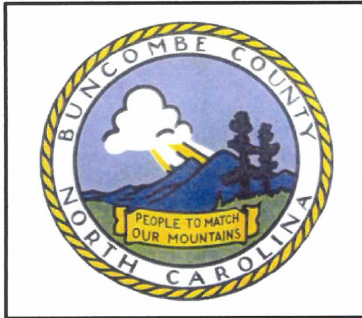


Mountain Mobility Rider's Guide



<http://www.buncombecounty.org/governing/depts/transportation>

828-250-6750

TDD/TTY Relay 711 or Toll Free 1-800-735-2962

The County of Buncombe does not discriminate on the basis of disability in the admission or access to, or treatment or employment in, its programs and activities. Materials are available in alternate formats upon requests.



Provider of Safe, Reliable, and Responsive
Public Transportation Services Within
Buncombe County

Quick Reference Information

Mountain Mobility can be reached at (828) 250-6750. The automated answering system will offer the following options. Please press the option you need.

Service Options:

Assistance Needed

Press this Option

Speak to the dispatcher about a trip scheduled for today.....	1
Cancel a trip.....	2
Schedule a trip.....	4
Sign up, update info, other information.....	5
Complaints/Suggestions.....	6
Other assistance/reception.....	0

TTY/Text to Voice Communications

Mountain Mobility is accessible for TTY/text to voice communications through Relay 711 International. The toll free number for Relay North Carolina is 1-800-735-2962. Relay operators may dial Mountain Mobility at 1-828-250-6750 and select one of the following options to connect to a Mountain Mobility Customer Specialist:

- 1 – Dispatch
- 2 – Cancellations
- 3 – Schedule a trip
- 5 – Sign up for Service
- 6 – Register a complaint or other questions

Information and referral services are also available
from NC 2-1-1: www.nc211.com

Dial 2-1-1 from any phone or call their toll-free number
(866) 401-6342.

For Additional Information see website:
www.buncombecounty.org/transportation or
www.landofsky.org/mm

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Service Hours:

Monday through Saturday, 5:30 a.m.—7:30 p.m. ADA complementary paratransit services are available to eligible passengers the same days and hours as the ART (Asheville Transit) bus system operates.

Office hours of operation are Monday through Friday, 8:00AM – 5:00PM. Voice mail is available after hours, on weekends, and on holidays.

Service Area:

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

Driver Training:

All Mountain Mobility drivers receive thorough training in defensive driving, passenger assistance, first aid, adult and infant CPR and other areas. Each driver is properly licensed, has a good driving record, driving experience, and is familiar with Buncombe County’s roads and highways. All drivers have clean criminal background checks and must pass ongoing drug and alcohol screening.

Vehicles:

Mountain Mobility currently has a fleet of 43 vehicles. There are 5 small buses used to operate 3 Trailblazer routes in Buncombe County, 1 mini-van, 6 conversion vans, and 31 lift-equipped paratransit vans. All vehicles are well maintained and are thoroughly cleaned on a regular basis. Mountain Mobility’s fleet includes 22 bi-fuel vehicles that utilize an alternative fuel type (liquid propane/autogas and CNG), which reduces emissions and

contributes to improving air quality. To ensure passenger safety and security, all 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.

Operations Office Location/Mailing Address:

2000 Riverside Drive
Suite 17
Asheville, NC 28804

Administration/Eligibility Office Location/Mailing Address:

339 New Leicester Hwy
Suite 140
Asheville, NC 28806

Sign Up for Service and Eligibility:

To sign up for service, call 828-250-6750, option 5

TDD/TTY Relay 711 or toll free 1-800-735-2962

between 8:00am and 5:00pm Monday through Friday. An answering machine is available after-hours, on weekends and on holidays. Please provide the passenger's name, street address, telephone number, date of birth and last four digits of their social security number. Additional information may be requested if eligibility guidelines apply.

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, their age, what type of trip is needed (e.g., medical, shopping, etc.), Medicaid eligibility, association as a human service agency client, and/or access to fixed-route bus service. Most frequently, eligibility for Mountain Mobility falls under one of the following categories: general public, seniors 60 and older, ADA Paratransit passengers, Medicaid transportation, and passengers being served under a contract with a human service agency. Please contact Mountain Mobility information line to determine your eligibility.

