

Capital Area Rural Transportation System

CARTS

Community Transit Riders Manual

Welcome to CARTS - Your Community Transportation Service



About Us - Regional transportation for the no-urbanized areas of Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Travis, and Williamson counties.

Country Bus - Curb-to-Curb Services Reserved by Phone

To schedule your ride, call 800-456-7433. Rides are available Monday through Friday from 7:00 am to 4:00 pm. You can schedule rides up to two weeks in advance, with a 24-hour minimum notice. On your first call, please provide essential information such as your name, address, phone number, date of birth, and any mobility aids you use. If you are 65 or older, or have a disability, you may be eligible for reduced fares.

Schedules

CARTS offers tailored transportation services for diverse communities with varying service frequencies. Visit our website at WWW.RideCARTS.com for schedules. If you prefer a mailed schedule, contact Customer Service at 512-478-7433.

Fares

Fares are based on a one-way trip and vary by zone:

- Zone 1 – City: \$2.00
- Zone 2 – Intra-county: \$4.00
- Zone 3 – Inter-county: \$6.00

Reduced fares are available for persons with disabilities, those aged 65 and above, and children under 12—contact CARTS for eligibility and registration information.

On the Day of Your Ride

- Be ready 5 minutes before and after the expected pick-up time.
- Listen for the driver's arrival signal.
- If in a wheelchair or scooter, inform the driver for assistance.
- All passengers must use seatbelts while on board.

Shared-Ride Service

CARTS operates as a shared-ride service, picking up and dropping off passengers along pre-scheduled routes. Be patient as the driver follows the route.

Your Driver

Your driver is available to answer questions when stopped. Limit conversations while the driver is driving to ensure safety.

At Your Destination

The driver can assist you to the door of your destination. For more extensive assistance, consider a Personal Care Attendant (PCA).

Personal Care Attendants

Your chosen PCA travels for free when accompanying you. Notify CARTS when registering for service and scheduling rides if you require a PCA.

Companions

Depending on space, you can bring a friend with you. Notify Customer Service when making your reservation.

Service Animals

Service animals are welcome, but pets are not allowed. Please inform Customer Service about your service animal when registering.

Traveling with Packages

There is no limit to the number of bags allowed. The driver assists seniors and people with disabilities to the door.

No-Show Policy

Cancel your ride one hour before the scheduled pick-up time by calling 512-478-RIDE (7433). Three no-shows in 30 days result in a 30-day service suspension on CARTS.

Thank you for choosing CARTS for your transportation needs!