



**BUNCOMBE
COUNTY**
NORTH CAROLINA

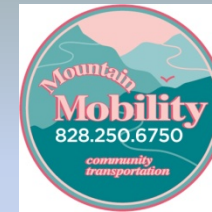


Mountain Mobility

Buncombe County's Community Transportation Program



Celebrating 27 Years of Service
1989 - 2017



Service Overview and Performance Measures

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

www.buncombecounty.org/transportation



Mountain Mobility Services and Programs

Mountain Mobility Services

**Trailblazer Community Routes with Service Connections to ART and Haywood Public Transit
General Public Transportation by Reservation Outside City of Asheville**

Service Contracts with Agencies Including:

ADA Complementary Paratransit for ART System

Buncombe County Council on Aging

Medicaid Non-Emergency Transportation for Dept. of Health and Human Services

Asheville-Buncombe Technical Community College

CarePartners Adult Day Center

Goodwill Industries

Irene Wortham Center

Other Programs and Services Include:

The **Senior Bus Pass Program** provides a free monthly bus pass to eligible seniors age 65 or over who are willing and able to use ART. Asheville's fixed route bus system, to meet their transportation needs. Funding is provided through grant resources. Bus passes are not accepted on ART routes serving Black Mountain and Weaverville.

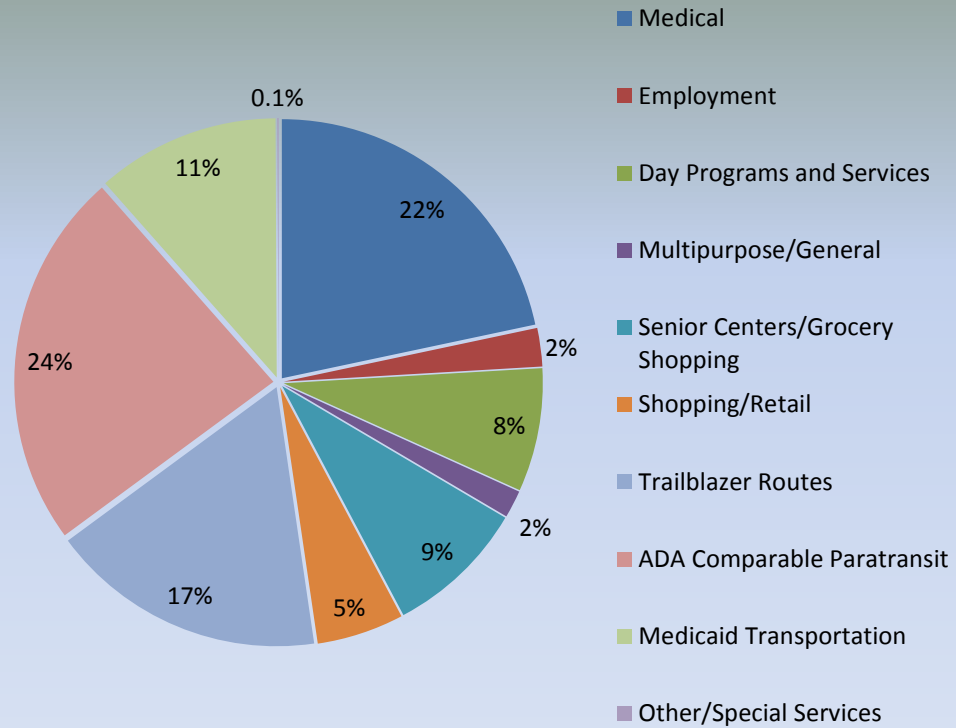
The **RIDE program (Ridership Independence for Disabled and Elderly)** provides a unique opportunity for seniors and persons with physical challenges who are unable to ride the City bus by offering a \$10 discount per voucher on private door-to-door transportation service. Trips must be taken within Buncombe County and there are no restrictions on hours of operation or trip purpose.

Information and technical assistance is available to community agencies and organizations regarding state and federal transportation funding opportunities.

For more information on these programs, call
Mountain Mobility, 250-6750, Option 5.



Trips by Purpose





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 2013	FY 2014	FY 2015	FY 2016	FY 2017
Black Mountain Trailblazer	<i>Dec-02</i>	15,475	8,155	12,061	11,164	9,641
Enka-Candler Trailblazer	<i>Mar-07</i>	10,018	11,050	8,239	8,757	7,982
North Buncombe Trailblazer	<i>Feb-09</i>	6,912	9,441	8,172	7,152	6,613
Total Trailblazer Trips		32,405	28,646	28,472	27,073	24,236
Increase/Decrease Per Year		29%	-12%	-0.6%	-4.9%	-10.5%



Overview of Services

	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017
No. Passengers Signed Up for Service	11,547	12,842	13,630	15,881	17,259
Total Passenger Trips	159,974	162,100	165,382	158,940	146,079
Average Weekday Trips	597	602	611	584	534
Average Saturday Trips	148	131	148	144	132
% Demand-Response Trips	15%	17%	17%	18%	19%
% Subscription Trips	28%	29%	27%	25%	27%
% Medicaid Trips	20%	20%	21%	18%	12%
% ADA Trips	16%	17%	18%	22%	24%
% Trailblazer Trips	20%	18%	17%	17%	17%
Average Trip Distance	9.12	9.34	9.32	9.48	9.66
Accidents per 100,000 Miles	0.50	0.69	0.34	0.41	0.00
Average Cost per Trip	\$12.50	\$13.26	\$13.35	\$13.61	\$13.17



Performance Measures

	Target	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017
Number of revenue trips provided per revenue hour of service	2.35	2.42	2.42	2.51	2.51	2.57
Percent of passengers dropped off and picked up within +/- 15 minutes of their scheduled time.	95%	93%	91%	90%	92%	94%
Number of accidents per 100,000 miles	0.00	0.50	0.69	0.34	0.41	0.00
Percentage of drivers meeting or exceeding requirements for evaluations, initial training, retraining, and recertifications	100%	100%	99%	100%	100%	100%
Driver Turnover Rate	≤30% per Month	30.9%	38.8%	40.7%	40.7%	25.9%



Vehicle Information

	Current	Projected Over Next 5 Years
Number of vehicles available to provide passenger transportation	43	45
Number of vehicles equipped with wheelchair lifts	36	38
Number of vehicles that use alternative fuels (liquid propane/autogas and CNG)	18	30
% of Fleet Using Alt Fuels	42%	67%

Recipient of 2012 Clean Air Excellence Award

WNC Regional Air Quality Agency

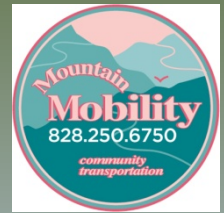


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(828) 250-6750**

www.buncombecounty.org/transportation

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