

BUNCOMBE COUNTY
NORTH CAROLINA



MOUNTAIN MOBILITY
PUBLIC TRANSPORTATION

MOUNTAIN MOBILITY

Innovations in Transit Service Award Winner
NCDOT Public Transportation Division



2000 Riverside Drive, Suite 17
Asheville, NC 28804

828.250.6750



Innovations in Transit Service Award

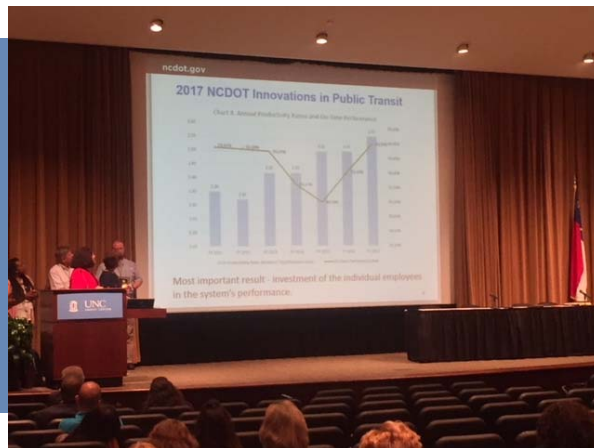
- Highlights an innovative transit service solution and associated positive service outcomes after implementation
- Awarded to a single public transportation system each year at the NCDOT PTD annual conference





Mountain Mobility Recognized for:

- Developing a program to improve on-time performance;
- Delivering innovation by providing a more effective public transportation service with existing resources (no additional vehicles, vehicle operators, administrative staff, or software required); and
- Improving on-time performance without impeding productivity.





Performance Measures

Measure	Target	FY 13	FY 14	FY 15	FY 16	FY 17
Trips per Hour	2.35	2.42	2.42	2.51	2.51	2.57
On-Time Performance (+/- 15 minutes of scheduled time)	95%	93%	91%	90%	92%	94%
Vehicle Operator Training Completed	100%	100%	99%	100%	100%	100%
Vehicle Operator Turnover Rate	≤30%	30.9%	38.8%	40.7%	40.7%	25.9%
Accidents per 100,000 Miles	0.00	0.50	0.69	0.34	0.41	0.00





Mountain Mobility Success Plan

Strategy

- In concert with the operations contractor—
Develop a new employee recognition model that:
emphasizes employee **delivery of services on-time**,
pulls from data and reports already available in the
software system, and leads to improved operator
retention/reduced turnover.



On-Time Performance Improvements

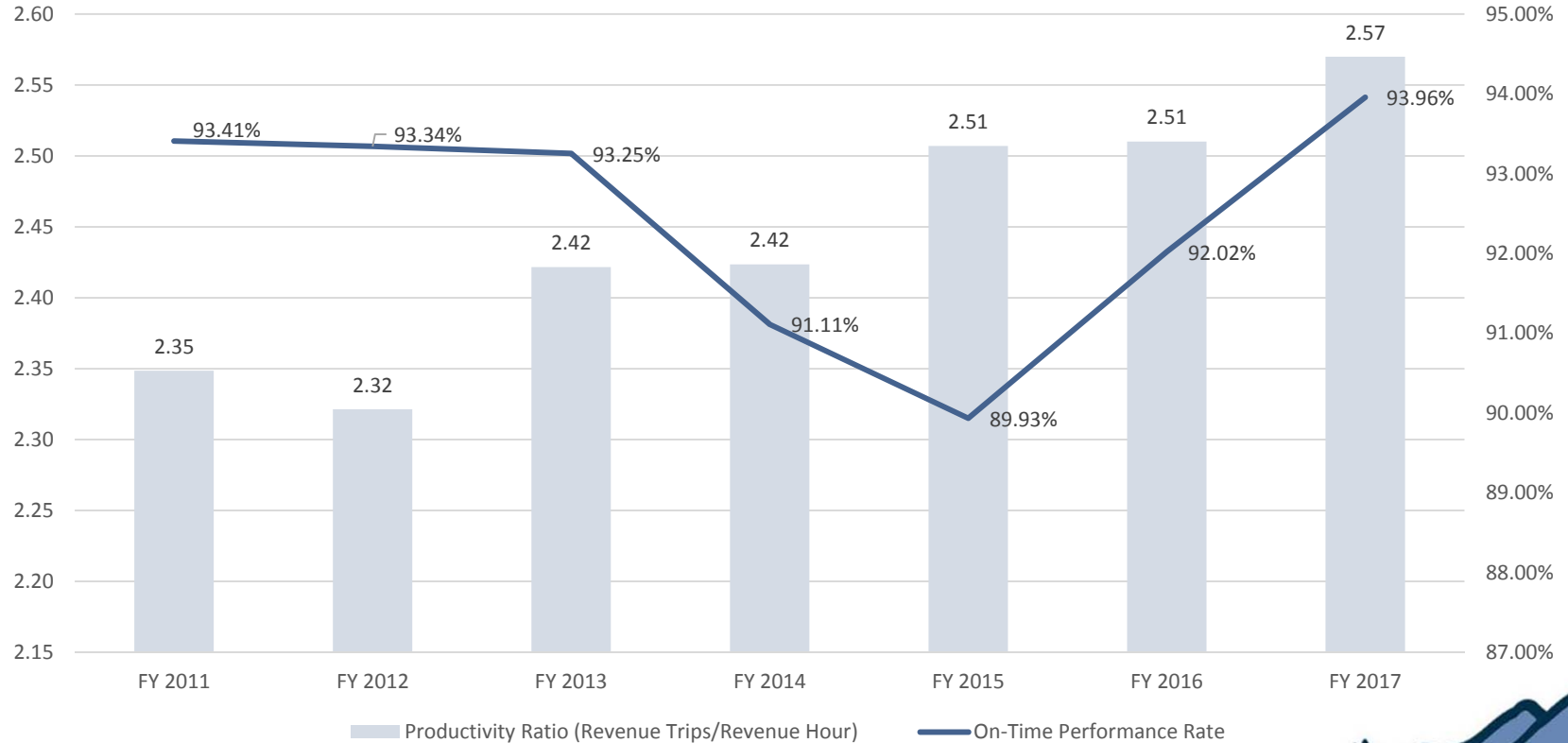
On-Time Performance by Month/Year





On-Time Performance Improvements

Annual Productivity Ratios and On-Time Performance





“This project was well defined, had measureable results and most importantly showed an investment of the individual employees in the system’s performance. Very remarkable project.”

Debbie Collins, NCDOT PTD Director



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NCPTA “Rodeo” Competition Winners



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NCPTA “Roadeo” Competition Winners

- Roadeo: Safety and Skills Driving Obstacle Course with teams from public transportation systems across North Carolina competing
- Wins:
 - 1st Place Team (2016)
 - 1st Place Individual (2016)
 - 2nd Place Team (2017)
 - 3rd Place Individual (2017)

2016 Roadeo Team



2017 Roadeo Team



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NADO 2017 Innovation Award Winner

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National Association of Development Organizations Innovation Award 2017

- Program honoring creative approaches to improved quality of life
- RIDE (Ridership Independence for the Disabled and Elderly) taxi voucher program