Medicaid recipients must sign up for Medicaid transportation services and reserve medical trips through Buncombe County Health and Human Services. Please contact your Medicaid social worker for additional information.

ADA Paratransit Service:

Asheville Transit (ART) partners with Mountain Mobility to provide next-day complementary paratransit service to people

with disabilities*. Service is provided during equivalent hours as ART routes. The service area is as follows:

- Monday-Saturday: City-wide or within ¾ miles of all ART routes (except Route 170)
- Sundays & Holidays: Within ¾ miles of ART routes that operate

Eligible recipients can use paratransit to go shopping, attend medical appointments, go to work, go to any other activity, or run errands. For ADA paratransit service, the scheduled pick up will be provided within one hour of the requested pick-up time.

The fare for an ADA paratransit trip is \$2.00 per one-way trip (\$4.00 round trip). Fare amount is subject to change.

**Required by the Americans with Disabilities Act of 1990*

Demand Response Service:

Demand Response service describes trips scheduled on an as-needed basis, such as medical appointments, etc. Please note that Mountain Mobility schedules are more flexible in accommodating appointment times during the off-peak hours of 10am to 2pm. Grocery and other shopping as well as multipurpose trips like banking, personal business, etc., must be scheduled according to days, times and stores on our routes within your community. Mountain Mobility does not provide same-day transportation. If you need emergency transportation services, call 9-1-1.

Subscription Service:

Subscription service describes trips that are scheduled to the same destination at the same time, two or more times within the same week. Passengers requesting subscription service may be placed on a waiting list if capacity on an existing route is full, or if

a route not available in the area and/or at the times service is requested.

Scheduling a Trip:

After being signed up for service, trips may be scheduled by calling, 828-250-6750, Option 4

TDD/TTY Relay 711 or toll free 1-800-735-2962

between the hours of 8:00am and 3:00pm Monday through Friday. Trips may be scheduled up to one month in advance. Voice mail is available after hours, on weekends, and on holidays. Drivers are not allowed to take reservations for passengers.

ADA Paratransit passengers can schedule a trip up to 5pm the day before a trip and can leave a trip reservation request on an answering machine outside normal business hours for a trip to take place on the next business day.

Please have the following information available when calling in a reservation:

- Name of the passenger
- Home address of passenger
- Telephone number of passenger
- Complete street address of where the passenger needs to go
- Date of the requested trip
- Time the passenger needs to arrive
- Time passenger needs to be picked up for the return trip home
- If applicable, type of assistance needs (mobility aids, impairments, etc.)
- Will an escort, guest or PCA accompany the passenger?

- Will a child be traveling?

Drivers are required to transport passengers to the pre-scheduled destination indicated during the reservation.

Drivers are not permitted to make any destination changes.

No Shows:

When a van arrives to pick a passenger up at their home and the driver and dispatcher are unable to make contact, or the passenger fails to board the vehicle within the wait time (see page 6 for wait time), the van will record the trip as a no-show and the return trip will be cancelled.

If a passenger elects not to take a trip and fails to cancel the trip at least two hours before the appointment time, a no-show trip is recorded. Excessive no-shows may result in suspension of services.

Arrival and Departure Times:

The van will arrive to pick the passenger up from their home up to one hour and fifteen minutes before the requested drop-off time. For ADA paratransit passengers, the pick-up time may be up to one hour before the requested drop-off time. For return trips the van will arrive within 15 minutes after the requested pick-up time. Return trip pick-ups will be at the original drop-off location unless other arrangements are made in advance. Passengers must be ready and waiting at a main entrance or curbside for the van. Drivers are not permitted to enter private homes, apartments, doctors' offices, grocery stores, office buildings, etc.

Wait Time:

Drivers may only wait for a passenger up to 5 minutes after the scheduled pick-up time. If a passenger will not be ready at the scheduled pick-up time for their return trip due to a delay during their appointment and still need transportation home, the passenger must call the dispatch office 828-250-6750, option 1 as soon as they are ready and a van will be sent at the earliest possible opportunity.

