

**FRENCH BROAD RIVER**  
METROPOLITAN PLANNING ORGANIZATION

LAND OF SKY

**RURAL PLANNING**  
**RURAL ORGANIZATION**

**COORDINATED  
PUBLIC TRANSIT  
HUMAN SERVICES  
TRANSPORTATION PLAN**



# INTRODUCTION 1

# PURPOSE

This Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP, also known as Locally Coordinated Plan) was developed to serve both the French Broad River Metropolitan Planning Organization planning area as well as the Land of Sky Rural Planning Organization planning area, covering the counties of Buncombe, Haywood, Henderson, Madison, and Transylvania in Western North Carolina.

A locally-developed Coordinated Public Transit- Human Services Transportation Plan is required by the Federal Transit Administration (FTA) for the programming of Section 5310 funding and to meet mobility management goals established in 2005 with the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) and continued in 2012 with Moving Ahead for Progress in the 21st Century (MAP-21) as well as the most recent Fixing America's Surface Transportation (FAST Act).

Input from local community transportation advisory boards as well as the general public helped to identify mobility and accessibility challenges facing our communities and our region as well as general strategies that can be utilized to help address these challenges.

# HISTORICAL PERSPECTIVE

At the beginning of the twentieth century, the majority of Americans did not use a personal automobile to get to their destinations. Instead, private transit providers and streetcar systems were big business and took people where they needed to go, or close to it. Since World War II, the rate of personal automobile ownership has skyrocketed and the private transit systems that were once a central part of many cities collapsed. In Asheville, the streetcar system that was in operation since 1889, took its last trip in 1934<sup>1</sup>. Bus systems were expected to replace the streetcar systems, but those faced many challenges.

By the 1960s, many private transit operations had ceased operations or were taken over by local governments. In 1964, the Urban Mass Transit Act was adopted to provide financial support for continuing transit services.

Transportation in the latter-half of the twentieth century was marred by limited transportation services. Many human services programs found that clients were unable to find transportation services and the accepted practice was for each agency to provide its own transportation assistance- either by providing vans, rides, or vouchers for bus tickets or gasoline. This often led to several agencies providing similar transportation services with different eligibilities.

<sup>1</sup> Mountain Xpress, September 12, 2017. "Tuesday History: Asheville Streetcar Takes a Farewell Tour." Accessed at <https://mountainx.com/news/Tuesday-history-ashevilles-street-cars-take-a-farewell-tour-sept-6-1934/>.



**Asheville Streetcar Number 6 ca. 1910. Image courtesy of Pack Memorial Library, North Carolina Collection; Published in the Mountain Xpress on September 12, 2017.**

In some states, agencies worked together to coordinate transportation services provided for the benefit of their clients and for the general public. Where this has been done, overall costs declined and levels of service have increased compared to places that maintained a more agency-independent approach.

In recognition of these efficiencies, the federal government incorporated a number of mandates for cooperation between transit providers and human service agencies. Since 2005, federal transportation legislation has required that projects applying under some federal transit programs need to be identified in a Locally-Developed, Coordinated Public Transit- Human Services Transportation Plan in an effort to encourage the kind of coordination and collaboration that results in greater costs efficiencies and more effective services.

# LEGISLATIVE BACKGROUND

There have been several federal programs that are used by both urban and rural transit systems to help fund both general public/fixed route and human service transportation services. In 1998, the Transportation Equity Act for the 21st Century (TEA-21) was passed which required that transit projects funded under the Job Access and Reverse Commute program (JARC or Section 5316) of the federal law be part of a Locally Coordinated Human Services Transportation Plan. Subsequent federal legislation expanded the requirement to include the Seniors and Individuals with Disabilities program (Section 5310) as well as the New Freedom program (Section 5317).

In 2004, a presidential Executive Order was signed to improve the public and human service transportation coordination of individuals with disabilities, older adults, and people with lower incomes to create the Coordinating Council on Access and Mobility. This council includes representatives from the US Department of Transportation, Health and Human Services, Education, Labor, Veterans Affairs, Agriculture, Housing and Urban Development, Interior and Justice, the Social Security Administration, and the National Council on Disability. This council works to provide recommendations to simplify customer access to transportation, reduce duplication of transportation services, and streamline federal rules and regulations that may impede the delivery of services.

In 2005, the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) was signed into law President George W. Bush. The legislation mandated that any projects applying for funding under Sections 5310, 5316, and/or 5317 needed to be identified in a Locally Coordinated Public Transit and Human Services Transportation Plan.

In 2012, the Moving Ahead for Progress in the 21st Century Act (MAP-21) was signed into law by President Barack Obama. The law continued requirements that projects be identified in a locally-developed Coordinated Public Transit-Human Services Transportation Plan (CPT-HSTP), but consolidated a number of programs under the Federal Transit Administration. The Job Access and Reverse Commute program (Section 5316) was consolidated into the Urbanized Area Formula Program (Section 5307). The New Freedom Program (Section 5317) was consolidated into the Section 5310 Program.

In 2015, the Fixing America’s Surface Transportation Act (FAST Act) was signed into law by President Barack Obama. The law continues the regulations and programs related to developing Coordinated Public Transit- Human Services Transportation Plans but plans to increase funding for public transit, in general, as well as specific programs that could be used to implement strategies from this plan.

Currently, there is one funding programs that requires projects be identified in the Coordinated Public Transit and Human Services Transportation Plan:

**Enhanced Mobility for Seniors and Individuals with Disabilities (Section 5310)-** this program funds programs and projects aimed at improving mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options. The Asheville Urbanized Area directly receives 5310 funds that agencies, local governments, and transit providers may apply for through the French Broad River MPO and the City of Asheville. Rural areas of the region must apply for Section 5310 funds through NCDOT.

Additional funding programs exist, under which specific projects are not required to be identified in the Coordinated Public Transit -Human Services Transportation Plan. Those funding programs may also be used towards implementing some of those strategies identified in the CPT-HST Plan:

**Urbanized Area Formula Grant (Section 5307)-** this program provides funding for public transportation capital, planning, as well as limited operating assistance in certain circumstances, in urbanized areas.

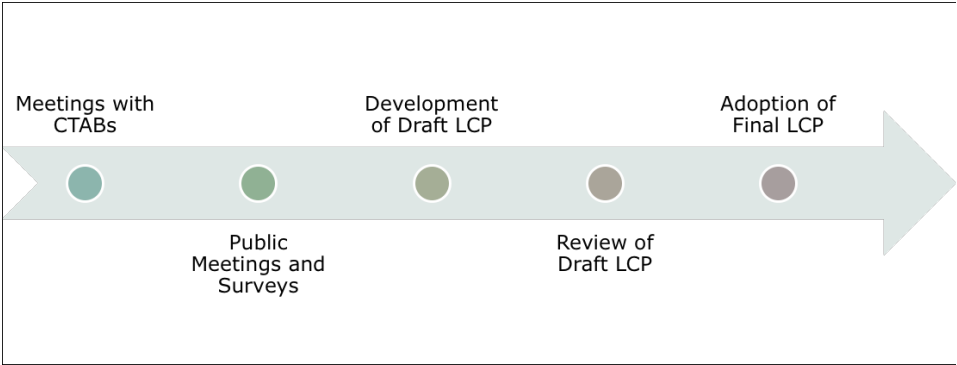
**Jobs Access Reverse Commute (Set-Aside of Section 5307 in the French Broad River MPO Region)** The Jobs Access Reverse Commute (JARC) program was established to address the unique transportation challenges faced by welfare recipients and low-income persons seeking to obtain jobs and job training. JARC program was combined into the Section 5307 and 5311 funding categories with the passage of the MAP-21 legislation in 2012. JARC activities are eligible for funding under FTA’s Urbanized Area Formula Grants (Section 5307) and the Formula Grants for Rural Areas (Section 5311) programs. The French Broad River MPO has set aside 10% of Section 5307 funding allocated to Asheville Urbanized Area for Jobs Access Reverse Commute purposes and has most recently upheld this set-aside in February of 2017.

**Formula Grants for Rural Areas (Section 5311)-** this program provides capital, planning, job access and reverse commute projects, and operating assistance in rural areas. It should be noted that many of the transportation providers in our region operate in both the urbanized and rural areas.

## PLANNING PROCESS

The current update of the CPT-HSTP, or the Locally Coordinated Plan was developed by French Broad River MPO and Land of Sky RPO staff in coordination with Community Transportation Advisory Boards with additional input solicited from the public.

In September 2014, “Community Connections: Transportation Options for All Ages” event was held in Asheville, targeting community members and stakeholders from across the five-county region, to start the conversation about the mobility and accessibility needs of all age groups and what can be done to improve transportation options in our region.



As the next step in the 2018 Locally Coordinated Plan development, staff began to review goals and strategies from the 2012 FBRMPO LCP (CPT-HSTP) and 2009 Land of Sky RPO LCP with Community Transportation Advisory Boards (CTABs) in each of the five counties.

As part of the review process, FBRMPO and LOSRPO staff attended CTAB meetings; gave a brief presentation explaining the purpose of the Locally Coordinated Plan and an outline of next steps in the planning process. Maps with socio-economic data were also on hand for review.

Stakeholders were given a list of needs identified in previous plans and asked what strategies were no longer applicable and what strategies needed to be added to the list. As needs were reviewed and discussed, additional input was captured to be included in the needs list as necessary.

Public meetings were then coordinated with each county's stakeholder group to determine locations that would be best suited for public accessibility.

Public meetings were staffed by MPO/RPO staff and in some cases staff representing local transit services. Materials provided at each meetings consisted of socio-economic data maps; posters of needs identified in previous plans with sticky dots to place on top five needs and easel pads to capture needs not identified in previous plans or other public comments.

Online surveys were also made available in Buncombe, Haywood, Henderson, and Transylvania counties. The surveys were made available through survey monkey and requested that participants indicate what strategies they thought are most important to improving transportation options.

The outcomes of these meetings as well as input collected through surveys were used to prioritize recommended strategies for the 2018 Locally Coordinated Plan.

## BOUNDARIES AND BARRIERS

While this plan is developed for the five-county region that includes Buncombe, Haywood, Henderson, Madison, and Transylvania counties, it is important to note that the responsibility for implementation of projects at this time falls on individual local governments, non-profits, or transit providers that often operate within specific political or geographic service boundaries. There are four types of boundaries that can impact planning and coordination of services:

- Political Jurisdiction- The county, city, and town boundaries within the region play a major part in planning and implementing many of the strategies laid out in this plan.

- Urbanized Areas- The Urbanized Area Boundaries are determined by the US Census Bureau, based on population density. These boundaries play a critical role in transportation funding as the boundaries can factor into the amount of allocated funds and the types of funds available.
- Metropolitan Planning Organization- The Metropolitan Planning Organization (MPO) is designated for transportation planning in urbanized areas over 50,000. MPO planning area boundary typically includes an area larger than the urbanized area, to account for the areas where the population is anticipated to grow over the next 20 years.
- Rural Planning Organization- Established in 2000 by the State of North Carolina, Rural Planning Organizations (RPO) assist in the coordination of transportation planning in areas not covered by Metropolitan Planning Organizations.

This plan was developed by both the French Broad River Metropolitan Planning Organization and the Land of Sky Rural Planning Organization because while the boundaries of those planning organizations may determine available funding, the challenges and strategies required to face those challenges cross those boundaries and will need to have a coordinated effort to address mobility concerns.



**Image: Community Connections Event Held in September 2014 to Discuss Transportation Options and Issues**

**OVERVIEW OF EXISTING  
TRANSIT SERVICES**

**2**

## ASHEVILLE REDEFINES TRANSIT

The City of Asheville plans for, manages, funds and administers the Asheville Transit service, also known as Asheville Redefines Transit (or ART). Transit operation is contracted out to a third-party private operator (most recently RATP Dev/McDonald Transit). ART system consists of 18 fixed transit routes throughout the City of Asheville and in Swannanoa-Black Mountain area. All routes operate Monday through Saturday and nine routes operate on Sundays and holidays (all of ART routes were expected to add Sunday and holidays service in January of 2018). Since the adoption of Asheville Transit Master Plan (2009), the City of Asheville has been working on implementing the recommended changes. In 2012, the system was rebranded as “ART: Asheville Redefines Transit” and updated routes and route names were implemented. Route W4 was added, providing service out New Leicester Highway. Since 2012, additional small changes have occurred. The Crosstown route was discontinued and replaced with W5 and S5 routes which connect to the Downtown Transit Station. In 2015, Sunday service was added on nine routes—those are the same routes which operate on holidays. In January 2017, route S6 was added to serve Biltmore Park. Also in January 2017, Route 170 has stopped providing service to Warren Wilson College campus due to Warren Wilson budget cuts and a lack of local match. Route 170 continued to provide service to Swannanoa and Black Mountain. The hours of service on weekdays are generally from 5:30 AM-10:30 PM; the routes serving UNCA operates later on Thursdays, Fridays and Saturdays. Sunday and holiday service hours are generally 8:00am - 6:00pm. One-way standard fare is currently \$1.00 and paratransit fare is \$2.00.



Image: ART Vehicle

Asheville’s Transit Committee serves as the advisory board, which forwards recommendations to the Asheville Multi-Modal Transportation Committee.

ART routes are configured as a hub-and-spoke system, with service on most routes once an hour, originating and terminating at the transit center. The transit center is located downtown at 49 Coxe Avenue—here the passengers can make transfers between busses and purchase monthly or discounted passes; restrooms and indoor/outdoor seating are also available.

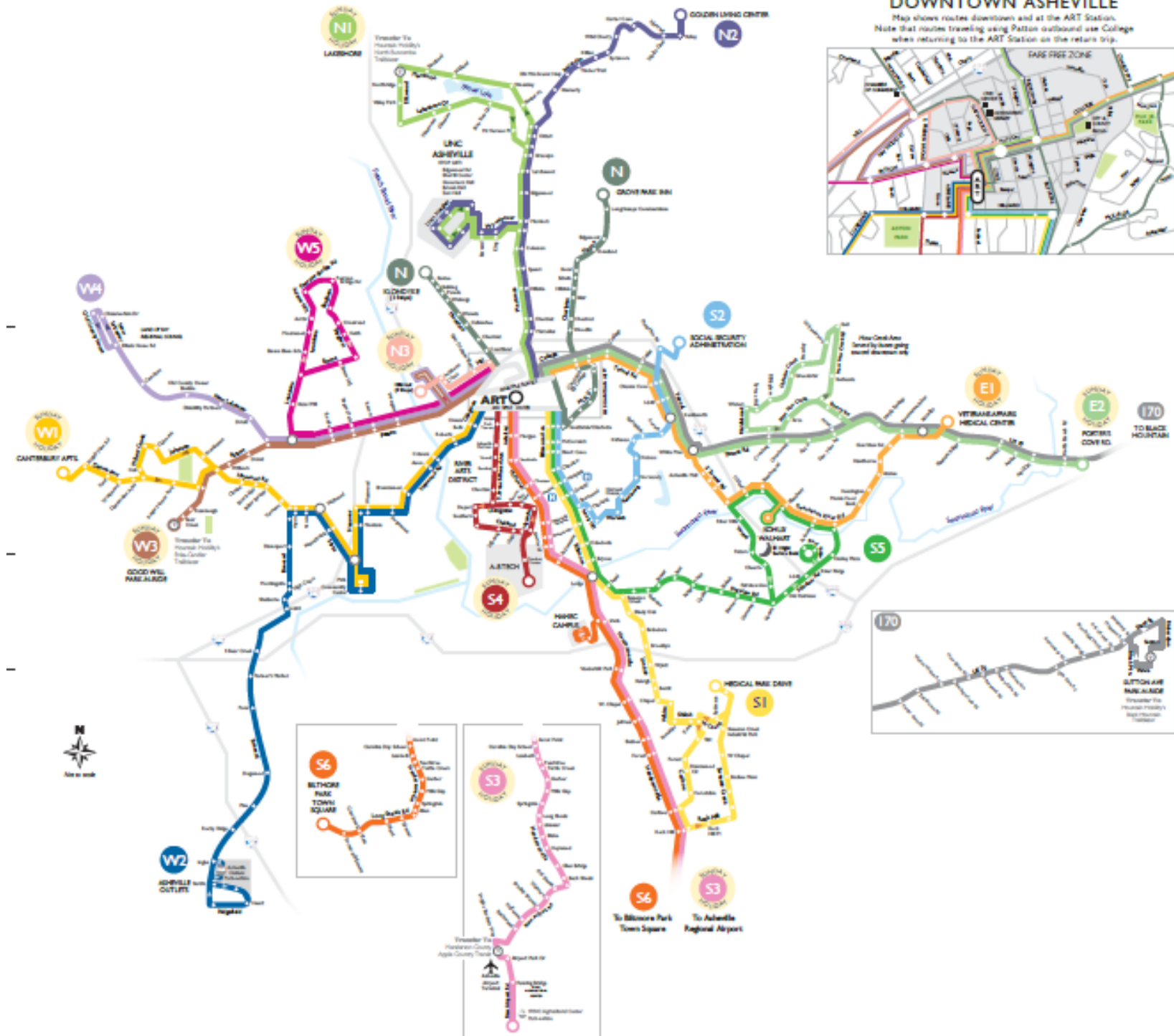
The City of Asheville has started using automated passenger count technology on some of its buses in 2015, which has been resulting in higher passenger count numbers as compared with farebox data. ART system currently does not utilize electronic reloadable fare cards, and it is possible that utilizing paper tickets and transfers was resulting in undercounting unlinked passenger trips in the absence of automated passenger counters. Table 2-1 below illustrates the month-to-month count trends; during 2016, ART system saw an approximately 47.8% increase in ridership numbers collected, as compared with the same period in calendar year 2015. Fiscal year 2017 ridership was slightly down (by about one percent). Routes S4, E1, W1 and W3 are the best-performing routes and routes 170, S2 and N have some of the lower ridership numbers in the system, whether using APC (automated passenger count) or fare box data. August, September and October are typically the highest ridership months.

