



**BUNCOMBE
COUNTY**
NORTH CAROLINA



Mountain Mobility

Buncombe County's Community Transportation Program



Celebrating 22 Years of Service
1989 - 2011



Service Overview and Performance Measures

2000 Riverside Drive, Suite 17
Asheville, NC 28804
(828) 250-6750

www.buncombecounty.org/transportation



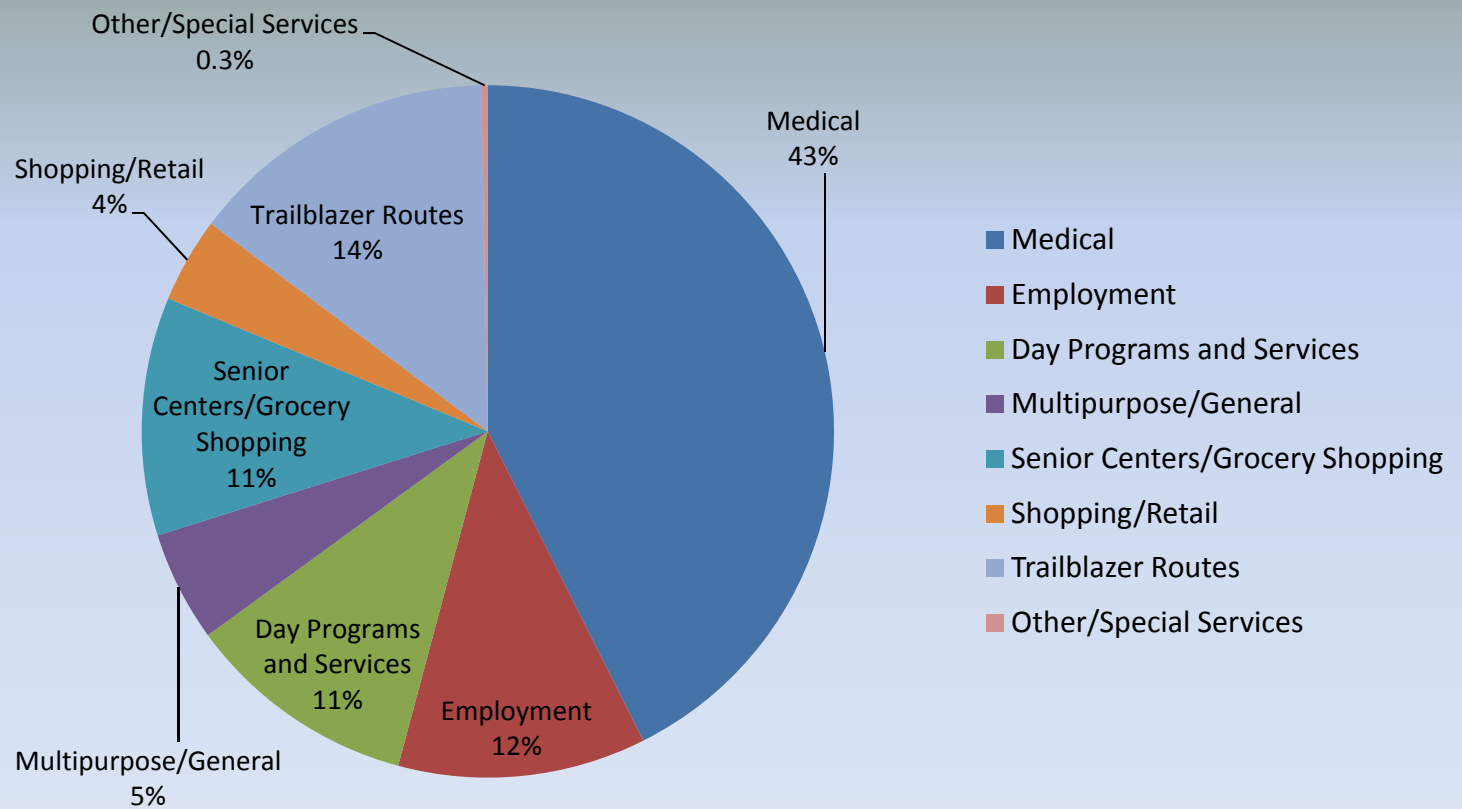
Overview of Services

	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011
No. Passengers Signed Up for Service	4,445	5,414	6,471	7,456	8,443
Total Passenger Trips	125,529	135,875	142,802	148,578	162,985
Average Weekday Trips	449	482	535	542	579
Average Saturday Trips	83	90	96	103	110
% Demand-Response Trips	34%	35%	37%	34%	38%
% Subscription Trips	59%	56%	54%	53%	48%
% Trailblazer Trips	7%	9%	9%	12%	14%
Average Trip Distance	10.12	9.94	9.94	9.47	9.32
Average Cost per Trip	\$11.88	\$13.26	\$12.69	\$12.62	\$11.83



Trips by Purpose

FY 2011





Trailblazer Routes

Serving the General Public

Mountain Mobility operates three "Trailblazer" routes. These three routes are deviated-fixed routes, which means the bus will be at preset locations according to a schedule but can deviate off the route by one-quarter mile to pick a passenger up from an address if the passenger is unable to get to the nearest street the bus runs on. These routes are open to anyone that wants to ride. The Trailblazer buses are 25 light transit vehicles that seat 14 to 18 passengers, and are equipped with lifts to serve persons using mobility aids. Each bus has a bike rack for passengers bringing a bicycle. These routes provide transportation around local communities, as well as connections where passengers can transfer to Asheville Transit buses and ride into the City of Asheville. We also offer service by request if you need to get to catch the city bus before the pick up times indicated on the schedules.

**Black
Mountain
Trailblazer**

**Enka-Candler
Trailblazer**

**North
Buncombe
Trailblazer**

*Flag the Mountain
Mobility driver to
pick you up
anywhere along the
route*

*by raising your
hand when you see
the bus coming.*

*Mountain Mobility
Fare: 50 Cents
Per Boarding*

	<i>Route Started</i>	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012 Projected
Black Mountain Trailblazer	<i>Dec-02</i>	7,892	7,725	8,271	10,108	12,118
Enka-Candler Trailblazer	<i>Mar-07</i>	3,594	4,162	4,307	6,203	6,252
North Buncombe Trailblazer	<i>Feb-09</i>	0	126	4,369	5,580	6,672
Total Trailblazer Trips		11,486	12,013	16,947	21,891	25,042
Increase/Decrease Per Year		39%	5%	41%	29%	14%



Performance Measures

	Target	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011
Number of revenue trips provided per revenue hour of service	2.35	2.23	2.24	2.24	2.28	2.35
Percent of passengers dropped off and picked up within +/- 15 minutes of their scheduled time.	95%	93%	93%	93%	93%	93%
Number of accidents per 100,000 miles	0.00	1.52	1.50	0.98	0.76	0.79
Percentage of drivers meeting or exceeding requirements for evaluations, initial training, retraining, and recertifications	100%	100%	100%	100%	100%	100%



Vehicle Information

	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011
Number of vehicles available to provide passenger transportation	36	38	42	42	42
Number of vehicles equipped with wheelchair lifts	29	33	35	35	35
Number of vehicles that use alternative fuels (liquid propane/autogas and CNG)	0	0	0	10	22