Mountain Mobility Community Transportation System

Serving Buncombe County

Rider's Guide

Mountain Mobility
828.250.6750
community transportation

828-250-6750
TTY/Text to Voice Dial Relay 711
Or Dial 1-800-735-2962
www.buncombecounty.org/transportation

About Mountain Mobility

Who we are:

Mountain Mobility, Buncombe County's Community Transportation System, was established in 1989 to increase the level of transportation services available to Buncombe County citizens. We work with about 30 human service agencies and organizations in Asheville and Buncombe County to coordinate transportation efforts for those residents in need of services. Mountain Mobility also provides ADA Complementary Paratransit Services for the City of Asheville's ART bus system.

Mission Statement:

The Mission of Mountain Mobility is to provide transportation services responsive to the needs of Buncombe County residents.

Our Core Values:

We have a responsibility to provide safe and effective transportation services that our citizens can trust. Our values reflect this commitment to S E R V E:

S = Show pride in our work

E = Exhibit caring in all we do

R = Respect others

V = Value and practice honesty

E = Exercise responsibility

Contact Information

Who do I call?

Please call our main number: 828-250-6750

You can then choose different options depending on what you need:

- To ask about enrollment or eligibility or for more information.....Dial 5
- To schedule a trip.....Dial 4
- To cancel a trip.....Dial 2
- If you have a complaint or a suggestion .....Dial 6
- To speak to a dispatcher about a trip scheduled for today.....Dial 1
- For other assistance/reception ....Dial 0

Thank you for allowing us to serve you!

TTY/Text to Voice Communications

Mountain Mobility is accessible for the TTY/text-to-voice communications through Relay 7-1-1 International.

The toll-free number for Relay North Carolina is: 1-800-735-2962.

Additional information

Customers can also view the Mountain Mobility website:
www.buncombecounty.org/transportation or **www.landofsky.org/mm**

Information and referral services are also available from NC 2-1-1.

Dial 2-1-1 from any phone, or

Toll-free: 1-866-401-6342, or

Via the website: **www.nc211.com.**

Table of Contents

	Page #
Service Area and Hours of Operation	4
Our Locations	4
Our Vehicles and Operator Training	4
Inclement Weather and Holiday Service	5
Service Eligibility and Registration	6
ADA Paratransit Services	6
Medicaid Transportation	6
Demand Response Service	6
Tips for a Great Trip!	7
Scheduling a Trip	8
Arrival, Departure Times and the Trip Pick-up Window	8
Door-to-Door Service	9
Wait Times	9
Cancellations and No-Shows	9
Fares	10
Personal Care Attendants and Escorts	10
Children and Youth	11
Unattended Customers	11
Service Animals and Pets	11
Mobility Devices and Medical Equipment	12
Carry-on Bags and Packages	13
Senior Bus Pass	13
RIDE Program	13
Grocery/Retail Shopping and Multipurpose Trips	14-15
Trailblazer Routes	16
Customer's and Vehicle Operator's Rights	17
Disruptive Behavior	17
Suspension/Termination	17
Title VI	18
Comments and Complaints	18
Notes	19

General Information

Service Area

Mountain Mobility serves all of Buncombe County. Customer service may be restricted to certain areas, destinations, or trip purposes depending on eligibility and/or funding availability.

Service and Office Hours

Service is provided Monday through Saturday, 5:30 a.m. to 7:30 p.m. Service hours differ for the City of Asheville Complementary Paratransit Service as detailed in the City of Asheville's Paratransit Rider's Guide.

Office hours: Mountain Mobility offices are staffed Monday through Friday 8 a.m. – 5 p.m. Voicemail is available outside of regular office hours.

Our Locations

Mountain Mobility is operated out of two separate locations.

Our Operations facility/mailing address:
2000 Riverside Drive, Suite 17
Asheville, NC 28804

Our Administration/Eligibility office location/mailing address:
339 New Leicester Highway, Suite 140
Asheville, NC 28806

Our Vehicles

Mountain Mobility has a fleet of 43 vehicles. We use five (5) small buses to operate three (3) Trailblazer Routes, while 31 lift-equipped paratransit vans, one (1) mini-van, and six (6) conversion vans round out our fleet. Mountain Mobility vehicles are well maintained and thoroughly cleaned on a regular basis. The fleet includes 24 vehicles utilizing an alternative fuel type (liquid propane/autogas and CNG), which reduce emissions and contribute to improving air quality. To ensure passenger safety and security, Mountain Mobility vehicles are equipped with audio/video security cameras. Mountain Mobility's policy on the purpose and use of its audio/video security system is available upon request.

