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**Transylvania County Transportation Advisory Board  
November 13, 2024 at 2:00 PM  
Large DSS Conference Room or  
<https://us02web.zoom.us/j/89139390392>**

**AGENDA**

**CALL TO ORDER**

- I. WELCOME**
- II. AGENDA MODIFICATIONS**
- III. CONSENT AGENDA**
  - A. Minutes (August 14, 2024)
  - B. Transportation Updates from Staff
    - i. Transportation during the aftermath of Hurricane Helene
    - ii. Silver Squirrel Update
    - iii. Increasing Advertising via Radio Ads
- IV. ORGANIZATIONAL MEETING**
  - A. Election of Chair and Vice Chair
- V. OLD BUSINESS**
  - A. Q1 FY25 Transylvania County Transportation Operational Statistics
    - a. Quarter Breakdown Summary of Demand Response
    - b. Fixed Route Summary
  - B. Unified Grant Application for FY26 and ROAP Update
  - C. Fixed Route Rerouting Update
    - i. Schedule and Summary
    - ii. Survey Results
    - iii. Next Steps
  - D. Land of Sky – RPO
- VI. NEW BUSINESS**
  - A. TAB Meeting Date Discussion
    - i. Keep or Change current Meeting dates or times
- VII. PUBLIC COMMENT** (15-minute time limit. Speakers are limited to three minutes.)
- VIII. BOARD MEMBERS' COMMENTS**

**ADJOURNMENT**

**Transylvania County Transportation  
Advisory Board  
August 14, 2024, at 2:00 PM**

**MINUTES**

**CALL TO ORDER**

- I. **WELCOME:** Darby Terrell, staff, called the meeting to order at 2:06 PM. Greta Gosnell, Sabrina Griffin, Jeff Adams, on Zoom was Vicki Eastland, Abby Incze, Deb Haight, and Carla Hill were present. Absent was Shelly Webb, Sara Daughtry, Traci McCormick and Amy Marquez (excused). A quorum was present. Darby Terrell, Planner was present as well.
- II. **AGENDA MODIFICATIONS:** Mr. Jeff Adams motioned to move the Organizational meeting to the next meeting, seconded by Ms. Greta Gosnell. The motion passed unanimously.

**III. CONSENT AGENDA**

- A. Minutes (May 8, 2023)
- B. Transportation Updates
- i. Partnership with Transylvania Library on Field Trips
  - ii. Fixed Route Survey
- C. Transportation Services Yearly Breakdown of Ridership
- i. Fixed Route Yearly Statistics (22-24)
  - ii. Demand Response Yearly Statistics (21- July of '24)

Mr. Adams motioned to approve the minutes and consent agenda as presented, seconded by Ms. Sabrina Griffin. The motion passed unanimously.

**IV. OLD BUSINESS: [Presentation Slides](#)**

- A. Q4 FY24 Transylvania County Operational Statistics
- i. Quarter Breakdown Summary of Demand Response
  - ii. Fixed Route Summary

Ms. Terrell went over the organizational statistics for the previous quarter. With hope for an increase in marketing for the services, the department is hopeful that there will be an uptick in ridership. Also, with the Fixed Route changes it may lead to increases in ridership as well. Though Ms. Terrell informed there is a strange increase in mileage but not hours for all the Operational statistics this past fiscal year which is strange. Staff will try to do more digging into why this is happening. The members discussed the presented data.

B. Rule on Minor's Riding Discussion

Ms. Terrell informed the board about the department's decision to create a minor consent form for children riding between the ages of 12-15. The current rule is no one under the age of 16 can ride by themselves. This consent form is to help with potential riders for our demand and fixed route services who couldn't ride by themselves currently. Each school year the department transports high school students who go to classes at Blue Ridge Community College, this should help with those who need rides but couldn't in the past use our service. It was suggested by Ms. Griffin to add the consent form is good for one year. Ms. Vicki Eastland also suggested using a specific card for the minors who have signed the consent form and have that card have an expiration date on it to help keep up with the rules. The board discussed more on the minor consent form, and suggestions for the department to track those with the cards.

C. Fixed Route Rerouting

Ms. Terrell presented the schedule the department is working with to change the stops for the Fixed Route, the first step being the Fixed Route Survey. She explained the plan is to have the survey open for 3 weeks, and Mr. Adams added there will also be advertising for the survey also.

D. Bylaw Update

Ms. Terrell presented the updated bylaws for the Boards review and approval. The board members discussed and suggested changes to the language where there were places it referred to another county, as well as to capitalize the Transportation Advisory Board. After discussion, Ms. Griffin motioned to approve the bylaws with the suggested changes, seconded by Ms. Carla Hill. The motion passed unanimously.

E. Land of Sky – RPO

Ms. Eastland informed the board that the Transit Demand Manager program, which helps coordinate bike and walk to school days and helps transit coordination is working on a new project. This project is to create maps that show where transit stops or services are located near trailheads. She is planning on using the new shapefiles after Transylvania County updates their Fixed Route stops.