Table 2-1: ART Monthly Ridership, FY 2014-2017

MONTHLY RIDERSHIP FY 2014-2017					
Month	FY 14	FY 15	FY 16	FY 17	Percentage Change 2016-2017
July	120,209	125,475	186,280	177,678	-4.62%
August	132,468	132,602	201,833	195,220	-3.28%
September	122,799	128,983	190,418	196,216	3.04%
October	133,418	134,744	189,125	186,475	-1.40%
November	113,671	109,726	176,821	175,403	-0.80%
December	110,701	113,339	172,552	170,908	-0.95%
January	104,437	116,560	170,785	171,666	0.52%
February	104,887	100,953	164,804	170,677	3.56%
March	119,206	125,137	177,046	174,297	-1.55%
April	122,218	123,133	179,413	167,109	-6.86%
May	126,528	123,048	168,215	172,315	2.44%
June	120,586	124,606	178,516	177,811	-0.39%
<b>TOTAL</b>	<b>1,431,128</b>	<b>1,458,306</b>	<b>2,155,808</b>	<b>2,135,775</b>	<b>-0.93%</b>



Map 2-1. ART System Routes as of September 2017



NextBus technology with a mobile app in addition to online interface has also been implemented in 2014-2015, and passengers can now text or check the website ([www.nextbus.com](http://www.nextbus.com)) or a phone app to determine the expected arrival time for their bus based on GPS location of the bus.

Paratransit service for Asheville Redefines Transit routes, including route 170, is contracted out through Mountain Mobility, which provides comparable paratransit transportation to all qualifying individuals who are unable to use the bus due to a disability. Paratransit service is now available on Sundays to qualifying individuals who live within a three-quarter mile buffer of Sunday ART routes.

ART provided 1,458,306 unlinked fixed route passenger trips and 29,098 demand-response ADA paratransit trips in fiscal year 2015, for a total of 1,487,404 passenger trips. ART provides 4,703 passenger trips on an average weekday, and 1234 passenger trips on an average Sunday (based on Sunday service numbers for the first two quarters of FY 2015).

ART provides transit service within a quarter mile distance of about 73% of all households in the city<sup>1</sup>. It also offers service between Asheville and the Town of Black Mountain, and serves the University of North Carolina-Asheville campus and Asheville-Buncombe Technical Community College. Asheville Transit provides connection to three Mountain Mobility Trailblazer (deviated fixed) routes which serve the Enka-Candler area, Black Mountain-Swannanoa area and North Buncombe area including Woodfin and Weaverville. About 30% of all passenger trips provided by ART are transfers made at the downtown transit center. The other 70% of users either terminate their trip at the transit center or are moving along the routes they originally boarded.

Asheville Transit operates 21 30-foot buses and two 35-foot buses, with 17 vehicles typically utilized for AM and PM peak operating hours; 10 of the buses are low-floor vehicles equipped with ramps. The majority of buses are diesel, running on a biodiesel fuel mix, and seven vehicles in the fleet are hybrid-diesel buses. 18 buses operate on regular routes, and five buses are kept as spares. Buses are equipped with wheelchair lifts, automated vehicle announcement system, and bicycle racks. Automated Passenger Counter equipment is being rotated between buses.

Asheville Transit is primarily funded through Federal Transit Administration 5307 urban transit funds allocation to Asheville Urbanized Area, local funds and SMAP (state) operating assistance funding, with some additional funding from JARC and 5310 grants and partnerships with local institutions. The operating budget for fiscal year 2015 was approximately \$5.6 million, with \$929,000 collected in revenues to offset the federal, state and local funding required. The City of Asheville invests approximately \$2.3 million in ART Operations on an annual basis, to match the federal and state funding available.

<sup>1</sup> <http://www.citizen-times.com/story/opinion/contributors/2015/10/23/syndicated-columnist-bus-greenway-bike-asheville-offers-transportation-options/74455912/>

## MOUNTAIN MOBILITY

Mountain Mobility is Buncombe County's Community Transportation System, established in 1989. Mountain Mobility provides transportation services to clients of human service agencies including the Medicaid Non-Emergency Medical Transportation (NEMT) Program, departments of local governments, and general public transportation services primarily for persons residing outside of the City of Asheville. ADA Complementary Paratransit services and transportation for seniors (60+) are also provided.

Services have been provided under differing structures including: third-party contracts with private transportation companies (1989-2005), Buncombe County (2005-2011), and recently (FY 2012 – Present) contracted out to Land-of-Sky Regional Council (administration) and private provider, McDonald Transit Associates (operations). Buncombe County Planning and Development provides management oversight and compliance monitoring, financial and grant administration, and planning direction. Mountain Mobility employs over 50 drivers, dispatchers, and other system staff for administration and operation of the system. The Buncombe County Community Transportation Advisory Board (CTAB) serves as an advisory board to Buncombe County staff and the Board of Commissioners and is actively involved in the planning and operation of the system.

Mountain Mobility transportation services are available Monday-Saturday, 5:30 a.m. to 7:30 p.m. ADA paratransit services are available during Asheville Redefines Transit (ART) service hours (Sunday-Saturday). The system primarily offers demand response transportation service, which is a shared-ride service operating in response to advance reservation calls from passengers or their agents. Shopping (grocery and retail) and multipurpose (e.g., banking, personal business) trips are offered during non-peak hours,



Image: ART Bus and Mountain Mobility Trailblazer Bus at Goodwill on Patton

from 10:00 a.m. to 2:00 p.m. on specific days via community service routes established for each geographical area of the County. Fares for general public passengers are \$3 per trip. Fares for the ADA Complementary Paratransit Program are established by the City of Asheville/ART and were at \$2.00 per trip as of September 2017.

In FY 2015, Mountain Mobility provided a total of 165,382 passenger trips (157,645 weekday and 7,737 Saturday and Sunday trips). This was a 4% increase in overall passenger trips as compared with FY 2011, when 159,373 passenger trips (153,397 weekday and 5,976 Saturday) were provided. Approximately 700 passenger trips are scheduled on a typical weekday.

Mountain Mobility has three (3) deviated fixed routes which connect to ART. These deviated fixed routes, called “Trailblazer” routes, were established in 2002, 2007 and 2009. Service is available Monday through Friday on the Enka-Candler Trailblazer and North Buncombe Trailblazer. Service is available Monday through Friday on the Black Mountain Trailblazer. Trailblazers serve the Black Mountain and Swannanoa communities in east Buncombe County, the Enka-Candler community in west Buncombe County and the North Buncombe, Woodfin and Weaverville areas. The Black Mountain Trailblazer and North Buncombe Trailblazer offer connections to ART fixed routes. The Enka-Candler Trailblazer offers connections to ART fixed routes at the Goodwill location on Patton Avenue in West Asheville, which functions as a park-and-ride lot and a transfer station. The Enka-Candler Trailblazer offers connections to Haywood Public Transit at the Exit 37 Truck Stop off Interstate 40.

In FY 2015, the Mountain Mobility Trailblazers provided 28,472 passenger trips (17% of all Mountain Mobility passenger trips). These routes are funded through various grant sources, County funding, and fare revenues.

Mountain Mobility operations is housed in a 4,800 square foot leased office space with parking facilities located at 2000 Riverside Drive in Woodfin. Mountain Mobility utilizes various advanced technology systems, including RouteMatch software for its passenger database, reservations, scheduling, dispatching, and billing functions. Mountain Mobility employs tablet technology on vehicles which provides automated data transmission of service information, as well as navigation assistance to operators. Mobile radios are used for operations/dispatch communications. In fall 2015, an IVR automated passenger notification module was added, which allows automated phone call reminders to all passengers the night before their scheduled trip. Mountain Mobility passengers are now able to confirm or cancel their trips more easily, which is expected to result in a decrease in no-shows and more efficient scheduling of Mountain Mobility vehicles.

Mountain Mobility currently operates a 43 vehicle fleet, which includes 35 revenue and 8 back-up vehicles. There are 9 LTVs (Light Transit Vehicles) with a passenger capacity of 17-20 each that are equipped with paratransit lifts and bicycle racks; 27 conversion vans and shuttle vans equipped with paratransit lifts and 7 conversion vans without lifts. Vans



**Image: Mountain Mobility Van**

have a 7- to 12-passenger capacity. Over half of Mountain Mobility vehicles use a form of alternative fuel technology (either dual propane/gas or dual CNG/gas system).

Mountain Mobility capital and operating costs are funded through a variety of federal, state, and local resources, including the FTA Section 5311 program, state ROAP (Rural Operating Assistance Program) funds and the Section 5316 JARC program. The bulk of the operating costs are covered through local contracts and County funding. The FY 2015 operating costs for Mountain Mobility approached \$3.6 million, of which over 80% came from locally-generated funding sources.

**Table 2-2. Mountain Mobility Vehicles by Fuel Type**

<b>MOUNTAIN MOBILITY VEHICLE FUEL SYSTEM</b>		
	<b># Vehicles</b>	<b>% of Fleet</b>
<b>Dual Gas/CNG or CNG</b>	15	35%
<b>Dual Gas/Propane</b>	9	21%
<b>Gas w/LP Prep Package*</b>	6	14%
<b>Gas</b>	13	30%
<b>Total Passenger Service Vehicles</b>	43	100%

\*Prepped for Future Liquid Propane Conversion

# HENDERSON COUNTY

## APPLE COUNTRY TRANSIT

Henderson County's public transit service (Apple Country Transit) provides both fixed route transit and on-demand community transportation. Henderson County contracts with Western Carolina Community Action, Inc., to operate Apple Country Transit urban transit routes. WCCA receives funding from the state and through additional contracts to provide on-demand community transportation services. WCCA has a Transportation Advisory Board which meets on a quarterly basis to review fixed route and community transportation needs.

Apple Country Transit operates three fixed routes funded with 5307 urban funding and a deviated fixed route funded with rural transit funding. The urban transit routes provide service primarily in Hendersonville, Fletcher, and Laurel Park, including service to the Blue Ridge Community College and major retail destinations. Route 3, also known as "The Link" provides a link to Asheville Transit at the park-and-ride lot near the Asheville Regional Airport. Route 3 can also deviate, if requested, to Park Ridge Medical Hospital. Apple Country Transit's transfers occur in downtown Hendersonville, where all routes meet at 30 minutes after the hour. Transfers occur at the corner of 4th Avenue and Grove Street. Transfers within the Henderson County public transit service are free (transfers to Asheville Transit are \$1.00). ADA Paratransit services are available for passengers who reside within ¾ mile radius of urban fixed routes, primarily throughout the municipalities of Hendersonville, Fletcher, and Laurel Park; the ADA Paratransit service area includes a small portion of Buncombe County. Persons living within the paratransit service area who are unable to navigate the fixed route system, who require a lift-equipped vehicle and persons whose disability makes it impossible for them to travel to or from the nearest transit stop can request paratransit service.

The three existing urban fixed routes provided a total of 107,331 one-way passenger trips in fiscal year 2014, with an additional 3280 passenger trips provided through ADA/Paratransit dial-a-ride service. This compares with a total of 92,670 one way trips in fiscal year 2011, with an average incremental increase in ridership of a little over 5% per year. The service operates five days per week Monday through Friday (no Saturday service), 6:30 AM-6:30 PM. The fare is 75 cents per one way trip, with paratransit fare set at \$1.50. Seniors 65 and older pay \$0.35 and children under 12 ride for free. Monthly passes are available for \$15.00. The rural deviated fixed route (Edneyville, or green route) charges a higher fare, of \$1.50 for one-way trip; FY 2015 ridership was at 1177 unlinked passenger trips, which is a decrease from 1,631 unlinked passenger trips in FY 2011.



Image: Passenger Prepares to Board a Mountain Mobility Lift-Equipped Van

### Additional Services

The RIDE Program is a curb-to-curb subsidized transportation program allowing eligible residents to purchase private transportation provider services at a significant discount. The goal of the RIDE Program is to increase independence, freedom of choice, and transportation options. The RIDE Program is offered through Mountain Mobility. Funding for the program is provided through the Federal Transit Administration's (FTA) Section 5317 New Freedom Program. Buncombe County and revenues from the sale of vouchers provide matching funds for the program.

In Buncombe County, elderly persons may qualify for the Buncombe County Council on Aging's Call-A-Ride Volunteer Transportation Program if the person needs special assistance or cannot board a van or bus. Call-A-Ride provides volunteer transportation for older adults who are unable to use public transit and require additional assistance, such as help with navigating a doctor's office, that fixed route and community transportation services cannot accommodate. Volunteers drive personal vehicles to take eligible seniors to doctors' appointments, pharmacies and other destinations.

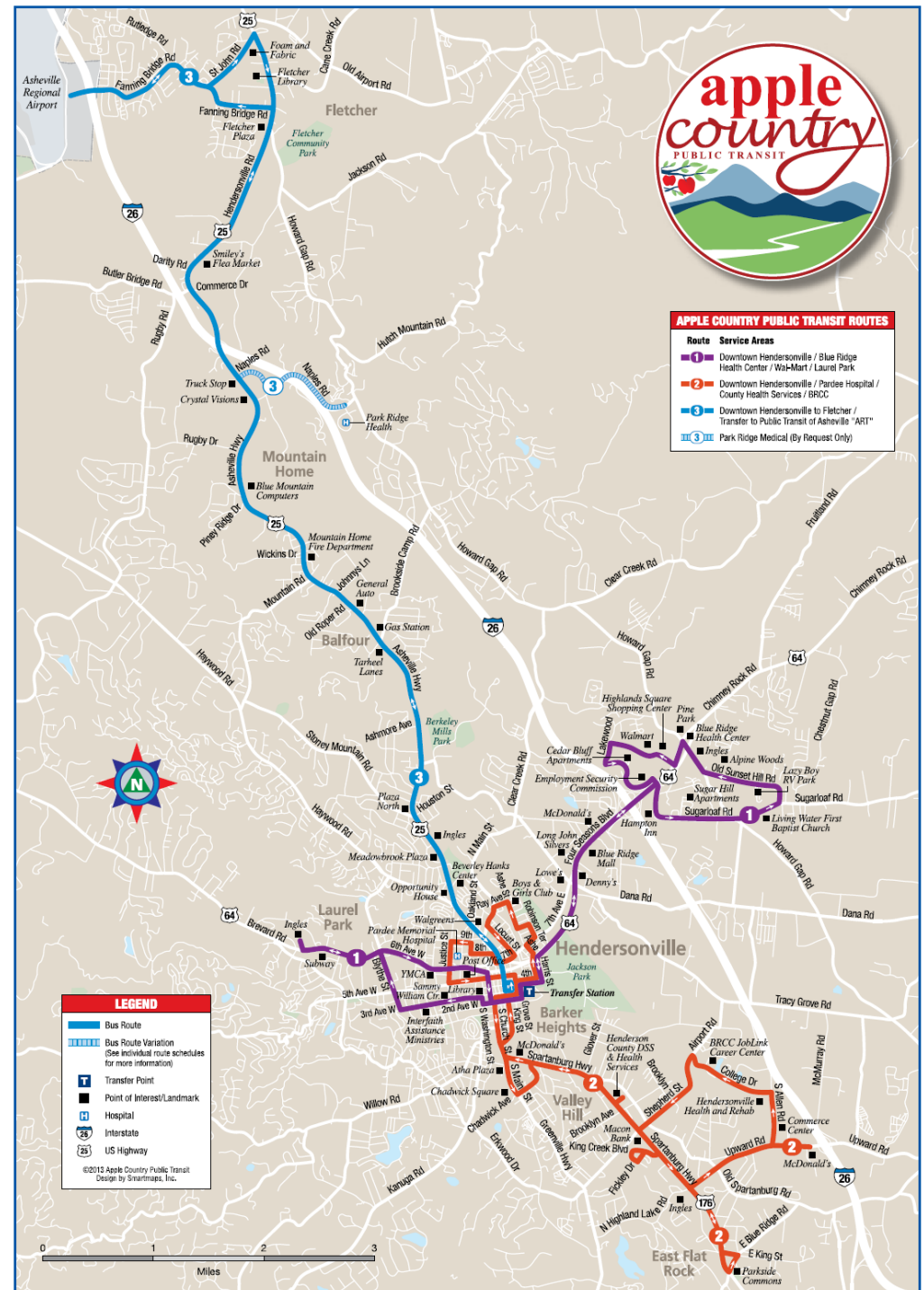
The fixed route fleet includes six (6) 25-foot passenger buses (capacity of 17-19 passengers) and one passenger minivan (4 passenger capacity) equipped with a lift. Buses are equipped with bicycle racks. Out of 24 drivers that Apple Country Transit employs six full-time positions and two part-time positions are dedicated to fixed route and deviated fixed route transit. Administrative staff includes four positions: Transportation Director, Operations Manager, Administrative Assistant, and a Transportation Technician. Approximately 30% of their time is dedicated to urban (fixed route) service.

Funding for the fixed route transit portion of Apple Country Transit comes from Federal Transit Administration 5307 fund allocation for Asheville Urbanized Area, state and local funding. Fixed route transit is not eligible for NCDOT Public Transportation Division funding for rural operating assistance (ROAP).

Apple Country Transit community transportation (demand response transportation) service operates Monday through Friday with two demand response transit vans. The general public can access those vans by requesting a seat on an existing community route if the passenger lives within 1.5 miles of the route. Seniors 60 plus and disabled residents of Henderson County can request door-to-door transportation at no charge, with donations requested. Daily trips for older adults (60+) are available to dozens of destinations for retail and grocery shopping. Several routes are currently running daily to transport interested older adults (60+) to the Sammy Williams Senior Center for lunch and entertainment. Next day and same day medical trips are provided to and



Image: Apple Country Transit Lift-Equipped Van



Map 2-2. Henderson County (Apple Country Transit) Urban Fixed Transit Routes

from doctors' offices, clinics and hospitals five days per week. Work First clients are also eligible for transportation for employment, training and education purposes. 34,334 unlinked passenger trips were provided through the rural community transportation service model in FY 2015 (plus an additional 1177 unlinked passenger trips on the deviated fixed route), of which approximately 20,000 trips were contracted through the Council on Aging and 2960 trips were contracted through Vocational Services. Relatively few trips are provided under Medicaid transportation funding. This is a decrease from 44,049 demand response trips provided during fiscal year 2011; the decreases were likely due to cuts in Rural Operating Assistance (ROAP) funding.

