

## How to ride the Bus:

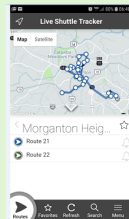
- Find the bus stop location closest to you, and the bus stop closest to your destination.
- Arrive at least 10 mins early to the bus stop.
- Board the vehicle by stairs, ramp, or lift. *All WPRTA buses have lifts or ramps for wheelchair and scooter users and others who use a walker or cane or simply have trouble climbing steps.*
- Pay your fare. *Please have exact change, a pass or a transfer ready when boarding the bus.*
- Enjoy the ride, and follow passenger guidelines. Guidelines are posted on board the bus and online at [mygreenway.org](http://mygreenway.org).
- Notify the driver of your stop by pulling the yellow cord closest to your seat, or by telling the driver prior your destination.
- Exit the bus by the same method you used to board the bus.
- At no time can a stroller, cart, or belongings block the aisle.
- Passengers using wheelchairs have priority use of the space reserved for wheelchairs.



## Bus information online:



**Real Time APP:** Download the APP in Google Play or Apple Store: Find Ride Systems > then Greenway Public Transportation



## Bikes on Bus:

Some vehicles are equipped with bike racks. When a bus does not have a bike rack and the space on the bus near the securement area next to the lift is available the driver may secure the bike on the bus.

Customer call center.....(828) 464-9444  
 Bus Service Direct.....(828) 465-7634  
 Business Office .....(828) 464-9446  
 TDD/TTY ..... 711 or (800) 735-2962  
 Lost and Found.....(828) 465-7634  
 Website.....[mygreenway.org](http://mygreenway.org)

# Route 21

E. Parker Rd.,  
 Burke County Human  
 Services Building,  
 Medical Park Area

to

Morganton Heights  
 Shopping Center  
 (near Panera Bread)



**Flex Route Bus Service**  
**Morganton, NC**  
**Effective October 1, 2018**

## Flex Route Bus Fares:

Fare is free from

**October 1, 2018—March 31, 2019**

**Bus Operators do not make change**

Single Ride.....\$1.25

Seniors & Disabled\* .....0.60

Must present a WPRTA ID card, Photo I.D. proof of age (65 or older) or a Medicare card issued pursuant to Sections II and XVII of the Social Security Act to the bus operator before paying reduced fare.

Five and under.....Free

All day pass .....3.00

(only purchased on board the vehicle)

*Unlimited Rides with passes*

Transfer (at transfer points).....Free

Escorts, Passenger Care Attendant.....Free

Qualified passengers may bring a Personal Care Attendant to assist them.

**Inclement Weather:** Please call 828-465- 7634, visit [mygreenway.org](http://mygreenway.org) for or tune to local news Channel 9 WSOC TV for inclement weather updates.

**Compliments and Complaints:** WPRTA values passenger and agency comments, compliments, complaints and suggestions. Comments may be mailed to WPRTA at PO Box 459 Conover, NC 28613, by calling 828-464-9444 or by e-mailing your comments to [customerservice@wprta.org](mailto:customerservice@wprta.org).

**Travel Training:** New to riding public transportation? Travel training for individuals and groups. Call 828-464-9444 for more information.

**Title VI** - WPRTA is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended.

Language translation is available upon request by calling 828-464-9444.

## Flexible Fixed Route

The Flexible Fixed Route combines the benefits of traditional fixed route service and demand response service. Flex is really two types of bus service in one: The bus follows a defined route, picking up and dropping off passengers at designated stops.



Pull the cord to let the driver know you would like to exit the bus at the next stop.

The bus will also “Flex” or deviate off its route. The driver will reroute to locations within 3/4 of a mile of its usual route when a passenger has made a reservation in advance.

**Scheduling a flex route trip within the ¾ mile (deviation) of the route:**

The flex route is a shared ride, public transportation service. Requests for 3/4 mile deviated service may be made during normal business hours by 12:00 p.m. on the preceding business day that service is requested, however additional notice is recommended. Reservations may be made between the hours of 8:30 a.m. and 5:00 p.m. Monday through Friday by calling 828-464-9444.

Please provide the following information when you schedule a ride: name, pick up address, phone number, destination, need a van with a lift, bringing a personal care attendant or children.

Deviated same day service requests are not available. The trip requests for both destination and return shall be scheduled at the time of the request. Same day service is available at designated bus stops.

## Bus Stop List

**Burke County Human Services Building, Medical Park Area, Hospital (E. Parker Rd.)**

1

Cannon Pharmacy  
 Carolinas Healthcare Blue Ridge - Morganton, Stop sign in the parking lot adjacent to the Emergency Room.

Roses\*, E. Fleming Dr.  
 Burke County Courthouse, E. Meeting St.  
 Burke Integrated Health, Bouchelle St.

Burke County Office Building, Bouchelle St. and Avery Ave.

Food Matters on Avery Ave.  
 Corner of Avery Ave. and Lenoir St.  
 The Rising Church, Rockyford St,

**Corner of Center St. / Vinearden Rd.**

2

Center St. and Union St.  
 NCWorks Career Center (across the street)  
 Millside Manor Apartments, E. Union St.  
 Morganton City Hall, E. Union St.  
 Burke County Office Building, Bouchelle St. and Avery Ave.  
 Bouchelle St. and Fleming Pl.  
 Bouchelle St. and Caldwell St.  
 Caldwell St. and N. Green St.  
 Morganton Senior Center, College St.

Burke United Christian Ministries, near entrance to building, W. Union St.

