

TRAVEL TIPS AND RULES

CARTS Transportation provides services to the residences of:
Craven, Jones and Pamlico County.

Transportation services are all provided on a shared-ride basis, to maximize funding and resources.



- Be ready at least 15 minutes before the designated pick up time assigned when your reservation was scheduled.
- Keep your seatbelt buckled.
- Wheelchairs must be in good working condition including operable seatbelts.
- Children must have their own car seat, as required by North Carolina law unless prior arrangements have been made with CARTS. Children age 17 and under must have adult supervision unless pre-approved.
- There is no smoking allowed in the vehicles and tampering with vehicle equipment is not allowed.
- CARTS Transportation may deny service to anyone who displays inappropriate or unsafe behavior to the driver and/or to other riders.

INCLEMENT WEATHER

Severe weather, such as snow or ice storms, may require us to cancel transportation service, for safety reasons. Tune into **local TV Station**, catch us on **Twitter**, or visit our **website** for information on closings.

PERSONAL CARE ASSISTANTS

A Personal Care Assistant (PCA) may ride with you. Be sure to tell the call-taker if a PCA will be riding with you, when you make your reservation.

Title VI of the Civil Right ACT of 1964

CARTS is committed to ensuring that no person be excluded from participation in, or denied the benefits of its transit services on the basis of race, color or national origin, as protected by Title VI of the Civil Rights Act of 1964.

For more information or if you feel that you have been discriminated against by CART, contact Craven County Human Resources at 252-636-6602 or CARTS Director at 252-636-4917.



**Craven Area
Rural Transit
System**

Ride

Guide

NEED A RIDE?



252-636-4917

**HEARING IMPAIRED NC RELAY NUMBER
1-800-735-2962 OR DIAL 7-1-1**

E-mail: carts@cravencountync.gov
<https://www.cravencountync.gov>
Twitter name: CARTS of CJP

**Please read and follow these
guidelines, to help make your
transportation experience
the best it can be.**

CARTS offers lift-equipped vehicles for individuals needing accessibility assistance.



CARTS TRANSPORTATION PROVIDES SHARED-RIDE SERVICES FOR:

GENERAL TRIPS

The general public can use CARTS Transportation services for shopping, bill paying, going to and from work, and other trips.

MEDICAL TRIPS

CARTS passengers can ride to doctors' offices, hospitals, clinics, dentists, and other health-related visits.

ELDERLY / DISABLED TRANSPORTATION

Transportation for elderly and or disabled passengers is provided within our service area. Contact CARTS for information about this grant funded program.

FARE INFORMATION

Please have the correct fare available upon boarding the vehicle. CARTS drivers do not make change.

Services are provided Monday through Friday.

**Please call the CARTS Office between 8:00 AM and 5:00 PM
for available trip hours and fare information.**

252-636-4917

Hearing Impaired customer may call NC relay number

1-800-735-2962 or Dial 7-1-1

To file Complaint/Comments please contact:

CARTS Director, 2822 Neuse Blvd, New Bern NC 28562

TRIP RESERVATIONS

Trips are provided as a first-come, first-served, availability-based service. It is important that you call **252-636-4917**, as soon as you know about your trip, to make a reservation.

When you call for a trip reservation up to 30 days in advance but no later than 12:00 noon, 2 business days prior to the trip, be sure to have the following information ready:

- Your name and pick-up address
- Your phone number and a phone number at your destination
- Address of your destination
- Date and time of appointment or desired trip
- Whether additional passengers or an assistant will be traveling with you, you are in a wheelchair, or you need other special assistance

CANCELLATIONS

To cancel your ride, call **252-636-4917** at least 24 business hours before your pick-up time.

The driver will wait 3 minutes after your scheduled pick-up time

Donations Are Welcome

Brochure updated March 2018