Apple Country Transit community transportation service utilizes 20 vehicles, of which 10 are wheelchair accessible. Table 2-3 below illustrates the vehicle types present in the fleet.

**Table 2-3: Apple Country Transit Community Transportation Fleet**

Year	Vehicle Type	Seating Capacity (All/Wheelchair)	Odometer Reading (June 2014)	Year of Planned Replacement
2000	Lift Van	11/2	121,700	2015
2009	Conversion Van	12	127,622	2017
2009	Conversion Van	12	118,851	2017
2009	Conversion Van	10	132,551	2015
2009	Lift Van	8/2	121,392	2017
2010	Lift Van	8/2	74,582	2018
2010	Conversion Van	10	78,154	2018
2010	Conversion Van	10	97,259	2018
2010	Minivan	6	58,983	2018
2011	Lift Van	8/2	56,159	2018
2011	Van	10	67,492	2018
2014	Van	10	14,424	2018
2014	Lift Van	8/2	13,745	2018

There are four administrative staff and 17 drivers allocated to Apple Country Transit community transportation. Four additional drivers are assigned to urban fixed route operations. Administrative staff includes four positions: Transportation Director, Operations Manager, Administrative Assistant, and a Transportation Technician. Approximately 70% of their time is dedicated to rural (on-demand / community) transportation. Vehicle maintenance is contracted out to a local provider. As of July 2017, Apple Country Transit has been utilizing HBSS software paired with tablets on vehicles for trip scheduling and tracking.

Apple Country Transit on-demand transportation operations are financed through a combination of state assistance including Rural Operating Assistance-- ROAP funds (53% of on-demand transportation operating costs in FY 2015), 5311 federal rural transit funding (approximately 24% of operating funding in FY 2015), local government assistance and local contracts.

**Other Services**

Henderson County DSS has an eight-passenger van that is sometimes used for client transportation; it appears to not be used very frequently since Apple Country Transit is the preferred option to transport DSS clients.

Similarly to Volunteer Call-A-Ride Program in Buncombe County, there is a volunteer driver service called FISH (Fellowship in Service) in Henderson County. FISH provides transportation to medical appointments for anybody unable to drive when their family and friends are not able to assist. FISH provides approximately 3,000 trips per year and uses senior volunteers. FISH generally provides daytime transportation and is not available in the evenings.

Carolina Taxi, a local taxi company in Henderson County is approved to provide Medicaid transportation services.

Additional transportation services are available through the following private companies:

- A CAB-taxi service
- Air Trek Inc.-can accommodate wheelchairs
- All Seasons Errand Service
- Apple Cab-taxi service
- Blue Bird-taxi service
- Carolina Taxi and Industrial Transportation-taxi service
- Carolyn's Errands and Sitting Service
- Checker Cab Company-taxi service
- David's Transportation-based out of Asheville but can serve Henderson County; also provides paratransit trips
- Mountain Senior Services
- Night and Day Taxi and Transportation Services-taxi service
- Quality Transportation-can provide paratransit trips
- Wheel Chair Traxi-can accommodate wheelchairs

Jewish Family Services has recently started an Elder Club in Hendersonville which meets on Wednesdays mid-day and provides meals and social and educational activities; JFS contracts with Apple Country Transit to provide transportation for seniors to activities at the new Elder Club.

# HAYWOOD COUNTY

## HAYWOOD PUBLIC TRANSIT

Haywood Public Transit is the community transportation service for Haywood County. It was established in 1990 through the consolidation of several county agencies' client transportation systems. The system is operated and administered by Mountain Projects, Inc.: a community based non-profit organization founded in 1965 as a Community Action Agency. Mountain Projects has a Board of Directors with 18 members representing three distinct groups: representatives of low income target area communities, representatives from other organizations that provide services to the community, and elected officials representing Haywood and Jackson Counties and the towns and municipalities in both counties. The Transportation Advisory Committee meets four times a year to discuss Haywood Public Transit issues.

Haywood Public Transit provides transportation for human service agencies, the elderly, people with disabilities, and the general public of Haywood County. Any member of the general public is eligible to call and schedule a ride for the next day. 24-hour notice is required (preferably by 3 PM the previous day.)

Haywood Public Transit offers demand response/coordinated transit service between 6:00 a.m. and 5:30 p.m. Monday through Friday, except holidays. While most requests require a 24-hour notice, limited demand response service within the Haywood County area is available between 9:00 a.m. and 4:00 p.m. with at least two hours notice. Limited service is available to Asheville and Sylva. Haywood Public Transit coordinates with Jackson County Transit for Jackson County trips. Haywood Public Transit takes some passengers directly to their destinations in Asheville. Haywood Public Transit also provides connections to and from the Mountain Mobility Enka-Candler Trailblazer Route at the Travel America Center at I-40 Exit 37 multiple times per day; once a passenger transfers to the Enka Candler Trailblazer, they can connect to the ART (Asheville Redefines Transit) system at the Goodwill Industries stop on Smoky Park Highway. Enka Candler Trailblazer transfer requires \$0.50 to ride, and an additional \$1.00 fare is required to ride the ART system. General public including young adults over the age of 13 are eligible to schedule a trip. The standard fare is \$2.00 each way, and no monthly passes are available. Student fare from Haywood Community College to connect to Enka Candler Trailblazer is \$1.00 each way.

Haywood Public Transit provided 39,992 passenger trips in FY 2015, which is a decrease from 58,223 passenger trips in FY 2011. Approximately 56% of the passenger trips were provided under agency contracts, including 5403 Non-Emergency Medicaid Transportation trips.



**Image: Haywood Public Transit Vehicles at the Transit Facility, with a Propane Charging Station in the Foreground**

Haywood Public Transit/Mountain Projects annual operating and administrative budget is around \$800,000. 44% of the annual revenues utilized for operating and administrative expenses come from local sources-primarily through local agency contracts, which represent a third of overall annual revenue. Federal funding including 5311 (Rural Transit) and 5310 Elderly and Disabled grants represent 36% of overall operating and administrative funding. State funding accounts for the remaining 20% of annual revenues.

Haywood Public Transit uses HBSS software for scheduling and tracking passenger trips, paired with tablets on vehicles.

Haywood Public Transit staff include 21 drivers and three administrative staff positions. Haywood Public Transit has 19 vehicles including eight LTV vehicles with lift equipment and two wheelchair stations each; 6 passenger conversion vans with lift equipment and wheelchair stations, 3 passenger crossover vans without lift equipment, one 7-passenger minivan and one SUV/crossover vehicle.

Haywood Public Transit has moved into a new dedicated facility at 50 Armory Drive in Clyde in January of 2013. This location is near the Haywood Community College campus. The new transit facility features adequate secure parking for transit vehicles, a liquid propane charging station, additional parking for employees and visitors, and space for Transportation Advisory Board meetings inside the 2,300 square feet building.

# MADISON COUNTY

## MADISON COUNTY TRANSPORTATION AUTHORITY

Madison County Transportation Authority (MCTA) is the coordinated public transportation service for Madison County. MCTA provides transportation services throughout the county, including more populated areas as well as the remote areas of the county. A round trip from the outer edges of the county can require as much as 140-170 miles.

Madison County Transportation Authority is a demand response transportation service. It provides services for general and non-emergency medical trips within Madison County and to surrounding counties including; Buncombe, Mitchell, Yancey, Avery and Haywood. There are eight nutrition sites in Madison County: Marshall, Mars Hill, Beech Glen, Upper Laurel, Center community Center, Hot Springs, Spring Creek and Shelton Laurel. A hot meal and connections with aging resources are available Monday, Tuesday, Wednesday and Friday to adults 60+years. MCTA provides transportation to only one Senior Center in Marshall. Seniors, individuals with disabilities and the general public may utilize MCTA transportation services with advanced reservation. MCTA provides transportation services from 8am to 4:30pm, Monday thru Friday. During calendar year 2017 MCTA transported 18,239 passengers. Approximately a third of these trips were contracted for Non-Emergency Medicaid trips.

Madison county Transportation Authority has a Transportation Advisory Board that consists of representatives of an elected county official, local agencies, riders and Senior Center staff along with community representatives. The Madison County Transportation facility at 387 Long Branch Road in Marshal, NC was completed and occupied in August, 2007.

Regular fares for non-program qualified riders are \$5.00 in Madison County- round trip, \$6.00 for a round trip to Weaverville, NC and \$12.00 for a round trip to Asheville,NC. A personal care assistant may ride with a passenger at no charge. Non-emergency Medicaid transportation clients and other passengers covered under an existing agency contract or State qualified funding do not have to pay a fare.

The MCTA transit vehicle fleet consists of 11 vehicles;

- 4 Ford passenger vans with lifts
- 1 Ford standard van, no lift (14 passenger)
- 6 Ford E-350 conversion vans, no lift

MCTA staff includes one full time Coordinator and one full time Administrative Assistant/Dispatcher. MCTA has a full time Director and a full time Fiscal Officer/ Operations Manager who share duties with Madison County Community Services, the umbrella under in which MCTA operates. There are 7 drivers: 4 part time and 3 full time. In Fiscal year 2017, the total operating and administrative budget was \$428,641. Approximately 90% of revenue funds were used to cover administrative and operations expenses for MCTA in FY 2017 from federal, state, fares, contracts and NEMT-transport. The other 10% was picked up by Madison County local government.

### Additional Services

With the assistance of 5310 Transportation grant for rural counties through NC Department of Transportation, the Land of Sky Senior Companion program is involving volunteers ages 55+ to provide transportation service to Senior individuals in Madison and Transylvania Counties. Beginning in Fiscal Year 2016, volunteers are providing transportation for senior individuals to medical appointments, food shopping, banking and other personal errands.



Image: MCTA Transit Vehicles (2013)



## TRANSYLVANIA COUNTY TRANSPORTATION

Transylvania County Transportation (TRANSPORT) is the coordinated public transportation service in Transylvania County. TRANSPORT provides transportation services across the county, including to destinations in Brevard and Rosman. TRANSPORT has a Transportation Advisory Board consisting primarily of representatives of the County and other affected agencies. The Advisory Board also includes community and business representatives.

Transylvania County Transportation provides subscription and demand-response transportation services in Transylvania County and surrounding areas. Transportation service hours are Monday through Friday, 6 AM until 6 PM. Under the senior grant category, Transylvania County Transportation provides services for seniors 60 and older to the two Nutrition sites (the Quebec Community Center and Silvermont), as well as for medical, shopping and errand purposes.

For passengers with disabilities, transportation from home to Transylvania Vocational Services (TVS) is available on a daily basis, as well as for other purposes. Lift-equipped vehicles are utilized to help passengers who are mobility challenged. The general public may schedule a trip for shopping, errands, employment and medical purpose, and pay a \$1.00 fare per person each way to ride. All requests for transportation must be made prior to 10:00 am at least one (1) workday in advance.

In Fiscal Year 2015, Transylvania County Transportation provided 25,122 passenger trips. No Non-Emergency Medicaid Transportation trips or other agency contract trips were provided. An additional 2287 trips were provided through volunteer and taxi services, for a combined total of 27,409 trips.

Transylvania County Transportation annual administrative and operating budget in Fiscal Year 2015 was at approximately \$428,000. 32% of funding for administrative and operating expenses comes from federal sources, 30.7% came from state funding and 37% of annual revenues for operating and administrative expenses came from local sources, which did not include any contract revenues.

Transylvania County Transportation staff include 3 administrative employees and 8 operating staff members. Transylvania County Transportation currently provides transportation services utilizing a fleet of seven vehicles, of which five are in active service and two serve as back-up. The fleet includes both passenger vans with lifts (which can accommodate 9-12 passengers each) and 14-passenger conversion vans without lifts.

### Additional Services

With the assistance of a 5310 Transportation grant for rural counties through NC



Image: Transylvania County Transit Van, Courtesy of WLOS

Department of Transportation, the Land of Sky Senior Companion Program is involving volunteers ages 55+ to provide transportation services to senior individuals in Madison and Transylvania Counties. Beginning in Fiscal Year 2016, volunteers are providing transportation for senior individuals to medical appointments, food shopping, banking and other personal errands.



**DEMOGRAPHIC  
INFORMATION**

**3**

# SOCIO-ECONOMIC CHARACTERISTICS

Understanding the region’s socio-economic characteristics is essential to understanding the unique needs of the region’s residents. This chapter will focus on several demographic categories:

- Seniors (ages 65 and over)
- Low-Income Households
- Low English Proficiency
- Households with Zero Vehicles
- Individuals with a Disability

These categories can be used to identify specific needs and travel patterns within the region.

The region spreads over five counties, over areas defined as urban or rural. Each community has different characteristics and different challenges in providing transportation options. For the purposes of this report, the French Broad River MPO and Land of Sky RPO planning areas have been combined into one five-county region containing Buncombe, Haywood, Henderson, Madison, and Transylvania counties. While the MPO and RPO planning areas are relatively distinct in many ways, the agencies and organizations that address the transportation needs in those counties overlap those planning boundaries.

In the past decade, North Carolina has been one of the fastest growing states in the country and is expected to continue to grow at a rapid pace. While much of this growth has been concentrated of the urban areas of Raleigh, Durham, and Charlotte, the Asheville Urbanized Area has grown as well.

## DATA SOURCES

The data gathered for this study was collected from the US Census Bureau’s American Community Survey (ACS). The ACS collects information every year from a sample of the population. Unlike the decennial census, the ACS goes into detail about the respondent’s housing, transportation, disability status, income, and other factors that are focused on in this chapter.

The ACS provides data in either 1-year estimates or 5-year estimates. For this report, 5-year estimates from the ACS were used. 5-year estimates take information gathered by the ACS over a 5-year period so the sample size is larger. 5-year estimates are generally considered more conservative due to their larger sample sizes over a longer period of time, but may be less reactive to major changes that can be illustrated in 1-year estimates.

# SENIOR POPULATION

The Senior Population includes any individual age 65 and over. The five-county region has become an increasingly popular destination and residence for senior citizens. Numerous publications have referenced the region, or specific towns, as some of the most desirable places in the country for retirees to live.

Compared to the country and the state of North Carolina, the five-county region focused on in this plan has a significantly higher percentage of the population that is considered elderly at 20.5% of the population, compared to a little more than 14% for both the national and state averages. Within our region, Haywood, Henderson, and Transylvania counties all exceed the regional average for elderly percentage of the population.

However, it should be noted that while Buncombe County has the smallest elderly percentage, it also has the largest concentration of elderly residents with an estimated 43,138 elderly residents or more than 44% of region’s elderly population.

	Senior Population	Elderly Percentage
United States	44,628,618	14.1%
North Carolina	1,398,037	14.2%
5-County Region	96,156	20.5%
Buncombe	43,138	17.4%
Haywood	13,582	23.0%
Henderson	26,195	23.9%
Madison	4,161	19.8%
Transylvania	9,080	27.6%

## DEVELOPING THRESHOLDS

As part of this plan, staff developed a threshold for the region to determine census block groups of particular concern. By developing this threshold and examining this information at smaller geographies, planning efforts may be concentrated to the areas of highest need or areas that may deserve more focus.

ACS data estimates that 96,156 residents or 20.5% of the total five-county population is age 65 and over. However, if the regional average were to be used as a threshold it would result in 47% of the region’s block groups being over the threshold. So a threshold of 30.75% of the population being age 65 or over or one-and-a-half times the regional average is recommended to be used as the elderly population threshold. This results in 14.6% of block groups in the region being triggered and shows areas with an especially high elderly population relative to the region.

These thresholds do not mean that blocks groups that do not meet the threshold should not have any attention for efforts to improve the transportation needs of elders, but illustrates areas that may have concentrated needs.

The map on the right shows census block groups symbolized based on the percentage of the population that is estimated to be over the age of 65.