**V. NEW BUSINESS**

A. Unified Grant Application for FY26

- i. 5311 Administrative Application
- ii. Combined Capital Application
- iii. 5310 Operating Application

Ms. Terrell informed the board of the ongoing process of the department in preparing to submit next fiscal year's Unified Grant Application to the NCDOT IMD. She explained this yearly process that is done to fund the transit system in the County, the first step is to receive approval from TAB in the amounts the department is requesting. Ms. Terrell went

over the three grants and each amount the department is requesting. Please see below the amounts, the first section is the 5311 Administrative grant, the second section is the Combined Capital grant, and the third section is the 5310 Operating grant:

## V-A. FY25 Unified Grant Application

Transylvania County Transportation requests a total of \$164,470 in support for the administrative expenditures of its transit program. This requires a County local match of \$24,671 (15%) of the total.

Transylvania County requests a total of \$435,000 in capital funding for replacement for three (3) vans with lifts that have bike racks. This requires a County match of \$43,500 (10%) of the total.

For Fiscal Year 2026, Transylvania County plans to apply for the same amount of \$104,000, this requires a County match of \$52,000 (50%) of the total. A portion of which does go to a private contractor.

Ms.  
Terrell

explained the jump from previous years Combined Capital funding (\$435,000) is due to next year three (3) of the County vans are up to be replaced. She explained Van 36 (which is currently a backup), Van 38, and Van 39 are to be replaced. Though overall the other two stay exactly as they were, since it has not shown in previous years the need to request more from NCDOT for those grants.

#### VI. BOARD MEMBERS' COMMENTS:

**Carla Hill-** She questioned if Jeff's salary was included in the administration grant for NCDOT, and if it isn't how can it be?

The board discussed this, and it was mentioned the department should apply for the Mobility Manager Application.

#### ADJOURNMENT

Ms. Greta Gosnell motioned to adjourn the meeting at 2:54 PM, seconded by Ms. Sabrina Griffin. The motion passed unanimously.

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Darby Terrell, Planner

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Chair

# Transportation Advisory Board

## Staff Report: Quarter 1 FY25 Operational Statistics/Revenue Report

**Agenda Date:** November 13, 2024

**Prepared By:** Darby Terrell

**Agenda Item:** V-A

### GENERAL INFORMATION

#### ATTACHMENTS

**No attachments, Infographics to be presented in PowerPoint**

### Background

Transylvania County Transportation Advisory Board receives each meeting a quarterly report on the operation and revenue data from the previous month. Each time they are given last year's same report to show the yearly difference. For Quarter 1 the months that will be reviewed will be July 2024 till September 2024. Comparing the fiscal year 2024 Quarter 1 with last fiscal year 2025 Quarter 1, for the Demand Response with our Vans overall was higher for all categories. For our Cab Demand Response, there was a decrease in all categories. For our Fixed Route there was a decrease in all categories from last year.

### Operational Statistics

Q1- FY25	July	August	September	QRT Total
<b>DR</b>	22 Op Days	22 Op Days	18 Op Days	62 Op Days
Hours	510	532	378	1,420
Miles	9,104	9,472	6,945	25,521
Passenger Trips	1,848	1,898	1,338	5,084
<b>DR Cab</b>				
Hours	88	76	56	221

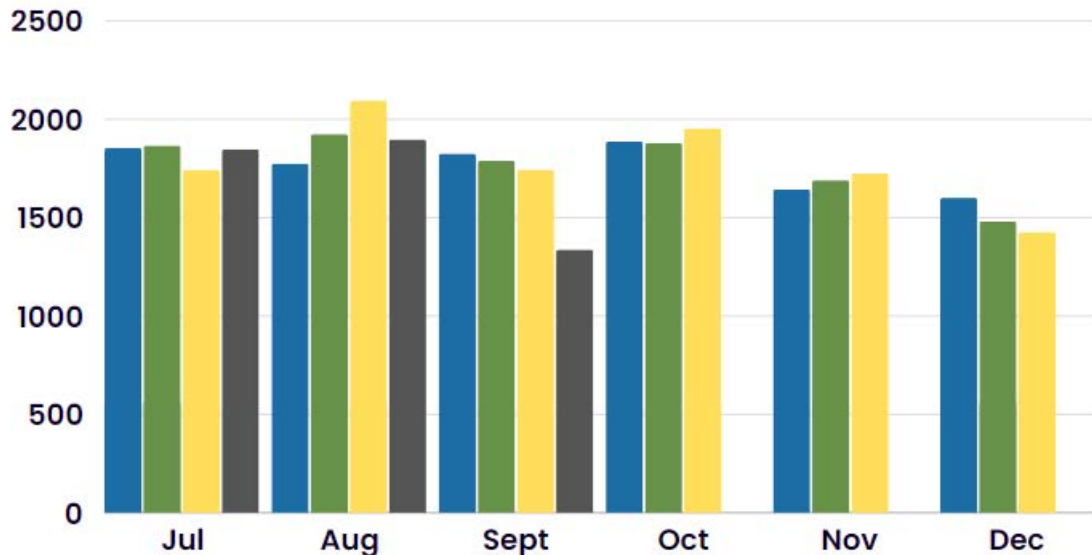
Miles	1,741	1,263	1,149	4,153
Passenger Trips	220	228	164	612
<b>Fixed Route</b>				
Hours	229	230	167	626
Miles	3,890	3,909	2,838	10,637
Passenger Trips	107	139	150	396

Q1- FY24	July	August	September	QRT Total
<b>DR</b>	20 Op Days	22 Op Days	20 Op Days	62 Op Days
Hours	413	518	430	1,361
Miles	7,406	9,159	7,717	24,282
Passenger Trips	1,531	1,797	1,502	4,830
<b>DR Cab</b>				
Hours	77	106	80	263
Miles	1,688	2,515	1,787	5,990
Passenger Trips	213	299	243	755
<b>Fixed Route</b>				
Hours	200	243	198	641
Miles	3,391	4,163	3,360	10,914
Passenger Trips	189	228	123	540

**Recommendation**

Item is for review and discussion only, no action required.

