

## **Welcome**

AppalCART is the transportation authority serving all of Watauga County. A coordinated effort by local, state, and federal governments, human service agencies and Appalachian State University has enabled AppalCART to afford consolidated public transportation since 1981.

## **Schedules**

This site consists of a system map, timetables for fixed routes and parking lot shuttles, and an alphabetical destination table cross-referenced by routes. Please note that while we try to be exact when giving the time the bus will be at a given stop, traffic and other situations may result in slight time variations from the published schedule. Please be at the stop at least three minutes early to minimize the likelihood of missing the bus.

## **Holidays**

AppalCART does not operate on New Year's Day, Easter, Independence Day, Labor Day (exception - parking lot shuttles only), Thanksgiving Day, the Friday after Thanksgiving, Christmas Eve and Christmas Day.

## **Bus Stops**

Our drivers will pick you up at any DESIGNATED bus stop (stop signs along the route are always designated stops).

Please assist the bus driver by using a hand signal if you want the bus to stop and pick you up. When you wish to get off the bus, please notify the driver at least one block before your stop.

You may disembark WHILE BUS IS STOPPED in the outside lane at any traffic light or bus stop.

## **Route Signs**

Headways (route signs) are located above the windshield of each bus to permit you to identify the correct bus for the route you want.

## **Fares**

AppalCART's in town routes are FARE-FREE. Rural routes are zoned. \$16 multi-trip tickets good for \$20 worth of rides are available at the AppalCART office on Winklers Creek Rd.

## **Transfers**

If you need to transfer to another bus, please notify your driver, who will then radio contact the driver of your connecting bus to expect to expect a transfer passenger.

## **Mobility Impaired**

AppalCART operates Paratransit service within 3/4 mile of its RED, EXPRESS, BLUE, ORANGE, GOLD, and POP105, PINK, PURPLE, STATE FARM routes at the times those routes are in

operation, for passengers with disabilities which prevent them from using the our in town route buses. For eligibility information, please call Mike Norwood or Jim Harrison at 264-2584 between the hours of 9AM to 5PM. AppalCART offers its Appal-A-Day lift-equipped van service for patrons needing service beyond that offered by our in town route Paratransit service. For Appal-A-Day inquiries (van service in the rural areas of Watauga County) information, call Tim Townsend or Troy Greer at 264-2278.

### Accessible Phone Service

State of North Carolina 711 number (Text Telephone) and/or Telecommunications Relay Services (Relay North Carolina) numbers 1-800-735-2962 (TDD/TTY) and 1-800-8262 (voice).

### **Compliments / Complaints**

AppalCART's drivers and management strive to provide reliable, comfortable, and courteous service to our passengers. If you are particularly pleased with our efforts, we naturally appreciate hearing from you. We hope that we provoke few, if any complaints, but if you experience a problem with our service, we certainly need to know about that too. Such communications should be directed to the Operations Manager Tim Townsend at 264-2278 or [operationsmanager@appalcart.com](mailto:operationsmanager@appalcart.com) . All passenger complaints and criticisms are fully recorded and investigated, and every effort is made to address and alleviate the source of the complaint.

### **Animals in Pet Carriers**

Animals in pet carriers are accepted on AppalCART's vehicles. Unless a service animal, it must be in a pet carrier.

### **Ski Routes**

AppalCART does not provide service to any of the ski resorts.

### **Rural Routes**

In addition to the in town bus service reflected in this schedule, AppalCART transportation is available throughout the county. Fares are charged by zones on all AppalCART rural routes. ASU students, faculty and staff are subject to appropriate fare charges on all county routes. For more information, call our dispatch office at 264-2278.

### **Bike Racks**

AppalCART has Sportworks bike racks that will accommodate two bicycles on the bus. Bicyclist's must load and unload their own bicycles.

### **Suspensions**

Disorderly passengers may be suspended or barred from AppalCART's vehicles and other facilities.