

Regional Customer Service Manual  
For Use by Customer Service Representatives of

Capital Area Transit Authority

Cary Transit

Chapel Hill Transit

Durham Area Transit Authority

Triangle Transit Authority

Last Updated: May 18, 2012



GoTriangle Transit Information Center

919-485-RIDE (7433)

7am-10pm  
(Monday - Friday)

8am-8pm  
(Saturday)

8am-5pm  
(Sundays, Holidays)

[WWW.GOTRIANGLE.ORG](http://www.GOTRIANGLE.ORG)

## Table of Contents

<b>FIXED ROUTE SERVICE</b> .....	<b>1</b>
SERVICE AREA .....	1
HOURS OF OPERATION (WEB SITE).....	1
HOLIDAYS .....	6
SERVICES PROVIDED .....	7
EXTENDED PHONE COVERAGE HOURS (BEYOND CALL CENTER HOURS).....	8
LAST TRIPS.....	9
<b>PHONE DIRECTORIES</b> .....	<b>11</b>
FIXED ROUTES.....	11
PARATRANSIT .....	11
OTHER TRIANGLE AREA TRANSIT PROVIDERS .....	13
TRIANGLE AREA TAXI SERVICES.....	14
<b>FARES &amp; PASSES</b> .....	<b>17</b>
TYPE AND COST .....	17
WHERE TO PURCHASE PASSES .....	21
TRANSFERS.....	24
IDENTIFICATION CARDS .....	25
FREE RIDES SUBSIDIZED BY AREA EMPLOYERS.....	28
<b>ASSISTING FIXED-ROUTE RIDERS</b> .....	<b>31</b>
ON LINE TRIP PLANNER .....	31
CUSTOMER COMMENTS / COMPLAINTS.....	31
PLATFORM PROTOCOLS.....	32
AMTRAK.....	32
TRAILWAYS/GREYHOUND .....	33
BLUE URBAN BIKES.....	<b>ERROR! BOOKMARK NOT DEFINED.</b>
PARK AND RIDE LOTS.....	33
POINTS OF INTEREST .....	33
ON BOARD POLICIES.....	33
SCHOOL INSTRUCTIONAL SERVICE (DATA ONLY) .....	37

<b>PARATRANSIT SERVICE .....</b>	<b>37</b>
CAT-- ACCESSIBLE RALEIGH TRANSIT .....	37
C-TRAN SENIOR AND DISABLED SERVICES .....	38
CHT EZ RIDER .....	40
DATA--ACCESS .....	41
TRIANGLE TRANSIT T-LINX .....	42
<b>ASSISTING PARATRANSIT RIDERS .....</b>	<b>44</b>
REQUESTS FOR APPLICATION .....	44
<b>OTHER RIDER PROGRAMS .....</b>	<b>44</b>
RIDESHARE (VANPOOL & CARPOOL) .....	44
EMERGENCY RIDE HOME PROGRAM (WEB SITE) .....	46
<b>INFORMATION FOR OTHER LOCAL TRANSIT AGENCIES .....</b>	<b>51</b>
DUKE UNIVERSITY TRANSIT .....	51
NCSU WOLFLINE .....	52
NCSU WOLFPROWL .....	53
ORANGE CO. PUBLIC TRANSPORTATION (OPT) .....	54
PIEDMONT AREA REGIONAL TRANSIT (PART) .....	55
WAKE COUNTY TRACS .....	55
<b>MUNICIPALITIES BY COUNTY .....</b>	<b>56</b>

## Fixed Route Service

CAT ▲ C-Tran ▲ CHT ▲ DATA ▲ Triangle Transit

### Service Area

CAT	C-Tran	CHT	DATA	Triangle Transit
City of Raleigh  <a href="#">View System Map (pdf)</a>	Town of Cary  <a href="#">View System Map (pdf)</a>	Town of Chapel Hill  <a href="#">View System Map</a>	City of Durham  <a href="#">View System Map (pdf)</a>	Triangle Transit provides regional service to Raleigh, Durham, Chapel Hill, Cary, Apex, Hillsborough, Garner, Wake Forest, Knightdale, Wendell and Zebulon  <a href="#">View System Map (pdf)</a>

### Hours of Operation (Web Site)

REGIONAL CALL CENTER
Monday - Friday 7:00 a.m. - 10:00 p.m.
Saturday 8:00 a.m. - 8:00 p.m.
Sunday 8:00 a.m. - 5:00 p.m.
New Year's Day, MLK Day, Memorial Day, July Fourth, Labor Day, & Thanksgiving Day 8:00 a.m. - 5:00 p.m.

<b>CAT</b>		
Routes ( <a href="#">View CAT Routes</a> )	MSS Information Booth	CSR's
Monday - Friday 4:30 a.m. to 12:00 a.m. (maximum span of service) 6:00 a.m. to 7:00 p.m. (minimum span of service)	Monday - Friday 7:00 a.m. to 6:00 p.m.	Monday - Friday 3:30 a.m. to 12:00 a.m.
Saturday 5:00 a.m. to 12:00 a.m. (maximum span of service) 6:00 a.m. to 7:00 p.m. (minimum span of service)	Saturday 9:00 a.m. to 5:00 p.m.	Saturday 4:00 a.m. to 12:00 a.m.
Sunday 8:00 a.m. to 8:00 p.m. (all routes)	Closed	Sunday 7:00 a.m. to 8:00 p.m.
Downtown Circulator (R-Line) Monday - Wednesday 7 a.m. - 11 p.m. Thursday - Saturday 7 a.m. - 2:15 a.m. Sunday 1 p.m. - 8 p.m.	Buses run every 10-15 minutes in a continuous loop in downtown area. After 6:30 p.m. the route deviates to City Market and the Warehouse district.	

<b>C-Tran</b>
Routes ( <a href="#">View C-Tran Routes</a> ) Monday - Saturday 6:00 a.m. to 7:00 p.m. Service runs every 30 minutes, except during mid-day trips (9:00 a.m. - 3:00 p.m.)

<b>CHT</b>	
<b>Full Service Routes</b> <a href="#">(View CHT Routes)</a>	<b>CSR's</b>
Monday - Friday 6:00 a.m. to 10:20 p.m.	Monday - Friday 8:00 a.m. to 5 p.m.
Saturday 8:00 a.m. to 5:30 p.m.	Saturday Closed
Sunday Closed	Sunday Closed
<b>Reduced Service Routes</b>	
Monday - Friday 6:00 a.m. to 10:20 p.m.	
Saturday 8:00 a.m. to 5:30 p.m.	
Sunday Closed	
Tarheel Express 1.5 to 3 hours before start of event	

DATA		
Routes* ( <a href="#">View DATA Routes</a> )	Transfer Facility	Operations Center
Monday - Saturday 5:30 a.m. to 12:30 a.m.	Monday - Saturday 6:00 a.m. to 12:00 a.m.	Monday - Friday 8:00 a.m. to 5:00 p.m.
Sunday/Holidays 6:30 a.m. to 7:30 p.m.	Sunday/Holidays 7:00 a.m. to 7:00 p.m.	Saturday/Sunday Closed
Christmas Eve/New Years Eve Service ends at 7:30 p.m.	Christmas Eve/New Years Eve Closes at 7:00 p.m.	Christmas Eve/New Years Eve Closed
Downtown Circulator Monday - Friday Daytime  15 minutes intervals After 7 PM 30 minutes intervals Saturday/Holidays 30 minutes intervals Sundays No Service		
*Schedules vary by route, but most run every day. See individual route schedule.		

**Triangle Transit**

Routes* ( <a href="#">View Routes</a> )	Transfer Center	Telephone Coverage	Ticket Sales
Monday - Friday 6:00 a.m. - 10:30 p.m.	Monday - Friday 6:00 a.m.- 10:30 p.m.	Monday - Friday 7:00a.m.- 10:00p.m.	Monday - Friday 7:00 a.m.- 6:30p.m.
Saturday 8:00 a.m. - 5:30 p.m.	Saturday 8:00 a.m. - 5:00 p.m.	Saturday 8:00 a.m. - 8:00 p.m	Saturday 8:00a.m. -4:30 p.m.
Sunday Closed	Sunday Closed		Sunday Closed
<p>*Routes to Cary (#301 &amp; #305), Garner, Apex, North Raleigh, and Express routes only operate during the A.M. &amp; P.M. peak hours (6:00 a.m. to 9:00 a.m., 4:00 p.m. - 6:20 p.m.), Monday - Friday. Triangle Transit route #303 provides mid-day service between downtown Cary &amp; downtown Raleigh (Mo-Fr only).</p>			



## Holidays

([WEB SITE](#))

	CAT	C-Tran	CHT	DATA	Triangle Transit	Call Center
New Year's Day	Closed	Closed	Closed	Reduced	Closed	8a-5p
Martin Luther King Day	Closed	Closed	Reduced	Reduced	Reduced	8a-5p
Good Friday	Regular	Closed	Reduced	Regular	Reduced	Regular
Memorial Day	Saturday service	Closed	Closed	Reduced	Closed	8a-5p
Fourth of July	Closed	Closed	Closed	Reduced	Closed	8a-5p
Labor Day	Closed	Closed	Closed	Reduced	Closed	8a-5p
Thanksgiving Day	Closed	Closed	Closed	Reduced	Closed	8a-5p
Friday after Thanksgiving Day	Regular	Regular	Reduced	Regular	Reduced	Regular
Christmas Eve	Last buses at 7pm	Closed	Reduced	Last buses at 7pm	Closed	Reduced
Christmas Day	Closed	Closed	Closed	Closed	Closed	Closed

### CAT

Service is based on the day of the week on which a holiday falls; however, there is no service for the following holidays: New Years Day, Martin Luther King, Jr. Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. CAT operates on a Saturday schedule on Memorial Day

### C-Tran

No Service on the following holidays: New Year's Day, Martin Luther King, Jr. Day, Good Friday, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, 2 Days for Christmas Holiday (varies year to year).

