



MOUNTAIN MOBILITY

Presented by

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Planning & Development Department

TOPICS COVERED TODAY

- Mountain Mobility Services and Programs
- FY 2022 Mountain Mobility Trips by Purpose
- COVID-19 Impacts
- HCCBG Trips and Funding

MOUNTAIN MOBILITY SERVICES & PROGRAMS

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MOUNTAIN MOBILITY SERVICES & PROGRAMS

SERVICES

- General Public Transportation
 - By Reservation
 - Outside City of Asheville and Urbanized Area
- 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
- MountainCare Adult Day Center
- Goodwill Industries
- Irene Wortham Center

PROGRAMS

- Senior Bus Pass Program
 - Provides free monthly bus passes to eligible seniors aged 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

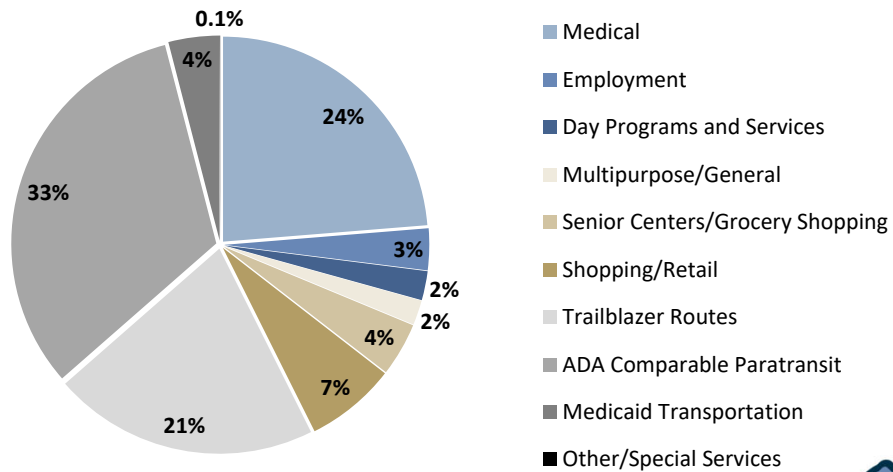
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FY 22 MOUNTAIN MOBILITY TRIPS BY PURPOSE

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MOUNTAIN MOBILITY TRIPS BY PURPOSE

FY 2022



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COVID-19 IMPACTS



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COVID-19 IMPACTS

- Challenges at start of pandemic:
 - Protection of vehicle operators, operations staff, and customers
 - Immediate decline in transit demand
 - Reduction of workforce (vehicle operators leaving employment)
 - Social distancing efforts
 - COVID-19 exposure tracking
 - Mask mandate enforcement



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SERVICE STATISTICS

	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Individuals Signed Up for Service	18,211	19,375	20,364	21,477	22,357
Recent Users of Service*					6,679
Total Passenger Trips	131,689	145,386	130,677	92,332	103,536
Average Weekday Trips	483	533	473	332	375
Average Saturday Trips	125	143	137	102	101
% Demand-Response Trips	21%	22%	22%	24%	23%
% Subscription Trips	29%	24%	20%	13%	19%
% Medicaid Trips	7%	6%	30%	36%	34%
% ADA Trips	26%	27%	5%	3%	4%
% Trailblazer Trips	17%	20%	22%	24%	20%
Average Trip Distance	9.50	9.19	9.55	10.23	9.29
Accidents per 100,000 Miles	1.72	2.45	2.77	2.23	1.87

*Individuals that have used the service in the past 5 years

COVID-19 IMPACTS



TRAILBLAZER STATISTICS

TRAILBLAZER ROUTE	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Black Mountain	8,107	12,157	10,276	2,535	4,324
Enka-Candler	9,284	11,255	13,549	15,175	12,702
North Buncombe	6,464	6,312	5,568	4,295	3,447
Total Trailblazer Trips	22,855	29,724	29,393	22,005	20,473
Increase/Decrease Per Year	-5.7%	30.1%	-1.1%	-25.14%	-7.0%

COVID-19 IMPACTS



COVID-19 IMPACTS

- Challenges that exist now:
 - Demand resuming
 - Balancing and prioritizing returning service needs
 - Ex: Medical trips are prioritized over all other trip types
 - Routing changes
 - Certain Routes existing before the pandemic are no longer available
 - Ex: HCCBG General Routes were preserved (geographic area based)
 - Ex: Other routes were foregone with no demand and replaced with other services (Ex: AB Tech, Mountain Care, etc. routes now serving Dialysis Route)
 - Staffing
 - Vehicle operator shortage continues locally and nationwide

HCCBG TRIPS & FUNDING

HCCBG TRIPS & FUNDING

- Mountain Mobility Medical & General Transportation
 - Occur all year
 - Funded with HCCBG funds, NCDOT ROAP EDTAP funds, Section 5310 funds, County funds
- FY 22 Units Breakdown
 - 31,428 = Total Medical and General Transportation Trips
 - 23,875 = Total HCCBG Trips
 - 7,553 = Total non-HCCBG Trips
- FY 22 Funding Breakdown
 - \$889,941 = Total Cost for Medical and General Transportation
 - \$584,830 = Total HCCBG Funds applied (66%)
 - \$184,656 = General Funds applied (20%)
 - \$120,455 = NCDOT ROAP EDTAP Funds applied (14%)



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MOUNTAIN MOBILITY CONTACT INFORMATION



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QUESTIONS

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