Frequently Asked Questions
Asheville Transit Service Changes

ridetheart.com

Q: Where are the Park and Ride Stations?
A: There are currently two ART Park and Ride Stations:

170 ART STATION - TUNNEL RD - WARREN WILSON - SWANNANOA - BLACK MOUNTAIN

W3 WEST 3 ART STATION - PATTON - GOODWILL

The 170 Route: From the ART Station, it connects the downtown Asheville area with Warren Wilson College, Swannanoa and Black Mountain, and smaller towns in Eastern Buncombe County, via Tunnel Road and US70.
The West 3 Route: From the ART Station, this route travels along Patton Avenue to 1616 Patton Avenue, adjacent to the Goodwill Industries Building Park and Ride, and back again to the ART Station.

Q: Are all the buses handicapped accessible?
A: Yes, all of the buses are handicapped accessible. The lift is in the front door by the driver, who will assist riders as needed. All of the buses are equipped with two securement locations for rider's safety. Additional paratransit services are available and is provided by Mountain Mobility of Buncombe County. Please contact Mountain Mobility directly at 828-258-0186 to determine eligibility.

Q: Can you bring food or drinks or smoke on the bus?
A: Smoking, eating and drinking are strictly prohibited on the bus. Please finish and/or store away before boarding.

Q: Can you bring animals on the bus?
A: Pets cannot ride the ART unless they are service dogs or in a small carrying cage on your lap.

Q: How do you transfer to a different bus? I've never done it before.
A: It's not difficult at all:
First: Look at your Route Map and identify Transfer Points, marked on the map with a T and select the transfer point that is the closest to the next route you need to take.
Second: Ask the bus driver for a transfer ticket before you board the bus.
Third: A block before you arrive at the Transfer Point, press the closest yellow stop strip to request a stop.
Fourth: Board your second bus by showing the driver the transfer ticket.

Q: What is the Passport Program?
A: A discount fare program available to regional employers that offers employees a convenient option of riding transit without having to pay a fare with each ride. Participating employees only need to show their ID card or badge to board the bus.

Q: Where do I find out about last minute route changes?
A: Temporary Service Alerts due to weather conditions, construction, and other causes are posted on ridetheart.com, the City of Asheville website, www.ashevillenc.gov. With www.nextbus.com/art, you can sign up for Route Alerts that you can receive via text (instructions to receive alerts are posted on www.ridetheart.com)You may also call 253-5691, or e-mail iride@ashevillenc.gov during regular business hours.

Q: What is the Asheville Transit Committee?
A: The Asheville Transit Committee serves as an advisory organization to the public transit system. The up to eleven members appointed by the Multimodal Transportation Commission. The committee meets once a month with city staff to discuss opportunities to improve the transit system.

Q: I would like to see additional improvements to The ART. How do I get involved?
A: The current service changes are the result of the implementation of the first phase of the Transit Master Plan. There are several ways to get involved to request additional upgrades:

- Contact iride@ashevillenc.gov with requests for service changes
- Attend a future community meeting and fill out a comment card
- Volunteer with the Transit Commission or other local multi-modal transportation organization
- Contact your City Council representative

Q: How do I bring my bike on the bus? Will the driver wait? I have never done it before.
A: The ART transit system welcomes bicyclists, who may load their bike on the bus for free. The bus will lower down to make it easier to load the bike. No need to worry that you are holding up the bus, it just takes a moment. You can also stop by the ART Station and ask a driver to practice on a parked bus.

How To Load Your Bike on the Bus:

Wait until the bus comes to a complete stop.
Make eye contact with the driver before loading.
Bike racks are on the front of the bus. They hold up to 3 bikes.
If racks are full, if room allows, additional bikes can be stored on the bus.
Lean the bike against you.
Pull on the yellow handle to pull down the bike rack to the open position.
Lift your bike up onto the rack.
Make sure the front wheel is in front of the black plastic piece that is on the same side as the retainer bar.
Continue to hold onto the bike with one hand.
With the other hand, squeeze together the release at the top of the retainer bar, pull straight out, and swing retainer bar over to the top of the front tire.
Check that the bike is secure before boarding.