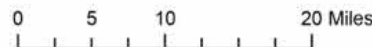
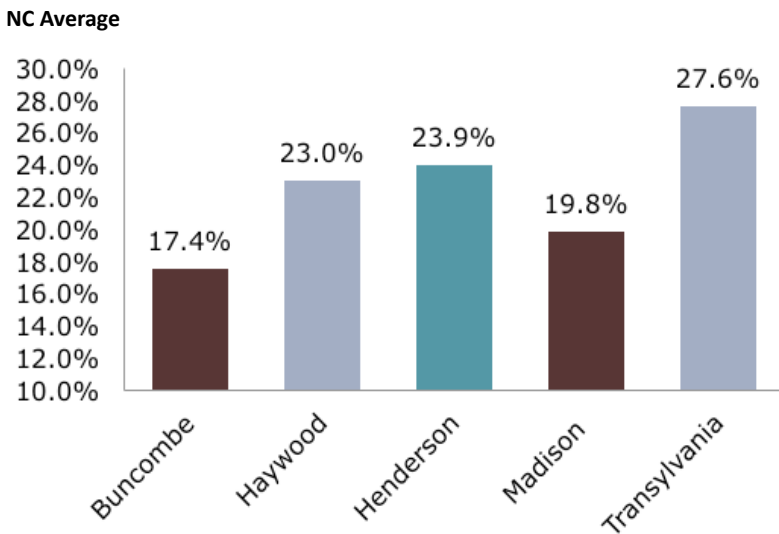
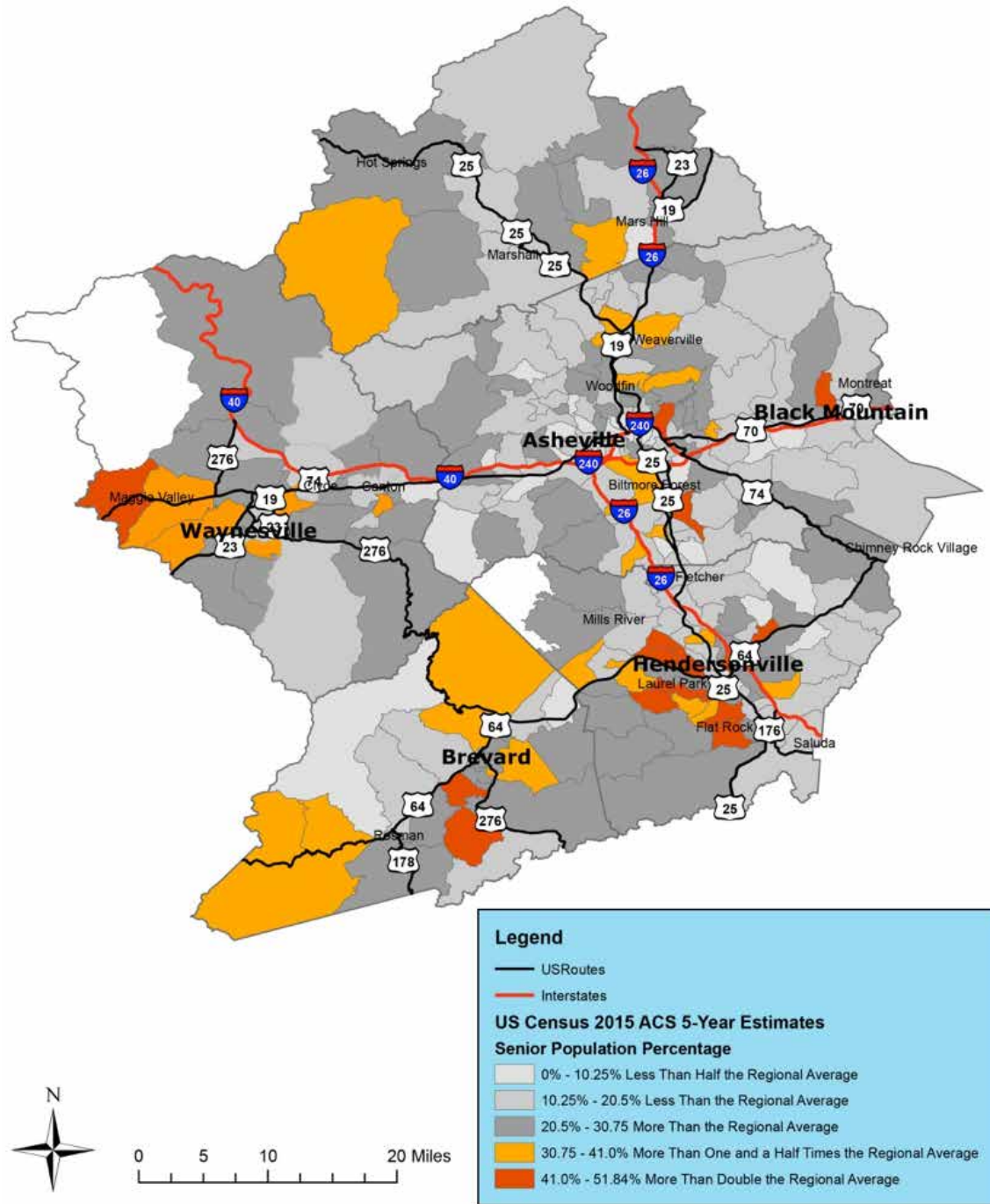
While many seniors reside in more urbanized parts of the region, large concentrations of seniors live in some more rural areas, specifically, parts of western Henderson County, southern Transylvania County, northern Haywood County, and scattered areas of Buncombe County.

In Henderson County, nearly every block group in the southwest part of the county is at least above the regional average with some areas near Flat Rock and Laurel Park even exceeding percentages that are double the regional average.

In Haywood County, much of the western part of the county is above regional averages with several block groups in and around Maggie Valley being above the regional threshold.

The entire region has an elder population significantly higher than the rest of the state or the country and this population is generally distributed throughout the five counties. There are some areas, such as southwest Henderson County, western Haywood County, and several parts of Transylvania County where populations are somewhat more concentrated, but few areas of the region are not impacted.

# Senior Population Percentages



# ZERO AUTO HOUSEHOLDS

As part of the ACS, respondents are requested to provide the number of automobiles available per household. For this study, households with limited access to vehicles are important due to their reliance on other modes for transportation. Respondents are not asked why they do not have access to a personal motor vehicle, but the reason is likely different based on each household's circumstances. Some households may be constrained by income, age, disability, or households may simply choose to rely on other modes of transportation.

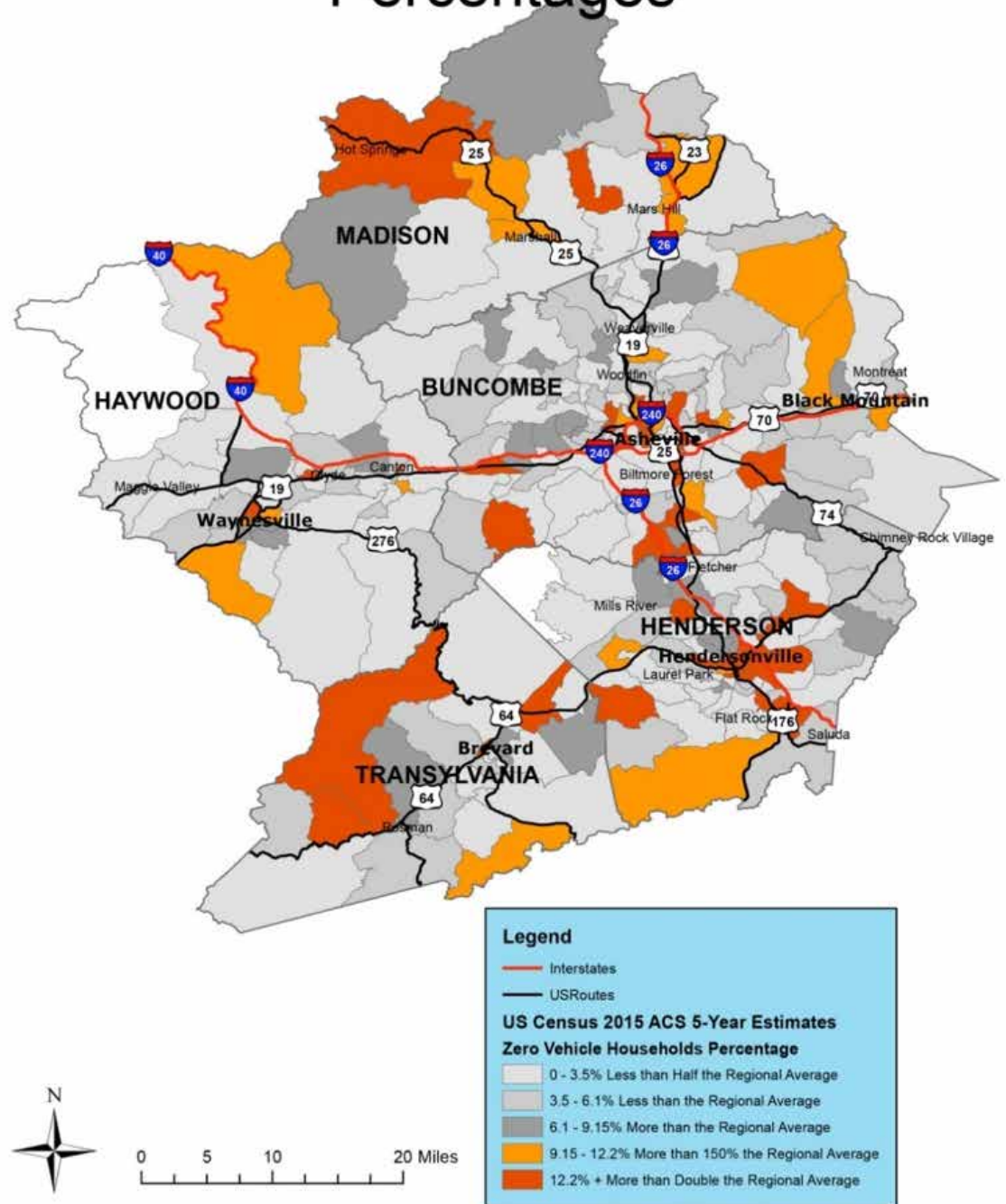
While only a little more than six percent of the region's households do not have access to a vehicle- which is lower than North Carolina's percentage of zero vehicle households- it should be noted that many of the areas in our region are poorly suited for meeting the transportation needs of zero vehicle households.

## DEVELOPING THRESHOLDS

In developing thresholds for zero vehicle households in census block groups, 150% of the regional average (or census block groups with 9.15% of the households with access to zero vehicles) is recommended. This threshold results in about 23% of the region's census block groups exceeding the threshold.

Geographically, the block groups exceeding the threshold are distributed throughout the region, from areas in northwest Madison County, scattered parts of Buncombe County (with some concentrations in Asheville), large areas of Henderson County (especially concentrated in and to the east of Hendersonville), scattered parts of Transylvania and Haywood counties. The areas with higher percentages of zero vehicle households are spread all over the region.

# Zero Vehicle Households Percentages



# LOW INCOME

Poverty status and median household income are also estimated from information gathered by the US Census Bureau's American Community Survey. There are several different sources of data within the ACS that can indicate areas of low income. For the purposes of this report, median household incomes were examined by block group.

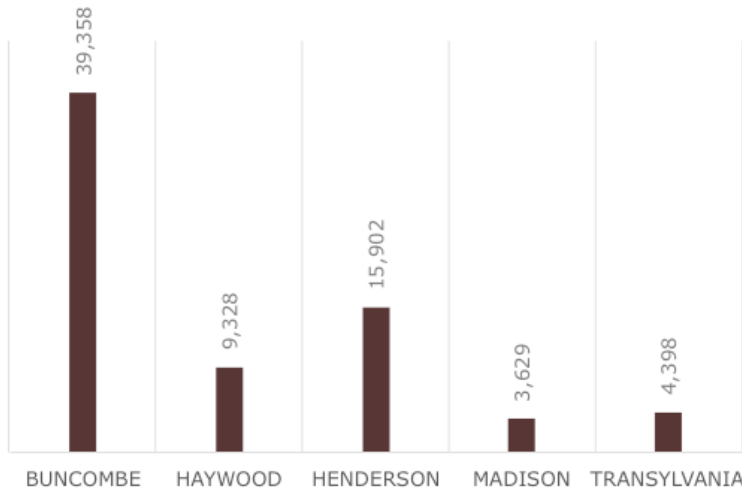
Individual and household income can play a crucial role in determining the transportation needs of an area. Providing more affordable transportation options can provide much-needed relief to households with limited income for purchasing and maintaining personal automobiles.

## DEVELOPING THRESHOLDS

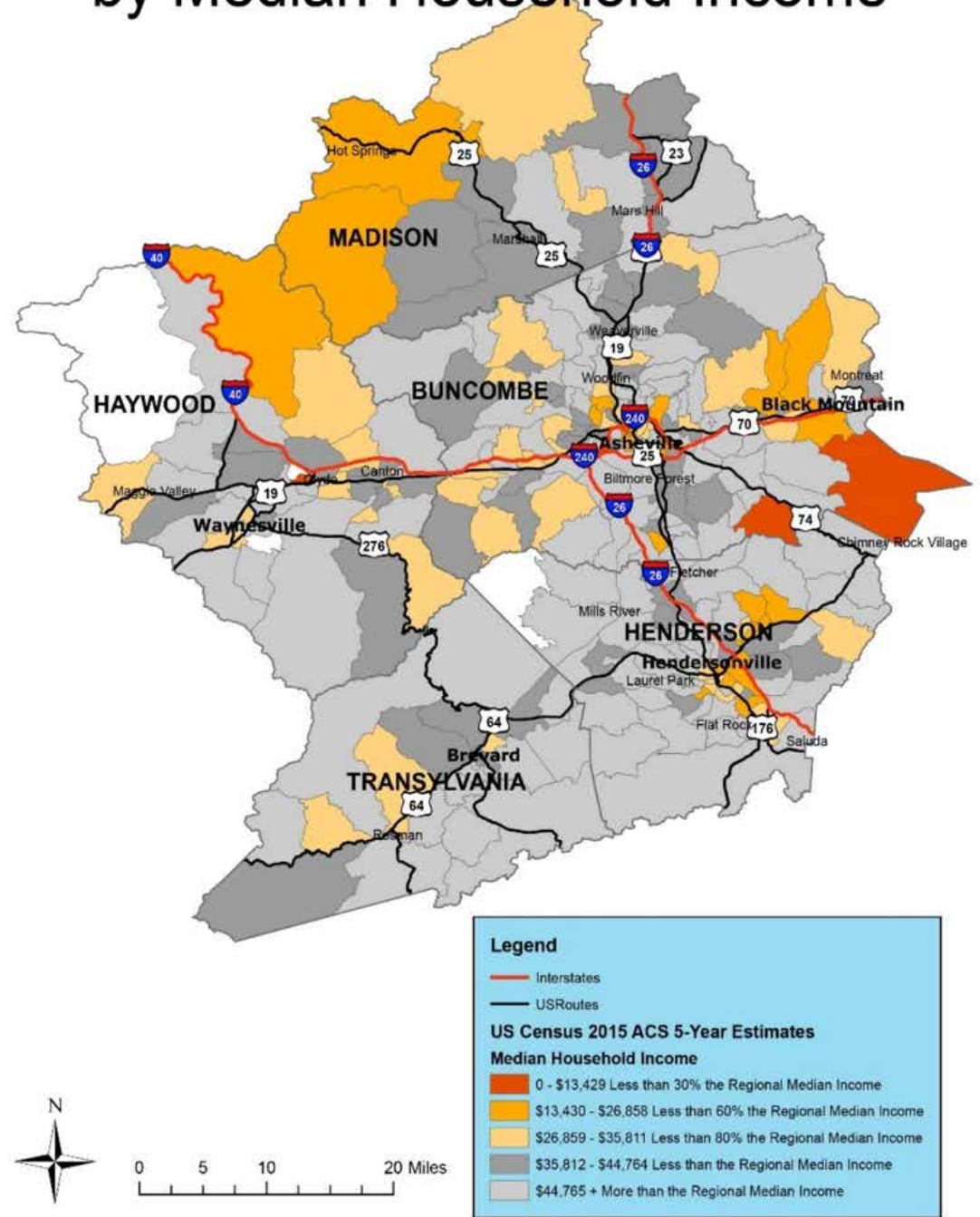
For developing a threshold to determine areas with increased low-income households, this report recommends a threshold of census block groups with a median household income of 80% or less (\$35,811) than the average regional household income. Other mapped categories show block groups with 60% or less (\$26,858) than the average regional household income and 30% or less (\$13,429) than the average regional household income. This threshold results in 80 census block groups meeting or exceeding the threshold or about 25.4% of the census block groups in the region.

Geographically, pockets of low-income households are especially notable in Asheville, eastern Buncombe County, areas of central Henderson County (Hendersonville, East Flat Rock, Fruitland), but there is also considerable poverty in more rural areas of Madison, Haywood, Buncombe, Transylvania counties. However, it should be noted that small pockets of low-income households are known to exist in block groups not meeting these thresholds.

Individuals in Poverty by County



# Low Income Households by Median Household Income



# LOW ENGLISH PROFICIENCY

Low English Proficiency Information was gathered from the US Census Bureau's American Community Survey five-year estimates.

The region, overall, has a relatively low rate of individuals with Low English Proficiency. The region has a lower rate (3.4%) than North Carolina (4.8%) and considerably lower than the national rate (8.6%).

However, there are some concentrated pockets of individuals with Low English Proficiency around the region, including several tracts in eastern Henderson County at more than twice the regional average and, increasingly, scattered areas of Buncombe County.

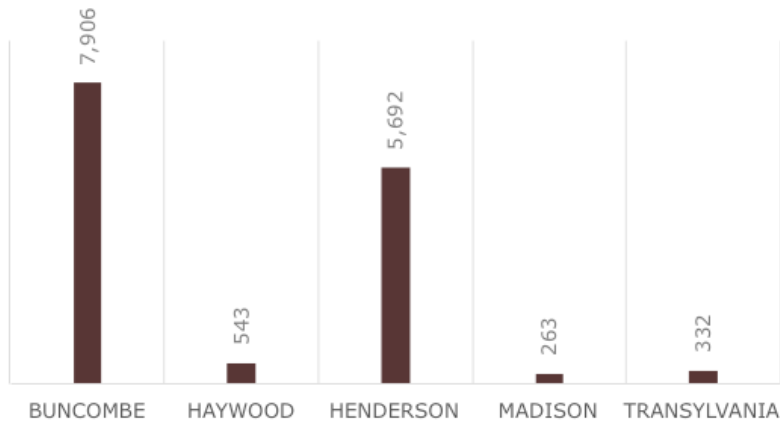
## DEVELOPING THRESHOLDS

For the purposes of this report, ACS data on individuals with low English proficiency was used. As noted, approximately 3.4% of the region's population, or an estimated 15,147 residents of the region are considered less than proficient in English.