Vehicle Operator Training

Mountain Mobility vehicle operators are highly trained professionals who receive on-going education in numerous areas:

- Defensive driving
- Passenger assistance
- First aid, including adult and infant CPR

Additionally, each vehicle operator:

- Is properly licensed
- Has driving experience
- Undergoes regular driving record checks
- Is familiar with Buncombe County's roads and highways.
- Is subject to criminal background checks
- Must pass ongoing drug and alcohol screening.

Inclement Weather / Holidays

Inclement Weather:
Mountain Mobility reserves the right to revise, cancel or reschedule trips as necessary to ensure the safety of customers and vehicle operators in the event of a weather emergency, but we will make every effort to ensure service can be provided as requested. An announcement on WLOS-TV and local radio stations will be made if we make the decision to suspend, reduce or delay operations. Also, in the event the City of Asheville's ART bus system buses do not operate, Complementary Paratransit Services will not be provided even if Mountain Mobility operates.

Holidays:
Mountain Mobility is closed on the following holidays:

- Thanksgiving Day
- Christmas Day

We only offer City of Asheville Complementary Paratransit Services on the following holidays:

- New Year's Day
- Martin Luther King, Jr. Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day

Mountain Mobility Transportation Services

Eligibility and Registration

Most residents of Buncombe County are eligible for Mountain Mobility services, with a few exceptions. Eligibility may be determined by a number of factors, including where a person lives, age, trip needs (medical, shopping, etc.), Medicaid eligibility, and access to fixed-route bus service, among others. The best way to determine eligibility is to call Mountain Mobility at 828-250-6750, Option 5, and speak to an Eligibility Specialist who can answer any questions.

ADA Paratransit Service

Mountain Mobility partners with the City of Asheville's Complementary Paratransit Services program to provide transportation services to those customers qualifying under the Americans with Disabilities Act. To sign up for those services, customers may phone during regular business hours (8 a.m. to 5 p.m. Monday through Friday) and speak with an Eligibility Specialist:

828-250-6750, Option 5

TDD/TTY Relay 7-1-1 or

Toll free 1-800-735-2962

Voicemail is available outside of regular office hours. Customers must complete the City of Asheville's ART bus system's required application and provide supporting documentation. If eligible, customers will also be provided the City of Asheville's Paratransit Rider's Guide containing additional information.

For more information, visit **www.ashevillenc.gov/departments/transit/ada**

Medicaid Transportation

Mountain Mobility is one of many transportation services that provide non-emergency medical trips to Medicaid recipients. However, all trips must be scheduled through Buncombe County's Non-Emergency Medicaid Transportation Services. If you have Medicaid, please call 828-552-5486 to determine eligibility and schedule your medical trips.

Remember! If you have Medicaid, you must call 828-552-5486 to determine your eligibility and to schedule trips.

Demand Response Service

Demand response service describes trips scheduled on an as-needed basis. Mountain Mobility is best able to accommodate trips scheduled during the off-peak hours of 10 a.m. to 2 p.m. Grocery, other shopping, and multipurpose trips (banking, personal business, etc.), must be scheduled according to days, times and stores on our existing routes within the customer's community. Mountain Mobility does not provide same-day transportation. If you need emergency services, please call 9-1-1.

Subscription Service

Subscription service describes trips scheduled to the same destination at the same time, two (2) or more times within the same week. Customers requesting subscription service may be placed on a waiting list if capacity on an existing route is full, if a route is not available in the area, and/or if a route is not available at the times service is requested. City of Asheville Complementary Paratransit Service customers should consult the City of Asheville's Paratransit Rider's Guide regarding subscription service policies.

Trailblazer Routes

Trailblazer routes provide transportation around local communities, as well as connections where customers can transfer to the City of Asheville's ART bus system or Haywood Public Transit buses.

Trailblazer buses are light transit vehicles that seat 14 to 18 passengers and are equipped with both bike racks and lifts to serve persons using mobility devices.

Mountain Mobility operates three "Trailblazer" routes – Black Mountain, Enka-Candler, and North Buncombe.

Tips for a Great Trip!

