

# Your Information When You Want It

The City of Asheville is excited to offer a new real-time passenger information service called NextBus.

You can use your touch tone telephone, mobile device (standard cellphone or smart phone) or web enabled computer to find exactly where the bus is and when it will arrive at your stop.



**FOR THE  
nextART**

Text "41411"  
then enter  
"nextART 123"

or call  
828.253.5691

**Know your bus stop number!**  
Each bus stop has a 3-digit number after "next ART". This is your bus stop number.

#### **ART Station (Asheville Transit Station)**

49 Coxe Avenue, Asheville NC 28801

M - F: 6:00 a.m. - 9:30 p.m., Sat: 7:00 a.m. - 9:30 p.m.

Holidays: 9:30 a.m. - 7:00 p.m.

Phone: (828) 253-5691

E-mail: [iride@ashevillenc.gov](mailto:iride@ashevillenc.gov)

Web: [www.ridetheart.com](http://www.ridetheart.com)

[ride.relax.connect](http://ride.relax.connect)



# nextART



## When is the next bus?

Find out by using:



# Get:

- Actual arrival information when the next ART bus will be arriving at your bus stop.
- Real-time maps of where your actual bus is located at any time.
- Automatic alerts that notify you of your bus route arrival time.
- Alerts of delays due to weather or construction.

## By Text Messaging

- Text 41411 then enter "nextART", space and the 3-digit bus stop I.D. number.
- You will receive a text message stating how many minutes until the next bus arrives on the route, in the travel direction and at the particular bus stop.

## By Calling

- Dial (828) 253-5691, press 5
  - When prompted, enter the 3-digit bus stop I.D. number. Bus stop numbers can be obtained from bus stop signs or from [nextbus.com/art](http://nextbus.com/art).
- You will receive a list of all routes that serve this particular bus stop along with the time until the next arrival for each route in minutes.

## By Computer

- Visit [ridetheart.com](http://ridetheart.com) or [nextbus.com/art](http://nextbus.com/art)
  - Select your route.
  - Select your direction.
  - Select your stop.

## Web-Enabled Cell Phone

- Visit [nextbus.com](http://nextbus.com)
  - Follow the on-screen instructions

## Advanced Alert Features

**NextBus allows individual users to sign up for personalized alerts.** The City of Asheville will use alerts to notify passengers of route changes due to delay, weather, or holiday schedules. These alerts can be one-time use specific, time specific, or route specific. Alert can be received by text, email or on the website.

1. Visit [ridetheart.com](http://ridetheart.com) or [nextbus.com/art](http://nextbus.com/art)
2. Click tab labeled "My NextBus".
3. Click "Create new login"
4. Select the alert you would like to create. Follow the on screen instructions. Feel free to create as many alerts as you would like.

## Immediate Alerts

(also known as **One-Time Alerts**)

**These alerts are often used while "in the moment". Most users will use this type of alert when they ride a bus outside of their regular ridership habits.** If a business meeting finishes early or a grocery trip takes longer than expected, a passenger can create an Immediate Alert to notify them when their next bus is nearby (designated in minutes away).

**Pros:** There is no need to find times on a paper schedule, works off of real-time data.

**Cons:** This alert only happens once (for regular reminders, see Scheduled Alerts).

## Scheduled Alerts

**This recurring alert is perfect if you regularly catch the bus at the same time.** Alerts can be set up every weekday or every day.

**Pros:** There is no need to text, call, or visit the web to see if the bus is on time. NextBus will automatically text you when your bus is a certain distance away (designated in minutes away).

**Cons:** This alert will not notify you of any delays your bus may experience from the time you receive your alert to the time the bus actually arrives.

## Watch Route Alerts

These alerts allow passengers to subscribe to specific routes. Once subscribed, passengers will have a direct feed from ART dispatchers. Passengers will know if their selected route is delayed due to weather, traffic congestion, or railroad crossings. In addition, passengers will also be notified of any service changes due to road closures or holidays.

**Pros:** This alert provides direct notification of major service delays when they occur.

**Cons:** An alert can be sent at any time, even when a passenger has no need to catch a bus.

## Other features of nextART

Real-time information signs will be posted at the ART Station and at select bus stops, displaying next bus arrival information.

## nextART Quick Guide



Text 41411 then enter "nextART", space and the 3-digit bus stop I.D. number



Visit [ridetheart.com](http://ridetheart.com) or [nextbus.com/art](http://nextbus.com/art)



Dial (828) 253-5691, press 5



Visit [nextbus.com](http://nextbus.com)

## Frequently used bus stops

Route/Location

Stop Number

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____