Rider’s Guide

Mountain Mobility
Community Transportation System
Serving Buncombe County

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

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.

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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

Vehicle Operator Training

Mountain Mobility vehicle operators are highly trained professionals who receive ongoing 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
### 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](http://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.

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<table>
<thead>
<tr>
<th>Trailblazer Route</th>
<th>Serving Locations</th>
<th>Operating Days</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Black Mountain</strong></td>
<td>• Ingles Shopping Center&lt;br&gt;• Amazing Savings/Goodwill&lt;br&gt;• Craigmont Rd&lt;br&gt;• Montreat College&lt;br&gt;• Connections to ART Route 170</td>
<td>Monday - Friday</td>
</tr>
<tr>
<td><strong>Enka-Candler</strong></td>
<td>• TA Truck Stop&lt;br&gt;• Luther Road&lt;br&gt;• AB Tech Community College– Enka Campus&lt;br&gt;• Goodwill Industries</td>
<td>Monday - Friday</td>
</tr>
<tr>
<td><strong>North Buncombe</strong></td>
<td>• Connections to ART Route W3&lt;br&gt;• Connections to Haywood County Public Transit&lt;br&gt;• Northview MHP&lt;br&gt;• Weaverville</td>
<td>Monday - Friday</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Trailblazer Route</th>
<th>Serving Locations in Black Mountain:</th>
<th>New Schedule Effective February 2016</th>
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</thead>
<tbody>
<tr>
<td><strong>Black Mountain</strong></td>
<td>• Ingles Shopping Center&lt;br&gt;• Amazing Savings/Goodwill&lt;br&gt;• Craigmont Rd&lt;br&gt;• Montreat College&lt;br&gt;• Connections to ART Route 170</td>
<td>Monday - Friday</td>
</tr>
</tbody>
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<thead>
<tr>
<th>Trailblazer Route</th>
<th>Serving Locations in North Buncombe:</th>
<th>New Schedule Effective February 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>North Buncombe</strong></td>
<td>• Connections to ART Route N1 (Merrimon Ave.)&lt;br&gt;• Northview MHP&lt;br&gt;• Weaverville</td>
<td>Monday - Friday</td>
</tr>
</tbody>
</table>

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**Tips for a Great Trip!**

- 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 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

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.
**Fares and Accompanying Riders**

**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.

**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.

**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 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.

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

**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.

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.

10 Mountain Mobility Community Transportation 828-250-6750 11
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.

Medical Equipment

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

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!

Bus Trip Policies

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.
- If additional time is needed to unload your packages, please mention this when you schedule your trip.

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.
**Community Service Routes**