Burke Pharmacy / Library, College St. / Meeting St.  
 Alder Springs Apt., College St.  
 Table Rock Pharmacy, College St.

Dollar General / Case Farms\*, Fleming Dr.  
 Aldi Grocery Store\*, Fleming Dr.

**Morganton Heights Shopping Center (near Panera Bread)**

3

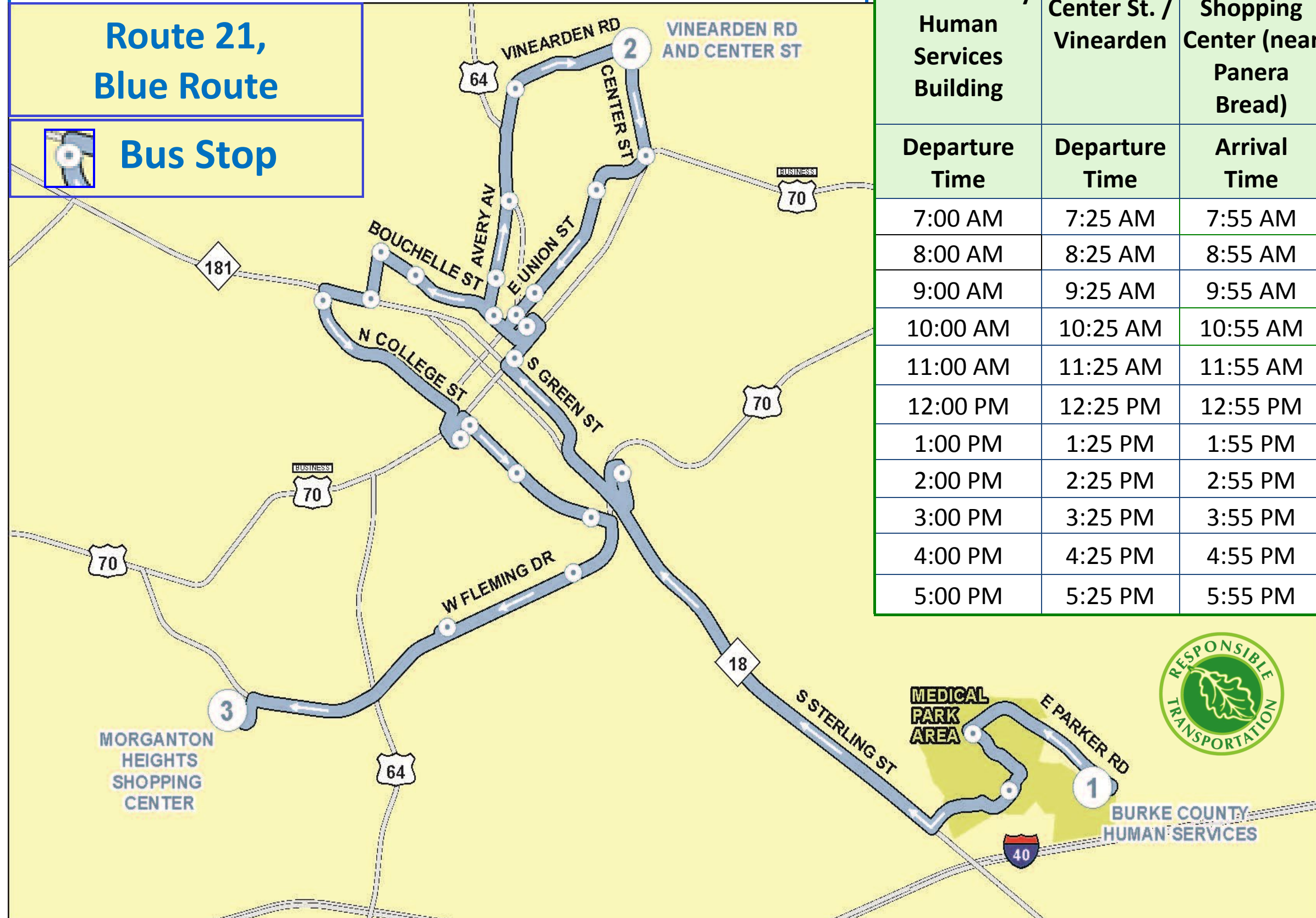
\* = only served outbound from Burke County Human Services, Medical Park Area, E. Parker Rd.

## E. Parker Rd, Burke County Human Services Building, Medical Park Area—to—Morganton Heights Shopping Center (Near Panera Bread) (Outbound Route)

Service operates Monday thru Friday, except for Holidays.

### Route 21, Blue Route

### Bus Stop



Timepoint 1	Timepoint 2	Timepoint 3
E. Parker Rd., Burke County Human Services Building	Center St. / Vinearden	Morganton Heights Shopping Center (near Panera Bread)
Departure Time	Departure Time	Arrival Time
7:00 AM	7:25 AM	7:55 AM
8:00 AM	8:25 AM	8:55 AM
9:00 AM	9:25 AM	9:55 AM
10:00 AM	10:25 AM	10:55 AM
11:00 AM	11:25 AM	11:55 AM
12:00 PM	12:25 PM	12:55 PM
1:00 PM	1:25 PM	1:55 PM
2:00 PM	2:25 PM	2:55 PM
3:00 PM	3:25 PM	3:55 PM
4:00 PM	4:25 PM	4:55 PM
5:00 PM	5:25 PM	5:55 PM



BURKE COUNTY HUMAN SERVICES