

CITY (FIXED) ROUTE SERVICE

Buses operate on a fixed route within the city of JAMESTOWN, the villages of LAKEWOOD, CELORON, and FALCONER, as well as in the City of DUNKIRK.

RURAL SERVICE

Routes that connect JAMESTOWN, and DUNKIRK to the smaller towns and villages across the county.

Some Rural route runs may be deviated to pick you up or to deliver you to a location that is off the scheduled bus route. This service is limited due to time and bus capacity.

Please call the CARTS office **IN ADVANCE** to schedule any Off-Route service.

“EVERY CARTS BUS IS EQUIPED WITH A LIFT THAT CAN BE UTILIZED AT NO EXTRA COST FOR THOSE UNABLE TO CLIMB BUS STAIRS, THOSE IN WHEELCHAIRS, OR THOSE USING OTHER MOBILITY AIDS.”



DIAL-A-RIDE (DEMAND RESPONSE)

DIAL-A-RIDE (Demand Response) service is transportation available to those individuals who are unable, due to a disability, to utilize our FIXED ROUTE service.

This service is open to the public. Rides must be scheduled in advance by contacting the CARTS office. For the best service, we suggest that you call as early as possible.

TWO LEVELS OF DIAL-A-RIDE SERVICE

CURB-TO-CURB—Service is available if you are able to get to and from the bus at the curbside, without requiring the assistance of the bus driver. You may use your own escort or any mobility aid, with the bus lift being available without extra charge.

DOOR-TO-DOOR—Service is available if you require assistance of our bus driver or CARTS escort to go to and from the bus. CARTS Staff will assist you from the door of your home to the door of your destination, or into a reception area as needed.

SPECIAL CONSIDERATIONS

Drivers are not allowed to enter your home, help you with personal effects (keys, coats, etc.) or perform any other personal service, except that which is required to ensure your safety while on the bus. Drivers cannot move wheelchairs of any type over more than one consecutive step or curb.