### CHT

On New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day, CHT will not operate.

On Martin Luther King Jr. Day, Good Friday, the Day after Thanksgiving Day, Christmas Eve, and the Day after Christmas, CHT will operate on a Reduced Service Schedule.

When UNC-Chapel Hill is not in session including breaks and Summer School buses will operate on a Reduced Service Schedule.

## DATA

DATA operates every day of the year except Christmas. Reduced service (Sunday schedule) is available on the following holidays: New Years Day, Martin Luther King, Jr. Day, Memorial Day, Fourth of July, Labor Day, and Thanksgiving. On Christmas Eve there will be regular service that ends at 7 p.m.

## Triangle Transit

Triangle Transit operates Reduced Service (Saturday schedule) on Martin Luther King Day, Good Friday and the Friday after Thanksgiving Day. No Service on the following holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving and 2 Days for Christmas Holiday (varies year to year).

### Services Provided

CAT	C-Tran	CHT	DATA	Triangle Transit
Downtown Circulator (R-Line) Radial fixed routes Connector fixed routes Paratransit	Fixed Route Paratransit	Fixed Route Paratransit (EZ Rider) Tar Heel Express	Fixed Route Paratransit Downtown Circulator Bull City Connector (BCC)	Fixed Route Paratransit RTP & Airport Shuttles Park & Ride Vanpool

**Extended Phone Coverage Hours (beyond Call Center hours)**

CAT	C-Tran	CHT	DATA	Triangle Transit
Monday - Friday 6:00 a.m. to 7:00 a.m. 10:00 p.m. to 12:00 a.m.	None	6:00 a.m. to 7:00 a.m.	Monday - Friday 6:00 a.m. to 7:00 a.m. 10:00 p.m. to 12:00 a.m.	None
Saturday 6:00 a.m. to 8:00 a.m. 5:00 p.m. to 12:00 a.m.	None	None	Saturday 6:00 a.m. to 8:00 a.m. 5:00 p.m. to 12:00 a.m.	None
Sunday 7:00 a.m. to 8:00 a.m. 5:00 p.m. to 7:00 p.m.	None	None	Sunday/Holiday 7:00 a.m. to 8:00 a.m. 5:00 p.m. to 7:00 p.m.	None

## ***Last Trips***

**NOTE:** Last trips for each agency vary by route, day of the week, and time of day. Please use the Trip Planner for accurate times for last trips.

### **CAT**

Various levels of service; latest departure from Moore Square Station is 11:00 p.m. Use Trip Planner to determine the last bus on a given route. The last Wake Forest Loop (WFL) departs downtown Wake Forest at 7:30pm (Mo-Fr)

### **C-Tran**

Last trip of routes 1 (clockwise) departs from Cary Towne Center Mall at 7:45p.m. Last trip of route 2 (counterclockwise) departs from Cary Towne Center Mall at 7:35 p.m. Last trips of the routes 3 & 5 are 7:30 p.m. and routes 4 & 6 routes depart the Cary Train Station at 7:00 p.m.

### **CHT**

Various levels of service based on full service or reduced service time frames. Use Trip Planner to determine the last bus on a given route.

### **DATA**

All radial routes with the exception of the following leave the terminal at 12:00 a.m. The following routes have limited service and the last trip from the terminal is indicated:

Route 12B leaves the terminal at 5:30 p.m., 7:30 p.m. on PTA evenings.

Route 15 leaves the terminal at 9:30 p.m. and operates Monday - Saturday only. No Sunday or Holiday service.

Route 16B leaves the terminal at 5:30 p.m., 7:30 p.m. on PTA evenings.

**Triangle Transit**

	Apex	DT Cary 6:30p. m.	N Raleigh 6:30 p.m.	Woodcroft 6:30 p.m.	Southpoint 10:30 p.m.	UNC Hospital/Chapel Hill 10:30 p.m.	New Hope Commons 9:30 p.m.	Durham 10:30 p.m.	Garner 5:00 p.m.	RDU 10:30 p.m.	Moore Square 10:30 p.m.
RTC Moore Square	6:30 p.m. 7:00 p.m.	6:10 p.m.	*****	5:50 p.m.	9:40 p.m.	9:40 p.m.	9:40 p.m.	9:40 p.m.	6:15 p.m.	9:40 p.m.	****
UNC Hospital/Ch apel Hill	5:45 p.m.	5:45 p.m.	5:45 p.m.	7:05 p.m.	9:40 p.m.	****	10:00 p.m.	10:00 p.m.	5:11 p.m.	9:40 p.m.	9:40 p.m.
Durham Cary	6:00 p.m. 7:00 p.m.	6:00 p.m.	6:00 p.m.	*****	*****	10:00 p.m.	10:00 p.m.	*****	5:00 p.m.	10:00 p.m.	10:00 p.m.
		*****	****	6:00 p.m.	7:00 p.m.	7:00 p.m.	7:00 p.m.	7:00 p.m.	5:23 p.m.	7:00 p.m.	6:48 p.m.

**From Downtown Wake Forest:**

Last trip of Wake Forest-Raleigh Express (WRX) to downtown Raleigh departs 7:25 p.m.

## PHONE DIRECTORIES

Fixed Routes						
		CAT	C-Tran	CHT	DATA	Triangle Transit
Administration	System/General Administration	996-3900	469-4086	969-4900	560-1535 X*36201	485-7510
Operations	Contractor Administration	996-3865	481-2020 X2	969-4900	560-1545 X*36101	485-7485
Dispatch	Bus/Service status	996-3918	481-2020 X2	969-4969	560-1548 (see pg 2 for more info)	485-7459
Customer Service	Customer assistance, sales	996-3865	481-2020	969-4900	560-1545 x*36101	485-RIDE
Service Planning	Routes, amenities	516-2628	469-4086	969-4932	560-1535 x36214, 215	485-PLAN
Safety & Security	Accidents	996-3880	481-2020	969-4912	560-1535 X*36126	485-7456
Transfer Center	DATA Terminal, Moore Square, RTC	996-3865	N/A	N/A	560-1747	485-RIDE
Marketing	Events	996-4036	469-4086	969-4932	560-1535 X*36207	485-7478
Marketing	Bus Advertisements	996-4036		969-4910	877-862-4414	N/A
Escalated Complaints		Stan Grant  996-3865	Ray Boylston  462-2080	Anita Hackney  969-4931	Matthew Wrenn  560-1545 X*36155	Christal DeCastro  485-7487
Lost and Found		996-3868  996-3865 (if no one at 1 <sup>st</sup> number)	481-2020 x1	969-4900 x0	560-1747	X 8715
Vanpool (Triangle Transit)		485-7462				
Emergency Ride Home		485-RIDE				
Paratransit						
		CAT	C-Tran	CHT	DATA	Triangle Transit
Eligibility / Applications / Registration		996-3459	469-4081	969-4900 X0	560-1551 x 4	485-7468
Reservation Requests		996-3459	481-2020 X1	969-4900 X0	560-1551 x 1	485-7468

Van Location Status / Dispatch	996-3459	481-2020 X2	969-4919	560-1551 x 1	485-7468
Lost and Found	833-5701 X266	481-2020 X2	969-4900 x0	560-1545 x*36101	X 8715

**Steps for Contacting DATA Dispatch:**

1st – Try 560-1548 (DATA dispatch)

2<sup>nd</sup> – Try 560-1545 x \*36125

3<sup>rd</sup> – 560-1747 (Durham Station – ask them to radio dispatch or speak with the terminal supervisor)

4<sup>th</sup> – 336-575-2476 (Brian Andrews – DATA Operations Manager – If unable to reach 1 or 2)

**Other Triangle Area Transit Providers**

Name	Areas Served	Phone	Phone
<i>For more detailed information on agencies highlighted in grey, please refer to your Other Local Transit Agencies Information Guide (beginning on page 49).</i>			
<a href="#">Greyhound/Trailways</a>		800-231-2222	834-8275-R 687-4800-D
<a href="#">Amtrak</a> <a href="#">Piedmont Train Schedule</a> <a href="#">Carolinian Train Schedule</a>		833-7594-R 956-7932-D	800-872-7245
GoTo Bus		888-428-7255	
Carolina Livery		957-1111-D	
Durham Coordinated Transportation Services	Rural Durham County	560-0520	
<a href="#">Duke University Transit</a>	Duke University	684-2218	
<a href="#">Orange Co. Public Transportation (OPT)</a>	Orange County	245-2008	245-2006
<a href="#">RDU Airport Transportation</a>		840-7277	840-2140
Carolina Livery		957-1111-D	
<a href="#">NCSU Wolfline</a>	NCSU	515-WOLF	
<a href="#">PART</a>	Winston-Salem; Greensboro	336-883-7278	
<a href="#">Wake County TRACS</a> , N, E, W zones	Rural Wake County	212-7005	24-hr advance notice
<a href="#">Chatham Transit Network (CTN)</a>	2.5 miles from an established CTN route.	542-5136	24-hr advance notice