Cancellations:

If a passenger cannot take a scheduled trip, the passenger must call to cancel their trip **at least two hours before their appointment time**. To cancel a trip on the day it's scheduled, call 828-250-6750, option 1 and speak to a dispatcher on duty. To cancel all other trips call 828-250-6750, option 2. Passengers are encouraged to cancel their reservation as soon as they know a trip will not be taken. An answering machine is available after hours, on weekends and on holidays. **Trips that are not cancelled by the two-hour deadline will be recorded as a "no-show"**.

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

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

Cost:

Service costs are paid primarily by grants and agencies that

sponsor trips. However, passengers may be required to pay a public transportation fare, or after age 60, may be requested to make a contribution toward the cost of services. When signing up for service, the passenger will be informed if a fare is applicable and if so, the amount of the fare for each trip.

Fare Policy:

If applicable, the fare for a Rural General Public trip is \$3.00 per one-way trip (\$6.00 round trip). If applicable, the fare for an ADA trip is \$2.00 per one-way trip (\$4.00 round trip). The fare for the Trailblazer routes is \$0.50 per boarding. Fare amounts are subject to change.

Fares must be paid when a passenger boards the vehicle. Fares will be collected by the driver. All passengers are responsible for having correct change in cash or a trip ticket. No change will be provided by the driver. Round trip payment of fares can be made only during the initial trip, not on the return trip home. If the return trip is cancelled, no money/tickets can be refunded after being paid. Failure to pay fares may result in suspension of services.

Trip tickets may be purchased in quantity and may be purchased with money order or check. Passengers should request tickets by calling 828-250-6750, Extension 4 and/or mailing check or money order to: Mountain Mobility, 2000 Riverside Drive, Suite 17, Asheville, NC 28804. Receipts for the purchase of tickets may be provided upon request. A service fee of \$25 will be charged on all returned checks. Any passenger that has a check returned will not be permitted to pay by check in the future.

Transportation of 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. Children under 18 must travel with a parent, guardian or Personal Care Attendant. Mountain Mobility and passengers 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.

Escorts, Personal Care Attendants, Service Animals:

All passengers are allowed one escort on the van unless approved for more (e.g., children riding with a passenger). An escort is a person who *wants* to go with the passenger. A Personal Care Attendant (PCA) is a person who *needs* to go with a passenger to provide necessary medical or personal assistance. Passengers who are unable to take care of themselves on the van or at their destination or are unable to get to and from the van with minimal assistance from the driver are required to travel with a PCA. A PCA is not required to pay a fare. If an escort or PCA will be travelling with you, please notify the office at the time a reservation is made. Pets are not permitted on any vehicle. Passengers may travel with service animals only. Animals at a residence must be restrained prior to Mountain Mobility drivers providing any passenger assistance. A driver unable to access a passenger’s home due to a loose animal may notify the dispatcher. If the dispatcher is unable to make contact with the passenger, or the passenger does not board, the trip will be recorded as a no-show and the return trip cancelled.

Mobility Devices:

Passengers may use wheelchairs, canes, walkers, and other common mobility devices on Mountain Mobility vehicles.

Wheelchairs must meet the ADA definition of a “common” wheelchair or mobility device. A common wheelchair is a mobility aid belonging to any class of three- or four-wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered.

- A maximum of 48 inches in length measured at 2 inches above the surface of the platform;
- A maximum of 30 inches in width measured at 2 inches above the surface of the platform; and
- A maximum of 600 pounds when occupied.

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

Drivers are prohibited from lifting or carrying customers. For safety reasons, passengers using three-wheel scooters are strongly encouraged to transfer out of their scooter into the seat of the paratransit 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:

Passengers may travel with oxygen tanks and respirators. For safety reasons, oxygen tanks and respirators must be secured to prevent oxygen tanks from falling or becoming dislodged and striking other objects or passengers in the vehicle.

Seat Belt Policy:

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

Grocery, Retail Shopping and Multipurpose Trips:

Due to space limitations and safety/securement requirements, customers are only permitted to bring or purchase what they, themselves can carry and travel with in their lap on Paratransit vehicles. If a customer brings more than the allowable packages, it will be the customer's choice on whether to board with only what they can carry and travel with in their lap and find alternative transportation to carry the remaining packages, or decline the trip. A PCA or escort is not permitted to carry additional packages. Shopping carts or any type of equipment used to assist with transporting packages, groceries, clothing or other items the customer is unable to physically carry are not permitted.

