

## 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)



## Bus System Map and Timetables

### Fixed Route

**Providing fixed route service in the cities of Conover, Hickory, and Newton**



**Bus Info Direct  
828.465.7634**

**Fixed Route Bus Service**  
*Effective March 4, 2019*

## Fixed Route Bus Fares: 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**

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

**Escorts, Passenger Care Attendant.....Free**

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

**All day pass .....\$3.00**

(All day pass is only purchased on board the vehicle with the electronic fare boxes)

**7-Day pass.....\$12.00**

**30-Day pass .....\$45.00**

*(Unlimited rides may be accessed with a multi-ride pass. Passes are not sold on board the bus. Passes are sold at the Greenway Transit Center located at 285 1st Ave SW Hickory, NC 28602. The multi-ride pass must be given to the driver upon boarding the bus.)*

**Compliments and Complaints:** WPRTA dba as Greenway Public Transportation 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).

**Transferring to a different bus:** Some trips require more than one bus, which means you will need to transfer from one bus to another (heading in the same direction). If you need to change buses ask the bus driver for a transfer when entering the first bus and paying the fare. The bus driver will give you the transfer when you exit the vehicle. *Transfers will not be given to return a passenger to their*

**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.

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

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

**On the bus:** As you move to your seat please hold on to the handrail for safety. If you have packages, young children, strollers or other large items, please keep them out of the aisle so that others can move freely.

**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.

### Complementary Para-transit Service:

For persons who are unable to access the fixed route service due to a physical or mental impairment, there is a service available called Complementary Paratransit Service. This service is available 3/4 mile on either side of the fixed route bus service. A certification/application process is required for interested individuals. This service is available to persons who meet the eligibility requirements. For more information call 828.464.9444.

**Lost and Found:** All items left on the buses are collected at the end of the day. If you have lost an item on the bus please call 828-465-7634 to determine if the item was recovered. Greenway Public Transportation is not responsible for lost or stolen items.

**Service Detours, Delays and Closings:** There is no service on Sunday or on observed holidays. At times, road closures may delay or detour the bus route. When possible, detour notices will be posted on board the fixed route buses and at the affected bus stops along the route.