City of Asheville

Discounted Bus Pass Guidelines

828.253.5691 - iride@ashevillenc.gov - 360 West Haywood Street, Asheville, NC 28801

This guide contains information about the discounted fares offered by Asheville Redefines Transit (ART) to eligible riders and general information about ART's services.

ELIGIBILITY

ART provides a 50% discount on bus fares and passes for the following groups, you'll simply show the relevant identification or paperwork *with* no paperwork necessary:

- Seniors can get free ART month passes, call Mountain Mobility at 250-6750, Press 5.
- Medicare recipients (ex. Medicare Card)
- Elementary, middle & high school students ages 6-19 (ex. Student I.D.)
- Disability (ADA) riders from another transit agency (ex. CATS in Charlotte)

Persons with disabilities can receive the discount by completing the **Discounted Bus Pass Application**, which requires verifying documentation. Persons with a disability will be issued an **ART Discount Card** (permanent, 6-month or temporary card). This includes individuals covered by:

- the **Americans with Disabilities Act (ADA) including Disabled Veterans** - must bring a note from a doctor certifying a disability, or military issued document verifying disabled veteran status (military I.D.'s are not accepted at this time).
- **Social Security Disability Insurance (SSDI)** or **Supplemental Security Income (SSI)** – must bring award letter only

Other discounts are available for ART riders include: children ages 5 and under ride free with an accompanying adult, UNC Asheville/Warren Wilson students and eligible AB Tech students, employees of PASSport Program participants and Homeless Coalition participants

HOW TO GET YOUR ART DISCOUNT I.D.

The driver or attendant may not offer riders a discounted rate without proof of eligibility (either a government I.D., ART Discount I.D., Medicare card, Student I.D., or other transit agency disability I.D.). Typically, your discount can be processed same-day if you come to the ART Station with your identification, or for persons with a disability, the application form and verification documentation.

If we are unable to make a same-day eligibility decision, we will give you a 30-day temporary discount card so that you can receive the discount while we reach an eligibility decision. If we determine that you are not eligible for the discount, you can appeal the decision to the General Manager of ART, and you will also receive the 30-day card while the appeal is pending.

Persons with disabilities issued an **ART Discount Pass Card** will simply show this ID to the bus driver or station attendant and pay the discounted rate.

- If you are certified as permanently eligible, you will need to go through a very simple recertification process every 5 years. You will not need to fill out the application again, or re-submit the verification letter. You will simply be contacted to ensure your contact and mobility information is the same.
- If you are certified as short-term (6-month) eligible, you will have to go through a full recertification every six months to determine that you are still eligible. You will need to complete the application and submit an updated verification letter at that time.

City of Asheville

Discounted Bus Pass Guidelines

828.253.5691 - iride@ashevillenc.gov - 360 West Haywood Street, Asheville, NC 28801

- There is no cost for replacing a lost or stolen Discount ID card

The following forms of identification are accepted to obtain an ART Discount pass: either one (1) government issued I.D. (ex. State issued identification card, Military/Veterans I.D., passport, driver's license, tribal enrollment card or Medicare Card) or two of the following; birth certificate, bank statement, utility bill, employer/student/union I.D. or employer check, SSI or SSDI award letter, another transit agency I.D.

For a disability, you can submit the discounted bus pass application in person at the ART Station: 49 Coxe Avenue Asheville, NC 28801	**OR** you can mail your application or Appeal to: Asheville Redefines Transit 360 West Haywood Street Asheville, NC 28801

You can also e-mail your materials to iride@ashevillenc.gov; we will let you know if your documents are in order. If you have a disability, once you have completed the application, you can come to the ART Station to have your photo taken and receive your I.D. card.

PARATRANSIT SERVICES

The City of Asheville provides next-day complementary paratransit service to people with disabilities. Service is provided through Mountain Mobility during equivalent hours as ART routes. The service area is as follows: Mon.-Sat. & Holidays City-wide & within ¾ miles of all ART routes; Sundays within ¾ miles of ART routes in operation. Eligible recipients can use paratransit to: go shopping, go to school, attend medical appointments, go to work, go to any other activity, or run errands. For more information, see the ADA Paratransit Guidelines. To determine if you are eligible contact Mountain Mobility at (828) 250-6750. Dial 711 for TDD. The cost is $2 a trip.

COMPLAINTS

The City of Asheville transit services are committed to our Non-Discrimination Policy. If you have been subjected to discrimination, you may file a complaint with the City of Asheville or the Federal Transit Administration. Title VI of the Civil Rights Act of 1964, states that no person in the United States shall, on the ground of **race, color, or national origin**, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. (42 USC Section 200d).

The City of Asheville is committed to ensuring that no qualified **individual with a disability** shall, by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination by a City of Asheville, its contractors nor sub recipients. (Americans With Disabilities Act of 1990).

Complaints for both Title VI and ADA must be filed within 180 days from the date of the alleged discrimination. Complaint forms can be found at www.ridetheart.com or for more information call (828) 232- 4531, email iride@ashevillenc.gov or visit our office at the Transportation Department at City Hall.