# Demand Response Ridership



● 2022 Ridership ● 2025 Ridership

● 2023 Ridership

● 2024 Ridership



*Transylvania in Motion*



# Fixed Route Ridership



- 2022 Ridership
- 2023 Ridership
- 2024 Ridership
- 2025 Ridership



*Transylvania in Motion*



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# Transportation Advisory Board

## Staff Report: FY26 UGA and ROAP Update

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**Agenda Date:** August 14, 2024

**Prepared By:** Darby Terrell

**Agenda Item:** V-B

### GENERAL INFORMATION

#### ATTACHMENTS

**A-1 ROAP Disbursement for FY2025 Email**

**A-2 ROAP Funding Breakdown for Transylvania County FY26**

### Background

The Transportation Advisory Board will be updated on the progress of the Unified Grant Application, and an update on the progress of the FY26 ROAP application as well as what the transportation department will receive for this years ROAP funds. Due to Hurricane Helene all UGA and ROAP deadlines have been pushed back. Staff with Land of Sky RPO Transit Grant Administrator, Abby Incze, are putting together the finishing touches to the applications for both UGA and ROAP for the next fiscal year (FY26). The department is requesting all funds available to the county in ROAP funds next year which is **\$156,498**. This fiscal year we received the disbursement letter of our ROAP funds total which is **\$131,021**. For the breakdown of the funding please see attachments 1 and 2.

**Recommendation:** The agenda item is only an informational one, and no decision by the board is needed.

**MEMORANDUM**

TO: Transylvania County, Transportation Director  
FROM: Myra Freeman, Finance Manager  
DATE: October 25, 2024  
SUBJECT: FY2025 Rural Operating Assistance Program (ROAP)

The North Carolina Department of Transportation (NCDOT), Integrated Mobility Division (IMD) will disburse the Rural Operating Assistance Program (ROAP) funds to Transylvania County in the month of October. The period of performance for eligible program costs is July 1, 2024 – June 30, 2025. The following funds are awarded to Transylvania County for each individual ROAP program as indicated:

**FY2025 Formula ROAP Disbursement**

EDTAP	EMPLOYMENT	RGP	TOTAL FORMULA DISBURSEMENT
\$55,639.00	\$9,375.00	\$66,007.00	\$131,021.00

The disbursement amounts listed above represent the final disbursements for each program – Elderly and Disabled Transportation Assistance Program (EDTAP), Employment Transportation Program and Rural General Public (RGP). **It is the responsibility of the County to comply with the provisions of the ROAP guidelines and to ensure that the receipt, expenditure, and any sub-allocation of funds are tracked for each individual ROAP program.** Please refer to the program guidance in the FY2025 ROAP application package for eligible transportation assistance expenses and reporting requirements. ROAP program funds must be expended on eligible transportation operating expenses, as identified in the FY 2025 application.

**EDTAP, EMPLOYMENT and RGP** funds expended may be used to provide up to 100% of the fully allocated cost of the trip or allowable transportation related other service and requires no local match.

State-Funded Rural Operating Assistance Program	Allocated*(Disbursed)	Requested
Elderly and Disabled Transportation Assistance Program (EDTAP)	<u>70,195</u>	<u>70,195</u>
Employment Transportation Assistance Program (EMPL)	<u>9,375</u>	<u>9,375</u>
Rural General Public Program (RGP)	<u>76,928</u>	<u>76,928</u>
<b>TOTAL</b>	<b><u>156,498</u></b>	<b><u>156,498</u></b>

WITNESS my hand and county seal, this 31 day of October, 20 24.

**CERTIFIED STATEMENT**  
**FY2025**  
**RURAL OPERATING ASSISTANCE PROGRAM**  
County of Transylvania

**WHEREAS**, the state-funded, formula-based Rural Operating Assistance Program (ROAP) administered by the North Carolina Department of Transportation, Integrated Mobility Division provides funding for the operating cost of passenger trips for counties within the state;

**WHEREAS**, the county uses the most recent transportation plans (i.e., CCP, CTIP, LCP) available and other public involvement strategies to learn about the transportation needs of agencies and individuals in the county before determining the sub-allocation of these ROAP funds;

**WHEREAS**, the county government or regional public transportation authorities created pursuant to Article 25 or Article 26 of Chapter 160A of the General Statutes (upon written agreement with the municipalities or counties served) are the only eligible recipients of Rural Operating Assistance Program funds which are allocated to the counties based on a formula as described in the Program Guidelines included in the ROAP State Management Plan. NCDOT will disburse the ROAP funds only to counties and eligible transportation authorities and not to any sub-recipients selected by the county;

**WHEREAS**, the county finance officer will be considered the county official accountable for the administration of the Rural Operating Assistance Program in the county, unless otherwise designated by the Board of County Commissioners;

**WHEREAS**, the passenger trips provided with ROAP funds must be accessible to individuals with disabilities and be provided without discrimination on the basis of national origin, creed, age, race, or gender (FTA C 4702.1B, FTA C 4704.1A, Americans with Disabilities Act 1990); and

**WHEREAS**, the period of performance for these funds will be July 1, 2024 to June 30, 2025 regardless of the date on which ROAP funds are disbursed to the county.