### Triangle Area Taxi Services

**Please Note: The following taxi operators are listed as a reference only. Go Triangle makes no recommendation regarding taxi service providers; however, taxi operators listed are licensed with their local government and must abide by local regulations and fares.**

**ESP = Taxi Cab Companies with Spanish-Speaking Operators**

Name	Location	Phone	Additional Information
Amigos Taxi	Durham	682-6446	
Canaday Cab Company	Durham	614-0877	
Grace Taxi Corporation	Durham	538-7504	
Harambee Taxi	Durham	280-7859	
Johnny's Taxi	Durham	682-8294	688-7277
Lyon's Cab Company	Durham	880-0875	544-7444
A Cab Company	Raleigh	833-8998	
AABA	Raleigh	788-8858	
Able Taxi	Raleigh	931-0923	
Acme Cab Company	Raleigh	832-6262	
All Time	Raleigh	601-2432	
American Cab Company	Raleigh	821-0095	
American-Eagle Cab Co.	Raleigh	749-4302	
Apolo <b>ESP</b>	Raleigh	332-7947	
A-Round Wheelchair Trans.	Raleigh	233-4197	handicab available
Associated Cab Company	Raleigh	832-8807	
Capitol Cab	Raleigh	787-9984	
Cardinal Cab, Inc.	Raleigh	828-3228	
Chavis Transportation	Raleigh	796-6182	
Circle Taxi	Raleigh	954-8375	handicab available
City Taxi Co.	Raleigh	754-9000	
Classic Taxi	Raleigh	833-3990	
Comfort Taxi	Raleigh/Cary	931-1883	
Community Cab Company	Raleigh	231-6282	handicab available
Courtesy Cab	Raleigh	369-2489	

**Please Note: The following taxi operators are listed as a reference only. Go Triangle makes no recommendation regarding taxi service providers; however, taxi operators listed are licensed with their local government and must abide by local regulations and fares.**

**ESP = Taxi Cab Companies with Spanish-Speaking Operators**

Name	Location	Phone	Additional Information
Deluxe Cab Co	Raleigh	832-8892	
Dumont Transportation	Raleigh	787-1978	
E.G.'s Taxi	Raleigh	412-6723	
Evans Transportation	Raleigh	427-5635	handicab available
Excel Cab, Inc.	Raleigh	831-9011	
Executive Taxi	Raleigh	264-5330	
Experience Taxi	Raleigh	815-2957	
G & J Transportation	Raleigh	235-0997	handicab available
Gateway	Raleigh	771-0220	
Gill'sTwo T's	Raleigh	781-2292	
Hossana Taxi <b>ESP</b>	Raleigh	878-9359	
Image Taxi	Raleigh	616-7872	
IMPPS of Cary	Raleigh	380-1414	handicab available
J. Boyd Transportation	Raleigh	839-0566	handicab available
King Karl Kab	Raleigh	940-2100	
King Richard Transportation	Raleigh	754-7270	handicab available
Leisure	Raleigh	833-6169	
Merit Taxi	Raleigh	832-9959	
Platinum Care Transportation	Raleigh	771-2926	
Quality Cab Company	Raleigh	601-7678	599-1856
Rendez-vous Taxi	Raleigh	889-8483	
Safety Taxi Company	Raleigh	807-1700	
Sammy's Taxi	Raleigh	931-1838	
Taxi Poly <b>ESP</b>	Raleigh	538-1750	
Triangle Yellow Transit, Inc.	Raleigh	832-5811	
Universal Cab Company	Raleigh	832-3633	
Wild Horse Taxi	Raleigh	623-3380	

**Please Note: The following taxi operators are listed as a reference only. Go Triangle makes no recommendation regarding taxi service providers; however, taxi operators listed are licensed with their local government and must abide by local regulations and fares.**

**ESP = Taxi Cab Companies with Spanish-Speaking Operators**

Name	Location	Phone	Additional Information
Cleo's Taxi	RTP	819-3045	
Rite Transport	RTP	255-1155	
Rite Transport	Chapel Hill	933-9895	
Rite Transport	Durham	493-8688	
RTP Express Taxi	RTP	233-6798	
Super Shuttle	RTP	(800) BLUE VAN (800-258-3826)	Advanced registration available
Zevo Express	Fayetteville/Jacksonville/Goldsboro	866-394-5042	Fort Bragg; Pope AFB; Seymour AFB; Camp Lejeune; FSU

## FARES & PASSES

[\(WEB PAGE\)](#)

### Type and Cost

CAT			
		Fare	Discount <sup>1</sup>
One-Way	Regular	\$1.00	\$.50
	Child 12 & Under <sup>6</sup>	FREE	
	Seniors 65 & Older <sup>5</sup>	FREE	
	R-Line Circulator	FREE	
	Up-charge <sup>2</sup> (One Way Express)	\$1.50	.75
	Express (including Wake Forest Peak)	\$2.50	\$1.25
Unlimited Ride Pass	1 Day	\$2.00	\$1.00
	5 Day	\$8.50	\$4.25
	31 Day	\$36.00	\$15.00
Regional <sup>3</sup>	1 Day	\$4.00	\$2.00
	5 Day	\$17.00	\$8.50
	31 Day	\$68.00	\$34.00
	\$25 Value Card	\$20.00	N/A
Regional Express <sup>4</sup>	Express 1 Day	\$5.00	\$2.50
	Express 31 Day	\$85.00	\$42.50
Change Cards	Change cards obtained on CAT buses are only valid for use on CAT buses.		
Footnotes	<ol style="list-style-type: none"> <li>1. Available to passengers with disabilities. Acceptable proof of eligibility includes CAT or ART ID. IDs may be obtained by form completed by doctor, VA Service-connected card, Medicare card.</li> <li>2. CAT day pass can be used on Express buses operated by CAT as \$1 credit.</li> <li>3. Unlimited rides on Triangle Transit, C-TRAN, CAT, &amp; DATA buses.</li> <li>4. Unlimited rides on CAT, DATA, CTRAN and Triangle Transit</li> <li>5. Seniors (65 &amp; older) must obtain a CAT ID. ID's may be obtained with acceptable proof of identification and age (i.e. driver's license, etc.)</li> <li>6. Children who are 12 &amp; under but more than 60 inches tall must obtain a CAT ID card.</li> </ol>		

C-TRAN			
		Fare	Discount <sup>1</sup>
Single Ride	Regular	\$1.00	\$0.50
	Child 12 & Under	FREE	FREE
	Senior 65 & Older	FREE	FREE
Unlimited Ride Passes	Day Pass <sup>3</sup>	\$2.00	\$1.00
	5-Day Pass <sup>3</sup>	\$8.50	\$4.25
	31-Day Pass	\$36.00	\$18.00
Regional Passes <sup>2</sup>	Regional Day Pass <sup>3</sup>	\$4.00	\$2.00
	Regional 5-Day Pass	\$17.00	\$8.50
	Regional 31-Day Pass	\$68.00	\$34.00
Change Cards	Change cards obtained on CTRAN buses are only valid for use on CTRAN buses only.		
Footnotes	<ol style="list-style-type: none"> <li>1. CTRAN disabled ID card or US Medicare card required for reduced fare.</li> <li>2. Unlimited rides on DATA, CAT, CTRAN and Triangle Transit buses.</li> <li>3. CTRAN Day / 5-Day Passes &amp; Regional Day Passes can be purchased on the bus.</li> </ol>		

CHT			
		Fare	Discount
One-Way		Free	Free
PX Route <sup>1</sup>	1-Way	\$3	\$3
	31 Day	\$65	\$65
Tar Heel Express	1-way	\$3	\$3
	Round Trip	\$5	\$5
	1. There are no discount passes available for these routes.		

DATA			
		Fare	Discount Fare <sup>1</sup>
Single Ride	Regular	\$1.00	\$ .50
	Student 17 & Under <sup>2</sup>	\$.25	
	Youth 12 & Under <sup>3</sup>	Free	
	Seniors <sup>4</sup>	Free	
Unlimited Ride Passes	Regular		
	1 Day	\$2.00	\$1.00
	5 Day	\$8.50	\$4.25
	7 Day	\$12.00	\$6.00
	31 Day	\$36.00	\$18.00
Regional <sup>5</sup>	Regular		
	1 Day	\$4	\$2
	31 Day	\$68	\$34
Bundles	\$5 Value Card	\$5	
Change Cards	DATA does not issue change cards.		
Footnotes	<ol style="list-style-type: none"> <li>1. DATA discount ID or Medicare card required.</li> <li>2. Student discount valid Monday through Friday until 8:00 p.m. DATA student ID required.</li> <li>3. Youth taller than 60 inches require a DATA youth ID to ride free.</li> <li>4. Government issued photo ID or DATA Age 65 and Over ID required.</li> <li>5. Unlimited rides on DATA, CAT, CTRAN and Triangle Transit buses.</li> </ol>		

