



# ANNUAL SERVICE REPORT

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Mountain Mobility  
Buncombe County's Community  
Transportation Program

FY 2023



# Mountain Mobility

## SERVICES

- General Public Transportation
  - By Reservation
  - Outside City of Asheville
- Trailblazer Routes
  - County Connections to ART and Haywood Public Transit

### Service Contracts with Agencies Including:

- ADA Complementary Paratransit for ART System
- Buncombe County Council on Aging
- Medicaid Non-Emergency Transportation for Department of Health and Human Services
- MountainCare Adult Day Center
- Goodwill Industries
- Irene Wortham Center

## PROGRAMS

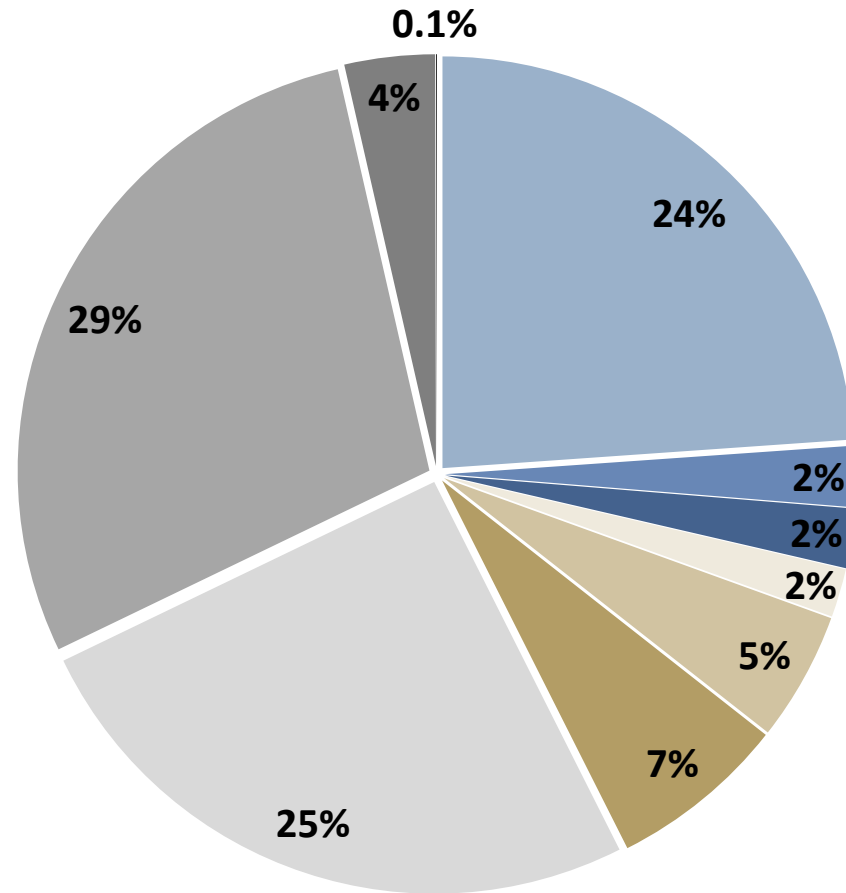
- Senior Bus Pass Program
  - Provides free monthly bus passes to eligible seniors aged 65 or over who are willing and able to use ART to meet their transportation needs.
- RIDE Program
  - RIDE: Ridership Independence for Disabled and Elderly
  - Provides a unique opportunity for seniors and persons with physical challenges who are unable to ride the City bus by offering a \$10 discount per voucher on private door-to-door transportation service
  - Trips must be taken within Buncombe County and there are no restrictions on hours of operation or trip purpose

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

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



# Mountain Mobility Trips by Purpose



- Medical
- Employment
- Day Programs and Services
- Multipurpose/General
- Senior Centers/Grocery Shopping
- Shopping/Retail
- Trailblazer Routes
- ADA Comparable Paratransit
- Medicaid Transportation
- Other/Special Services



# Mountain Mobility Trailblazer Ridership

TRAILBLAZER ROUTE	FY 2019	FY 2020	FY 2021	FY 2022	FY2023
Black Mountain	12,157	10,276	2,535	4,324	8,710
Enka-Candler	11,255	13,549	15,175	12,702	15,000
North Buncombe	6,312	5,568	4,295	3,447	3,445
Total Trailblazer Trips	29,724	29,393	22,005	20,473	27,155
Increase/Decrease Per Year	30.1%	-1.1%	-25.14%	-7.0%	32.6%

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



# Mountain Mobility Overview of Services

	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
No. Active Users of the Service*				6,679	7,591
Total Passenger Trips	145,386	130,677	92,332	103,536	113,858
Average Weekday Trips	533	473	332	375	409
Average Saturday Trips	143	137	102	101	119
% Demand-Response Trips	22%	22%	24%	23%	24%
% Subscription Trips	24%	20%	13%	19%	18%
% Medicaid Trips	6%	30%	36%	34%	4%
% ADA Trips	27%	5%	3%	4%	30%
% Trailblazer Trips	20%	22%	24%	20%	24%
Average Trip Distance	9.19	9.55	10.23	9.29	9.23
Accidents per 100,000 Miles	2.45	2.77	2.23	1.87	1.41

*\*Passengers that have utilized the service in the past 5 years*



# Mountain Mobility Performance Measures

	TARGET	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
Number of revenue trips provided per revenue hour of service	2.35	2.44	2.44	2.42	2.43	2.46
Percent of passengers dropped off and picked up within +/- 15 minutes of their scheduled time.	95%	91%	96%	97%	94%	93%
Number of accidents per 100,000 miles	0.00	2.45	2.77	2.23	1.87	1.41
Percentage of drivers meeting or exceeding requirements for evaluations, initial training, retraining, and recertifications	100%	100%	100%	100%	100%	100%
Driver Turnover Rate	≤30% per Year	31.3%	30.9%	27.8%	18.2%	36.4%



# Mountain Mobility Vehicle Information

	CURRENT	PROJECTED OVER NEXT 5 YEARS
Number of vehicles available to provide passenger transportation	41	41
Number of vehicles equipped with wheelchair lifts	37	37
Number of vehicles that use alternative fuels (liquid propane/autogas)	18	18
% of Fleet Using Alt Fuels	44%	44%



# Mountain Mobility Contact Information



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