**NOW, THEREFORE, by signing below, the duly authorized representatives of the County of Transylvania North Carolina certify that the following statements are true and accurate:**

- The county employed a documented methodology for sub-allocating ROAP funds that involved the participation of eligible agencies and citizens. Outreach efforts to include the participation of the elderly and individuals with disabilities, persons with limited English proficiency, minorities and low-income persons in the county's sub-allocation decision have been documented.
- The county will advise any sub-recipients about the source of the ROAP funds, specific program requirements and restrictions, eligible program expenses and reporting requirements. The county will be responsible for invoicing any sub-recipients for unexpended ROAP funds as needed.
- The county will monitor ROAP funded services routinely to verify that ROAP funds are being spent on allowable activities and that the eligibility of service recipients is being properly documented. The county will maintain records of trips for at least five years that prove that an eligible citizen was provided an eligible transportation service on the billed date, by whatever conveyance at the specified cost.
- The county will be responsible for monitoring the safety, quality, and cost of ROAP funded services and assures that any procurements by subrecipients for contracted services will follow state and federal guidelines.

- The county will conduct regular evaluations of ROAP funded passenger trips provided throughout the period of performance.
- The county will only use the ROAP funds to provide trips when other funding sources are not available for the same purpose or the other funding sources for the same purpose have been completely exhausted.
- The county will notify the Regional Grant Specialist assigned to the county if any ROAP funded services are discontinued before the end of the period of performance due to the lack of funding. No additional ROAP funds will be available.
- The county will provide an accounting of trips and expenditures in monthly reports to NCDOT – Integrated Mobility Division or its designee. **Back-up documentation is required to support the monthly reports, failure to provide documentation will affect future disbursements. The June report will be considered the annual report.**
- Any interest earned on the ROAP funds will be expended for eligible program uses as specified in the ROAP application. The County will include ROAP funds received and expended in its annual independent audit on the schedule of federal and state financial assistance. Funds passed through to other agencies will be identified as such.
- The county is applying for the following amount of FY2025 Rural Operating Assistance Program funds: \*Allocated funds are found in the Disbursed tab on the Adjusted ROAP Allocation sheet and do not include FY24 Carryover funds.

State-Funded Rural Operating Assistance Program	Allocated*(Disbursed)	Requested
Elderly and Disabled Transportation Assistance Program (EDTAP)	<u>70,195</u>	<u>70,195</u>
Employment Transportation Assistance Program (EMPL)	<u>9,375</u>	<u>9,375</u>
Rural General Public Program (RGP)	<u>76,928</u>	<u>76,928</u>
<b>TOTAL</b>	<b><u>156,498</u></b>	<b><u>156,498</u></b>

WITNESS my hand and county seal, this 31 day of October, 2024.

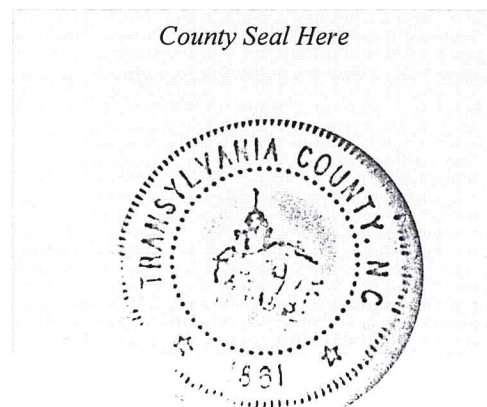
*Jaime Langster*  
Signature of County Manager/Administrator

Jaime Langster  
Printed Name of County Manager/Administrator

*Meagan O'Neal*  
Signature of County Finance Officer

Meagan O'Neal  
Printed Name of County Finance Officer

State of North Carolina County of Transylvania





# Application for Transportation Operating Assistance


## *FY2025 Rural Operating Assistance Program (ROAP) Funds*

<b>Name of Applicant (County)</b>	<b>Transylvania County</b>
<b>County Manager</b>	<b>Jaime Laughter</b>
County Manager's Email Address	jaime.laughter@transylvaniacounty.org
<b>County Finance Officer</b>	<b>Meagan O'Neal</b>
CFO's Email Address	meagan.oneal@transylvaniacounty.org
CFO's Phone Number	828-884-1931
<b>Person Completing this Application</b>	<b>Abigail Incze</b>
Person's Job Title	Transit Grant Administrator
Person's Email Address	abigail@landofsky.org
Person's Phone Number	828-785-3907
<b>Community Transportation System</b>	<b>Transylvania County Transportation Department</b>
Name of Transit Contact Person	Darby Terrell
Transit Contact Person's Email Address	darby.terrell@transylvaniacounty.org


Application Completed by: \_\_\_\_\_ Date: \_\_\_\_\_  
Signature

**I certify that the content of this application is complete and accurately describes the county's administration of the ROAP Program, and the use of the ROAP funds in accordance with applicable state guidelines. I certify and understand that if the monthly and final monthly milestone reports, and any other status reports required by the Integrated Mobility Division (IMD) are not submitted on or before the due dates, the next scheduled disbursement will be held until all reports are submitted.**

**I further certify that ROAP funds will only be used for program purposes to provide trips and will not be used for Administrative or Operational expenses. If it is determined that ROAP funds have been misused, repayment of funds must be made.**

Transit Director:  Date: 10-31-24  
Signature

County Manager:  Date: 10-31-24  
Signature

County Finance Officer:  Date: 10/31/2024  
Signature

## Application Instructions

County officials should read the ROAP Program Administration Guide which contains guidance on the administration of the ROAP Program and information about the preparation of grant applications.