## Triangle Transit

		Fare	Discount Fare <sup>1</sup>
One-Way	Regular (including Wake Forest mid day)	\$2.00	\$1.00
	Express (including Wake Forest Peak)	\$2.50	\$1.25
	Transfer to Non-Express	FREE	FREE
	Transfer to Express	.50	FREE
	Children 12 and under	FREE	
	Seniors <sup>2</sup>	FREE	
Regional <sup>3</sup>	Regular 1 Day	\$4.00	\$2.00
	Regular 5-Day	\$17.00	\$8.50
	Regular 31 Day	\$68.00	\$34.00
Regional Express <sup>4</sup>	Express 1 Day	\$5.00	\$2.50
	Express 31 Day	\$85.00	\$42.50
Bundles	6 Regional Day Passes	\$20.00	\$12.00
	12 Regional Day Passes	\$40.00	\$24.00
	10-Ride Non-Express Pass	\$16.00	N/A
	\$25 Value Card	\$20.00	N/A
Change Cards	Change cards obtained on TRIANGLE TRANSIT buses are only valid for use on TRIANGLE TRANSIT buses.		
Footnotes	<ol style="list-style-type: none"> <li>1. Available to riders 65 and older and passengers with disabilities. Acceptable proof of eligibility includes a discount ID from Triangle Transit, CAT, DATA or Chapel Hill Transit, VA Service-connected card, or Medicare card.</li> <li>2. Seniors only need to display a valid state or federal-issued photo I.D. (i.e. driver's license). Government issued photo ID or DATA Age 65 and Over ID required.</li> <li>3. Unlimited rides on all Triangle Transit, CAT, CTRAN, and DATA buses.</li> <li>4. Unlimited rides on CAT, C-Tran, and Triangle Transit. Not accepted on DATA.</li> </ol>		

**Where to Purchase Passes**

<b>CAT</b>				
Moore Square Transit Station M-F 7:00 a.m. to 6 p.m. Saturday 9 am - 5 pm Sunday Closed	124 S Blount St (27601)	All Passes except for 1-way, E&D 1-way, and E&D Day  Regional Monthly and Regional Express Day and Monthly Passes	Cash, Check or Credit	In Person
CAT Administrative Office M - F 8 a.m. to 5 p.m.	1430 S Blount St (27603)	All Passes except for 1-way, E&D 1-way, and E&D Day  Regional Monthly and Regional Express Day and Monthly Passes	Cash, Check or Credit	By Mail In Person
Avery C. Upchurch Government Complex M - F 8 a.m. to 5 p.m.	222 W. Hargett St. (27601) 1 <sup>st</sup> Floor customer Service Window	10 Ride 11 Ride 31 Day 31 Day Regional	Cash, Check or Credit	In person
Harris Teeter	Cameron Village (Rt 12, 16) Glenwood Village (Rt 6) Olde Raleigh Village (Rt 4) Plaza West (Rt 11c) Stonehenge Market (Rt 4) Sutton Square (Rt 4)	10 Ride 11 Ride 31 Day Pass	Cash, Check or Credit	In Person



Mechanics & Farmers Bank	13 E Hargett St (Rt 8, 1, 13 18)  1824 Rock Quarry Rd (Rt 5, 7c)	10 Ride 11 Ride 31 Day Pass	Cash, Check or Credit	In Person
--------------------------	---	-----------------------------------	-----------------------	-----------

C-TRAN				
Town Hall Town of Cary Finance Dept	316 N. Academy St (27513)	All Passes	Cash, Visa/Debit Cards	In Person
Town of Cary Senior Center	120 Maury O'Dell Place (27513)	All CTRAN Passes	Cash, Check or Credit	In Person

CHT				
Chapel Hill Town Hall Finance Department	405 Martin Luther King Blvd Chapel Hill (27514)	PX Share Ride	Cash, Check or Credit	By Mail In Person
Pittsboro Town Hall	635 East St Pittsboro (27312)	PX	Cash, Check	In Person
Piggly Wiggly	317 East St Pittsboro, NC 27312	PX	Cash, Check or Credit	In Person

DATA				
Downtown Transfer Center M - Sa 6 am - 12 am Sunday 7 am - 7 pm	515 W. Pettigrew St (27701)	5, 7, and 31 Day Passes only  Regional Monthly Passes	Cash or check only	In Person
DATA Administrative Office 8 am - 5 pm	1907 Fay St (27704)	All Passes  Regional Monthly Passes	Cash or check only	By mail Walk in

Triangle Transit				
Regional Transit Center M - F 7 am - 6 pm Saturday 8 am - 5 pm	901 Slater Rd Durham NC (27703)	All Passes	Cash, Check or Credit	In Person
Triangle Transit Administrative Office	PO Box 13787 RTP (27709)	All Passes	Check or Credit	By Mail
	<a href="http://www.triangletransit.org">http://www.triangletransit.org</a>	All Passes	Credit	Online

## ***Transfers***

Transfers are NOT provided for transferring between bus systems. If a passenger transfers between agencies along their trip, then they can save their money by purchasing a regional day pass for only \$4. The pass is good for unlimited rides for the entire day on CAT, C-Tran, DATA and Triangle Transit buses. The regional day pass can be purchased on all CAT, DATA and Triangle Transit buses (non-Express). The Regional day passes can be used on C-Tran but not purchased on their buses.

Regional Day Passes may be used on Express buses by adding an additional \$0.50. Regional Express Day and Monthly passes can only be use on CAT, C-Tran, and Triangle Transit.

### **CAT**

CAT does NOT issue free transfers for use when connecting from one CAT bus to another CAT bus. If riders are taking at least two CAT buses during the day, then they are encouraged to purchase a CAT day pass for \$2.

### **C-Tran**

CAT does NOT issue free transfers for use when connecting from one CTRAN bus to another CTRAN bus. If riders are taking at least two CTRAN buses during the day, then they are encouraged to purchase a CTRAN day pass for \$2.

### **CHT**

N/A

### **DATA**

DATA does NOT issue free transfers for use when connecting from one DATA bus to another DATA bus. If riders are taking at least two DATA buses during the day, then they are encouraged to purchase a DATA day pass for \$2. The pass is valid for unlimited use on DATA buses for the entire day.

### **Triangle Transit**

Triangle Transit issues free transfers for use when connecting from one Triangle Transit bus to another Triangle Transit bus. NOTE: If a passenger is transferring from a regular Triangle Transit route to a Triangle Transit Express route, then they must pay an additional \$0.50.

**Identification Cards**

Types of ID Cards Required					
	CAT	C-Tran	CHT	DATA	Triangle Transit
Discount					
Student	N/A	N/A	N/A	Individuals ages 13-17 who are enrolled in school. DATA Student Under 18 ID required.	N/A
Youth	Children under 60” (no ID required)	N/A	N/A	Youth 12 years of age and younger who are 60 inches or more in height require a DATA Youth ID card to receive the free fare.	Youth 12 years of age or under.
Senior	CAT ID Card	Age 65 and older. State ID, DL, Medicare Card or <a href="#">C-Tran ID</a> ,	N/A	Age 65 and older Transit ID or State ID or DL	<a href="#">Age 65 and older Triangle Transit</a> , other Transit ID or State ID or DL

How to Obtain an ID					
	CAT	C-Tran	CHT	DATA	Triangle Transit
Location	Raleigh Municipal Building, 222 W. Hargett St., 4 <sup>th</sup> Floor, Raleigh	Call (919) 469.4081		Durham Station (1 <sup>st</sup> floor) Mo-Fr: 8:30a - 11a & 12:30p - 4:30p No appointment needed. NOTE: Persons can park in the 30min parking on Jackson or Willard St.	901 Slater Rd Durham NC (27703) Mo-Fr: 7:00a - 6:00p Sat: 8:00a - 5:00p No appointment needed.

What you Need					
	CAT	C-Tran	CHT	DATA	Triangle Transit
Discount	<a href="#">A completed CAT Half Price Application for Persons with Disabilities.</a>	N/A	N/A	A completed <a href="#">DATA Discount Application</a> or a valid Medicare card. You also need a government issued photo ID such as a driver's license or passport.	A completed <a href="#">Triangle Transit Discount Application</a> , valid Medicare card, or VA Disability ID card.
Student	N/A	N/A	N/A	A document showing proof of age such as a birth certificate, government issued ID, Medicaid card or passport.	N/A
Youth	Children who are 12 & under, but over 60 inches tall must bring	N/A	N/A	A document showing proof of age such as a birth certificate, government issued ID,	N/A

What you Need					
	CAT	C-Tran	CHT	DATA	Triangle Transit
	proof of age to obtain a CAT ID			Medicaid card or passport.	
Senior	Seniors age 65 and older must provide proof of age by a government issued photo ID or birth certificate.	Government issued photo ID Proof of residency	N/A	Government issued photo ID.	Government issued photo ID.

## Free Rides Subsidized by Area Employers

([WEB PAGE](#))

Several Triangle area employers offer discounted pass programs to encourage their employees to ride the bus. The following is a list of employers that offer discounted passes, and a description of the program offered.