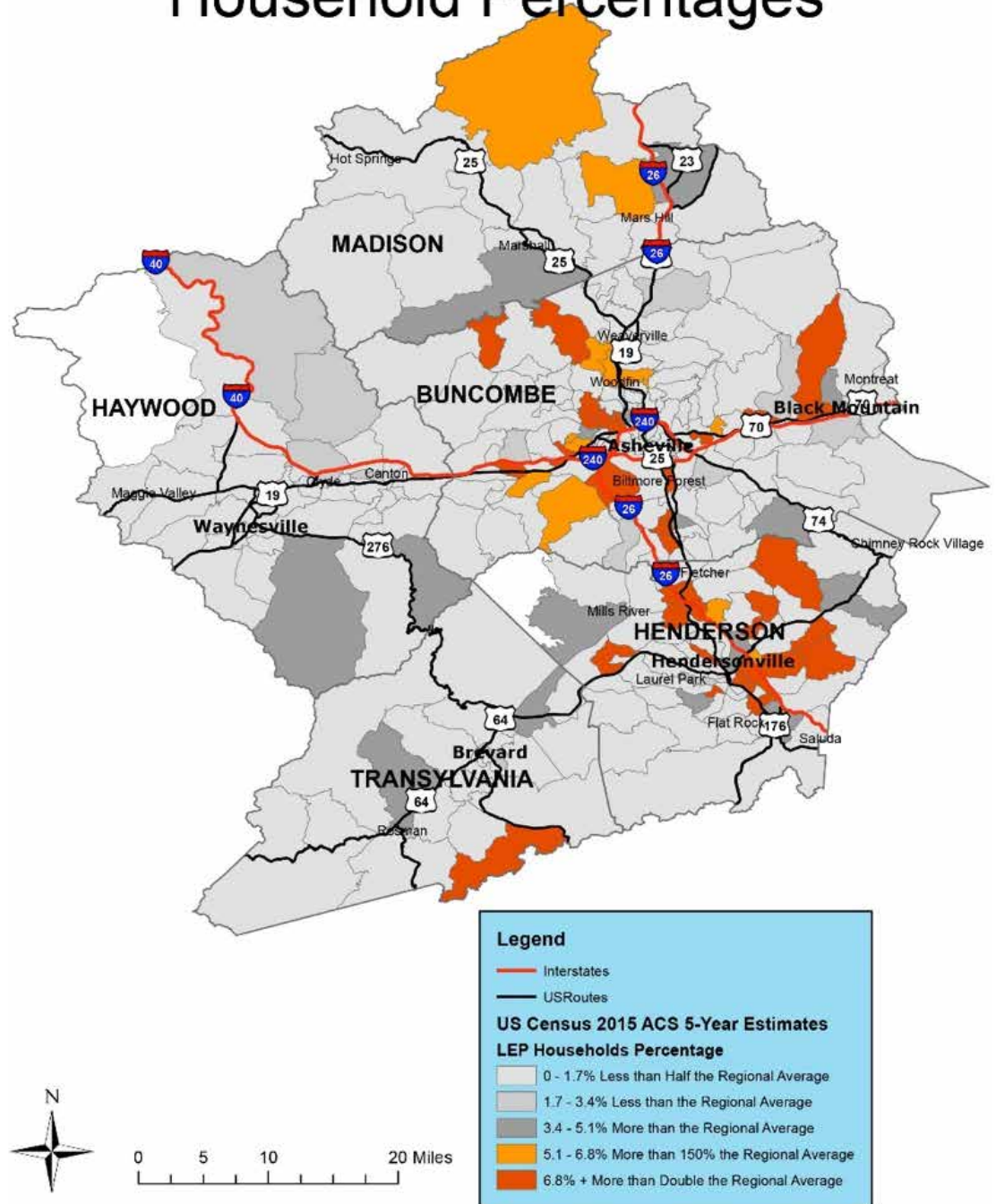
To focus on areas of higher concentrations, a threshold of census block groups having more than 150% the regional average or block groups exceeding 5.1% of its population with low English proficiency has been used. Also mapped are areas simply above the regional average of 3.4% as well as block groups that are double the regional average at 6.8%.

In our region, block groups exceeding the threshold are distributed widely. The largest concentrations appear in eastern Henderson County, near Hendersonville, East Flat Rock, and Fruitland, as well as portions of eastern Buncombe County, areas around Asheville, and parts of Madison County

Individuals with Low English Proficiency by County



# Low English Proficiency Household Percentages





near Mars Hill. While Haywood County does not have any block groups that exceed the threshold, a couple of large block groups in southern Haywood exceed regional averages.

## DISABILITY STATUS

Disability status is also estimated based on information collected from US Census Bureau's American Community Survey. These disabilities may include sensory, physical, mental, self-care, or disabilities affecting an individual's ability to go outside. Any of these disabilities may make the availability of public transportation necessary or more attractive as opposed to relying on personal automobiles.

The region has a higher rate of individual with disabilities than North Carolina (13.5%) or the country (12.4%). While Buncombe County has the largest population of individuals with a disability, the other four counties all have higher rates of individuals with a disability that exceed the regional rate.

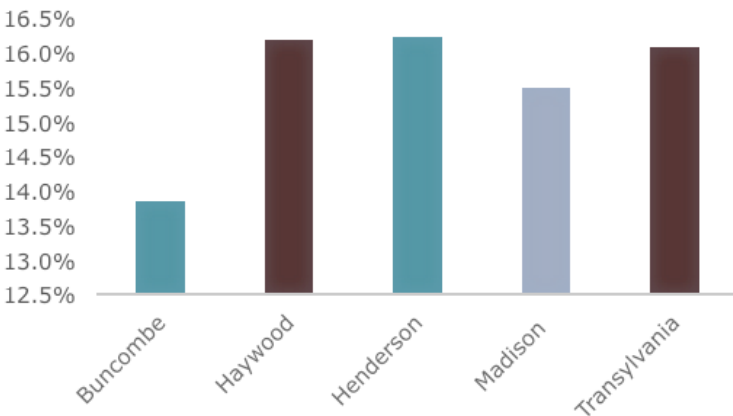
It should be noted that disability information through the ACS is only available at the Census Tract level and not Census Block Groups.

## DEVELOPING THRESHOLDS

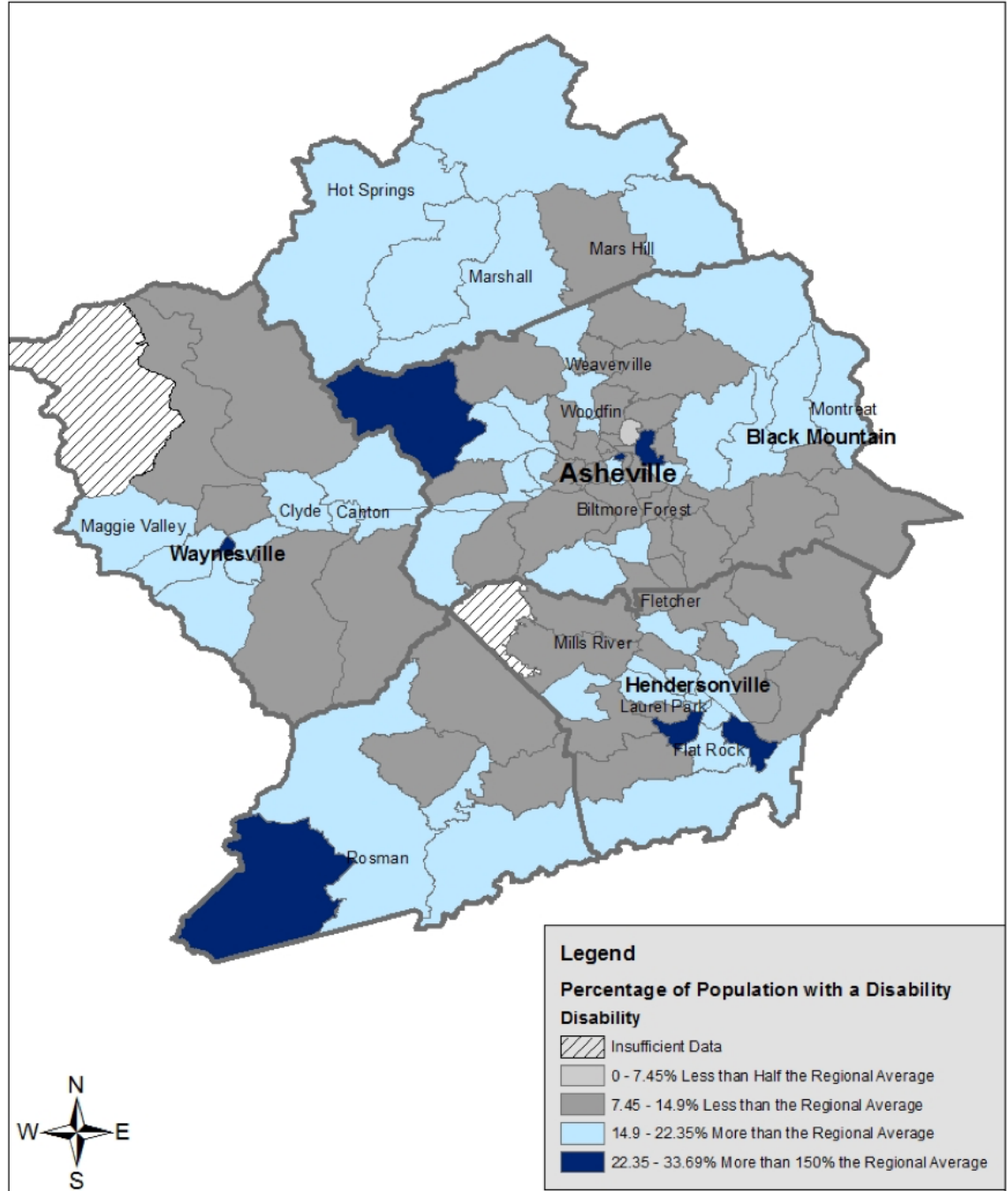
The threshold for individuals with a disability was set at the regional average (14.9%). With a threshold at the regional average, 48% of the region's census tracts exceed the threshold. This includes a majority of census tracts in Haywood, Henderson, Madison, and Transylvania counties.

While Buncombe County has the lowest rate of individuals with disabilities, three of the six census tracts that exceed 150% of the regional average are in Buncombe County, including tracts in East Asheville, Downtown Asheville, and the Sandy Mush area.

Percent of the Population with a Disability



# Population With a Disability



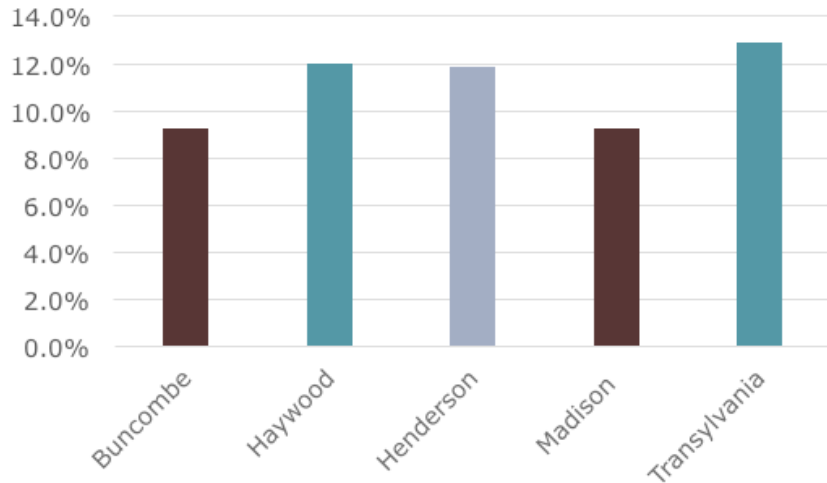
# VETERANS

Zero Vehicle Households, Low Income Households, Low English Proficiency, the Elderly Population, and Individuals with a Disability all play a crucial role in determining the opportunities and need for human transportation services around the region, but there are many other groups and sub-groups that often have increased need as well.

In the five-county region, all five counties have a higher percentage of its 18 years and older population with veteran status than the national average (8.3%). All five counties also- at least- meet the state average (9.3%) with Haywood, Henderson, and Transylvania counties exceeding the state average.

In recent history, veterans have been more likely to be homeless, living in poverty, or living with a disability than the average American citizen. And beyond the increased need in veteran populations, some assistance may be possible through various grants and programs aimed specifically at helping veterans.

**Percentage of Population Over 18 with Veteran Status**



**IDENTIFYING  
NEEDS** **4**

# OVERVIEW

The needs and issues identified in this chapter were largely collected from community input sessions held in 2015 by MPO and RPO staff in coordination with local staff, stakeholders, and the public. This chapter first identifies statewide issues which affect all parts of the region and would require coordination with the state or other jurisdictions outside of the region; issues that are more specific to our region; and issues that are more local in nature.

## STATEWIDE ISSUES

The State of North Carolina is- and has been- growing and urbanizing at an increasing rate.

Year	Population	Population Proportion Urban
1990	6,694,000	50%
2000	8,082,000	60%
2010	9,562,000	66%

While this growth is the result of a number of beneficial factors concerning living in North Carolina (good climate, relatively low cost of living, increasing number of jobs, etc.), this explosive growth can stress existing systems as demand increases and results in shifts in state and federal funding.

## SHIFTS IN FEDERAL FUNDING

The North Carolina Department of Transportation (NCDOT) Public Transportation Division has studied how the on-going shift to a more urbanized state is effecting federal transit funding allocations in what they call a “Graduation Study.” The Graduation Study makes recommendations for transit operators in areas becoming more urbanized that are seeing reductions in FTA Section 5311 (Rural Operating Program) and may need to start utilizing more Section 5307 (Urban Operating Program).

The French Broad River MPO has addressed this issue at the request of several transit operators in the region that are eligible for 5307 funding but have not fully utilized the funding prior to FY 2018. The MPO’s 5307 Suballocation Formula Study was completed in 2017 and will allow Buncombe County and Haywood County to begin to use 5307 funds for their systems. The City of Asheville and Henderson County will continue to use 5307 funds; Madison County and Transylvania County declined to participate in the 5307 study at this time, but may look into it again in the future.

## INTER-CITY BUS SERVICES

Another statewide issue that was identified by stakeholders and the public is the lack of intercity bus service that serves Western North Carolina to connect Asheville with nearby urban centers such as Charlotte, Raleigh, Winston-Salem, Boone, Greenville, South Carolina, and Knoxville, Tennessee. Some of the demand for these trips comes from recreational demand (a desire to visit these destinations by bus) but other trips were requested due to the need for special medical trips.

## DEMOGRAPHIC CHANGES

Also identified in Chapter 3 is the population growth across North Carolina. While not every part of the state is experiencing the same rates of growth (some parts are decreasing in population), the French Broad River MPO and Land of Sky RPO areas continue to see growth, especially in senior residents. Keeping up with the growing and changing populations requires greater informed investment in infrastructure.

## REGIONAL ISSUES

The five-county region faces a number of issues that make safe and efficient transit and human transportation services difficult. These include topographic issues due to the Appalachian Mountains as well as funding challenges from increasing costs and decreasing governmental assistance.

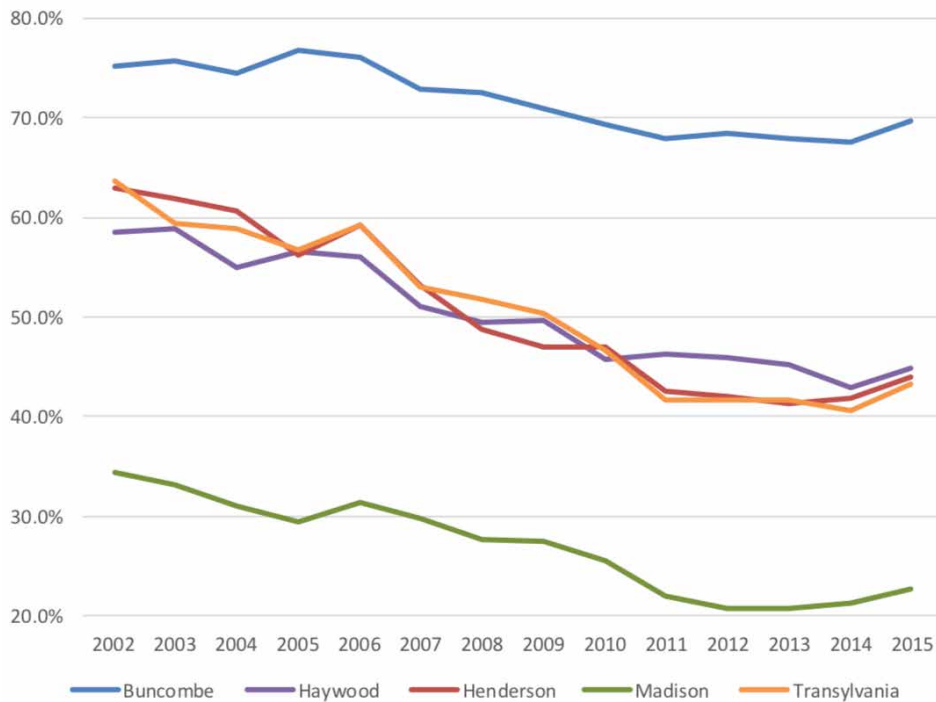
## REGIONAL TRANSPORTATION

One of the biggest challenges in the five-county region, as identified by stakeholders and the public, is providing efficient regional transportation options. Political boundaries are increasingly irrelevant in terms of transportation needs. Workers are increasingly commuting across county boundaries, jobs are increasingly clustering in urban cores, and many medical and other service providers are consolidating facilities. The availability of transit services differs across the region based on the transit provider with limited regional transit options.

In every county meeting, regional connections were pointed out as needing improvement or creation. Employment trips between Asheville, Hendersonville, Waynesville, and Black Mountain were identified as a need, but also improving the quality and frequency of on-demand trips being made across county lines.

Some of these regional connections do not necessarily need to be made by bus service but can be accomplished through park ‘n ride lots. Several park ‘n ride lots currently exist across the region, but several stakeholders and members of the public pointed out that more park-and-ride lots could be useful. Some lots are often at or beyond capacity and some lots could be made more appealing through increased awareness, security, and aesthetic improvements.