- The application must be completed by an official of the county or his/her designee.
- Click on the **gray rectangle** and type each answer. If necessary, the text will automatically wrap to the next row. The answer may wrap to the next page if necessary.
- If the county wishes to explain their response to any questions or provide more information, the county may include additional pages with this application form. All the pages of the application and any pages added by the applicant should be scanned into the same file.
- If there are questions regarding this application, contact the NCDOT-IMD Regional Grant Specialist assigned to the area served by the transit system.

### FY2025 ROAP Program Schedule

**Application Deadline**

**October 4, 2024**

**Anticipated Funds Disbursement**

**Week of October 28, 2024\*\***

***\*\* Applications not submitted into EBS by October 4<sup>th</sup> will delay disbursement of funds until the application is submitted and reviewed.***

**\*Counties with unspent FY24 funds will retain the funds and the disbursement will be adjusted accordingly.**

**\*Monthly reports are due via SmartSheet 45 days following reporting period (i.e., July reporting period, report due September 15<sup>th</sup>)**

### County's Management of ROAP Funds

County governments or regional public transportation authorities created pursuant to Article 25 or Article 26 of Chapter 160A of the General Statutes (upon written agreement with municipalities or counties served) are the only eligible applicants for ROAP funds. As a recipient of ROAP funds, the county must implement administrative processes that will ensure the following:

- ROAP funds are expended on needs identified through a public involvement and/or planning process.
- **ROAP funds are expended only on eligible activities as described in Appendix A of the ROAP Guidance.**
- **Supporting documentation of expenditures by all sub-recipients is required.**
- Service recipients meet eligibility requirements, and their eligibility is documented.
- Trips funded with ROAP funding are monitored and evaluated throughout the period of performance.
- An accounting of trips and expenditures is provided on a monthly basis to IMD with supporting documents.
- ROAP funds received and expended are included in the local annual audit.

ROAP funds shall be disbursed in the traditional program allocations in each of the ROAP programs in one disbursement however, if it is determined that a single disbursement is not possible, IMD reserves the right to change the method of distributing the funds. Counties have the flexibility to determine how the funding will be used to meet the needs of the citizens and how to sub-allocate the funding to meet the transportation needs, but the guidelines for each program used must be followed and trips accounted for by program used.

Transportation Needs and Public Involvement in Funding Decisions	Yes	No
<p>A. Did the county ask the Community Transportation Advisory Board (TAB), which is affiliated with the Community Transportation System, to recommend how the ROAP funds should be sub-allocated?</p> <p>If no, how were recommendations made and by whom <i>(Type here)</i></p> <p>How many individuals assisted in the determination? <i>(List number here)</i></p>	<b>Yes</b>	
<p>B. Were outreach efforts conducted to inform agencies about the availability of ROAP funds and to discuss transportation needs BEFORE the county decided how to sub-allocate the ROAP funds?</p>	<b>Yes</b>	
<p>C. Is the method used to sub-allocate the ROAP funds fair and equitable? Open and transparent?</p>	<b>Yes</b>	
Financial Management of ROAP Funds	Yes	No
<p>D. Does the county pass through any ROAP funds to agencies or organizations that are not county governmental departments or agencies?</p>		<b>No</b>
<p>E. If yes, does the county have a written agreement with these agencies that addresses the proper use, return and accountability of these funds? <i>(Include a sample agreement with application)</i></p>		
<p>F. Do any of the organizations or departments receiving ROAP funds plan to use private transit contractors to provide the ROAP funded trips? <i>(Their procurement practices will need to meet all federal and state requirements for procurement of professional services.)</i></p>		<b>No</b>
<p>G. Are ROAP funds deposited in an interest-bearing account?</p>	<b>Yes</b>	
<p>H. Does the county provide local funds for transportation operating assistance to any of the ROAP sub-recipients in addition to the state ROAP funds?</p>	<b>Yes</b>	
Monitoring and Oversight Responsibilities	Yes	No
<p>I. Subrecipients of ROAP funds are required to provide sufficiently detailed progress reports and statistical data about trips provided and rider eligibility with ROAP funds. How frequently are these provided to the county? In what format? The County must be prepared to provide documentation that an eligible citizen was provided an eligible service or trip on the billed date, by whatever conveyance, at a specific cost.</p> <p>What form of documentation is collected?</p>	<b>Yes</b>	
<p>J. Does the county require the subrecipients of ROAP funds to use the coordinated transportation services of the federally funded Community Transportation System operating in the county?</p>	<b>Yes</b>	
<p>K. Will any of the subrecipients use their ROAP sub-allocation as matching funds for any of the following programs? <i>(Matching funds for operating assistance or purchase of service only.)</i></p> <p>5310 – Elderly Individuals and Individuals with Disabilities Program No</p> <p>5311 - Non-urbanized Area Formula Program No</p> <p>5316 – Job Access and Reverse Commute Program (JARC) No</p> <p>5317 – New Freedom Program No</p> <p>Rural State Operating</p>		



K. Will any of the subrecipients use their ROAP sub-allocation as matching funds for any of the following programs? (*Matching funds for operating assistance or purchase of service only.*) (Continued)