Employer	Transit Discounts	Vanpool Fare Discounts
Advanced Energy (Centennial Campus)	<a href="#">Free GoPass!</a>	
BASF	<a href="#">Discounted Bus Passes:</a> Regional 31-Day Pass - save \$34, 10-Ride Pass - save \$4, Bundle of 6 Days - save \$10	<a href="#">\$32 / month</a>
BCBS of NC		<a href="#">\$300 toward new vanpool</a>
Centennial Campus Employers	<a href="#">Free GoPass!</a>	
Cherokee Partners	<a href="#">Free GoPass!</a>	
City of Durham	<a href="#">Free GoPass!</a>	
City of Raleigh	<a href="#">Free GoPass!</a>	
Downtown Raleigh Alliance (DRA)	<a href="#">Free Regional 31-Day Pass</a> (each month)	
Duke University (select locations)	<a href="#">Free GoPass!</a>	
Durham County	<a href="#">GoPass for \$25 / year</a>	<a href="#">\$20 / month</a>
GlaxoSmithKline	<a href="#">\$30 / month</a>	<a href="#">\$30 / month</a>
Grifols (Clayton location)		<a href="#">\$50 / month</a>
Meredith College	<a href="#">Free U-Pass!</a>	

NIEHS	<u>\$120 / month</u>	<u>\$120 / month</u>
NC League of Municipalities	<u>Free GoPass!</u>	
NC State Government	<u>Free GoPass!</u> Must show employee ID when boarding the bus!	<u>\$15 / month</u>
NC State University	<u>Free GoPass!</u>	<u>\$15 / month</u>
Progress Energy	<u>\$20 / month</u>	<u>\$20 / month</u>
Quintiles	<u>Free GoPass!</u>	
Raleigh News & Observer	<u>\$20 / month</u>	
Red Hat (Centennial Campus)	<u>Free GoPass!</u>	
Redwoods Group		<u>\$110 / month</u>
Research Triangle Foundation (RTF)	<u>\$64 / month</u>	<u>\$64 / month</u>
RTI International	<u>\$120 / month</u>	<u>\$120 / month</u>
Triangle J Council of Governments (TJCOG)	<u>\$30 / month</u>	<u>\$30 / month</u>
Triangle Transit	<u>Free to ride!</u>	<u>Free to ride!</u>
UNC-Chapel Hill & UNC Hospitals ( <u>CAP members</u> only)	<u>Free GoPass!</u> Plus <u>discounts</u> from local merchants	<u>\$20 / month</u> Plus <u>discounts</u> from local merchants
US EPA	<u>\$125 / month</u>	<u>\$125 / month</u>
VA Medical Center (Durham)		<u>\$120 / month</u>
Wake County	<u>Free GoPass!</u>	<u>\$30 / month</u>



Pfizer (all locations)		<u>\$50 / month</u>
---------------------------	--	---------------------

## ASSISTING FIXED-ROUTE RIDERS

### *On Line Trip Planner*

[Use the Trip Planner](#)

### *Customer Comments / Complaints*

#### By Phone

CAT, CHT, C-TRAN, DATA, and Triangle Transit customers can submit their comments or complaints by calling the call center at 919-485-RIDE (7433).

#### Written Correspondence

CAT, CHT, C-TRAN, DATA, and Triangle Transit customers can submit their comments or complaints in writing to the call center, at:

GoTriangle Regional Transit Information Center

P.O. Box 13787

Research Triangle Park, NC 27709

#### *By Email*

CAT	C-Tran	CHT	DATA	Triangle Transit
Send Email to:  catinfo@ci.raleigh.nc.us	Send Email to:  ana.tenorio@townofcary.org	Send Email to:  mailto:chtransit@townofchapelhill.org	Send Email to:  customerservice@triangletransit.org	Send Email to:  customerservice@triangletransit.org

#### *By Web Form*

CAT	C-Tran	CHT	DATA	Triangle Transit
No Form Available	No Form Available	No Form Available	Click <a href="#">Here</a> for the DATA comment Form	Click <a href="#">Here</a> for Triangle Transit Comment Form

**Platform Protocols**

CAT	C-Tran	CHT	DATA	Triangle Transit
Modified pulse system at Moore Square, buses depart at the top and bottom of the hour or on the quarter hours.	Pulse system— buses leave on hour and/or half hour depending on schedule.	N/A	Pulse system— buses leave on the hour and/or half hour depending on schedule.	During peak times buses that run every 30 minutes will NOT be held.
Evenings and Sunday’s drivers communicate by radio and needed buses are held at Moore Square.	Drivers communicate with each other to transfer passengers.	Drivers communicate with each other to transfer passengers.	Last p.m. trip— buses are held until all buses have arrived.	During off-peak hours & Saturdays, as well as last departures during peak times buses will be held at the transfer center up to 15 minutes to ensure that connections are made

**AMTRAK**

**Cary**

211 N. Academy St C-Tran 3, 4, 5 & 6, Triangle Transit 301 & 303

**Durham**

400 W. Chapel Hill St. (956-7932), All downtown DATA routes, Triangle Transit Routes 400 and 700. Station is 1.5 blocks from the DATA terminal.

**Raleigh**

320 W. Cabarrus Street (800-872-7245) Served by request—CAT route 21 services the Amtrak station four times daily (7:19 a.m. and 8:19 a.m. and 4:49 p.m. and 5:49 p.m. Upon boarding the bus passengers going to Amtrak may request that CAT Route 21, 11 (night and Sunday only) deviate by the station. Passengers arriving on Amtrak may call 832-5815 and request a pick up. The next inbound CAT 21, 11(night and Sunday only) bus will be deviated by the station.

[View the Piedmont Train Schedule](#) | [View the Carolinian Train Schedule](#)

**TRAILWAYS/GREYHOUND**

**Durham**

515 W. Pettigrew St (687-4800), All DATA Routes, and **Triangle Transit Routes 400 and 700**

**Raleigh**

314 W. Jones Street #A (919-834-8275) **CAT Route 8**, **Triangle Transit Weekday routes 100 and 105** inbound to Raleigh at Hillsborough and McDowell (approx. 2.5 blocks from station) and outbound from Raleigh at Edenton and Harrington (approx. 1.5 blocks from station).

**Park and Ride Lots**

Visit GoTriangle to view park and ride lots in the region. (Web Page)

**Points of Interest**

Visit the GoTriangle Trip Planner to view the points of interests. (Web Page)

**On Board Policies**

	<b>CAT</b>	<b>C-Tran</b>	<b>CHT</b>	<b>DATA</b>	<b>Triangle Transit</b>
Flash Pass	N/A	N/A	N/A	N/A	N/A
Amenities	Requests for stops or street furniture may be directed to the Transit Program at 890.3030 for evaluation.	Requests for stops or street furniture may be directed to the Transit Planner at 469.4086 for evaluation.	Requests for stops or street furniture may be directed to the Transit Planner at 96934938 for evaluation.	Requests for amenities such as shelters, benches and stops should be directed to the DATA Transit Planners at 560.1535 x214 or 215.	Requests for amenities such as shelters, benches and stops should be directed to the Transit Manager at 485.7466

	CAT	C-Tran	CHT	DATA	Triangle Transit
Boarding/Alighting	Board through the front door, exit through either door.	Board through the front door, exit through either door.	Board through the front door, exit through either door.	Board through front door and exit through rear door.	Board through front door and exit through front & rear door.
Bicycles	At the driver's discretion and when passenger loads are light, up to two bikes may be brought onto the bus if the rack is full or out of service.	Most buses have one bicycle rack. At the driver's discretion passengers load bicycles on to the bus.	No bicycles allowed on the bus, even if the rack is full.	No bicycles allowed on the bus, even if the rack is full.	No bicycles allowed on the bus, even if the rack is full.
Carry Ons	Allowed, but must be kept out of the aisle.	No more than four grocery bags.		Only what you can hold on your lap.	Yes
Damage to Property	Prohibited	Prohibited	Prohibited	Prohibited	Prohibited
Fighting	Prohibited	Prohibited	Prohibited	Prohibited	Prohibited
Flammable liquid, explosive, acid or material to cause harm to others.	Prohibited	Prohibited	Prohibited	Prohibited	Prohibited
Food	No eating or drinking on the bus.	No eating or drinking on the bus.	Prohibited	No open food or drinks on buses. This includes fast food bags and drinks. Groceries, not open for consumption, are allowed.	No food or open drinks on buses. This includes fast food bags and drinks. Groceries, not open for consumption, are allowed.

	CAT	C-Tran	CHT	DATA	Triangle Transit
Intoxication or Under influence of drug	Prohibited	Prohibited	Prohibited	Prohibited	Prohibited
Littering	Prohibited	Prohibited	Prohibited	Prohibited	Prohibited
Music	Headphones are required with volumes adjusted to not be heard by others.	Prohibited	Prohibited	Headphones are required with volumes adjusted to not be heard by others.	Headphones are required with volumes adjusted to not be heard by others.
Offensive Language/Unruly behavior	Prohibited	Prohibited	Prohibited	Prohibited	Prohibited
Personal Care Attendants / Companions	Personal Care Attendants do not need to pay fare.  Companions riding with a disabled customer must pay the applicable fare.	Personal Care Attendants do not need to pay fare.  Companions riding with a disabled customer must pay the applicable fare.	N/A	Personal Care Attendants do not need to pay fare.  Companions riding with a disabled customer must pay the applicable fare.	Personal Care Attendants do not need to pay fare.  Companions riding with a disabled customer must pay the applicable fare.
Pets	Service animals only.	Service animals only.	Service animals and small animals in a secure carrying case	Service animals only.	Service animals only.

