door-to-door services will not operate on Town observed employee holidays.



## **Inclement Weather**

Even in extreme weather the C-Tran system will make every attempt to run its routes. However, safety is our first priority, both to our passengers and our drivers.

When service runs in extreme conditions, time schedules may be altered in the interest of safety. The status of the bus can be checked by calling (919) 481-2020. C-Tran fixed route service may operate when Door-to-Door service does not operate, since fixed routes operate primarily on major streets. Transit Services Administrator will make the final determination for Door-to-Door inclement weather cancellations based on the weather forecast.

Note: Registered passengers certified for ADA service and who reside within  $\frac{3}{4}$  of a mile any of the three fixed routes will receive Door-to-Door service when other Door-to-Door services have been cancelled as long as streets are safe and passable.

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.

## **C-Tran Bike “Rack-N-Roll” Program**

Bike racks on each fixed route bus are designed to accommodate two-wheeled, single seat bicycles. Tandems, tricycles, and bicycles with wheels less than 16 inches in diameter are not compatible.

Safety Tips for Bicyclists:

- When loading or unloading, maintain as much eye contact with the driver as possible.
- Avoid kneeling or squatting out of the driver’s line of sight.
- Be sure to load and unload your bicycle toward the curb.
- When approaching and leaving the bus, be aware of the driver’s blind spots and avoid them. Areas behind the wheels on both sides are major blind spots. Should you approach the bus from these angles, you will be outside the range of the driver’s mirrors. Always make sure the driver sees you and recognizes that you are loading a bicycle before walking in front of the bus.
- Do not expose yourself to traffic when loading or unloading your bike. The bus is a major vision barrier for motorists.

- As a safety precaution, once you have disembarked and gained control of your bike, make sure that you wait for the bus to move completely away from the stop before mounting your bike.
- Wear a safety helmet when riding your bike. For children 16 years and younger, it's the law.
- Children 11 years old and younger may use the rack but only when accompanied by an adult (age 18 years or older).
- Bicycles are not allowed inside the bus.
- The Town of Cary is not responsible for damages incurred or caused by or to bicycles on C-Tran bike racks.

### **Lost and Found**

C-Tran staff will maintain a lost-and-found service to assist with prompt return of lost items. If you have lost an item, please call (919) 481-2020. Items unclaimed after 12 months will be donated to the Goodwill Community Foundation, Inc. in Cary.

### **General Route and Schedule Information:**

Call the Regional Call Center at (919) 485-RIDE

### **Contact Information:**

For general information about C-Tran's Fixed Route Service, including route planning, bus stop evaluations, complaints, passenger amenities, or recommendations, please contact:

Adam Howell  
Transit Services Planner  
Town of Cary  
Phone: (919) 469-4080  
Fax: (919) 380-6426  
[adam.howell@townofcary.org](mailto:adam.howell@townofcary.org)

For information concerning C-Tran system management and administration, please contact:

Ray Boylston  
Transit Services Administrator  
Phone: (919) 469-2080  
Fax: (919) 380-6426  
[ray.boylston@townofcary.org](mailto:ray.boylston@townofcary.org)