Rural State Operating Program No  
Capital Cost of Contracting Program No

L. Will any of the subrecipients charge a fare for a ROAP funded trip? If yes, which programs. No

M. Describe the eligibility criteria to be used in this county to determine who will be provided ROAP-funded trips. What documents are used to determine eligibility? Rider Registration Forms

# Transportation Advisory Board

## Staff Report: Fixed-Route Rerouting

**Agenda Date:** November 13, 2024

**Prepared By:** Darby Terrell

**Agenda Item:** V-C

### GENERAL INFORMATION

#### ATTACHMENTS

**“A” Exhibits – Agenda Item Materials**

**A-1 Schedule of Fixed Route Rerouting;**

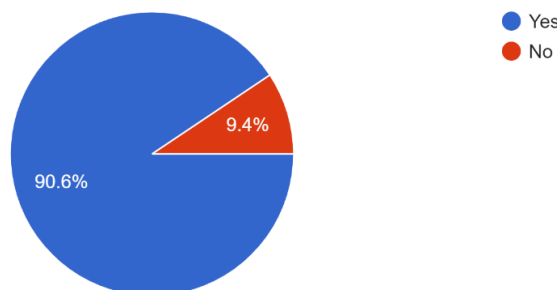
### Background

Transylvania County Transportation currently operates Fixed-Route and Demand Response services throughout the service area. At the last Transportation Advisory Board meeting, the board discussed rerouting the Fixed-Route with staff. During the discussion, staff presented the schedule to the board and discussed the next steps which included sending out a survey to riders and the public to answer questions involving the Fixed-Route.

### Quick breakdown of the Survey

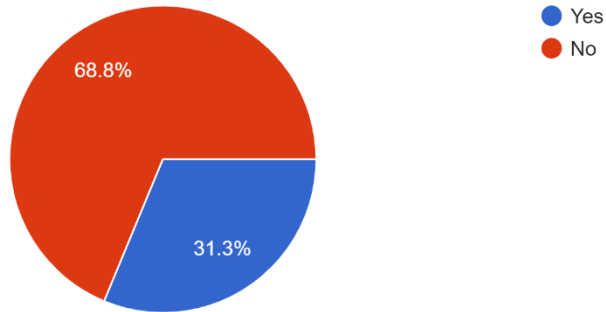
Have you heard of Transylvania In Motion (TIMs)?

32 responses



Do you currently use Transylvania in Motion, Fixed Route bus stops?

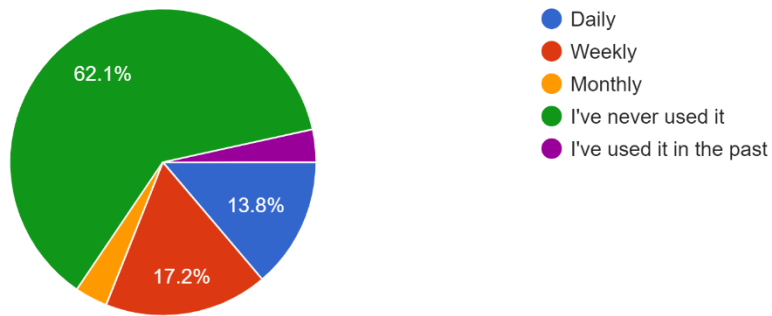
32 responses



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Please indicate the frequency of your current use of the Fixed Route.

29 responses

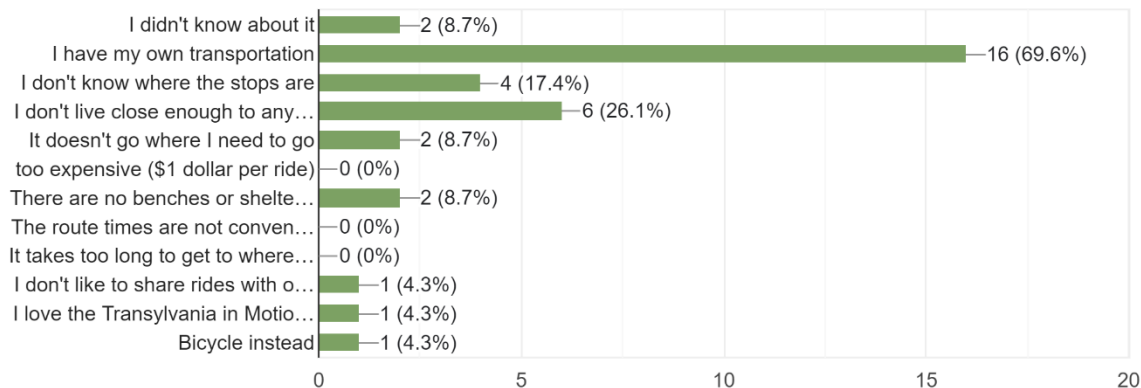


When asked the frequency of their use of the service, it seems the majority use it on a regular basis, such as Weekly and Daily.