	<b>CAT</b>	<b>C-Tran</b>	<b>CHT</b>	<b>DATA</b>	<b>Triangle Transit</b>
Priority Seating	Seats nearest the driver are reserved for seniors or passengers with disabilities.	Priority seating for seniors or persons with disabilities	Priority seating for seniors or persons with disabilities	For seniors in the front rows if unoccupied by wheelchairs.	Priority seating for seniors or persons with disabilities
Smoking	Prohibited	Prohibited	Prohibited	Prohibited	Prohibited
Stroller	Must be folded and stored out of the aisle.	Must be folded and stored out of aisle.	Must be folded and stored out of aisle.	For the safety of all passengers, strollers may not be placed in the aisle or exit ways. All strollers must be folded and placed in the seating area.	For the safety of all passengers, strollers may not be placed in the aisle or exit ways. All strollers must be folded and placed in the seating area.
Tools	Prohibited	Large tools at the discretion of the supervisor	Long handle tools are allowed with driver's discretion	Prohibited	Prohibited
Weapons	Prohibited	Prohibited	Prohibited	Prohibited	Prohibited

### ***School Instructional Service (DATA only)***

DATA has routes to schools not serviced by the regular buses. These buses only run on school instructional days from August to June.

**Bethesda Elementary School:** Route #2 leaves Durham Station at 8:00 and 9:00 a.m. and 3:00 and 4:00 p.m.

**Merrick Moore Elementary School:** Route #3 leaves Durham Station at 7:30 and 8:00 a.m. and 2:30 and 3:00 p.m.

**Lowes Grove Middle School:** Route 12B leaves Durham Station at 7:30 and 8:30 a.m. and 3:30, 4:30, and 5:30 p.m.

**Oakgrove Elementary and Neal Middle School:** Route 16B leaves Durham Station at 7:30 and 8:30 a.m. and 3:30, 4:30, and 5:30 p.m.

**Riverside High School:** Riders must arrive at Horton & Guess by 6:30 or 8:00 a.m.. Route #1 from Durham Station by 6:00 and 6:30 a.m. The ACCESS van will pick up passengers from intersection to deliver to school. Also ACCESS will pick up passengers from the school. in the afternoon at 2:45 p.m., 3:15 p.m., 3:45 p.m., and 4:15 p.m.

**Morehead School:** Route 3 will service Morehead School (2325 Cheek Road) on the 8:00 am and 3:00pm trips leaving the Durham Station only.

## **PARATRANSIT SERVICE**

**[\(WEB PAGE\)](#)**

### **[CAT-- Accessible Raleigh Transit](#)**

#### **[Eligibility](#)**

ART customers are City of Raleigh residents with a physical or mental disability that makes it impossible to drive a car and/or use the city bus system and/or qualify for Tier II customers are individuals who qualify for Americans with Disabilities Act (ADA) Para transit services.

#### Eligibility types

Permanent

Temporary—your disability temporarily prevents you from using CAT fixed route service.

Conditional eligibility —Assigned to persons who are able to use regular CAT or Triangle Transit buses some of the time, but would, under certain circumstances or for certain trips, be prevented from independently using these buses.

#### Types of Service



Curb to curb--customers must be prepared to board the van and be able to get to the van, either alone or with the help of an attendant. Drivers may only assist the customer to board and alight the van.

#### Hours of Operation

Same as fixed route.

#### Fares

Tier II - \$2.00 one way.

#### Companion Policy

The ADA permits one person to ride with a Tier II customer from their point of origin to destination and return with the customer on a space available basis.

#### Personal Care Attendants

During the eligibility process, the Tier II customer must have previously identified the need for a Personal Care Attendant (PCA) in the Tier II application (ADA 37.125). If the customer previously identified the PCA in their application, the PCA (one person) is permitted to travel with the Tier II customer free of charge (ADA 37.131).

#### “No Show”/Cancellation Policy

Cancellations must be made at least one hour before the scheduled trip.

A Warning letter will be sent after the first No Show or cancellation less than one hour.

A Suspension letter will be sent if two more instances of such behavior occur within sixty days of the initial warning; the customer’s service will be suspended for sixty days

### [C-Tran Senior and Disabled Services](#)

#### Eligibility

[Senior Citizens that are 60 years old or older.](#)

Town of Cary residents who have a physical or mental disability that makes it impossible to drive a car and/or use the city bus system.

[\(Part One Application link\)](#)

[\(Part two application link\)](#)

Customers who qualify for Americans with Disabilities Act (ADA) Para transit services.

#### Eligibility types

60 years or older.

Disability or health condition that prevents person from using fixed route bus.

#### Types of Service

Door to door service with advance reservation.

#### Hours of Operation

Same as Fixed Route.

#### Fares

Tier I \$2 per one way.

Tier II \$4 each one way.

Tier III \$6 per one way trip.

Note: 10 a.m. to 3 p.m. fare is \$1 for all Tier I and II trips.

#### Companion Policy

Customers are permitted to have one companion accompany them on trips. The companion pays the regular fare.

#### Personal Care Attendants

If a customer requires a personal care attendant due to a special medical condition, the attendant may ride free of charge. Prior approval required.

#### “No Show”/Cancellation Policy

Cancellations must be made as soon as possible.

For every two no show/late cancellations a month passenger will be suspended for 15 days.

Passengers suspended twice within a three month period will receive an additional suspension for 30 days.

## CHT EZ Rider

### Eligibility

This special type of public transportation service is limited to persons who are unable to independently use regular public transit, some or all of the time, due to a disability or health related condition.

#### Eligibility types

Unconditional full eligibility.

Conditional eligibility for a limited timeframe or some trips only.

#### Types of Service

Door to door service.

#### Hours of Operation

6:15 am - 6:15 pm Weekdays

8:00 - 6:30 pm Saturdays

Full Service Weekdays 6:15 a.m. - 12:45 am

Reduced Service Weekdays 8:00 a.m. - 10:00 pm

#### Fares

Free

EZ Rider service is free.

[When traveling the same days & times each week, you may be eligible for the subscription service. Subscriptions are available for up to 6 months at a time.](#)

#### Companion Policy

Seats are available with advance notice

Personal Care Attendants

Seats are available with advance notice

#### “No Show”/Cancellation Policy

After three cancellations suspension will be determined by mobility manager.

## DATA--ACCESS

### Eligibility

Be unable to travel to a bus stop because of specific mobility impairment.

Be unable to navigate independently because of a failure to recognize landmarks, follow directions, or otherwise learn how to use the fixed route bus service.

Be unable to independently get on or off a bus that has a wheelchair lift or ramp.

[Access Application](#)

[Recertification Application](#)

### Eligibility types

Unconditional: Your disability or health condition always prevents you from using the DATA fixed route bus.

Conditional: You are able to use the DATA fixed route bus for some of your trips.

Temporary: Your disability or health condition temporarily prevents you from using the DATA fixed route bus.

### Types of Service

Curb to curb--customers must be prepared to board the van and be able to get to the van, either alone or with the help of an attendant. Drivers may only assist the customer to board and alight the van.

### Hours of Operation

Same as Fixed Route (including the taxi service).

### Fares

\$2 one-way, cash

(10-ride ticket book is available for \$17)

### Companion Policy

Customers are permitted to have one companion accompany them on trips. The companion pays the regular fare

### Personal Care Attendants

If a customer requires a personal care attendant due to a special medical condition, the attendant may ride free of charge. Prior approval required

### “No Show”/Cancellation Policy

Cancellations must be made one hour before the scheduled pick-up time.

Customers who fail to notify of a cancellation are charged a "no-show" fare for all scheduled trips that day.

Customer with a "no show" fare will not be permitted to make any future trips until the "no show" fare(s) are paid in full.

Triangle Transit

### [Triangle Transit T-Linx](#)

#### Eligibility

Be unable as a result of mental or physical impairment, to get on, ride, or get off an accessible vehicle in the Triangle Transit system.

Needs the assistance of a wheelchair lift or other boarding device and is able, with such assistance, to get on, ride and get off an accessible vehicle but vehicle is not available on the route when the person wants to travel.

The individual has a specific impairment-related condition (including limitations of vision, hearing or disorientation) which prevent travel to or from a station or stop on the Triangle Transit bus system.

#### Eligibility types

Unconditional: Disability or health condition always prevents person from using Triangle Transit fixed route bus.

Conditional: Unable to use Triangle Transit fixed route for some of trip

#### Types of Service

Curb to curb service

Door to door with advance notice

#### Hours of Operation

Same as Fixed Route - Last pick up 10pm Monday - Friday and 6pm Saturday.

#### Fares

\$40 10 +1 card

\$128 Monthly Pass

### Companion Policy

One Person can ride for free. If additional person rides it is at the \$4 fare.

### Personal Care Attendants

Same as Companion Policy

### “No Show”/Cancellation Policy

Cancellations must be made two hours before the scheduled pick-up time.

A warning notice will be sent to participants after the first documented no-show or less than two-hour cancellation.

A suspension notice will be sent when two additional no-shows and/or two-hour cancellations within sixty-day temporary loss of privileges.

## ASSISTING PARATRANSIT RIDERS

### *Requests for Application*

All requests for information about paratransit services or for applications for paratransit services in the triangle region should be addressed by the call center. The call center should mail the paratransit application or direct callers to web to download the paratransit application.

Requests for information from callers outside the triangle region, should be directed to the call center for further assistance.

Requests to schedule/cancel service

Calls to schedule or cancel service should be directed to the reservation center serving the caller's residence.

## OTHER RIDER PROGRAMS

### *Rideshare (Vanpool & Carpool)*



### Vanpooling ([Web Site](#))

What is a Vanpool?

