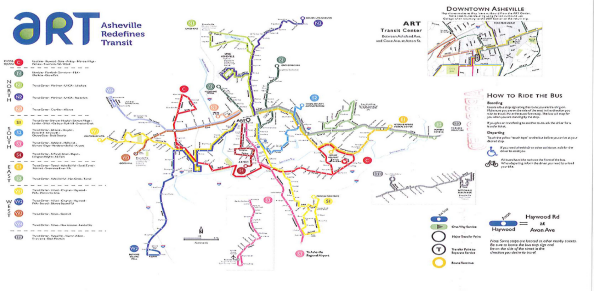
Frequently Asked Questions
Asheville Transit Service Changes

ridetheart.com

Q: What are the major changes in transit with the new service upgrade that begin on May 21, 2012?
A: There are several changes to the improved transit service:

- Frequency of the service on major transit corridors is increased to twice an hour
- Route changes to improve on-time performance
- You can use Google Transit to plan your routes
- The day and evening routes are consolidated, so there is now one schedule
- New areas of service



New System Map Showing Main Corridors

Q: Where are the main corridors that have service with twice an hour frequency?
A: The main corridors now include:

Patton Avenue to New Leicester Highway
Haywood Road to Brevard Road
Merrimon Avenue to Beaverdam Road
Tunnel Road to South Tunnel Road
Direct Service to Hillcrest

Q: Where do I find out about the new route changes?
A: You can access the new transit route maps in several ways:

- Pick up a hard copy of the route maps at the ART Station at 49 Coxe Ave in Downtown Asheville
- On the ART website, visit: www.ridetheart.com
- On the Google Maps Transit website, http://maps.google.com

One of Asheville's New Hybrid Buses

Q: Has the bus fare changed?
A: No, the bus fare will remain the same. It is still $1.00 cash fare, $9 for an 11 ticket booklet, $20 for a month pass and $220 for a year pass. All ticket booklets and passes can only be purchased at the ART Station. Discounted fares available for seniors, individuals with disabilities, Medicare recipients and students ages 6-19. Children under the age of 6 ride free with an adult ticketholder.

Q: Will there be any Sunday service?
A: Yes. Limited Sunday service will start on January 4th 2014. Additional recommended improvements and services are outlined in the Transit Master Plan..

Q: What are the transit operating hours? Does the bus run late on Friday and Saturday?
A: ART provides bus service throughout the City of Asheville and other local areas. Service is provided Monday – Saturday generally from 5:30 a.m.-10:30 p.m. Many routes start later on Saturday mornings and Rt 170 will operate until 1:00am on Friday and Saturday nights. Please obtain route schedules for details.

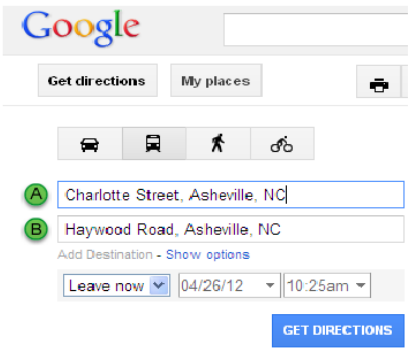
Q: The individual bus route numbers and letters have changed. What do they mean?
A: The first letter of the new routes names provide riders information about the direction the buses travel.
The Routes N1, S1, E1, W1 leave on the hour. These routes also have the latest operating hours.
The Routes N2, S2, E2, and W2 leave on the half hour.

New signs identify routes that serve the bus stop

Routes now begin with:

N for North,
S for South
W for West
E for East

Q; I've never used Google Maps before to figure out a bus schedule or route. Is it hard to use? Can I use my smart-phone to get the information?
A: It's pretty simple to use, just like finding directions or a location on any map. The website is accessible on a smart phone just like any other website. It offers information not only on bus route options, but also estimated travel time.



1) First enter Asheville in the search bar.
2) Then click on Get Directions.
3) Enter your location and destination information
4) You will see four picture options, a car, bus, pedestrian and cyclist. Click on the bus, which shows the words "Public Transportation" when you put your cursor over it.
5) Enter in the time you will depart, (gives you the option Right Now, or additional times later in the day.)
6) Click on Show Options and select either "best route", "fewer transfers" or "less walking," your preference.
7) Click on get Directions. A bus route will appear. It also gives you additional route options, so you can select the one that works best for you.

Q: Was the community consulted prior to making the changes?
A: Yes. The City of Asheville held a series of public meetings in diverse Asheville neighborhoods to survey and receive feedback in order to improve service. In addition, ridership surveys and on-line surveys were conducted. The changes are a result of these efforts, and include the most frequently requested service changes.

Q: Will there be additional changes after the month of May of 2012?
A: Yes, the City of Asheville's Transit Master Plan details recommended changes through 2020. In addition, each year ART will make smaller modifications to the schedules and routes to improve service. Residents are encouraged to contact the iride@ashevillenc.gov with any questions, concerns or suggestions for service changes.

Q: What if I have additional questions about the new bus service?
A: Please call the transit customer service (828) 253-5691 or you may email iride@ashevillenc.gov