**Mountain Mobility & Buncombe County Community Transportation Systems**

**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).

<table>
<thead>
<tr>
<th>COMMUNITY ZIP CODE</th>
<th>TYPE OF TRIP</th>
<th>GROCERY SHOPPING</th>
<th>RETAIL SHOPPING</th>
<th>MULTI-PURPOSE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Candler/ West Asheville</strong></td>
<td>Tuesday</td>
<td>Arrive @ 11:00</td>
<td>Bilo – 511 Smokey Park Hwy</td>
<td>Monday</td>
</tr>
<tr>
<td>28715</td>
<td>Depart @ 12:00</td>
<td>Food Lion – 901 Smokey Park Hwy</td>
<td>Depart @ 1:00</td>
<td>Ingle – 863 Brevard Rd</td>
</tr>
<tr>
<td>28806</td>
<td>Bilo – 511 Smokey Park Hwy</td>
<td>Ingle – 135 Smokey Park Hwy</td>
<td>Ingle – 980 Brevard Rd</td>
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</tr>
<tr>
<td><strong>Leicester/ Alexander</strong></td>
<td>Monday</td>
<td>Arrive @ 11:00</td>
<td>Asheville Outlet Mall – 800 Brevard Rd</td>
<td>Tuesday</td>
</tr>
<tr>
<td>28748</td>
<td>Depart @ 1:00</td>
<td>Food Lion – 901 Smokey Park Hwy</td>
<td>Depart @ 1:30</td>
<td>Ingle – 863 Brevard Rd</td>
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<tr>
<td>28701</td>
<td>Ingle – 135 Smokey Park Hwy</td>
<td>Ingle – 980 Brevard Rd</td>
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<tr>
<td>28753</td>
<td>Ingle – 863 Brevard Rd</td>
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<tr>
<td><strong>Weaverville/ North Buncombe</strong></td>
<td>Wednesday</td>
<td>Arrive @ 11:00</td>
<td>Asheville Outlet Mall – 800 Brevard Rd</td>
<td>Wednesday</td>
</tr>
<tr>
<td>28787</td>
<td>Depart @ 12:00</td>
<td>Food Lion – 901 Smokey Park Hwy</td>
<td>Depart @ 2:00</td>
<td>Wal-Mart – 25 Northridge Commons Parkway</td>
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<tr>
<td>28804</td>
<td>Ingle – 135 Smokey Park Hwy</td>
<td>Ingle – 140 Weaver Blvd</td>
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<td>28709</td>
<td>Ingle – 863 Brevard Rd</td>
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<tr>
<td><strong>Arden/ South Buncombe</strong></td>
<td>Wednesday</td>
<td>Arrive @ 11:00</td>
<td>Asheville Outlet Mall – 800 Brevard Rd</td>
<td>Friday</td>
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<tr>
<td>28704</td>
<td>Depart @ 12:00</td>
<td>Food Lion – 901 Smokey Park Hwy</td>
<td>Depart @ 2:00</td>
<td>Wal-Mart – 60 New Airport Rd</td>
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<td>28803</td>
<td>Ingle – 135 Smokey Park Hwy</td>
<td>Ingle – 863 Brevard Rd</td>
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<td>28732</td>
<td>Ingle – 863 Brevard Rd</td>
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**COMPUTTY ZIP CODE**

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<th>MULTI-PURPOSE</th>
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<tr>
<td><strong>Fairview</strong> 28730</td>
<td><strong>Wednesday</strong></td>
<td>Arrive @ 11:00</td>
<td>Ingle – 225 Charlotte Hwy</td>
<td>Monday</td>
</tr>
<tr>
<td></td>
<td>Depart @ 12:00</td>
<td></td>
<td>Depart @ 1:00</td>
<td>Asheville Mall (Both Entrances)</td>
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<tr>
<td><strong>Black Mountain/ Swannanoa/ East Asheville/ Oteen</strong> 28711 28778 28805</td>
<td><strong>Thursday</strong></td>
<td>Arrive @ 11:00</td>
<td>Ingle – 550 N.C. Hwy 9</td>
<td>Monday</td>
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<tr>
<td></td>
<td>Depart @ 12:15</td>
<td>Ingle – 2229 U.S. Hwy 70</td>
<td>Depart @ 1:30</td>
<td>Asheville Mall (Both Entrances)</td>
</tr>
<tr>
<td></td>
<td>Ingle – 1141 Tunnel Rd</td>
<td>Ingle – 205 N.C. Hwy 9</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Central Asheville/ Oakley</strong> 28701 28803</td>
<td><strong>Thursday</strong></td>
<td>Arrive @ 10:00</td>
<td>Ingle – 29 Tunnel Rd</td>
<td>Saturday</td>
</tr>
<tr>
<td></td>
<td>Depart @ 11:30</td>
<td>Oakley Community:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ingle – 1141 Tunnel Rd</td>
<td>Ingle Oteen</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>West Asheville/ Leicester</strong> 28806</td>
<td><strong>Thursday</strong></td>
<td>Arrive @ 10:00 – Depart @ 11:30</td>
<td>Ingle – 153 Smokey Park Hwy</td>
<td>Monday</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Depart @ 1:30</td>
<td>Depart @ 1:30</td>
<td>Kmart – 1001 Patton Ave</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ingle – 575 New Leicester Hwy</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

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.

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.

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.

Mountain Mobility Community Transportation 828-250-6750
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
The information presented in this Rider’s Guide is available in alternate formats and in Spanish upon request.