Drivers will assist passengers in loading and unloading bags/packages from the vehicle. If, however, due to a physical disability or other mobility limitation, a passenger needs assistance in carrying packages from the vehicle to the door of

the passenger's residence, the passenger may request that special assistance be provided to them. This special assistance must be requested when the trip is scheduled (prior to taking the trip) so that additional time can be scheduled on the route.

Shopping/retail transportation services must be scheduled to a destination within your community on Community Service Routes. Grocery shopping trips are provided to the grocery store(s) listed in each community. Retail shopping trips are provided to the closest major store in/near a community, such as Wal-Mart, Kmart, and malls. Multipurpose trips refer to all trips EXCEPT: medical, employment, education, human service agency transportation and senior centers.

The most recent Community Service Routes will be included with this Rider's Guide.

Other Services—Trailblazers Routes:

Mountain Mobility operates three "trailblazer" routes. The buses are open to anyone who wants to ride. Trailblazer routes provide transportation around local communities, as well as connections where passengers can transfer to Asheville transit (ART) buses or Haywood Public Transit buses. Flag the bus down anywhere along the route or wait for it at one of the preset locations on the schedule. The fare is 50 cents to board. The Trailblazer buses are light transit vehicles that seat 14 to 18 passengers, and are equipped with lifts to serve persons using mobility aids. Each bus is equipped with a bike rack. Each trailblazer route is a deviated-fixed route, which means that the bus follows the route shown on the schedule, but the bus may deviate off the regular route by one-quarter mile to pick a passenger up from an address if the passenger is unable to get to the route. If you live within one quarter of a mile of route and want to request a deviation please

call 250-6750 and press “Option 1” by 5pm the day before to request a deviation.

To request the most recent copy of a Trailblazer schedule please call 828-250-6750, Option 5. Schedules are also available at local business within the service area of each Trailblazer route and online at www.buncombecounty.org/transportation.

Black Mountain Trailblazer:

The Black Mountain trailblazer serves the Town of Black Mountain, Blue Ridge Apartments, Blue Ridge Assembly, Lakeview Senior Center, Carver Community Center, Highland Farms, Swannanoa Medical Center, Black Mountain Center, Montreat College, Amazing Savings, Ingles, as well as other destinations along the route. The Black Mountain Trailblazer offers connecting service to an Asheville Transit (ART) bus at the Sutton Ave Park-and-Ride lot in Black Mountain (near SunTrust Bank) for service to downtown Asheville. The Black Mountain Trailblazer operates Monday through Saturday, 5:50am to 7:45pm.

Enka-Candler Trailblazer (connects with Haywood Public Transit):

The Enka-Candler Trailblazer serves parts of west Buncombe County. This route connects with Asheville Transit (ART) at the Goodwill Industries’ Park-and-Ride lot on Smokey Park Highway, and includes service to A-B Tech’s Enka Campus and Westridge Shopping Center. This route serves Hwy 19-23 all the way to the Travel Centers of America (TA) Truck Stop, where service connections to Haywood Public Transit are available four times daily. The Enka-Candler Trailblazer operates Monday through

Friday 6:15am to 6:10pm.

North Buncombe Trailblazer:

The North Buncombe Trailblazer serves parts of north Buncombe County, Woodfin and Weaverville. The service area includes Weaverville Hwy, North Main Street, Arvato/Sonopress, Super Wal-Mart and Lowe's, Reems Creek Road, Dogwood Drive, Weaver Boulevard, Northview Mobile Home Park, New Stock Road, and Aiken Road. The route connects with Asheville Transit (ART) Route N1 at the Manor Ridge Apts on Elkwood Ave several times throughout the day. The North Buncombe Trailblazer operates Monday through Friday, 6:30am to 6:30pm.

Other Services – RIDE Voucher Program:

RIDE is a curb-to-curb, user-side subsidy transportation program that allows disabled residents to purchase transportation provider services at a significant discount. The goal of the RIDE Program is to increase independence, freedom of choice, and transportation options for individuals with disabilities.

