



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. Please complete the [permission form](#) to register your child for the Chattanooga Public Library Read & Ride Program and Beanstack challenge. The library will process your application and send bus pass cards to your child's school within 7 days of receipt of the completed form.
2. Complete the Registration – Once signed up, you will receive a confirmation email and receive instructions to pick up your Read & Ride card, which provides unlimited free bus rides.
3. You may also visit any library branch to sign your child up in person.

For more details, visit the Chattanooga Public Library's website at www.chattlibrary.org.

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.
- 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.

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



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

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.

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



7. Exit the Bus

- Be sure to take all your belongings with you.