Mountain Mobility wants everyone to get to his or her destination safely and to have an enjoyable trip, so please follow these tips:

- Please do not eat, drink or smoke on the vehicle. This includes vaping and e-cigarettes.
- No weapons, firearms, explosives, flammable liquids or other hazardous materials are permitted.
- Conversations on cellular devices should not distract the vehicle operator or other customers.
- Service animals must be under control at all times while on the vehicle.
- Always wear your seat belt, and make sure any children traveling with you are buckled in properly as well. Safety first!
- Please refrain from cursing and using profanity.
- Please do not distract the vehicle operator.
- If you use a mobility aid such as a walker, wheelchair or scooter, please make sure you have adequate sidewalks and ramps to get from your home to the vehicle.
- Riding a Mountain Mobility vehicle under the influence of alcohol or illegal drugs is prohibited.

How to Schedule Trips

Scheduling a Trip

After signing up for service, trips may be scheduled between the hours of 8 a.m. and 3 p.m. Monday through Friday by calling:

828-250-6750, Option 4 or

TDD/TYY Relay 7-1-1 or

Toll free 1-800-735-2962

Trips may be scheduled between one (1) and thirty (30) days in advance. Voicemail is available outside of regular hours. City of Asheville Complementary Paratransit Service customers should refer to the City of Asheville's Paratransit Rider's Guide for information about trip scheduling. Vehicle operators are not allowed to take reservations for customers.

Making a Reservation

When calling in a trip reservation, please have the following information available regarding the customer:

- Name
- Residential address
- Telephone number
- Complete street address of customer's destination
- Day and Date of the trip
- Time the customer needs to arrive
- Time the customer needs to be picked up for the return trip
- Type of assistance needs (mobility devices, aids, impairments, etc.) if applicable
- Information on escort, guest or Personal Care Attendant accompanying the customer
- Information if a child will be traveling

Remember! Please call us at least one day in advance to schedule your trip.

Vehicle operators are required to transport customers to the prescheduled destination provided during the trip reservation. Vehicle operators are not permitted to make destination changes.

Arrival, Departure Times and the Trip Pick-up Window

Mountain Mobility utilizes an automated call system to remind customers of their upcoming trips and to allow them to cancel trips that are no longer needed. Customers will receive the call on both the evening before and the morning of a scheduled trip.

A Mountain Mobility vehicle may arrive to pick you up from your residence as much as one hour and 15 minutes prior to the requested drop-off time. A Mountain Mobility vehicle will arrive within 15 minutes after the requested pick-up time for a return trip. Return trip pick-ups will be at the original drop-off location unless other arrangements are made in advance. Customers must be ready and waiting at a main entrance or curbside for the Mountain Mobility vehicle. Vehicle operators are not permitted to enter private residences, apartments, doctors' offices, grocery stores, office buildings, etc.

City of Asheville Complementary Paratransit Service customers should refer to the City of Asheville's paratransit Rider's Guide for information about scheduling a trip, vehicle arrival and departure times, and the trip pick-up window.

Door-to-Door Service

Mountain Mobility provides "door-to-door" service whenever possible. The operator will come to your door to let you know the vehicle has arrived. There will be some locations and/or situations where it is not possible for the operator to leave the vehicle. If you are able to wait at the curb or at the designated pick-up location, please do so. Vehicle operators will assist you if you are unable to maneuver from your door to the vehicle, provided it is safe for them to do so. Vehicle operators are allowed to: maneuver a manual wheelchair if help is needed from the residence door to the vehicle, and lend a steady arm if assistance is needed.

Vehicle operators are not allowed to: maneuver an electric mobility device (i.e. electric wheelchair or scooter), maneuver or push a customer, or the customer's equipment or shopping cart up or down stairs, steep inclines or driveways, enter residences, lift or carry customers.

Wait Times

Vehicle operators may only wait for a customer up to 5 minutes after the vehicle arrives. If you are not ready at the scheduled return trip pick-up time due to an unexpected appointment delay but still need transportation back to your residence, please call the dispatch office at 828-250-6750, Option 1, as soon as you are ready, and a vehicle will be sent at the earliest possible opportunity.

Cancellations and No Shows

If you cannot take a scheduled trip, please call and cancel **at least two (2) hours before the scheduled pickup time.** To cancel a trip on the day it is scheduled, call 828-250-6750, Option 1 and speak to a dispatcher. To cancel all other trips, call 828-250-6750, Option 2. Customers are encouraged to cancel their reservation as soon as they know a trip will not be taken. Voicemail is available outside regular office hours to cancel trips. **Trips not cancelled by the two (2) hour deadline will be recorded as a "no-show".**

Remember! You will receive an automated call the evening before reminding you of your scheduled trip. If you need to cancel your trip, you can do so by following the prompts during the call.