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If you do not use TIMs Fixed Route, what are the reasons? Check all that apply

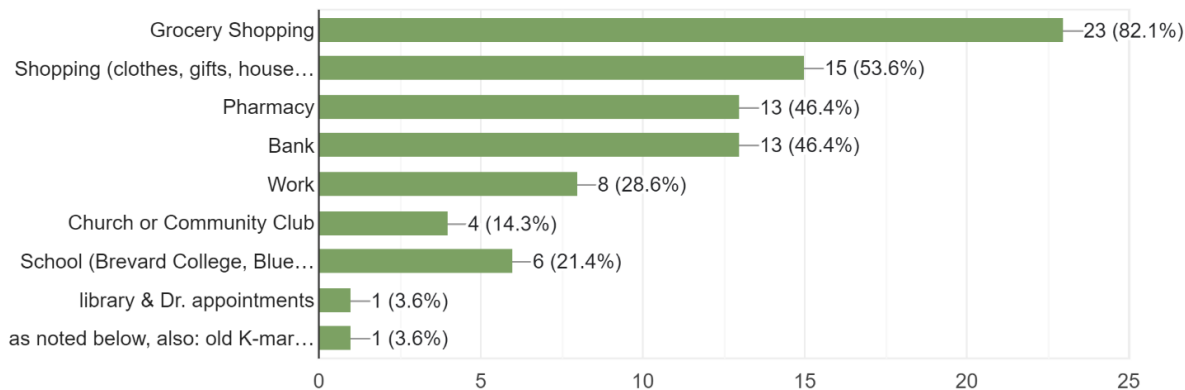
23 responses



For those who did not use the service they stated the majority reason being they had their own transportation. Though the second top answer was due to them not living near a stop to allow better access for them to use the Fixed Route.

If using public transportation, where would you like most to be taken? (check all that apply)

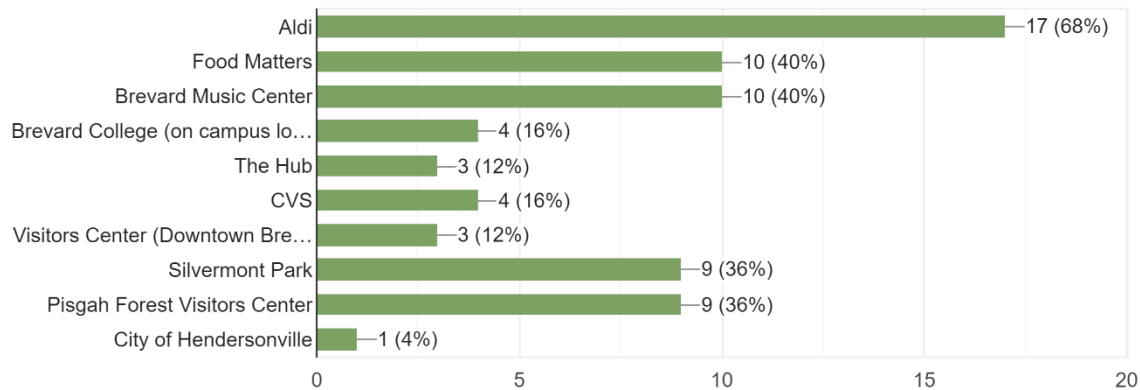
28 responses



When asked where they would most like to be taken if they were to use the service, the top three answers stated they would like it to be near the Grocery Stores, Shopping, Pharmacy, or Banks.

Which stops would you most like added to the Fixed Route service? Choose your top three.

25 responses



For the top three new stop additions the respondents answered Aldi as 1, Food Matters/Brevard Music Center tied for 2, and Silvermont Park/Pisgah Forest Visitors Center tied for 3.

Below are the answers for other stop locations that were not listed in the previous question. (13 Responses)

*Library*

*Doctor's office or library*

*Headwaters Outfitters, Transylvania Airport*

*Go Grocery*

*Post office, Laurel Village*

*Penrose, DuPont Forest*

*Downtown, Brevard Health and Racquet Club*

*Dollar General, Rosman Hwy*

*Cedar Mountain*

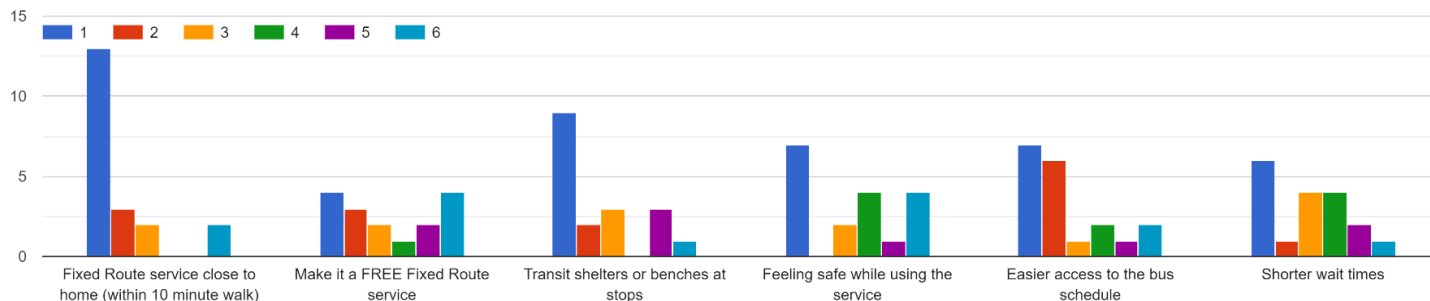
*Brevard High*

*Deer Lake Village*

*Marathon Gas Station on Hwy 64 towards Rosman*

*Pardee Medical*

What reasons would encourage you to use public transportation more frequently in the future? Please rank your answers in order of importance with 1 being most important.



