Frequently Asked Questions (FAQ) – Read & Ride Program

How Do I Get a Read & Ride Card?

You can sign up for a Read & Ride card through the Chattanooga Public Library by following these steps:

1. Sign Up Through the Beanstack App – Download the Beanstack app or visit chattlibrary.beanstack.org and register for the library's *2025 Read & Ride Challenge*. Or visit any library to register.

2. Complete the Registration – Once signed up, you will receive instructions to pick up your Read & Ride card, which provides unlimited free bus rides.

Who qualifies for free rides under the Read & Ride Program?

- K-5th grade students (ages 5 to 10-11) with a red sticker on their card ride for free and *must* be accompanied by a guardian.

  o If the child is under the age of 5, they can ride for free *with a paying adult*.

- 6th-12th grade students with a green sticker on their card ride for free and do not need a guardian.

How does the free ride policy work for K-5th grade students?

- One guardian (18 or older) may ride for free with a K-5th grade student.

- Any additional passengers must pay the regular fare.

- The guardian cannot be denied a ride if they have the card with a red sticker.

- If the guardian is dropping off or picking up the student, they can still ride for free on the return trip.

Can 6th-12th grade students bring a guardian for free?

- No. Students in 6th-12th grade (green sticker) ride for free, but any accompanying adult must pay the regular fare.

What should I do if a student or guardian presents a card with a red or green sticker?

- If the card has a red sticker, the student and one guardian ride for free.

- If the card has a green sticker, only the student rides for free. The guardian must pay the fare.

For additional questions, please contact CARTA's Customer Service at 423-629-1473.

How to Ride the Bus with CARTA

1. Plan Your Trip

- Use **Google Maps**, **Apple Maps**, or the **Transit App** to plan your route.

- Visit www.gocarta.org to view bus schedules, maps, and service updates.

- **Track your bus** by visiting www.gocarta.org/bus-tracker

- Not sure where to start? Call CARTA Customer Service at **(423) 629-1473** for assistance.

2. Find Your Stop

- Look for the **CARTA bus stop sign** near your location.

- Arrive early and wait where the driver can see you.

3. Have Your Fare Ready

- Regular fare: **$1.50**

- You can pay with **cash** (exact change), the **Token Transit app**, or use a **CARTA pass**.

- Discounted fares are available for seniors and persons with disabilities. K-12th grade students ride for free with the Read and Ride pass!

4. Board the Bus

- Let passengers off first, then board through the **front door**.

- Pay your fare or show your pass.

- If you need help or have questions, ask the **driver**—they're here to help!

5. Ride Safely

- Find a seat or hold onto a handrail.

- Keep aisles clear and headphones at a low volume.

- Be courteous to other passengers and keep bags on your lap.

6. Request Your Stop

- Watch for your stop on signs or listen for announcements.

- Pull the **yellow cord** or push the stop button about a **block** before your destination.

7. Exit the Bus

- Be sure to take all your belongings with you.

For additional questions, please contact CARTA's Customer Service at 423-629-1473.