When calling to cancel a reservation please give the following information:

- Name of customer for whom the trip was scheduled.
- Date of the scheduled trip.
- Name and street address of the destination.
- Does the passenger need to cancel both the original and return trip?

If a Mountain Mobility vehicle arrives to pick you up at your residence and you do not board the vehicle within the prescribed 5-minute window, the vehicle operator and dispatcher will try to contact you. If both are unable to make contact with you, then the vehicle operator will record the trip as a no-show, and your remaining trips scheduled for the day will be cancelled. Excessive no-shows may result in suspension of services.

What Does it Cost?

Our Eligibility Specialist will be able to determine if you must pay a fare for your service when you call Mountain Mobility to enroll. If you must pay a fare, we will send you a fare policy in your enrollment package. Generally, if you are required to pay a fare:

- Fares must be paid when you board the vehicle.
- You must have correct change. Vehicle operators cannot make change if you pay more than the required fare.
- Fares for each one-way trip must be paid for separately each time you board the vehicle. Round-trip fares are not accepted.

Customers may purchase fare tickets that can be used in lieu of cash on Mountain Mobility vehicles. If you are interested in purchasing tickets, you may send a check or money order to the Mountain Mobility Operations address found on Page 4 of this Guide. A service fee of $25 will be charged on all returned checks. Any customer that has a check returned will not be permitted to pay by check in the future.

Failure to pay fares may result in suspension of services and/or may result in a requirement to purchase fare tickets in advance.

Remember! If an escort or PCA will be travelling with the customer, please notify the office when the trip reservation is made.

Personal Care Attendants and Escorts

Mountain Mobility wants all customers to have the attention they need to ensure a smooth trip! Customers are allowed one escort on the Mountain Mobility vehicle unless approved for more (e.g., children riding with a customer).

Know your definitions:

Escort: A person who wants to go with the customer.

Personal Care Attendant (PCA): A PCA is a person who needs to go with a customer to provide necessary medical or personal assistance. Customers who are unable to take care of themselves on the vehicle, take care of themselves at their destination, or get to and from the vehicle with minimal assistance from the vehicle operator are required to travel with a PCA. A PCA is not required to pay a fare.

Children and Youth

A parent/guardian will be required to complete an "Authorization Form for Provision of Transportation Services to Children" for any child under the age of 18 to be transported by Mountain Mobility. Children under 18 must travel with a parent, guardian or Personal Care Attendant. Mountain Mobility and its customers must adhere to current North Carolina Child Safety Seat Laws. Child safety seats are provided by Mountain Mobility. The child's birthdate and up-to-date weight information must be provided if a child safety seat is required.

Unattended Customers

Customers certified as unable to be left unattended (based on age, diminished mental capacity, or special request of the responsible party) may schedule trips and ride unattended; however, arrangements must be made to have an attendant meet the vehicle at each location. The vehicle operator will only wait five (5) minutes for the attendant to meet the vehicle. If no one arrives, the vehicle operator will notify the dispatcher on duty and continue on their route. The dispatcher will attempt to reach the emergency contact person. If the customer is not met by the end of the route, they will be returned to the Mountain Mobility office. The customer will not be left unattended, and the police will be notified to assist in locating a responsible party. Customers who must continue on a route beyond their scheduled destination will be subject to suspension of services due to safety concerns.

Service Animals and Pets

Customers may travel with service animals, but pets are not permitted on any vehicle. Animals at a residence must be restrained prior to Mountain Mobility vehicle operators providing any customer assistance. A vehicle operator unable to access a customer's home due to a loose animal may notify the dispatcher. If the dispatcher is unable to make contact with the customer, or the customer does not board, the trip will be recorded as a no-show and the return trip cancelled.

City of Asheville Complementary Paratransit Service customers should refer to the City of Asheville's Paratransit Rider's Guide for additional information about escorts, personal care attendants, and service animals.

Mobility Devices

Mountain Mobility vehicles can accommodate wheelchairs, canes, walkers and mobility devices provided they meet certain guidelines. Mountain Mobility lifts can accommodate occupied mobility devices:

- Weighing up to 800 pounds
- Measuring up to 33 inches in width
- Measuring up to 53 inches in length

Customers with concerns about the size or weight of their mobility devices and whether the device will fit aboard Mountain Mobility vehicles may call 828-250-6750, Option 5, to arrange to have a staff member determine the dimensions and/or weight of the mobility device.