## Workers Living and Working in the Same County 2002 - 2015



(U.S. Census Bureau LEHD Origin-Destination Employment Statistics, Accessed August, 2017)

## IMPROVING COORDINATION

Transit options are available in every county in the region, but some stakeholders and members of the public noted that coordination between the different transit agencies could be improved. This could work in two different ways: (1) improve the coordination of trips between transit operators to improve efficiencies and; (2) improve rider awareness of transit and other transportation options across the region.

The first improvement is starting to be addressed through coordination activities being targeted through Buncombe County. Many different transit agencies make trips into Buncombe and Henderson counties for medical trips and often sit idle for hours until the client is done with their medical visit. Instead of sitting idle, those vehicles could provide local trips for Buncombe or Henderson County (or others) to ease the burden on local resources as well as the cost to the van provider's transit agency. Improving this coordination sounds simple, but would require **upgrades to ride-tracking software** across the region to make coordination and communication seamless and easy for the various transit providers.

The second improvement would be to improve rider awareness of transportation options around the region. This was a larger focus in Buncombe County meetings, but the general idea would be to provide marketing materials and staff training to better inform riders of other transit agencies and how riders can access those services.

Some of these regional connections do not necessarily need to be made by bus service but can be accomplished through park-and-ride lots. Several park-and-ride lots currently exist across the agencies in Western North Carolina make trips into Buncombe and Henderson counties for medical trips and often sit idle for hours until the client is done with their medical visit. Instead of sitting idle, those vehicles could provide local trips for Buncombe or Henderson County (or others) to ease the burden on local resources as well as the cost to the van provider's transit agency. Improving this coordination sounds simple, but would require upgrades to ride-tracking software across the region to make coordination and communication seamless and easy for the various transit providers.

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## TOPOGRAPHIC AND CONNECTIVITY CHALLENGES

The mountains of Western North Carolina are beautiful, unique, and can be a major challenge to efficient transportation. Besides offering roadway grades that are challenging to larger transit vehicles, the roadway network also lacks connectivity in places, in part, due to the barriers to building roads.

The lack of connectivity plays a major role in transit in two ways: (1) demand-response transit clients may be on roadways with one-way-in and one-way-out which can be difficult to deal with if there is an accident or other roadway blockage; and (2) transit vehicles may have few options when on congested roadways.

## LOCAL ISSUES

Local issues in this section are those that would largely be dependent only on action from transit operators or local governments (although state and federal funding may play a role).

## SERVICE IMPROVEMENTS

Some of the most frequently requested improvements are grouped together as “service improvements.” These include increasing route/service frequency, improving bus shelters, expanding service areas, and expanding service hours. Every meeting in the region had each, if not all, of these pointed out as a primary need.

Stakeholders and members of the public often pointed to increasing the availability of service. Some input recommended increasing the geographic coverage of fixed-route or deviated fixed-route service. Other comments- in all areas of the region- recommended increasing service hours to provide earlier and later trips. Specifically in Asheville, several comments were received recommending greater frequencies on fixed-routes.

While many of these improvements would go a long way to improving transit in the region, it should be noted that increasing service is something that requires significant budget increases.

## TARGETED OUTREACH AND IMPROVEMENTS

Many of the improvements requested at input meetings included general transportation improvements for demographic groups with transportation challenges. As noted in Chapter Three (Demographics), the five-county region has a number of demographic groups with relatively unique transportation challenges.

In every county, providing more targeted transportation services for seniors was noted as a need. This involved a number of recommendations from providing more non-medical trips for residents in senior and assisted living centers, providing travel training for seniors and young adults, and providing more affordable fares for senior rides. Essentially, considering the region’s large senior population, transit operators should strive towards making public transportation as easy-to-use, affordable, and beneficial to a senior lifestyle as possible.

Every county also indicated a need for better services for low-income individuals and families. A recommendation for discounted fares for low-income individuals was relatively popular at each public meeting. Targeted transportation for access to jobs, interviews, and job skill training was also popular at most County-input meetings.

Overall, input from public and stakeholder meetings recognized that parts of the region’s population need more targeted service provisions in order to improve opportunities and quality-of-life.

## APPLICATION AND CONCLUSIONS

Public and stakeholder input at meetings across the region pointed out a number of issues and improvements- more issues than can probably be adequately addressed with current funding. The purpose of this plan isn’t to set a course to fund all the needs identified but to document them for potential funding as transit operators, local government, and other transportation providers work to improve the regional transportation system.

The next chapter- Recommendations- lists potential actions or projects that may be applied to address issues identified during the planning process. Each county has five recommendations that were considered the most popular through stakeholder and public meetings as well as input garnered through surveys.

# RECOMMENDATIONS 5

# OVERVIEW

The following recommendations were compiled from stakeholder and public input sessions that were held at each of the five counties in the region (Buncombe, Haywood, Henderson, Madison, and Transylvania).

The recommendations made and commented on at the various meetings were often very specific. This chapter summarizes and consolidates many of those recommendations.

# OPPORTUNITIES FOR PARTNERSHIP

In the last FBRMPO Coordinated Plan, many of the recommendations made concerned project funding and implementation. Nearly all of those recommendations remain relevant, but those are separated from the table of recommendations later in this chapter.

The agencies implementing the improvements recommended in this plan will likely be the six transit agencies operating in the five-county region as well as non-profit and volunteer agencies that provide more specialized transportation options throughout the region. While those agencies will likely be primarily responsible for implementation, there are opportunities for more partnerships between agencies, non-profits, businesses, and other groups to provide funding forenhanced transportation options.

The following agencies and groups are recommended as potential collaborators to help improve human service transportation options:

- Major Employers
- Religious Organizations
- Volunteer Organizations
- Schools
- Grocery Stores and Farmers (to provide fresh food delivery)
- Advocacy Organizations
- Bicycle Shops

These and other potential partners can help in a number of ways. Major employers, public and private schools, and other non-profits may be able to help by providing additional funding for projects, even if it helping to provide the required local match. Other organizations may help by coordinating resources, volunteers, vehicles, and other goods and services that can help improve human services transportation efforts.

# RECOMMENDATIONS

The following recommendations apply to the entire five-county region, though some have been emphasized more in some counties as opposed to others (see recommendations matrix Appendix A for more information). Some recommendations emphasize the preservation of the current system and others emphasize expanding transportation service and options- even where it is unclear who would implement such recommendations.

The recommendations have been broken down into five general goals:

1. **Service Improvements** - Focus on improving the current system through service expansions that would likely require more funding for capital and operating expenses
2. **Targeted Outreach** - Programs that would likely target a specific group or groups that may have unique transportation challenges
3. **Information and Technology** - Programs that may improve the transportation system through improved marketing, communication, or operating technology
4. **Regional and Inter-Regional Efforts** - Projects that would enhance cross-county, cross-jurisdictional, or inter-regional transportation
5. **Intermodal Connectivity** - Projects that aim to enhance the connection between transit use and the needs of other complimentary modes (primarily bicycle and pedestrian)

These categories do not need to be strictly followed. Some projects may fit in multiple categories and may provide multiple benefits. The categories have been added to this chapter in order to better organize the recommendations.



# OVERALL RECOMMENDATIONS

## SERVICE IMPROVEMENTS

- A - 1** Extend hours of service to cover nights, weekends, and holidays
- A - 2** Provide short-notice on-demand trips: immediate transportation for non-emergency medical trips
- A - 3** Increase the number of bus shelters and/or maintain existing shelters
- A - 4** Expand transit service area
- A - 5** Increase frequency on fixed routes and deviated fixed routes and develop new fixed route and deviated fixed route service
- A - 6** Improve transit facilities (stations and operations facilities)

## TARGETED OUTREACH

- |  |                   |
|--|-------------------|
| <b>B - 1</b> Transportation for adult facility residents for non-medical purposes  | <b>SENIORS</b>    |
| <b>B - 2</b> Transportation for social/cultural/health/after-hours trips to prevent social isolation                         |                   |
| <b>B - 3</b> Provide transit and pedestrian travel training for seniors and young adults                                     |                   |
| <b>B - 4</b> Improve affordability of fares for low-income and senior transit riders   | <b>LOW-INCOME</b> |
| <b>B - 5</b> Work out fresh food delivery arrangements with local grocery stores and/or farmers to target homebound citizens |                   |
| <b>B - 6</b> Improve transportation options for low-income families  |                   |
| <b>B - 7</b> Target transportation to and from jobs, interviews, applications for jobs and job skill training                | <b>DISABILITY</b> |
| <b>B - 8</b> Improve transportation options for medically-underserved populations  |                   |
| <b>B - 9</b> Improve ADA Accessibility at all major transit stops and stations   |                   |
| <b>B - 10</b> Provide support trips for mental health and adult daycare facilities   | <b>GENERAL</b>    |
| <b>B - 11</b> Increase availability of grocery store and general retail trips  |                   |

## INFORMATION AND TECHNOLOGY

- C - 1** Improve ease of information access to inform riders of schedules and procedures (websites, signage, advertising, etc.)
- C - 2** Develop a Regional Call Center or Point of Information
- C - 3** Develop a Regional Mobility Coordinator position and support mobility coordination efforts specific to each agency/county
- C - 4** Improve communications and tracking tools to make transportation systems more efficient
- C - 5** Hold fare-free days to increase awareness and affordability of transit systems
- C - 6** Work with major employers to provide discounted fares for employees
- C - 7** Increase software interoperability between transit providers to allow easier exchange of information and scheduling of passenger trips utilizing neighboring system vehicles
- C - 8** Encourage microtransit platforms and other forms of transit and shared mobility enabled through emerging technologies.

## REGIONAL AND INTER-REGIONAL EFFORTS

- D - 1** Improve coordination and collaboration between transit agencies for greater efficiencies with cross-county trips
- D - 2** Develop training materials for transit agencies to train employees on transit options throughout the region; start and/or expand training for passengers to explain how to utilize the transit services and make a transfer
- D - 3** Develop vanpools and express bus routes to connect to the major job centers in our region
- D - 4** Establish coach bus service to/from cities outside the region (Charlotte, Salisbury, Knoxville, etc.)
- D - 5** Continue funding existing voucher and volunteer driver programs and set-up additional voucher and volunteer driver programs to address areas with service gaps
- D - 6** Expand and/or maintain service across multiple jurisdictions (Asheville to Black Mountain, Hendersonville to Fletcher, etc.)
- D - 7** Increase or enhance park and ride lots around the region, especially along key commute corridors

## INTERMODAL CONNECTIVITY

- E - 1** Increase and/or improve bicycle and pedestrian infrastructure connecting to bus stops and stations
- E - 2** Study areas with pedestrian and bicycle safety issues
- E - 3** Improve roadway crossings for pedestrians near bus stops
- E - 4** Improve bicycle accommodations on-bus and near bus shelters

# TOP RECOMMENDATIONS BY COUNTY

## BUNCOMBE COUNTY

1. **(A-1)** Extend hours of service to cover nights, weekends, and holidays
2. **(B-2)** Expand transportation for social/cultural/health/after-hours trips to prevent social isolation
3. **(E-3)** Improve roadway crossings for pedestrians near bus stops
4. **(B-7)** Target transportation to and from jobs, interviews, applications for jobs and job skill training
5. **(C-1)** Improve ease of information access to inform riders of schedules and procedures (websites, signage, advertising, etc.)

### GROUPS TO FOCUS ON:

- Seniors
- Low-Income
- Limited English Proficiency
- Zero Vehicle Households

## HAYWOOD COUNTY

1. **(A-1)** Extend hours of service to cover nights, weekends, and holidays
2. **(A-2)** Provide short-notice on-demand trips: immediate transportation for non-emergency medical trips
3. **(B-11)** Increase availability of grocery store and general retail trips
4. **(B-8)** Improve transportation options for medically-underserved populations
5. **(D-6)** Expand and/or maintain service across multiple jurisdictions (Waynesville to Asheville, Canton to Asheville) with strategies including but not limited to setting up a new deviated fixed route service

### GROUPS TO FOCUS ON:

- Seniors
- Individuals with a Disability
- Veterans

## HENDERSON COUNTY

1. **(B-4)** Improve affordability of fares for low-income and senior transit riders
2. **(A-1)** Extend hours of service to cover nights, weekends, and holidays
3. **(A-5)** Increase frequency on fixed routes or develop new fixed and deviated fixed route service
4. **(B-7)** Target transportation to and from jobs, interviews, applications for jobs and job skill training
5. **(E-3)** Improve roadway crossings for pedestrians near bus stops

### GROUPS TO FOCUS ON:

- Seniors
- Low Income
- Low English Proficiency
- Zero Vehicle Households
- Individuals with a Disability

## MADISON COUNTY

1. **(A-4)** Expand transit service area
2. **(A-1)** Extend hours of service to cover nights, weekends, and holidays
3. **(B-2)** Transportation for social/cultural/health/after-hours trips to prevent social isolation
4. **(B-1)** Transportation for adult facility residents for non-medical purposes
5. **(B-8)** Improve transportation options for medically-underserved populations

### GROUPS TO FOCUS ON:

- Seniors
- Individuals with a Disability
- Low-Income

## TRANSYLVANIA COUNTY

1. **(D-6)** Expand and/or maintain service across multiple jurisdictions (Asheville to Black Mountain, Hendersonville to Fletcher, etc.)
2. **(B-7)** Target transportation to and from jobs, interviews, applications for jobs and job skill training
3. **(A-1)** Extend hours of service to cover nights, weekends, and holidays
4. **(D-1)** Improve coordination and collaboration between transit agencies for greater efficiencies with cross-county trips
5. **(A-5)** Develop new fixed route and deviated fixed route service

### GROUPS TO FOCUS ON:

- Seniors
- Individuals with a Disability
- Veterans



**APPENDIX  
RECOMMENDATIONS  
RECEIVED**

**A**

## TRANSPORTATION NEED / GOAL

As identified in Buncombe County-Mt. Mobility  
CTSP Technical Memorandum #2 (April 2015)

	Short Range	Medium Range	Long Range	Remove From List
Support human service agencies in keeping transportation costs for their clients affordable	5	1	1	0
Support existing RIDE taxi voucher program in Buncombe County and allow modifications to cover a higher cost per trip	3	3	1	0
Support future renewal of RIDE voucher program and other similar voucher programs/volunteer driver reimbursement programs to help people find more flexible transportation options	4	1	1	0
Support for education and training for current and new potential transit riders to help them navigate transit	1	5	1	0
Support for new vanpool programs for employment trips and other trips into the major urban centers	2	2	3	0
Seek out veteran's grant funding and/or other funding sources to support a regional mobility center/one click-one call center	1	3	3	0
Support a certification program for private transportation providers in the area that would ensure private vendors who are certified are educated and ready to provide transportation funded under a variety of federal grant programs (for NEMT Medicaid Transportation, RIDE Voucher program, other programs)—similar to TRACS program in Wake County	2	5	0	0
Develop relationships and contracts with private providers to help provide some of the trips when traditional providers such as Mountain Mobility are at peak demand and have little remaining capacity; or when the mileage, cost and passengers' special needs allow a smaller vehicle to be utilized effectively	3	3	1	0
Support for transit technology upgrades and periodic replacements including automated fare collection systems and smart phone applications for fare collection; equipment required for fare interconnectivity between systems; IVR-automated passenger notification system; cameras on vans and buses; onboard mobile units linked to transit scheduling software; radios and other technology updates and replacements as needed	2	2	3	0
Coordinate with neighboring counties' transit agencies to pick up each other's passengers when it is cost-effective and results in benefits to agencies and passengers	3	4	0	0

# BUNCOMBE COUNTY TRANSPORTATION NEED / GOAL

BUNCOMBE COUNTY TRANSPORTATION NEED / GOAL		Public Meeting Input Dots Board	Online Public Survey	CTAB Members			
A	Expand Transit Service Scope-New Routes, Additional Hours of Operation and Vouchers for more Flexible Service			Short Range	Medium Range	Long Range	Remove From List
A-1	Extend hours to cover nights, Saturdays, Sundays and holidays --would need to find additional operating costs funding; weekend service especially important for service workers	1	78	8	5	1	0
A-2	Expand transit service area and fund associated additional operating expenses, including purchase of additional vehicles and technology		49	4	7	3	0
A-3	Would like to see Mountain Mobility extending service hours to cover evenings and weekends			4	8	2	0
A-4	Transportation for adult facilities residents for non-medical purpose i.e. life-enriching trips, including to work, for volunteer activities, for social/recreational activities, other		15	2	10	2	0
A-5	Transportation for social/cultural/after-hours trips (especially for those not served by Asheville Transit evening routes); expanding the allowable trips to activities and meetings; add routine wellness/exercise-purpose trips; prevent social isolation	2	17	5	7	2	0
A-6	Increase availability of grocery store and general retail trips --increase to more than once a week which is current limit in Buncombe County due to Block Grant funding; Henderson County currently does not limit number of grocery/retail trips		31	9	4	1	0
A-7	Expand/Set up voucher programs to alleviate service gaps and allow more flexible transportation options--vouchers for use with taxi service, for gas for volunteers, driver reimbursement		7	7	7	0	0
A-8	Provide short-notice on-demand trips: immediate transportation for medical/illness that does not require an ambulance; also same-day notice trips for situations where a client has been dropped off and is "stuck" with no way to get home; hospital patients being released at 11 PM at night	1	6	2	12	0	0
A-9	Extend Apple Country transit service to identified areas with high poverty rate, such as along Spartanburg Highway and out to Edneyville along US 64; improve service on US 64 going west towards Brevard/Etowah area			3	6	3	1
A-10	Asheville Transit to add Sunday Service on select routes		27	3	5	2	3
A-11	Add commuter service from Waynesville to Asheville and to other major employers in the area; including Long Shoals Express bus route; purchase needed buses to support service/support new van pool program		10	1	2	10	0
A-12	Established fixed routes/deviated fixed routes in Haywood County; focus on commuter routes and make them affordable; target clusters of affordable housing- "The Laurels in Lake Junaluska", "Abdamore" in Clyde, "Mountain View" in Canton, "The Towers" in Waynesville		1	7	4	1	
A-13	Better connection to Asheville Regional Airport-including from Haywood and Henderson Counties		11	2	7	4	1
A-14	Addition of Express Bus routes on select corridors by 2020, including Long Shoals Express Bus, as recommended by Asheville Transit Master Plan		16	2	5	7	0
A-15	Asheville Transit to add frequency on trunk corridors		23	3	7	3	0
A-16	Asheville Transit to purchase additional vehicles; increase fleet to 46 by 2020 to support increase in service			0	8	6	0
A-17	Asheville Transit to Build new Downtown Transit Center		4	0	6	7	0
A-18	Asheville Transit to add Neighborhood Transit Centers, neighborhood shuttles and circulator routes; build an Asheville South Transit Center in Biltmore in conjunction with proposed NCDOT Train Station		8	2	7	5	0
A-19	Establish higher quality coach bus service such as Bolt Bus or Megabus to other cities (Knoxville, Chattanooga, Charlotte, Salisbury, Raleigh)	1	18	0	4	9	0