A vanpool is made up of 10 - 15 commuters who live and work near each other and who share approximately the same work hours. One leg of the vanpool's trip **MUST** begin or end in Wake, Durham, or Orange counties.

Triangle Transit Authority (Triangle Transit) leases the 7, 12, and 15-passenger vans to the group, pays for gas and insurance; and arranges, oversees, and pays for all maintenance. The vanpool riders pay a low monthly fare based on the average daily round-trip mileage.

Who Drives?

One member of the vanpool volunteers to be the primary driver. The primary driver rides for **FREE** and receives miles for personal use of the van each month. The driver's qualifications and responsibilities include the following:

Maintaining a clean driving record

Having no criminal record and a good credit history (if he/she collecting and submitting the monthly fare to Triangle Transit)

Fueling the van and regularly checking the oil level and tire pressure

Recording and submitting a monthly mileage log and roster to Triangle Transit

#### Find an Existing Vanpool

There are 3 ways to find out if there is a vanpool with available space in your area:

View the list of current vanpools online at [www.GoTriangle.org](http://www.GoTriangle.org)

Send an email to [ridesharing@rideTriangleTransit.org](mailto:ridesharing@rideTriangleTransit.org)

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

#### Starting a New Vanpool

For information and assistance with starting a new vanpool please visit [www.GoTriangle.org](http://www.GoTriangle.org) or contact the Vanpool Coordinator (Triangle Transit) at 919-485-7462 or [ridesharing@rideTriangleTransit.org](mailto:ridesharing@rideTriangleTransit.org). The Vanpool Coordinator is available 8am - 5pm, Monday - Friday.





### *Carpooling (Web Site)*

Triangle Transit Authority (Triangle Transit) hosts a statewide rideshare matching service (<http://www.ShareTheRideNC.com>). Share the Ride NC allows commuters in North Carolina to quickly and securely find other individuals who share similar commutes and work hours, and are interested in carpooling or vanpooling. In addition, Share the Ride NC allows commuters to find park and ride lots, public transit services, bike routes, and more!

### *Emergency Ride Home Program (WEB SITE)*



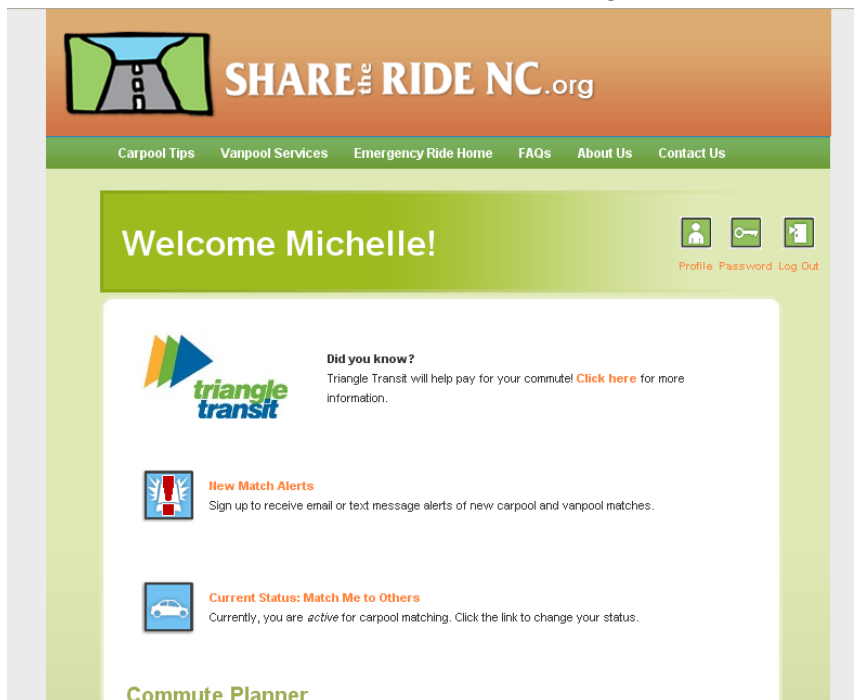
### **Emergency Ride Home Procedures**

When individuals call looking for the Emergency Ride Home Program:

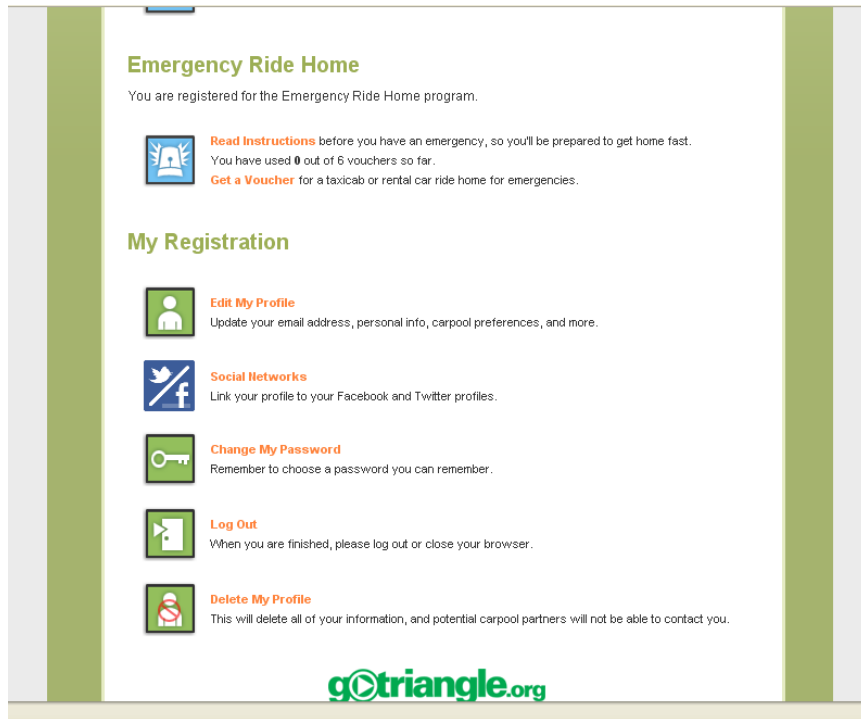
1. Ask them to log in to [www.ShareTheRideNC.org](http://www.ShareTheRideNC.org) with their user name and password.
  - a. If they are not yet registered, they can do so immediately. A temporary password will be emailed to the address used to create the account. Be sure to check junk mail & SPAM folders since the email can get stuck in those folders. They will have to complete their entire profile as part of registration, and be sure to select to participate in the Emergency Ride Home Program at the bottom of the “**Profile**” page during registration.

b. If they have forgotten their password, they can click “Forgot your password?” and the password will be emailed to the address used to create the account. Be sure to check junk mail & SPAM folders since the email can get stuck in those folders.

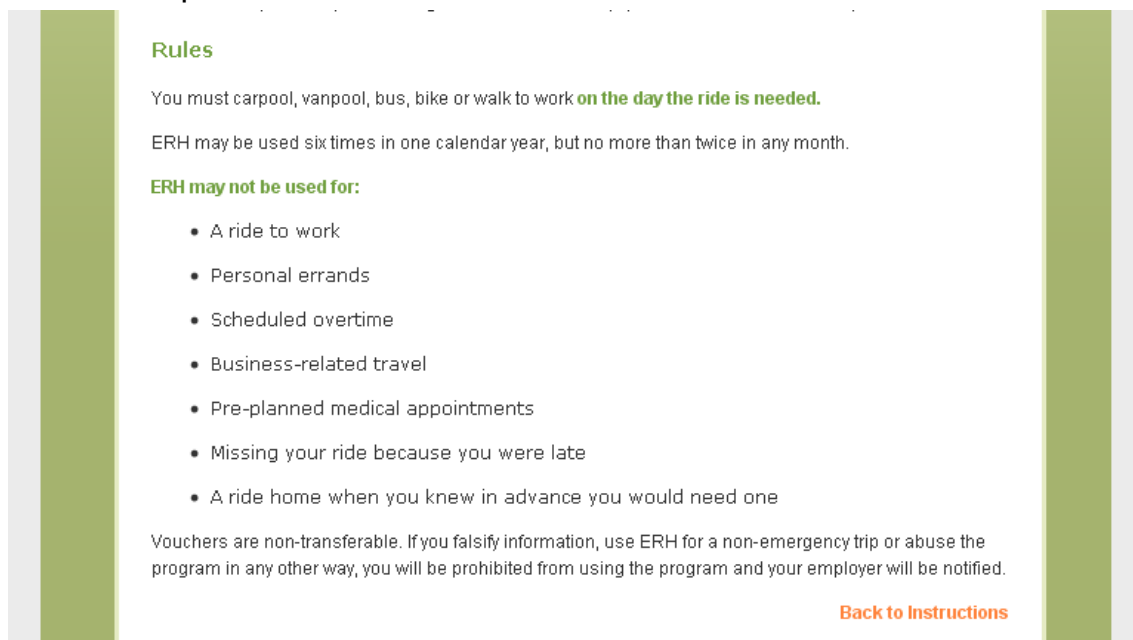
2. Once logged in, the user will be on the Welcome Page.



3. Scroll half way down the Welcome Page and the Emergency Ride Home program has the options to “read instructions” or “print a voucher”. DO NOT CLICK THE EMERGENCY RIDE HOME LINK AT THE TOP OF THE PAGE.



