



MOUNTAIN MOBILITY

Buncombe County's Community Transportation Program





SERVICES

- General Public Transportation
 - By Reservation
 - Outside City of Asheville
- Trailblazer Routes
 - County Connections to ART and Haywood Public Transit
- Service Contracts with Agencies Including:
 - ADA Complementary Paratransit for ART System
 - Buncombe County Council on Aging
 - Medicaid Non-Emergency Transportation for Department of Health and Human Services
 - Asheville-Buncombe Technical Community College
 - CarePartners Adult Day Center
 - Goodwill Industries
 - Irene Wortham Center

PROGRAMS

- Senior Bus Pass Program
 - Provides free monthly bus passes to eligible seniors age 65 or over who are willing and able to use ART to meet their transportation needs.
- RIDE Program
 - RIDE :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

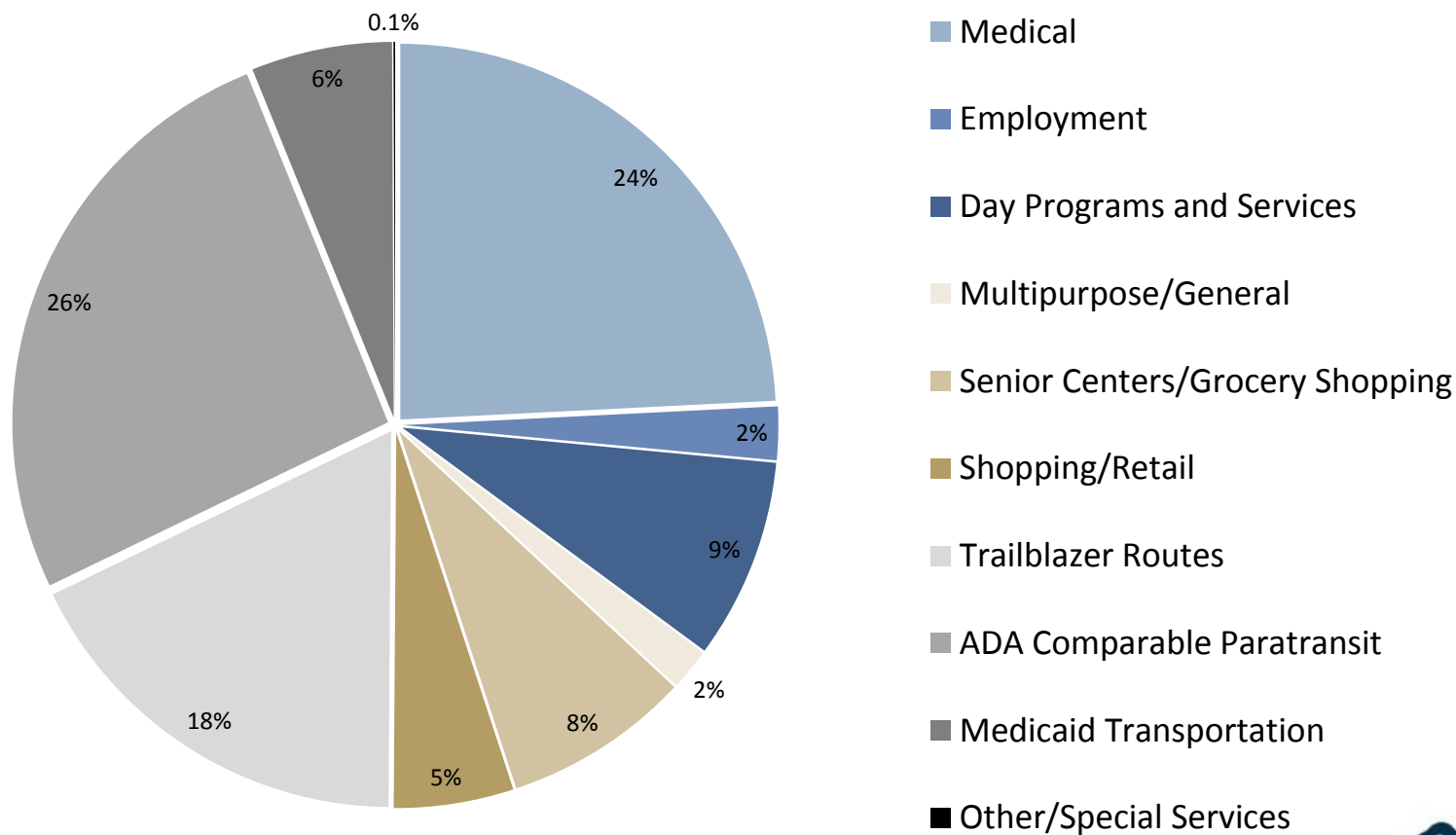
Information and technical assistance is available to community agencies and organizations regarding state and federal transportation funding opportunities.