Funding for the RIDE program is subject to availability of federal funds received through the Federal Transit Administration's (FTA) Section 5317 New Freedom Program. Buncombe County and revenues from the sale of vouchers provide matching funds for the program.

Once you are approved and registered as a RIDE participant, you are eligible to purchase vouchers that may be used with any of the RIDE transportation providers. Voucher coupons are sold for \$2.50 each in books of ten coupons or four coupons.

Voucher coupons have a value of \$10.00 each. The fare required for a one-way trip with a RIDE provider is based on either

mileage for a shared ride trip or the meter fare box if using a taxi. One voucher coupon can be used to cover the cost of a one-way trip up to \$10 value. Customers pay the balance of the fare if it exceeds the \$10 value of the coupon. All trips must take place within Buncombe County.

RIDE Eligibility:

RIDE provides non-emergency transportation services for disabled residents of Buncombe County who are unable to access Asheville Transit (ART) bus system or Mountain Mobility Trailblazer routes. To qualify, you must reside within Buncombe County and meet the following criteria:

- Disabled (evidence of disability may be required).

To use the RIDE service, you must be registered as an eligible customer directly with the program. To apply for RIDE, call 828-250-6750 Option 5 or, TDD/TTY Relay 711 or toll free 1-800-735-2962 to speak with someone in person and apply over the phone.

RIDE Cost:

Services through the RIDE Program are provided by several private transportation companies in Asheville. The companies charge different rates, and customers are advised to contact them directly to discuss fees and services in advance of scheduling a trip. Generally, costs are based upon the mileage distance from the point of pick-up to the destination. Prices range from \$10.00 for in town trips to more than \$40.00 for longer trips such as from Black Mountain to Asheville Airport. The customer pays only \$2.50 for the trip cost on a fare up to \$10.00 customers pay the balance of the fee if their ride is over \$10.00. Only one voucher can be redeemed per one-way trip. Trips should be

booked a minimum of 24 hours in advance, but same day service is allowed on a case-by-case basis.

Other Services - Senior Bus Pass Program:

Mountain Mobility offers qualifying seniors a free monthly bus pass that is good for rides on all Asheville Transit (ART) buses. Because advance reservations are not required, Asheville Transit (ART) bus services will allow more flexible travel.

You qualify if:

- You are 65 or older;
- You live in the City and can access a city bus route;
- You agree to only use Mountain Mobility to go places the bus doesn't go or when you need extra assistance; and
- You agree that only you will use the pass.

For more information on this program or to see if you are eligible for a free bus pass, call 828-250-6750, Option 5, TDD/TTY Relay 711 or toll free 1-800-735-2962.

Inclement Weather Policy:

Mountain Mobility will make every effort to ensure that service can be provided as requested, including the use of snow tires, relocation of vehicles, alternate communications, etc. However, the safety of passengers and drivers cannot be compromised. Therefore, Mountain Mobility reserves the right to contact any agency or passenger to revise, cancel, or reschedule trips in the event of adverse weather conditions. In the event of severe weather conditions, management staff may deem it necessary to cease operation of the system. In such cases all agencies and passengers affected by the decision will be notified as quickly as possible. In the event Asheville Transit System (ART) buses do

not operate, operate on a delay or cease operations due to inclement weather; Mountain Mobility will follow suit. An announcement on WLOS-TV and local radio stations will be made if Mountain Mobility does not operate or reduces or delays operations.

Holidays:

Mountain Mobility is closed on the following holidays:

- Thanksgiving Day
- Christmas Day

Mountain Mobility only offers ADA Complementary Paratransit Service on the following holidays:

- New Year's Day
- Martin Luther King, Jr. Day
- Memorial Day
- 4th of July
- Labor Day
- Good Friday

Other Passenger Responsibilities:

Smoking is not permitted on Mountain Mobility vehicles. No firearms or weapons are permitted on vehicles. No explosives, flammable liquids, acids or other hazardous materials are permitted onboard a Mountain Mobility vehicle. Eating and drinking are not permitted on vehicles unless required for medical reasons. Passengers who use mobility aids such as wheelchairs or motorized scooters must have adequate sidewalks and ramps to get from their home to the Mountain Mobility vehicles. Riding Mountain Mobility vehicles under the influence of alcohol or illegal drugs is prohibited. Service may be suspended or terminated if a passenger compromises the safety

of other passengers or the driver.