# BUNCOMBE COUNTY TRANSPORTATION NEED / GOAL

BUNCOMBE COUNTY TRANSPORTATION NEED / GOAL		Public Meeting Input Dots Board	Online Public Survey	CTAB Members			
B	Provide Safe, Accessible Pedestrian Pathways to Bus Stops and Bus Shelters			Short Range	Medium Range	Long Range	Remove From List
B-1	Safe pedestrian pathways to bus stops including sidewalks and pedestrian crossings - in Buncombe, especially on major multilane arterials like US 70/Tunnell Road; New Leicester Hwy, Patton Ave, Hendersonville Rd including at Huddle House/ Shiloh, Merrimon Ave)	1	60	9	5	0	0
B-2	In Haywood, pedestrian safe crossings and bus shelters especially needed at “The Towers”, at the Haywood Regional Medical Center, at key shopping centers (Wal- Mart, Ingles in Waynesville and Canton), at Haywood DSS/Food Lion location in Clyde; at Haywood Community College, at Alternative Learning Center			3	7	2	0
B-3	In Henderson, pedestrian crossing and signal improvements especially needed across major roadways, including US 25 near Ingles; US Highway 64 especially through Hendersonville; Greenville Highway at Chadwick Road; pedestrian crossings needed even in areas that do not yet have sidewalks			3	7	2	0
B-4	More sidewalks and greenway connections in proximity to bus stops		42	4	7	3	0
B-5	Improve transit-to-bike multi-modal options--including through more bike storage options; bike racks on transit vehicles (not yet installed in Haywood County); more bike parking at stops		7	1	11	2	0
B-6	More bus shelters and maintenance of existing bus shelters at bus stops, including in rural areas; Haywood County locations- see recommendation B-2		55	4	8	1	0
B-7	Safe pedestrian crossings and appropriate signal timing particularly important for seniors who might be currently deterred from crossing the street	1	9	9	5	0	0
B-8	Improved ADA accessibility and visibility at Asheville Transit Center			9	4	1	0
B-9	Conduct walkability audits to identify and remedy pedestrian safety concerns, particularly near bus stops (including lack of or broken sidewalks, barriers at roundabouts, crosswalk areas and timing of signal changes)		26	6	7	1	0
B-10	Ban smoking at all bus stop locations to protect riders’ health		12	9	2	2	1



<b>BUNCOMBE COUNTY TRANSPORTATION NEED / GOAL</b>		Public Meeting Input Dots Board	Online Public Survey	CTAB Members			
C	Maintain Existing Level of Transit Service and Diversify Funding Sources			Short Range	Medium Range	Long Range	Remove From List
C-1	Diversify operating expenses funding sources for local transit agencies; find funding to offset recent funding cuts for transit; sustain funding beyond one grant cycle			6	7	1	0
C-2	Consider local sales tax as a funding source for transit			4	6	4	0
C-3	Consider vehicle registration fees as a funding source for transit			2	8	4	0
C-4	Consider hotel/motel occupancy taxes as a funding source for transit			3	7	4	0
C-5	Consider a tax or fee paid by larger employers in the region			2	6	6	0
C-6	Continued funding for Asheville Transit service to Black Mountain			11	3	0	0
C-7	Continued funding for the three Mountain Mobility Trailblazer routes			11	3	0	0
C-8	Continued funding for Edneyville/green transit route in Henderson County			5	6	1	0

<b>BUNCOMBE COUNTY TRANSPORTATION NEED / GOAL</b>		Public Meeting Input Dots Board	Online Public Survey	CTAB Members			
D	Target Improved Services for Specific Population Groups			Short Range	Medium Range	Long Range	Remove From List
D-1	Continue to improve transportation options for the elderly and disabled		69	11	2	1	0
D-2	Target transportation to and from jobs, interviews, applications for jobs and job skill training--evening service particularly important for 2nd shift workers	1	55	8	5	1	0
D-3	Improve transportation options for veterans and let them know about existing options; Henderson VA already has a van but need volunteer drivers or funding for professional drivers		9	6	7	1	0
D-4	Target special transportation needs of parents with children dropping off children at daycare on the way to work/training		19	4	7	2	0
D-5	Target medically-underserved populations who have multiple barriers to accessing healthcare, including transportation; cuts to Medicaid transportation a concern		36	7	6	1	0
D-6	Target transportation needs of population with mental health and development disability issues; particular need for trips from North Buncombe and Madison County to reach services in Asheville		10	5	8	1	0
D-7	Transportation for Head Start--there have been funding cuts, remains a need		19	3	8	3	1

<b>BUNCOMBE COUNTY TRANSPORTATION NEED / GOAL</b>		Public Meeting Input Dots Board	Online Public Survey	CTAB Members			
E	Promote Better Cooperation, Transfer and Information Exchange between Transit Agencies			Short Range	Medium Range	Long Range	Remove From List
E-1	Coordination between transit agencies, for example Haywood County Transit and Mountain Mobility/Asheville Transit to provide trips from Waynesville to Asheville and back		48	6	6	2	0
E-2	Better travel options between counties, such as from Henderson County to Buncombe County especially for medical trips , from Haywood to Buncombe; and from Madison County to Buncombe County for medical trips; add connections to Yancey and Mitchell Counties		9	6	6	2	0
E-3	Regional transfer stations with benches, information kiosks, shelters (for example, at the planned Park & Ride south of the Airport); Additional P&R lots needed; in Haywood County P&R Locations could be at: Old Wal-Mart location/current DSS office in Clyde could be a potential P&R; also Exit 98 near new Wal-Mart in Waynesville		39	3	9	2	0
E-5	Cross-training between transit agencies so that transit employees and dispatchers in the 5-county area know what other services are available (for example, how to transfer from Asheville Transit to Trailblazer routes)		10	6	8	0	0
E-6	Better coordination with Madison County transit services is needed--could take advantage of Park-and-Ride lots in Madison		7	2	9	3	0

<b>BUNCOMBE COUNTY TRANSPORTATION NEED / GOAL</b>		Public Meeting Input Dots Board	Online Public Survey	CTAB Members			
F	Better Outreach and Information Sharing with the General Public			Short Range	Medium Range	Long Range	Remove From List
F-1	Regional point of information about public transportation options/call-in number, coordinate with United Way 211 or set up something similar; this would need to cover all five counties including Haywood		15	5	8	1	0
F-2	Regional Call Center and a Regional Mobility Coordinator Position with resource referral—this is going beyond a simple call-in number for information		26	4	9	1	0
F-3	Fund an advertising budget (for existing services and for the future regional transfer stations, regional transit call-in number)		20	1	7	6	0
F-4	Improve ease of information access-better websites and transit signs to inform riders of schedules and procedures; Post transit route and schedule information in additional locations--for example, Trailblazer routes info at Asheville Transit Center; make route info easier to understand		54	5	9	0	0
F-5	Provide transit travel training for seniors and young adults (Middle School) and pedestrian safety education for seniors and young adults (Middle School level)		21	4	7	3	0
F-6	Outreach to bike shops to let them know which transit agencies have bike racks on buses (Asheville Transit, Apple Country Transit, Mountain Mobility)		0	0	11	2	1
F-7	Increase outreach to Spanish-speaking population, especially in Henderson County additional brochures, flyers and schedules in Spanish		17	3	10	0	0
F-8	Hold free fare transit days combined with targeted outreach to teach seniors how to ride a bus; continue support for Henderson County transit education program for high schoolers		30	4	10	0	0
F-9	Advertise the environmental benefits of transit to attract choice riders		18	2	9	2	1

<b>BUNCOMBE COUNTY TRANSPORTATION NEED / GOAL</b>		Public Meeting Input Dots Board	Online Public Survey	CTAB Members			
G	Build Partnerships with Non-Traditional Providers for Additional Transportation Services			Short Range	Medium Range	Long Range	Remove From List
G-1	Expand the scope of volunteer services such as Call-a-Ride in Buncombe County and FISH (Fellowship in Service) in Henderson Co.		40	3	10	1	0
G-2	Coordination with church transportation services, similar to the nutrition ride in Oakley, where church vans may be paired up with volunteer drivers to provide needed services (would require working out liability issues)		26	3	6	4	0
G-3	Coordination with school boards and intergovernmental agreements to use school buses for senior transportation after and in-between school hours			1	7	5	1
G-4	There is a need for individuals with disabilities to be able to retrofit their own private vehicles with ADA equipment--potential to coordinate with Division of Vocational Rehabilitation Services regarding grant funding for this purpose		12	0	6	7	1
G-5	Coordinate with high schools for high school-to-early college transportation needs		21	0	6	7	1
G-6	Partner with other agencies for local match on transportation costs/grants, for example Commission for the Blind-DHSS		31	2	11	1	0
G-7	For parents of school children who are living at a homeless shelter--coordinate for the taxi service which takes children to school to also provide a ride for parents to work (subject to school board rules/funding limitations)		30	4	8	3	0
G-8	Work out fresh food delivery arrangements with local grocery stores and/or farmers to target homebound citizens through mobile "grocery stores on wheels"		40	3	8	3	0

<b>BUNCOMBE COUNTY TRANSPORTATION NEED / GOAL</b>		Public Meeting Input Dots Board	Online Public Survey	CTAB Members			
H	Keep Transit Fares Affordable			Short Range	Medium Range	Long Range	Remove From List
H-1	Help make fares more affordable for those who need it; Provide discounted/free transit passes, especially for Vocational Solutions/Sheltered Workshop clients		15	8	3	2	0
H-2	Lower age limit to 60 for free City of Asheville bus passes	1	36	6	6	1	0
H-3	Partner with major regional employers to provide discounted fares to employees		50				

HAYWOOD COUNTY TRANSPORTATION NEED / GOAL		Public Meeting Input Dots Board	Online Public Survey	CTAB Members			
A	Expand Transit Service Scope-New Routes, Additional Hours of Operation and Vouchers for more Flexible Service			Short Range	Medium Range	Long Range	Remove From List
A-1	Extend hours to cover nights, Saturdays, Sundays and holidays --would need to find additional operating costs funding; weekend service especially important for service workers	11	27	3	1	2	0
A-2	Expand transit service area and fund associated additional operating expenses, including purchase of additional vehicles and technology	3	13	1	0	5	0
A-3	Would like to see Mountain Mobility extending service hours to cover evenings and weekends	2		1	3	0	2
A-4	Transportation for adult facilities residents for non-medical purpose i.e. life-enriching trips, including to work, for volunteer activities, for social/recreational activities, other	7	15	0	2	1	3
A-5	Transportation for social/cultural/after-hours trips (especially for those not served by Asheville Transit evening routes); expanding the allowable trips to activities and meetings; add routine wellness/exercise-purpose trips; prevent social isolation	1	10	0	4	0	2
A-6	Increase availability of grocery store and general retail trips --increase to more than once a week which is current limit in Buncombe County due to Block Grant funding; Henderson County currently does not limit number of grocery/retail trips	5	21	0	3	1	2
A-7	Set up voucher programs to alleviate service gaps and allow more flexible transportation options--vouchers for use with taxi service, for gas for volunteers	3	7	2	1	1	2
A-8	Provide short-notice on-demand trips: immediate transportation for medical/illness that does not require an ambulance; also same-day notice trips for situations where a client has been dropped off and is "stuck" with no way to get home; hospital patients being released at 11 PM at night	6	18	0	4	2	0
A-11	Add commuter service from Waynesville to Asheville and to other major employers in the area; including Long Shoals Express bus route; purchase needed buses to support service	3	14	0	3	3	0
A-12	Established fixed routes/deviated fixed routes in Haywood County; focus on commuter routes and make them affordable; target clusters of affordable housing--"The Laurels in Lake Junaluska", "Abdamore" in Clyde, "Mountain View" in Canton, "The Towers" in Waynesville	1	5	2	1	2	1
A-13	Better connection to Asheville Regional Airport-including from Haywood and Henderson Counties	1	6	0	4	2	0
A-14	Addition of Express Bus routes on select corridors by 2020, including Long Shoals Express Bus, as recommended by Asheville Transit Master Plan			1	1	1	2
A-19	Establish higher quality coach bus service such as Bolt Bus or Megabus to other cities (Knoxville, Chattanooga, Charlotte, Raleigh)	1	4	0	0	2	4

<b>HAYWOOD COUNTY TRANSPORTATION NEED / GOAL</b>		Public Meeting Input Dots Board	Online Public Survey	CTAB Members			
				Short Range	Medium Range	Long Range	Remove From List
B	<b>Provide Safe, Accessible Pedestrian Pathways to Bus Stops and Bus Shelters</b>						
B-2	In Haywood, pedestrian safe crossings and bus shelters especially needed at “The Towers”, at the Haywood Regional Medical Center, at key shopping centers (Wal-Mart, Ingles in Waynesville and Canton), at Haywood DSS/Food Lion location in Clyde; at Haywood Community College, at Alternative Learning Center	5	36	2	1	3	0
B-4	More sidewalks and greenway connections in proximity to bus stops	7	11	0	1	1	3
B-5	Improve transit-to-bike multi-modal options--including through more bike storage options; bike racks on transit vehicles (not yet installed in Haywood County); more bike parking at stops	2	6	0	2	2	2
B-6	More bus shelters and maintenance of existing bus shelters at bus stops, including in rural areas; Haywood County locations--see recommendation B-2			3	0	2	1
B-7	Safe pedestrian crossings and appropriate signal timing particularly important for seniors who might be currently deterred from crossing the street	8	8	1	1	2	2
B-9	Conduct walkability audits to identify and remedy pedestrian safety concerns, particularly near bus stops (including lack of or broken sidewalks, barriers at roundabouts, crosswalk areas and timing of signal changes)	5	14	1	1	1	3
B-10	Ban smoking at all bus stop locations to protect riders’ health	1	9	2	1	1	1

<b>HAYWOOD COUNTY TRANSPORTATION NEED / GOAL</b>		Public Meeting Input Dots Board	Online Public Survey	CTAB Members			
				Short Range	Medium Range	Long Range	Remove From List
C	<b>Maintain Existing Level of Transit Service and Diversify Funding Sources</b>						
C-1	Diversify operating expenses funding sources for local transit agencies; find funding to offset recent funding cuts for transit; sustain funding beyond one grant cycle	6	24	3	2	1	0
C-2	Consider local sales tax as a funding source for transit	2	17	2	1	1	2
C-3	Consider vehicle registration fees as a funding source for transit	4	13	1	1	3	1
C-4	Consider hotel/motel occupancy taxes as a funding source for transit	5	11	0	3	1	3
C-5	Consider a tax or fee paid by larger employers in the region	4	2	0	2	2	2
C-6	Continued funding for Asheville Transit service to Black Mountain						

<b>HAYWOOD COUNTY TRANSPORTATION NEED / GOAL</b>		Public Meeting Input Dots Board	Online Public Survey	CTAB Members			
D	Target Improved Services for Specific Population Groups			Short Range	Medium Range	Long Range	Remove From List
D-1	Continue to improve transportation options for the elderly and disabled	13	28	4	1	1	0
D-2	Target transportation to and from jobs, interviews, applications for jobs and job skill training--evening service particularly important for 2nd shift workers	4	17	4	0	2	0
D-3	Improve transportation options for veterans and let them know about existing options; Henderson VA already has a van but need volunteer drivers or funding for professional drivers	2	10	3	1	2	0
D-4	Target special transportation needs of parents with children dropping off children at daycare on the way to work/training	2	8	3	1	2	0
D-5	Target medically-underserved populations who have multiple barriers to accessing healthcare, including transportation; cuts to Medicaid transportation a concern	5	7	4	0	1	1
D-6	Target transportation needs of population with mental health and development disability issues; particular need for trips from North Buncombe and Madison County to reach services in Asheville	1	6	2	1	0	3
D-7	Transportation for Head Start--there have been funding cuts, remains a need	1	1	3	1	1	1

<b>HAYWOOD COUNTY TRANSPORTATION NEED / GOAL</b>		Public Meeting Input Dots Board	Online Public Survey	CTAB Members			
E	Promote Better Cooperation, Transfer and Information Exchange between Transit Agencies			Short Range	Medium Range	Long Range	Remove From List
E-1	Coordination between transit agencies, for example Haywood County Transit and Mountain Mobility/Asheville Transit to provide trips from Waynesville to Asheville and back	9	30	3	0	2	1
E-2	Better travel options between counties, such as from Henderson County to Buncombe County especially for medical trips , from Haywood to Buncombe; and from Madison County to Buncombe County for medical trips; add connections to Yancey and Mitchell Counties	7	20	1	5	0	0
E-3	Regional transfer stations with benches, information kiosks, shelters (for example, at the planned Park & Ride south of the Airport); Additional P&R lots needed; in Haywood County P&R Locations could be at: Old Wal-Mart location/current DSS office in Clyde could be a potential P&R; also Exit 98 near new Wal-Mart in Waynesville	3	12	1	3	1	1
E-5	Cross-training between transit agencies so that transit employees and dispatchers in the 5-county area know what other services are available (for example, how to transfer from Asheville Transit to Trailblazer routes)	3	20	1	2	0	2

