**Service animals are welcome on board the bus.**

Comfort animals and pets are not allowed.

- Service animals are trained to work or perform a task for persons with disabilities
- Comfort or emotional support animals are not service animals
- Service Animals must be under the control of the handler

### Scheduling a flex route trip within the $\frac{3}{4}$ 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.
Check out our real-time Ride Systems application and more at www.mygreenway.org

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. Alternate Format is available in Spanish and Hmong. Txoj hau kev tsheb (Bus) thiab luey caij nyooog nws muaj sau ua lus Hmoob. El mapa del sistema está disponible en español.