Suspension Policy:

Passengers may be suspended or terminated from receiving Mountain Mobility services for violating Mountain Mobility policies and guidelines as follows:

- Disruptive behavior
- Behavior or actions that compromise the safety or wellbeing of other passengers or the driver; and/or
- Demonstrated pattern of refusal to follow rules and guidelines

Disruptive behavior includes but is not limited to the following:

- Refusal to remain seated or wear seat belts
- Attempting to distract the driver
- Refusal to have a mobility device secured
- Boarding or attempting to board with an unsafe mobility device
- Not complying with limitations of carry-on bags; and/or
- Smoking

Failure to observe Mountain Mobility policies and guidelines may constitute a suspension for up to 30 days. Duration of Service Suspension: A service suspension should be “for a reasonable period of time”. “Reasonable period of time” depends on the facts of the specific incident. In determining the length of the service suspension, the following factors are considered:

- Need to protect other passengers, employees, or system safety
- Seriousness of the risk created or harm caused by the passenger’s behavior or conduct
- Number of prior warnings given and the period of time over which those warnings were given
- Likely corrective effect of the suspension on the passenger’s future behavior or conduct, in light of the

passenger's particular condition.

The process that leads to a suspension is as follows:

- First Incident: when a passenger's behavior disrupts the driver or other passengers, a management representative will speak privately with the passenger and, if appropriate, the passenger's sponsoring agency representative about his/her behavior. The passenger will be told the reason his/her behavior is objectionable and the steps the passenger must take to correct behavior. The management representative must document in writing the verbal warning, and notify the referral agency, if appropriate, indicating the date and time the discussion took place.
- Second Incident: If the passenger continues his/her disruptive behavior, the management representative will speak with the passenger and, if appropriate, the sponsoring agency representative a second time. During this conversation, the passenger will be presented with a written warning stating the reason his/her behavior is objectionable and the steps he/she must take to correct the behavior. The warning will also state that another incident will result in suspension of privileges to ride Mountain Mobility.
- Third Incident: A third incident will result in suspension of transportation privileges for up to 30 days. The suspension notice will be written and hand delivered to the passenger and/or if appropriate, to the passenger's sponsoring agency or sent by certified mail to his/her address and to that of the sponsoring agency, if applicable.

Automatic Suspension and Permanent Termination of Mountain Mobility Services:

Passengers will be automatically suspended and terminated from Mountain Mobility whenever a passenger demonstrates violent behavior or engages in illegal activity while on board the bus. Such actions include, but are not limited to:

- Physical actions toward operators or other passengers, such as striking, verbally abusing, or engaging in aggressive behavior with a driver or another passenger.
- Causing damage to vehicles (tearing seats, breaking windows, breaking seatbelts, removing or disabling equipment, and similar conduct.
- Possession of drugs, an open container of alcohol, or firearms
- Harassment of other Mountain Mobility passengers or employees; and/or
- Theft or damage to the possessions of others or public property

The termination notice will be in writing and shall be sent by certified mail to his/her address and to that of the passenger's sponsoring agency, if applicable.

Passenger Rights:

As a Mountain Mobility passenger, you have 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 your concerns to staff (your feedback will not determine your eligibility to ride);
- Call and schedule your reservations more than a day in advance; and
- Request assistance in advance.

Unattended Passenger Policy:

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 to meet the paratransit vehicle at each location. The driver will only wait 5 minutes for the attendant to meet the vehicle. If no one arrives, the driver will notify the dispatcher on duty and continue on their route. The dispatcher on duty 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.

Disruptive Behavior Policy:

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.

Drivers' Rights:

Drivers 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.

Comments and Suggestions:

Communication with passengers and others about Mountain Mobility is welcome and is essential in providing safe, reliable and responsive transportation. Passengers or their caregivers who would like to share comments, suggestions, concerns, or ideas for improvements regarding the transportation services provided by Mountain Mobility are asked to call 828-250-6750 Option 6. Comments, suggestions, or service problems also may be submitted in writing to the Buncombe County Community Transportation Advisory Board, 46 Valley Street, Asheville, NC 28801.

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 Ext 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