

A white van with a green and blue logo on the side that says "Mobility" and "828.250.6750". The van is parked on a paved surface with a grassy area and trees in the background under a blue sky with white clouds. The text "Buncombe County Mountain Mobility CTSP Plan Update" is overlaid in a large, dark blue, serif font on a semi-transparent grid background.

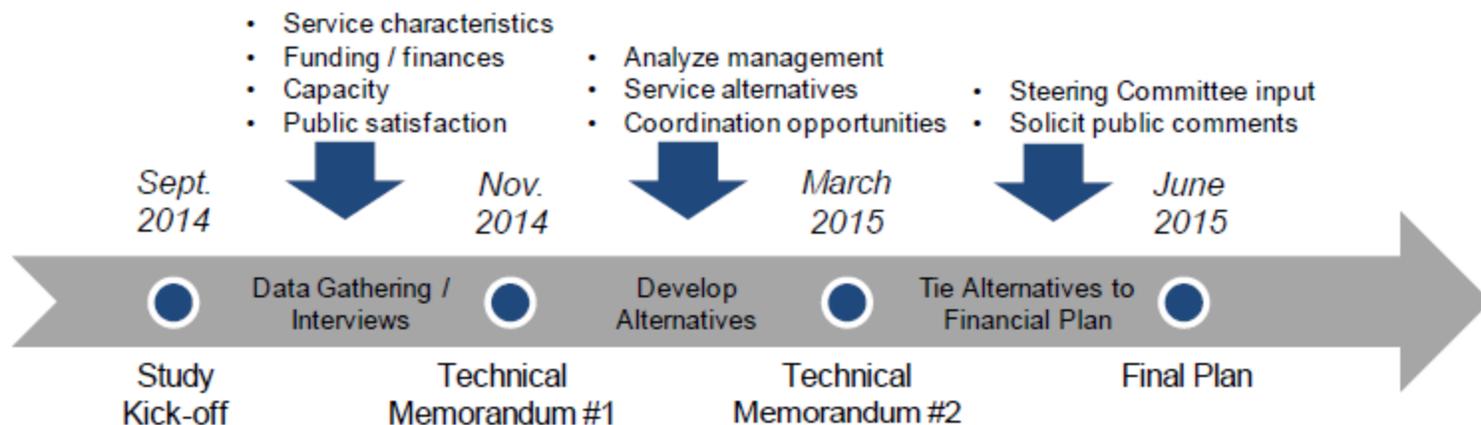
# Buncombe County Mountain Mobility CTSP Plan Update

Adopted by Resolution 15-08-12  
August 4, 2015

# CTSP Study Purpose and Timeline

- Study required every 5 years and supports Buncombe County future transit grant applications
- NCDOT contracted with PB World for this study update; Steering Committee assembled from local stakeholders
- In-depth look at public transit conditions and options in the county, particularly Mountain Mobility services
- Evaluate existing transportation options and identify potential for improvements
- Final CTSP adopted by Board of Commissioners on August 4, 2015

## What is the study process?



# CTSP Study-Current Conditions

- Mountain Mobility provides around 600 trips per day
- Trailblazer Routes and ART Airport route serve major north-south and east-west corridors
- Based on stakeholder interviews and data reviewed, Mountain Mobility currently does a great job of serving transportation needs of Buncombe County residents
- Capacity constraints and traffic congestion may impact on-time performance and wait times for trips.



# CTSP Study- Key Recommendations

1. Increase fleet size by 20% (12 vehicles) over the next five years
2. Increase education and marketing efforts.
3. Analyze the rates charged to agencies.
4. Modify the RIDE Voucher Program.
5. Perform a comprehensive route analysis to determine if route restructuring and/or a small expansion would improve level of service during peak times.
6. Upgrade / replace the camera surveillance system.
7. Initiate a feasibility study to evaluate the need for a new facility and screen potential sites.
8. Enhance coordination with surrounding counties.



# CTSP Study- Early Success

- To address Recommendation #3, Buncombe County has already taken steps to modify the RIDE Voucher Program. Clients may utilize up to 5 vouchers per one-way trip as of July 1, 2015 (total value of \$50/cost to the client of \$12.50).
- Buncombe County has applied for a \$45,000 ADTAP Grant to undertake a Comprehensive Route Analysis Study (Recommendation #4) in FY 2016
- Another ADTAP Grant will support the purchase of Interactive Voice Response (IVR) technology that will enhance customer services by providing night-before trip reminders, confirmation or cancellation of trip requests and service alerts



# Coordination with Surrounding Counties

- Potential to coordinate with transit agencies in surrounding counties to pick up each other's passengers
- Would require interagency agreements, fare structure review and technology interoperability (or a way to share trips)

	Clay	Graham	Haywood	Yancey
<b>Travels to Buncombe County on specific scheduled days</b>	Once every weekday (to increase soon)	Yes	Once every weekday	Twice every weekday
<b>Days travel to Buncombe County</b>	Monday through Friday 3 – 4 people/day	Tuesday and Thursday	Monday through Friday	Monday through Friday
<b>"Usual" and frequent destinations</b>	VA Hospital; Bone & Joint Orthopedic; pain clinic in Arden	Oteen Federal Credit Union; Vanderbilt Medical Park	Medical offices	Dialysis center in Weaverville
<b>Vehicle sits idle while in Buncombe County</b>	Sometimes	Sometimes	Will stay in Buncombe County if appointments last more than one hour	Sometimes
<b>Willing to pick up Buncombe County residents on way to destinations</b>	Varies based vehicle capacity (picks up passengers in Swain and Macon Counties on way)	Yes	Yes	Yes
<b>Interest in providing transports during "down time" / wait time in Buncombe County</b>	Possibly interested	Yes, if none interfere with pick-up schedule	Possibly interested	Possibly interested
<b>Type of vehicle normally assigned to Buncombe County trips</b>	25-pax LTV w/ lift or mini-van (dependent on the number of riders)	20-pax LTV w/ lift or mini-van (dependent on the number of riders)	Depends on the need; never take a bus	Mini-van

# Enhanced Outreach and Communication

- The study recommends continued and improved outreach and communication with stakeholders and the general public to help people understand how Mountain Mobility works.
- Please let us know if you would like Mountain Mobility staff to come do a presentation for your group or committee!



# Funding Changes and Challenges

- A greater portion of Buncombe County now classified as “urban” (as of U.S. Census 2010) which decreases state funds available from the NCDOT for Mountain Mobility starting in FY 2016
- FTA 5307 Formula study for Asheville region to take place in FY 2016 to determine how much urban (5307 funding) Buncombe County and other transit systems in the region would be eligible for
- Overall federal funding likely to remain flat or decline
- Will need to look at efficiency and consider changes to agency rate structure



# Future Growth

- There is a clear need for transit service throughout Buncombe County. Mountain Mobility currently transports a significant number of passengers (roughly 600 trips per day), and the demand for public transportation is continually increasing with population growth and aging, long-term residents.
- Continued growth in transit demand can be expected. Based on projections from North Carolina Office of State Budget and Management (NCOSBM), in Buncombe County over a 20 year period there is an anticipated 20% increase in overall population and 40% increase in elderly population (a target market for Mountain Mobility).
- The recommendations presented as part of this plan were developed as the framework for building upon the successful efforts that have already been made by Buncombe County. The proposed recommendations are intended to increase the mobility options for passengers and to support existing and future services. Emphasis is placed on the identification of service enhancements requiring additional funding through NCDOT's Community Transportation Program, as well as other federal, state, and local sources.

