

Craven Area Rural Transit System

Passenger Rules – Demand Response

1. North Carolina law requires the driver and passengers wear the seatbelt as well as shoulder harnesses (when present) attached to any vehicle when that vehicle is in motion.
2. Passengers are picked up and dropped off at the location specified on the published schedule provided to the driver by the CARTS office. Drivers are not authorized to proceed to other locations in the attempt to find a passenger. Drivers will only make scheduled stops. No deviations, special stops, or side trips will be made for any passenger without approval from the CARTS office.
3. No person will be permitted to board a CARTS vehicle unless:
 - a. The person's name appears on a published schedule.
 - b. The person has been verbally added to a schedule by the CARTS office.
 - c. The person is a CARTS employee.
 - d. The person is an authorized attendant or companion for a passenger specified above and for whom the rider has requested a space during the trip booking process.
4. Passengers are to be ready at least 15 minutes prior to their scheduled pick-up time. CARTS may arrive 15 minutes prior to or after the designated pick-up time and still be considered on time. Five minutes is the maximum wait time for passengers. An exception may be made for passengers requiring reasonable accommodation.
5. Consumption of food or beverages while on the CARTS vehicles is not permitted unless reasonable accommodation is required for medical reasons and prior arrangements are made with the CARTS office. If reasonable accommodation is approved, it is the responsibility of the passenger to consume food or beverages neatly and not leave behind any spills, crumbs, or trash. Beverages must be in a closable container.
6. Use of tobacco products (including smoking, vaping, dipping, spitting, chewing) of any kind is not allowed on CARTS vehicles.
7. Passengers are expected to take all of their belongings (including any trash) with them when they depart from the vehicle. CARTS is not responsible for items left unattended.
8. "It is not discrimination under this part for an entity to refuse to provide service to an individual with disabilities because that individual engages in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health or safety of others..." (49 CFR 37 Part 37.5(h)). Illegal, violent, or seriously disruptive behavior, or behavior which poses a direct threat to others, will not be tolerated. Examples of misbehavior include but are not limited to unbuckling while the vehicle is in motion, use of loud and/or profane language, fighting, delaying or interfering with a route, stealing, purposeful damage to property (including spills and/or leaving trash on the vehicle), and use of derogatory language towards the driver, CARTS staff, and/or other passengers.
9. Carry on items (i.e., grocery bags, suitcases) are limited to the number of items the passenger can safely control and handle. Carry on items must be brought on and off CARTS vehicles in one trip and may not occupy any space designated for another passenger. Drivers are not allowed to assist passengers with the carrying of any personal items. If assistance is needed, passengers are encouraged to arrange for an attendant to accompany them.

10. Aside from the collection of fares, drivers will have no other financial dealings with passengers. This includes but is not limited to acceptance of gifts or tips.
11. Drivers are not allowed to enter places of residence for any reason.
12. Passengers in need of attendants or attendant-type services must make prior arrangements with the CARTS office when scheduling trips so that a seat may be reserved for the attendant. CARTS does not provide attendants for passengers. CARTS drivers are not allowed to perform attendant type services for passengers.

Drivers are instructed to report to the CARTS office any violations of passenger rules. The first violation will result in a warning letter. Additional violations may result in a temporary suspension of riding privileges which may become progressively longer with each violation.

Title VI of the Civil Rights Act of 1964

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

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

Complaints/Comments should be submitted to:

CARTS Director

1106 Clarks Rd.

New Bern, NC 28562

252-636-4617 or 1-800-735-2962 TDD/TTY or Dial 7-1-1 for the hearing impaired