



**Press Release
FOR IMMEDIATE RELEASE
6 July 2026**

Statement from CARTA regarding an incident on the Lookout Mountain Incline Railway

CHATTANOOGA, Tenn. — CARTA is aware of a video circulating on social media showing remarks made by a part-time Incline Railway conductor to a group of passengers on July 4. Those remarks were unacceptable, and they do not reflect the values of CARTA, the Incline Railway, or the people who work here.

A customer provided the video to CARTA the same afternoon the incident occurred. The Incline Railway's director met with the employee that day, and he was dismissed immediately. He will not work for CARTA or the Incline Railway again.

"I want to apologize directly to the passengers who experienced this, and to everyone who has seen the video and felt its sting. It should never have happened," said Scott Wilson, Chief of Staff at CARTA. "We have zero tolerance for language that demeans or excludes anyone who rides with us. For 131 years, the Incline Railway has welcomed visitors from Chattanooga and from around the world. Every passenger who boards our railway deserves to feel respected and welcome, and we are committed to making sure that is always the case."