Remember! If your mobility changes and requires the use of a cane, walker, wheelchair or other mobility device, please call us at 828-250-6750, Option 5, so we can update your file and accommodate your needs!

Vehicle operators are prohibited from lifting or carrying customers. For safety reasons, customers using three-wheel scooters are strongly encouraged to transfer out of their scooter into the seat of the Mountain Mobility vehicle whenever possible. Mobility devices that are broken or damaged to the extent they pose an immediate safety threat cannot be transported. All mobility devices are required to be secured within the vehicles at all times.

Medical Equipment

Customers may travel with oxygen tanks and respirators. For safety reasons, all equipment must be secured while the vehicle is in motion.

Seat Belt Policy

Seat belts must be worn at all times to ensure the safety of all customers and compliance with state laws. Customers transported in wheelchairs must use lap and shoulder belts.

Carry-on Items

Due to space limitations and safety/securement requirements, you are only permitted to bring what you can carry and travel with in your lap on the vehicle. If you bring more than you can carry, you will either have to find some other way to transport your packages back home or decline your trip. A PCA or escort is not permitted to help carry additional packages. Shopping carts or other types of equipment used to carry packages are not permitted. Vehicle operators will assist customers in loading and unloading packages from the vehicle if necessary.

Remember! If you need additional time to unload your packages from the vehicle, please mention this when you schedule your trip.

Senior Bus Pass

Mountain Mobility offers seniors at least 65 or older a free monthly bus pass that can be used throughout the City of Asheville's ART bus system. Because advance reservations are not required, ART bus services allow more flexible travel. For more eligibility information call:

828-250-6750, Option 5, or TDD/TTY Relay 7-1-1 or Toll free 1-800-735-2962.

RIDE Program

Ridership Independence for the Disabled and Elderly (RIDE) Program: RIDE is a voucher program that allows disabled and elderly residents to purchase transportation services at a significant discount. Once enrolled as a RIDE participant, you are eligible to purchase vouchers that can be used with local providers at a reduced rate. To qualify for the RIDE program, individuals must live in Buncombe County and be elderly or disabled.

How the RIDE Program works:

- Customers purchase vouchers for providers. Vouchers are sold in books of 10.
- When transportation is needed, the customer contacts one of the RIDE providers for service.
- Each voucher is good for $10 off the cost of a one-way trip provided by the service.
- If the cost of the trip exceeds the value of the voucher the customer must pay the difference at the time the service is provided.

Once enrolled in the RIDE Program, customers are sent a list of -providers who accept program vouchers and the program guidelines. For more information, please contact the RIDE Program Coordinator at Mountain Mobility at 828-250-6750, Option 5, between the hours of 8 a.m. and 5 p.m.

R.I.D.E.
Ridership Independence for the Disabled and Elderly

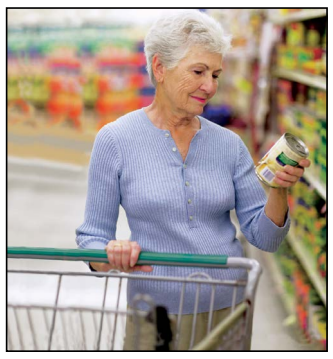
Grocery, Retail, Shopping and Multipurpose Trips

Mountain Mobility has divided our service area into Community Service Routes so our customers know what days we will be taking them to grocery shopping, retail shopping, and for multipurpose trips, which refer to personal business and other trips that are non-medical in nature such as hair appointments, banking, etc.

- Grocery trips are provided to the grocery store(s) listed in each community.
- Shopping/Retail trips are provided to the closest major store(s) in or near the customer's community (Walmart, Kmart, shopping centers, etc.).
- Multipurpose trips are provided to the location nearest your residence (for example, if you need to go to the bank, we will take you to the branch closest to where you live).