For more information about these programs, call Mountain Mobility 828.250.6750, Option 5





TRIPS BY PURPOSE





TRAILBLAZER ROUTES

BM

BLACK MOUNTAIN

EC

ENKA-CANDLER

NB

NORTH BUNCOMBE

Mountain Mobility operates three Trailblazer routes. These 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 ¼ mile to pick a customer up from an address if the customer is unable to get to the nearest street on which the bus runs. These routes are open to that public. Trailblazer Route buses are 25' light transit vehicles that seat 14 to 18 passengers, and are equipped with lifts to serve persons using mobility devices. Each bus has a bike rack. Trailblazer Routes provide transportation around local communities, as well as connections where passengers can transfer to ART buses and ride into the City of Asheville and also Haywood Public Transit. Flag the vehicle operator to pick you up anywhere along the route by raising your hand when you see the bus coming.

TRAILBLAZER ROUTE	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018
Black Mountain	8,155	12,061	11,164	9,641	8,107
Enka-Candler	11,050	8,239	8,757	7,982	9,284
North Buncombe	9,441	8,172	7,152	6,613	6,464
Total Trailblazer Trips	28,646	28,472	27,073	24,236	22,855
Increase/Decrease Per Year	-12%	-0.6%	-4.9%	-10.5%	-5.7%





OVERVIEW OF SERVICES

	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018
No. Passengers Signed Up for Service	12,842	13,630	15,881	17,259	18,211
Total Passenger Trips	162,100	165,382	158,940	146,079	131,689
Average Weekday Trips	602	611	584	534	483
Average Saturday Trips	131	148	144	132	125
% Demand-Response Trips	17%	17%	18%	19%	21%
% Subscription Trips	29%	27%	25%	27%	29%
% Medicaid Trips	20%	21%	18%	12%	7%
% ADA Trips	17%	18%	22%	24%	26%
% Trailblazer Trips	18%	17%	17%	17%	17%
Average Trip Distance	9.34	9.32	9.48	9.66	9.50
Accidents per 100,000 Miles	0.69	0.34	0.41	0.00	1.72
Average Operating Cost per Revenue Trip	\$15.63	\$16.31	\$16.69	\$17.44	\$19.34
Average Revenues per Revenue Trip	\$13.26	\$13.35	\$13.61	\$13.67	\$13.20
Average Cost per Revenue Trip Not Covered by Revenues	\$2.37	\$2.96	\$3.08	\$3.77	\$6.14





PERFORMANCE MEASURES

	TARGET	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018
Number of revenue trips provided per revenue hour of service	2.35	2.42	2.51	2.51	2.57	2.42
Percent of passengers dropped off and picked up within +/- 15 minutes of their scheduled time.	95%	91%	90%	92%	94%	92%
Number of accidents per 100,000 miles	0.00	0.69	0.34	0.41	0.00	1.72
Percentage of drivers meeting or exceeding requirements for evaluations, initial training, retraining, and recertifications	100%	99%	100%	100%	100%	100%
Driver Turnover Rate	≤30% per Month	38.8%	40.7%	40.7%	25.9%	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%



CONTACT INFORMATION

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