4. Please remind callers of the [Rules of the Emergency Ride Home Program](#) while on the phone.



5. When the caller selects the option to “Print a Voucher” on the Welcome Page, they will get this screen:

**Emergency Ride Home Voucher**

**NOTICE:**  
**You are about to use one of your Emergency Ride Home Vouchers.**

You can only print 6 vouchers per year.  
There is no expiration date, but you must present the voucher at the time of service.

Call a **taxi cab or rental car agency** to schedule your ride.

[Print Voucher](#)      [Go Back](#)

And then the actual voucher for them to complete.

6. How to determine to call a cab or get a rental car:

If they **live less than 20 miles from work**, they are required to take a cab. For a list of participating taxi cab companies, [click here](#).

**Taxi Details**

For trips **less than 20 miles** one-way, call  
**a participating taxi company (click for list)**.

When you call, let them know you need an Emergency Ride Home and have a ride voucher. You will only be responsible for the taxi driver's tip (10-15% is customary).

a. If they **live more than 20 miles from work**, they should call Enterprise Rent A Car.

**Rental Car Details**

For trips **greater than 20 miles** one-way, call  
Enterprise at 1-800-Rent-A-Car (1-800-736-8222).

When you call, ask for the **nearest Enterprise location** to schedule a pick-up. Enterprise will either drop off the car or pick you up. You will only be responsible for the gas used.

- **Provide the Corporate Account # 53E2360**
- **You must call by 5 pm, Monday through Friday.**
- **The car must be returned by 9:30 am the next day** or you will need to make arrangements to return it to another location. If the vehicle is not returned on time, you will be responsible for any additional charges.
- Rental is for one day only for a compact or mid-size car. Insurance is included.

You may call a taxi if you: are not well enough to drive; do not have a driver's license; are under 21 years old; are working second or third shift (4 pm - 12 am or 12 am - 8 am).

7. Remind users that if they abuse the Emergency Ride Home program they will be blocked from the system, they will be responsible for the cost of the abused ride, and their employer will be notified.

#### **If No Rental Car or Cab is Available**

If a customer calls and states that they called Enterprise and/or a cab on our list and they were told no car or cab is available, please take the following steps:

1. call another local cab company (not on the ERH list of cab companies)
2. Tell the customer to still print and complete their voucher
3. Obtain a receipt from the driver
4. Tell the customer to provide a detailed receipt with pick-up, drop-off, total mileage, total cost (excluding tip) on their voucher
5. and fax the receipt and voucher to Triangle Transit, Attention Amanda Simmons, at 919-485-7441

**INFORMATION FOR OTHER LOCAL TRANSIT AGENCIES**  
**(For Regional Customer Service Manual)**

<b><i>Duke University Transit</i></b>			
		Duke University Transit connects residential, academic, and perimeter lots on East, Central, North (Trent), and West campuses of Duke University. Campus service is in effect during the Fall and Spring Semesters.	
Hours	Transfer Facility	Telephone Coverage	Ticket Sales
During Fall & Spring Semesters: 7:00am - 2:00am (Mo-Fr) 8:30am - 2:00am (Sat) 8:30am - 2:00am (Sun)	No Transfer Facility	8:00am - 5:00pm, Monday thru Friday	FREE to Duke students, faculty & staff with Valid University ID
Duke University Transit operates reduced service during school breaks. Duke University Transit does not operate service on the following holidays: New Year's Eve, New Year's Day, MLK Jr. Day, Fourth of July, Labor Day, Thanksgiving Day & Christmas Day.			
Line	Phone / Email	Area of Operations	
Transit Information, Complaints, Lost & Found	919-684-2218	Customer Information	

<b>NCSU Wolfline</b>			
		The Wolfline is the NC State community's own bus service. Wolfline buses run every day that classes are in session, serving all three campuses and the surrounding area. Wolfline buses are open to the public.	
Hours	Transfer Facility	Telephone Coverage	Ticket Sales
Fall & Spring Semester 7 am - 9 pm (Day Service M-F) 6 pm - 2 am (Werewolf Sun -Sat)	No Transfer Facility	8:00am - 5:00pm, Monday thru Friday, except official university holidays*.	The Wolfline is FREE to the public
Class Break & Summer Session 7:00am - 7:00pm (Mo-Fr)			
Line	Phone / Email	Area of Operations	
Customer Service Line	919-515-3424	Parking Services	
Transit Manager	919-513-7400 kim_paylor@ncsu.edu	Bus Operations	
Transit Planning	919-515-1609 mailto:torsha_bhattacharya@ncsu. edu	Bus Operations	
Real-Time Bus Information	<a href="http://ncsu.transloc-inc.com/">http://ncsu.transloc-inc.com/</a>	Customer Information	

<b>NCSU Wolfprowl</b>			
		The Wolfprowl is NCSU's weekend entertainment shuttle to Glenwood South with connections to Downtown Raleigh via the CAT R-Line.	
Hours	Transfer Facility	Telephone Coverage	Ticket Sales
Fall & Spring Semester 9 pm to 3 am (Thurs - Sat) Summer Session 9 pm to 3 am (Fri - Sat)	No Transfer Facility	8:00am - 5:00pm, Monday thru Friday, except official university holidays*.	The Wolfprowl is FREE to the public
Line	Phone / Email		Area of Operations
Customer Service Line	919-515-3424		Parking Services
Transit Manager	919-513-7400 kim_paylor@ncsu.edu		Bus Operations
Transit Planning	919-515-1609 mailto:torsha_bhattacharya@ncsu.edu		Bus Operations
Real-Time Bus Information	<a href="http://ncsu.transloc-inc.com/">http://ncsu.transloc-inc.com/</a>		Customer Information



<b>Orange Co. Public Transportation (OPT)</b>			
		<p>OPT serves the general public and the clients of community service agencies, primarily in rural areas of Orange County. OPT serves all of Orange County, outside Chapel Hill and Carrboro town limits.</p> <p>In addition, OPT operates a fare operates the Triangle Transit route #420 during the mid day which runs between Hillsborough and Chapel Hill. Effective 6/6/11, OPT will begin operating a fare-free circulator route throughout the town of Hillsborough. <a href="#">View the Map and Schedule (pdf)</a></p>	
<b>Hours</b>	<b>Transfer Facility</b>	<b>Telephone Coverage</b>	<b>Ticket Sales</b>
6:30am - 6:00pm (Mo-Fr)	No Transfer Facility	8:00am - 6:00pm, Monday thru Friday	<p>For information about fare structure for demand responsive services call the information line, 8:00am - 5:00pm (Mo-Fr)</p> <p>Passes for Triangle Transit route #420 can be purchased through Triangle Transit.</p>
<b>Line</b>	<b>Phone</b>		<b>Area of Operations</b>
Information Line	919-245-2008		Customer Information
Dispatch	919-245-2008		Dispatch

<b>Piedmont Area Regional Transit (PART)</b>			
		PART Connections is a service for anyone needing transportation to UNC Hospital, Duke University Hospital or nearby medical facilities from Forsyth, Guilford or Alamance counties. Although it is primarily a medical service the general public is welcome.	
Hours	Transfer Facility	Telephone Coverage	Ticket Sales
AM Route PM Route	PART HUB 602 S Regional Rd	6 am - 7pm	Purchase on bus. Up to \$14 General Public Up to \$7 E&D, Students
Line	Phone	Area of Operations	
Reservation	336-883-7278 (PART)	PART Connections	
Information Line (after hours)	336-813-2287	Customer Service	

<b>Wake County TRACS</b>			
		TRACS is a General Public Transportation is available to residents of Wake County residing in the non-urbanized areas of the county. Service is delivered by zone. The service zones are the Northern, Eastern, Southern, and Southwest areas of the county. Services are provided five days a week. There is a nominal charge per person, per trip for TRACS services. Service is by reservation, first-come, first-served, on a seat available basis.	
Hours	Transfer Facility	Telephone Coverage	Ticket Sales
7:00am - noon & 1:00pm - 6:00pm (Mo-Fr)	No Transfer Facility	8:00am - 5:00pm, Monday thru Friday	Not Available
Line	Phone	Area of Operations	
Information, Reservations, Complaints, Commendations	919-212-7005	Operations	
	Fare	Discount	
One-Way *	\$2.00	N/A	
Round-Trip*	\$4.00	N/A	
Outside of zones or less than 24 hrs	\$4.00	N/A	

## MUNICIPALITIES BY COUNTY

DURHAM COUNTY	
Municipality	Available Transit Services
Durham	DATA, Triangle Transit
Bahama	Durham Coordinated Transportation Services
Rougemont	Durham Coordinated Transportation Services

ORANGE COUNTY	
Municipality	Available Transit Services
Carrboro	Chapel Hill Transit
Chapel Hill	Chapel Hill Transit
Hillsborough	Orange County Public Transportation (OPT)

WAKE COUNTY	
Municipality	Available Transit Services
Apex	Triangle Transit
Cary	C-Tran, Triangle Transit
Eagle Rock	Wake County TRACS
Fuquay-Varina	Wake County TRACS
Garner	Triangle Transit (limited)
Holly Springs	Wake County TRACS
Knightdale	Wake County TRACS
Lizard Lick	Wake County TRACS
Morrisville	Triangle Transit (limited)
Raleigh	CAT, Triangle Transit, Wolfline
Rolesville	Wake County TRACS
Wake Forest	Triangle Transit, Wake County TRACS
Wendell	Wake County TRACS
Willow Spring	Wake County TRACS
Zebulon	Wake County TRACS