COMMUNITY ZIP CODE	TYPE OF TRIP: GROCERY SHOPPING	RETAIL SHOPPING	MULTI-PURPOSE
Candler/ West Asheville 28715 28806	**Tuesday** Arrive @ 11:00 Depart @ 12:00 Bilo – 511 Smokey Park Hwy Food Lion – 901 Smokey Park Hwy Ingles – 153 Smokey Park Hwy Ingles – 863 Brevard Rd	**Monday** Arrive @ 11:00 Depart @ 1:00 Asheville Outlet Mall – 800 Brevard Rd Kmart – 980 Brevard Rd	**Thursday** Between 10:00 & 2:00
Leicester/ Alexander 28748 28701 28753	**Thursday** Arrive @ 10:00 Depart @ 11:30 Ingles – 575 New Leicester Hwy	**Monday** Arrive @ 11:00 Depart @ 1:30 Kmart – 1001 Patton Ave	**Tuesday** Between 10:00 & 2:00
Weaverville/ North Buncombe 28787 28804 28709	**Wednesday** Arrive @ 10:15 Depart @ 11:15 Ingles – 915 Merrimon Ave Ingles – 140 Weaver Blvd	**Friday** Arrive @ 11:30 Depart @ 2:00 Weaverville Plaza Wal-Mart – 25 Northridge Commons Parkway	**Tuesday** Between 10:00 & 2:00
Arden/ South Buncombe 28704 28803 28732	**Wednesday** Arrive @ 10:00 Depart @ 11:30 Ingles – 1865 Hendersonville Rd Ingles – 780 Hendersonville Rd	**Friday** Arrive @ 12:00 Depart @ 2:00 Target – 17 Mckenna Rd Wal-Mart – 60 New Airport Rd Wal-Mart – 1636 Hendersonville Rd	**Tuesday** Between 10:00 & 2:00
Fairview 28730	**Wednesday** Arrive @ 11:00 Depart @ 12:00 Ingles – 225 Charlotte Hwy	**Friday** Arrive @ 11:00 Depart @ 1:00 Wal-Mart – 125 Bleachery Blvd Asheville Mall (Both Entrances) Overlook Plaza – Ross Store	**Monday** Between 10:00 & 2:00
Black Mountain/ Swannanoa/ East Asheville/ Oteen 28711 28778 28805	**Thursday** Arrive @ 11:00 Depart @ 12:15 Ingles – 550 N.C. Hwy 9 Ingles – 2229 U.S. Hwy 70 Ingles – 1141 Tunnel Rd Bilo – 205 N.C. Hwy 9	**Monday** Arrive @ 11:30 Depart @ 1:30 Wal-Mart – 125 Bleachery Blvd Asheville Mall (Both Entrances) Overlook Plaza – Ross Store	**Friday** Between 10:00 & 2:00
Central Asheville/ Oakley 28801 28803	**Thursday** Arrive @ 10:00 Depart @ 11:30 Ingles – 29 Tunnel Rd Oakley Community: Ingles Oteen – 1141 Tunnel Rd	**Saturday** Arrive @ 10:00 Depart @ 1:00 Tunnel Road Shopping Route	**Tuesday** Between 10:00 & 2:00
West Asheville/ Leicester 28806	**Thursday** Arrive @ 10:00 – Depart @ 11:30 Ingles – 153 Smokey Park Hwy Ingles – 669 Haywood Rd Ingles – 575 New Leicester Hwy	**Monday** Arrive @ 11:30 Depart @ 1:30 Kmart – 1001 Patton Ave	**Friday** Between 10:00 & 2:00

***All trips will be to the closest location in your area**



Trailblazer Routes

Trailblazer routes provide transportation around local communities, as well as connections where customers can transfer to the City of Asheville Transit System (ART) buses or Haywood Public Transit buses. Mountain Mobility operates three "Trailblazer" routes –

Black Mountain, Enka-Candler, and North Buncombe

Trailblazer buses are light transit vehicles that seat 14 to 18 passengers, and are equipped with both bike racks and lifts to serve persons using mobility devices.

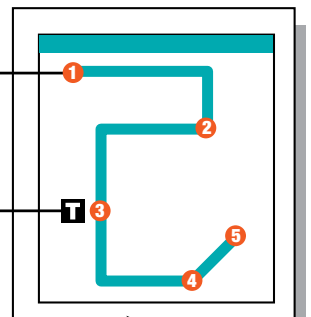
How to Read the Maps and Timetables

The bus stops here at the listed times. Look for the matching symbol in the timetable. Numbers on the map represent major stops; other stops are also available.

The transfer point shows where routes intersect and transfers to other routes may be available.

Bus trips are listed from left to right in the timetable.

