



PUBLIC TRANSPORTATION

**Craven Area Rural
Transit System**

Ride

Guide

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

CARTS Transportation provides services to the residences of:

**Craven, Jones and Pamlico
Counties**

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

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.



Services are provided Monday through
Friday except certain Holidays.

Please call the CARTS Office between
7:15 AM and 5:15 PM

for available trip hours and fare
information.

252-636-4917

Hearing Impaired customers may call
NC relay number

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

To file Complaint/Comments please
contact:

CARTS Director

1106 Clarks Rd, New Bern NC 28562

carts@cravencountync.gov

(252) 636-4917

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.

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

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.

CANCELLATIONS

To cancel your ride, call **252-636-4917** before 5:00 the business day prior to your pickup.

Accessible Formats

Accessible formats are available upon request (i.e. large print, audio, braille, etc.) by contacting the ADA Coordinator:

Name: Deanna Trebil

Title: Director/ADA Coordinator

Address: 1106 Clarks Rd, New Bern, NC 28562

Phone: (252) 636-4917

Email: carts@cravencountync.gov

TRAVEL TIPS AND RULES

- 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.
- Infant must have their own car seat, as required by North Carolina law unless prior arrangements have been made with CARTS. Booster seats will be provided by CARTS. Children age 17 and under must have adult supervision unless pre-approved.
- There is no smoking or vaping allowed in the vehicles. 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.

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 CARTS, contact Craven County Human Resources at 252-636-6602 or CARTS Director at 252-636-4917.

INCLEMENT WEATHER

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