The top three answers were having a stop within 10 minutes walking distance to where they live (#1 answer), having transit shelters or benches at the stops (#2 answer), and to feel safe when using the service, or to have easier access to the bus schedule (tied for #3 answer).

The next question was an open-ended question about what improvements they would suggest (see below, 13 responses).

*Later hours to Walmart in afternoon*

*I think it is a great resource in our community and staff are doing great!*

*I don't use Fixed Route*

*We should be able to get off and back on.*

*I don't see any improvements needed*

*Running after 5pm in Brevard. For the working people.*

*Please evaluate a route line to/from Cedar Mountain with stops along Greenville Hwy (Connestee, Sherwood Forest, CM Community Center)*

*Work Weekend*

*More Trips to Rosman*

- Stops near where I need to go; 2. Easier ability to handle packages; 3. Prefer to only be close to other masked people because of ongoing risk of COVID*

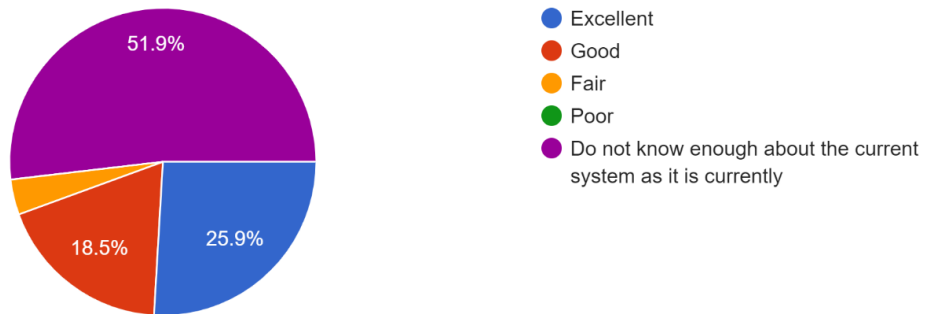
*Aimee and Greta are great/fantastic too! I don't know what I would do without you!*

*Larger bus stop signs so they're more visible*

*Weekends/Evening service*

### How would you currently rate the Fixed Route service?

27 responses



The respondents answered how they currently felt about the service, the answers were Excellent with 25.9%, 18.5% rated it Fair. The majority who answered stated they didn't know enough about the current system to rate it at 51.9%.

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The next question asked how they would rate their experience with our drivers, all respondents (13 responses) answered **Excellent**.

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We are considering expanding our transportation service, which options would you like. Choose which option you like best! Our current service goes from Monday-Friday 6:30am till 4:25pm.

23 responses



We then asked if they would prefer us to Expand Operating hours M-F to 7:00am-7:00pm, or expand either to Saturdays or Sundays, from 9:00am to 5:00pm. The results stated most people preferred to Expand to Saturday service at 60.9% of the 23 respondents or expanding the current hours.

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## **Staff Summary**

Staff made sure the surveys were available physically and online using a QR code. Staff posted a drop off box at the library. We also made sure to inform all drivers of the survey and to tell their riders of it. The Fixed Route van had physical copies and the QR code for them to use. From reviewing the results and having the Survey open for close to three months, the number of responses is underwhelming but also expected. The main issue staff are trying to address is increasing ridership of the Fixed Route. It is encouraging so many respondents know about the Fixed Route even though they do not use it. Our top priority is to help TAB come up with better options for improvements for the Fixed Route. This survey allows us to gauge a small portion but enough of a mix of riders and non-riders on what improvements the public would suggest. Staff believe increasing the knowledge of the service will help with ridership, but also improving the current service to focus on needed destinations for the people who currently use it. This they hope would encourage current non-riders to use the service. Some of the responses are easily fixable such as using bigger Signs at the stops and having easier access to the bus schedule. Though the responses didn't focus much on making the waiting times for each stop smaller, staff believe it would be one of the most helpful improvements for increasing the ridership.

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## **Recommendation**

It is recommended to review the survey results and discuss the data provided. Staff believe the number of responses is adequate for a service that normally serves less than 10 people a day. We do not believe further access to the survey for the public will encourage more responses from riders of the service. We ask the board to help discuss the next steps and help instruct staff on how to go about making improvements. Please refer also to the schedule that was created months ago to help during the discussion.



Month #	Task	Amount of Time
Month 1	Survey For Fixed Route Riders	3 Weeks
	Verbal Permissions from New Stop locations	3 Weeks
	Van Driver Test Route	3 Weeks
Month 2	Compile Data from Survey	1 Week
	Advertise Public Hearing @ BOC meeting	2-3 Weeks
	Public Hearing @ BOC meeting	1 meeting*
	Decision from BOC	1-2 meetings
	Permissions from New Stop locations	2-3 Weeks
	Brevard College	
	Mary C Jenkins Comm Center	
	The Lumberyard	
	The Hub	
Month 3	New Branding? Or signs include QR code	2 Weeks*
	Get Permanent Signs for Stops	2-4 Weeks
	Placement of Signs at Stops	4 Weeks
	Advertising New Route/ Roll Out	5 weeks

Notes
Month 1 is before PH/Commissioners meeting
NCDOT & Businesses
Timed to 50 minutes
Need to have Van Driver run route 4 times to get down exact time and any suggestions to change stops or routes
*Should use two meetings for Public Hearing?
See if Commissioners would want to wait for a separate meeting to vote on the new route
BC
City
City
Business
QR code is quick and easy, its creating the new map to be viewable