The bus travels to the locations listed from top to bottom of the timetable. The bus may stop between timepoints. Times are approximate and depend upon traffic and weather conditions.



	TRIP 1	TRIP 2
1 Grocery	7:15	9:45
2 Library	7:21	9:51
3 Hospital	7:26	9:56
4 Mall	7:30	10:00
5 Bank	7:45	10:15

To Use the Trailblazer System:

- Buses are open to anyone. No enrollment is necessary.
- The cost is $.50 per boarding. Exact change, please.
- Customers flag down the bus anywhere along the route or wait at one of its preset locations on the schedule.
- Customers can exit anywhere along the route as well or connect with ART.
- Vehicle operators are not allowed to assist with packages or shopping bags, so please only carry what you can handle in your seat.
- Each Mountain Mobility Trailblazer is lift equipped and wheelchair accessible. Your vehicle operator is trained to assist and secure your wheelchair. Front seats on the vehicle are designated as priority seats for persons with disabilities and/or the elderly, and service animals are always welcome.
- There is no eating, drinking, or smoking allowed on the bus, and you must remain seated while the bus is in motion.
- All Trailblazers are monitored. Each vehicle is equipped with a video and audio recording system for the safety and security of the vehicle operator, passengers, and public.
- Each Trailblazer follows the route shown on the schedule, but the vehicle may deviate off the regular route by one-quarter mile to pick a customer up from an address if the customer is unable to get to the route. If you live within one quarter of a mile of the route and want to request a pick up, please call 828-250-6750, Option 1, by 5 p.m. the day before to request a deviation.

Passenger Responsibilities and Rights

Customer's Rights

A Mountain Mobility customer has the right to:

- Be picked up and returned home in a safe and timely manner;
- Be properly secured in the vehicle;
- Ride in reasonable comfort;
- Be treated courteously and respectfully;
- Express concerns to staff (feedback will not determine eligibility to ride);
- Call and schedule reservations more than a day in advance; and
- Request assistance in advance.

Vehicle Operator's Rights

Vehicle operators have the right to:

- Be treated courteously;
- Work in a safe environment;
- Express concerns to Transit Management; and
- Comply with safety concerns and company regulations

Disruptive Behavior

Mountain Mobility reserves the right to refuse transportation or service to anyone whose conduct is or has been known to be illegal, obnoxious, offensive, intimidating, violent, disorderly, or hazardous, and could result in the disruption of vehicle operations or serious impairment to the health and safety of others.

Suspension and Termination

Customers may be suspended or terminated from receiving services for violating policies and guidelines as outlined in Mountain Mobility's Suspension Policy. Failure to observe Mountain Mobility policies and guidelines may constitute a suspension for up to 30 days or "for a reasonable period of time," which depends on the facts of the specific incident.

Also, a customer can be automatically suspended and/or terminated from Mountain Mobility whenever he or she demonstrates violent behavior or engages in illegal activity while on board the vehicle.

Mountain Mobility's full policy regarding Suspensions and Terminations is available on request.

Other Mountain Mobility Policies

Title VI

It is the policy of Mountain Mobility and Buncombe County to ensure compliance with Title VI of the Civil Rights Act of 1964; 49 CFR, Part 21; related statutes and regulations that ensure no person in the United States shall, on the grounds of race, color, sex, age, national origin, or disability, be excluded from participation in, or be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal or state financial assistance from the NC Department of Transportation or the US Department of Transportation. Any person that believes he or she has been discriminated against should contact:

Mountain Mobility Title VI Coordinator
c/o Land of Sky Regional Council
339 New Leicester Hwy, Suite 140
Asheville, NC 28806
Phone: 828-250-6750, Option 5

AND/OR:

North Carolina Department of Transportation
Civil Rights and Business Development
1511 Mail Service Center
Raleigh, NC 27699-1511
Phone: 919-733-2300

Comments and Complaints

Communication with customers is welcome and essential in providing safe, reliable and responsive transportation. Customers who would like to share comments, suggestions, concerns or ideas for improvements are asked to call 828-250-6750, Option 6. Comments may also be submitted in writing:

Buncombe County Community Transportation Advisory Board
46 Valley Street
Asheville, NC 28801

Notes

Mountain Mobility
828.250.6750
community transportation

BUNCOMBE COUNTY
NORTH CAROLINA
PEOPLE TO MATCH OUR MOUNTAINS

The information presented in this Rider's Guide is available in alternate formats and in Spanish upon request.

Effective January 2017