## HAYWOOD COUNTY TRANSPORTATION NEED / GOAL

HAYWOOD COUNTY TRANSPORTATION NEED / GOAL		Public Meeting Input Dots Board	Online Public Survey	CTAB Members			
F	Better Outreach and Information Sharing with the General Public			Short Range	Medium Range	Long Range	Remove From List
F-1	Regional point of information about public transportation options/call-in number, coordinate with United Way 211 or set up something similar; this would need to cover all five counties including Haywood	8	16	0	2	2	1
F-2	Regional Call Center and a Regional Mobility Coordinator Position with resource referral—this is going beyond a simple call-in number for information	1	8	3	1	0	2
F-3	Fund an advertising budget (for existing services and for the future regional transfer stations, regional transit call-in number)	3	7	0	2	1	2
F-4	Improve ease of information access-better websites and transit signs to inform riders of schedules and procedures; Post transit route and schedule information in additional locations--for example, Trailblazer routes info at Asheville Transit Center; make route info easier to understand	1	18	1	1	2	1
F-5	Provide transit travel training for seniors and young adults (Middle School) and pedestrian safety education for seniors and young adults (Middle School level)	2	9	0	2	0	3
F-7	Increase outreach to Spanish-speaking population, especially in Henderson County additional brochures, flyers and schedules in Spanish		2				
F-8	Hold free fare transit days combined with targeted outreach to teach seniors how to ride a bus; continue support for Henderson County transit education program for high schoolers	9	19	2	2	0	2
F-9	Advertise the environmental benefits of transit to attract choice riders	1	1	0	1	1	3

<b>HAYWOOD COUNTY TRANSPORTATION NEED / GOAL</b>		Public Meeting Input Dots Board	Online Public Survey	CTAB Members			
G	<b>Build Partnerships with Non-Traditional Providers for Additional Transportation Services</b>			Short Range	Medium Range	Long Range	Remove From List
G-1	Expand the scope of volunteer services such as Call-a-Ride in Buncombe County and FISH (Fellowship in Service) in Henderson Co.	2		0	1	0	4
G-2	Coordination with church transportation services, similar to the nutrition ride in Oakley, where church vans may be paired up with volunteer drivers to provide needed services (would require working out liability issues)	4	12	0	1	0	4
G-3	Coordination with school boards and intergovernmental agreements to use school buses for senior transportation after and in-between school hours			0	1	0	4
G-4	There is a need for individuals with disabilities to be able to retrofit their own private vehicles with ADA equipment--potential to coordinate with Division of Vocational Rehabilitation Services regarding grant funding for this purpose	1	9	0	2	0	3
G-5	Coordinate with high schools for high school-to-early college transportation needs	1	11	1	2	0	4
G-6	Partner with other agencies for local match on transportation costs/grants, for example Commission for the Blind-DHSS	6	15	2	0	0	3
G-7	For parents of school children who are living at a homeless shelter--coordinate for the taxi service which takes children to school to also provide a ride for parents to work (subject to school board rules/funding limitations)	4	18	0	3	0	3
G-8	Work out fresh food delivery arrangements with local grocery stores and/or farmers to target homebound citizens through mobile "grocery stores on wheels"	8	15	1	1	1	1

<b>HAYWOOD COUNTY TRANSPORTATION NEED / GOAL</b>		Public Meeting Input Dots Board	Online Public Survey	CTAB Members			
H	<b>Keep Transit Fares Affordable</b>			Short Range	Medium Range	Long Range	Remove From List
H-1	Help make fares more affordable for those who need it; Provide discounted/free transit passes, especially for Vocational Solutions/Sheltered Workshop clients	1	23	2	2	0	1



# HENDERSON COUNTY TRANSPORTATION NEED / GOAL

HENDERSON COUNTY TRANSPORTATION NEED / GOAL		Public Meeting Input Dots Board	Online Public Survey	CTAB Members			
A	Expand Transit Service Scope-New Routes, Additional Hours of Operation and Vouchers for more Flexible Service			Short Range	Medium Range	Long Range	Remove From List
A-1	Extend hours to cover nights, Saturdays, Sundays and holidays --would need to find additional operating costs funding; weekend service especially important for service workers	6	28	3			
A-2	Expand transit service area and fund associated additional operating expenses, including purchase of additional vehicles and technology	2	10	2			
A-3	Would like to see Mountain Mobility extending service hours to cover evenings and weekends	1					
A-4	Transportation for adult facilities residents for non-medical purpose i.e. life-enriching trips, including to work, for volunteer activities, for social/recreational activities, other		5				
A-5	Transportation for social/cultural/after-hours trips (especially for those not served by Asheville Transit evening routes); expanding the allowable trips to activities and meetings; add routine wellness/exercise-purpose trips; prevent social isolation		1				
A-7	Expand/Set up voucher programs to alleviate service gaps and allow more flexible transportation options--vouchers for use with taxi service, for gas for volunteers, driver reimbursement		5				
A-8	Provide short-notice on-demand trips: immediate transportation for medical/illness that does not require an ambulance; also same-day notice trips for situations where a client has been dropped off and is "stuck" with no way to get home; hospital patients being released at 11 PM at night		9	1			
A-9	Extend Apple Country transit service to identified areas with high poverty rate, such as along Spartanburg Highway and out to Edneyville along US 64; improve service on US 64 going west towards Brevard/Etowah area	4	30	2			
A-10	Asheville Transit to add Sunday Service on select routes	2					
A-13	Better connection to Asheville Regional Airport-including from Haywood and Henderson Counties			2			
A-14	Addition of Express Bus routes on select corridors by 2020, including Long Shoals Express Bus, as recommended by Asheville Transit Master Plan			2			
A-19	Establish higher quality coach bus service such as Bolt Bus or Megabus to other cities (Knoxville, Chattanooga, Charlotte, Salisbury, Raleigh)	1					
	Increase frequency of transit on all routes			1			
	Establish Downtown Hendersonville circulator			1			
	Allow greater opportunity to access unreached areas, reduce trip length			1			

<b>HENDERSON COUNTY TRANSPORTATION NEED / GOAL</b>		Public Meeting Input Dots Board	Online Public Survey	CTAB Members			
B	Provide Safe, Accessible Pedestrian Pathways to Bus Stops and Bus Shelters			Short Range	Medium Range	Long Range	Remove From List
B-3	In Henderson, pedestrian crossing and signal improvements especially needed across major roadways, including US 25 near Ingles; US Highway 64 especially through Hendersonville; Greenville Highway at Chadwick Road; pedestrian crossings needed even in areas that do not yet have sidewalks	2	27	2			
B-4	More sidewalks and greenway connections in proximity to bus stops		19	2			
B-5	Improve transit-to-bike multi-modal options--including through more bike storage options; bike racks on transit vehicles (not yet installed in Haywood County); more bike parking at stops		3	1			
B-6	More bus shelters and maintenance of existing bus shelters at bus stops, including in rural areas; Haywood County locations-see recommendation B-2	1	14	3			
B-7	Safe pedestrian crossings and appropriate signal timing particularly important for seniors who might be currently deterred from crossing the street	2	9	2			
B-9	Conduct walkability audits to identify and remedy pedestrian safety concerns, particularly near bus stops (including lack of or broken sidewalks, barriers at roundabouts, crosswalk areas and timing of signal changes)		11				
B-10	Ban smoking at all bus stop locations to protect riders' health		3	1			

<b>HENDERSON COUNTY TRANSPORTATION NEED / GOAL</b>		Public Meeting Input Dots Board	Online Public Survey	CTAB Members			
C	Maintain Existing Level of Transit Service and Diversify Funding Sources			Short Range	Medium Range	Long Range	Remove From List
C-1	Diversify operating expenses funding sources for local transit agencies; find funding to offset recent funding cuts for transit; sustain funding beyond one grant cycle		27	3			
C-2	Consider local sales tax as a funding source for transit	1	5	1			
C-3	Consider vehicle registration fees as a funding source for transit		2	1			
C-4	Consider hotel/motel occupancy taxes as a funding source for transit		19	1			
C-5	Consider a tax or fee paid by larger employers in the region		7	1			
C-8	Continued funding for Edneyville/green transit route in Henderson County	1	24	2			

<b>HENDERSON COUNTY TRANSPORTATION NEED / GOAL</b>		Public Meeting Input Dots Board	Online Public Survey	CTAB Members			
				Short Range	Medium Range	Long Range	Remove From List
D	<b>Target Improved Services for Specific Population Groups</b>						
D-1	Continue to improve transportation options for the elderly and disabled	2	19	3			
D-2	Target transportation to and from jobs, interviews, applications for jobs and job skill training--evening service particularly important for 2nd shift workers	5	26	3			
D-3	Improve transportation options for veterans and let them know about existing options; Henderson VA already has a van but need volunteer drivers or funding for professional drivers		6	2			
D-4	Target special transportation needs of parents with children dropping off children at daycare on the way to work/training	3	18	1			
D-5	Target medically-underserved populations who have multiple barriers to accessing healthcare, including transportation; cuts to Medicaid transportation a concern	3	13	1			
D-7	Transportation for Head Start--there have been funding cuts, remains a need	2	2				

<b>HENDERSON COUNTY TRANSPORTATION NEED / GOAL</b>		Public Meeting Input Dots Board	Online Public Survey	CTAB Members			
				Short Range	Medium Range	Long Range	Remove From List
E	<b>Promote Better Cooperation, Transfer and Information Exchange between Transit Agencies</b>						
E-2	Better travel options between counties, such as from Henderson County to Buncombe County especially for medical trips , from Haywood to Buncombe; and from Madison County to Buncombe County for medical trips; add connections to Yancey and Mitchell Counties	1	23	3			
E-3	Regional transfer stations with benches, information kiosks, shelters (for example, at the planned Park & Ride south of the Airport); Additional P&R lots needed; in Haywood County P&R Locations could be at: Old Wal-Mart location/current DSS office in Clyde could be a potential P&R; also Exit 98 near new Wal-Mart in Waynesville		10	2			
E-5	Cross-training between transit agencies so that transit employees and dispatchers in the 5-county area know what other services are available (for example, how to transfer from Asheville Transit to Trailblazer routes)		9	3			

<b>HENDERSON COUNTY TRANSPORTATION NEED / GOAL</b>		Public Meeting Input Dots Board	Online Public Survey	CTAB Members			
F	Better Outreach and Information Sharing with the General Public			Short Range	Medium Range	Long Range	Remove From List
F-1	Regional point of information about public transportation options/call-in number, coordinate with United Way 211 or set up something similar; this would need to cover all five counties including Haywood		14	2			
F-2	Regional Call Center and a Regional Mobility Coordinator Position with resource referral—this is going beyond a simple call-in number for information		15				
F-3	Fund an advertising budget (for existing services and for the future regional transfer stations, regional transit call-in number)	2	2				
F-4	Improve ease of information access-better websites and transit signs to inform riders of schedules and procedures; Post transit route and schedule information in additional locations--for example, Trailblazer routes info at Asheville Transit Center; make route info easier to understand		20	2			
F-5	Provide transit travel training for seniors and young adults (Middle School) and pedestrian safety education for seniors and young adults (Middle School level)		5	1			
F-6	Outreach to bike shops to let them know which transit agencies have bike racks on buses (Asheville Transit, Apple Country Transit, Mountain Mobility)		1				
F-7	Increase outreach to Spanish-speaking population, especially in Henderson County additional brochures, flyers and schedules in Spanish	1	7	2			
F-8	Hold free fare transit days combined with targeted outreach to teach seniors how to ride a bus; continue support for Henderson County transit education program for high schoolers		17	2			
F-9	Advertise the environmental benefits of transit to attract choice riders		1	1			

<b>HENDERSON COUNTY TRANSPORTATION NEED / GOAL</b>		Public Meeting Input Dots Board	Online Public Survey	CTAB Members			
				Short Range	Medium Range	Long Range	Remove From List
G	<b>Build Partnerships with Non-Traditional Providers for Additional Transportation Services</b>						
G-1	Expand the scope of volunteer services such as Call-a-Ride in Buncombe County and FISH (Fellowship in Service) in Henderson Co.	1	17	1			
G-2	Coordination with church transportation services, similar to the nutrition ride in Oakley, where church vans may be paired up with volunteer drivers to provide needed services (would require working out liability issues)		10	1			
G-3	Coordination with school boards and intergovernmental agreements to use school buses for senior transportation after and in-between school hours		9	1			
G-4	There is a need for individuals with disabilities to be able to retrofit their own private vehicles with ADA equipment--potential to coordinate with Division of Vocational Rehabilitation Services regarding grant funding for this purpose		6				
G-5	Coordinate with high schools for high school-to-early college transportation needs		3	1			
G-6	Partner with other agencies for local match on transportation costs/grants, for example Commission for the Blind-DHSS	1	8	2			
G-7	For parents of school children who are living at a homeless shelter--coordinate for the taxi service which takes children to school to also provide a ride for parents to work (subject to school board rules/funding limitations)		10	1			
G-8	Work out fresh food delivery arrangements with local grocery stores and/or farmers to target homebound citizens through mobile "grocery stores on wheels"	19	1				

<b>HENDERSON COUNTY TRANSPORTATION NEED / GOAL</b>		Public Meeting Input Dots Board	Online Public Survey	CTAB Members			
				Short Range	Medium Range	Long Range	Remove From List
H	<b>Keep Transit Fares Affordable</b>						
H-1	Help make fares more affordable for those who need it; Provide discounted/free transit passes, especially for Vocational Solutions/Sheltered Workshop clients	1	41	2			

<b>HENDERSON COUNTY TRANSPORTATION NEED / GOAL</b>	Public Meeting Input Dots Board
<b>Additional Public Meeting Input Captured</b>	
Loss of United Way funding for bus passes for patients	3
No pediatric GI specialist @ Mission any longer, these patients require trips to Greenville and Charlotte	4
Provide rural access to fixed route services	6
Connect with Transylvania Co Transit service	4

# MADISON COUNTY TRANSPORTATION NEEDS

MADISON COUNTY TRANSPORTATION NEEDS	Priority
Expand transit service area and fund associated additional operating expenses, including the purchase of additional vehicles (wheelchair and lift equipped as needed) and technology such as routing software, Communications equipment and GPS tracking on vehicles.	High
Extend hours to cover nights, Saturdays, Sundays and holidays --would need to find additional operating costs funding; weekend service especially important for service workers transportation and transportation to worship services.	High
Expand Transportation for adult facilities residents for medical and non-medical purpose i.e. life-enriching trips, including to work, for volunteer activities, for social/recreational activities, other	Mid Range
Continue to improve transportation options for the elderly and disabled	High
Target medically-underserved populations including populations with mental health, chemical dependency and those with developmental disability; who have multiple barriers to accessing healthcare. There is a particular need for attendants on trips to assist visually impaired riders.	High
Fund an advertising budget (Consider radio, flyers w/ electric bills etc...) (for existing services and for the future regional transfer stations, regional transit call-in number)	High
Established fixed routes/deviated fixed routes throughout the county. Consider (Hot Springs - Marshall - Mars Hill) (Spring Creek - Hot Springs)	High
Establish secure Satellite Transit Vehicle Parking locations throughout the county to decrease number of deadheads.	High
Increase number of drivers both full and part time to support expansion of service.	High
Increase number of Park n Rides in Madison Co. Provide connections from Park n Rides to destinations in Weaverville as well as connections to Mountain Mobility and Asheville Transit for employment trips.	Mid Range
Provide for more efficient trips when appropriate, ie Spring Creek - Waynesville, Hot Springs to New Port, TN	Mid Range
Increase availability of grocery store and general retail trips --increase to more than once a week. Allow for out of county trips, due to limit retail options in county.	Mid Range
Increase employment transportation options	Mid Range
Hold free fare transit days combined with targeted outreach to teach seniors and others how to ride a bus.	Low

# TRANSYLVANIA COUNTY TRANSPORTATION NEED / GOAL

TRANSYLVANIA COUNTY TRANSPORTATION NEED / GOAL	Public Meeting Input Board	Public Survey Conducted by Transylvania Resource Access Information Network (TRAIN) Online and Paper				CTAB Members			
		Short Range	Medium Range	Long Range	Remove From List	Short Range	Medium Range	Long Range	Remove From List
More flexible senior transportation (social/recreational)	1	126	55	26	10		2		3
More vehicles for increased service options	4	146	49	19	4	4	1		
Subsidized Vouchers for disabled workers (supplement social security)		157	34	22	6		5		
Increased Private Provider Service		98	56	46	9	3	1	1	
Psychiatric Patient transportation to the "Clubhouse"	1	135	49	21	10	1	2	2	
Young workers' transportation	1	120	62	28	9	4	1		
Door through door service	1	117	56	30	9	3	1	1	
After Hours Service	3	108	63	36	9	2	1	1	
Support Neighborhood transport		98	70	41	10	2	2	1	
Regular Service to Connestee/ Cedar Mountain	2	109	56	35	14	1	3		2
Regular Service to major community destinations including medical and employment centers in Transylvania and surrounding counties (write in responses from public survey)		76	16	2	2				
Inter-County trips to Fletcher/ other employment locations (possibly including park & ride locations)	3	114	48	21	12	3	1	1	
Transportation to Medical Services (written in at meeting at a Methadone clinic)	4					3			
Blue Ridge Community College, Transportation to NC Works Career Center and high school equivalence program (written in at meeting)						2			
Weekend Service (Written in at meeting)								1	
Trip service to VA hospital (Written in at meeting)						1			
Substance Abuse services nightly (Written in at meeting)						1			
Transport to Church (Written in at meeting)						1			

**LAND<sub>of</sub>SKY**  
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