

ASHEVILLE TRANSIT COMMISSION

Meeting Minutes

First Floor Conference – City Hall

September 6, 2011 4:00-6:00

Attending:

Commission Members: Paul Van Heden, Julie Mayfield, Tom Tomlin, Georgia Shannon, Ken O'Connor, Kevin Jenkins.

Staff: Mariate Echeverry, Martha McGlohon, Yuri Köslen, Norman Schenck, Janet GeorgeMurr

Community members: Lola Lafey, Ifey Daniels, Conrad Leavitt, Michele Dohse, Marc Corbett, Jonathan Dunick,

4:03 p.m.: Paul Van Heden opened the meeting and welcomed everyone.

Paul Van Heden read the Explanation of Public Comment Standards and Opportunities.

Transit Commission Members listed above introduced themselves.

Staff for the City of Asheville listed above introduced themselves.

September 6, 2011 Agenda Amendments: None. Paul moved to approve the 9/6/11 agenda, Kevin second and carried unanimously.

August 2, 2011 Transit Commission Minutes Approval - Julie moved to approve the minutes; Paul second and carried unanimously.

Welcoming the Public – Introductions and Pre-Meeting Public Comment –

Public Comment - Part I: - Lola Lafey with son Ifey Daniels just visited the Mayor who suggested attending this Transit Commission meeting. Ifey is requesting to have bus service on Sundays. Lola stated that she agreed to work with the Mayor to help to make that happen. The Mayor informed Lola that the one thing that could help to have Sunday service is the increase in ridership. Lola and Ifey will be advocates for increasing ridership because it helped with jobs and places to play. Paul stated the reason that buses do not run on Sundays is due to lack of funding. The City had to make some hard choices and according to TMP it calls for Sunday service. But the City facing cuts backs, they made the choice to only fund the aspects of the TMP which did not increase the overall budget. Paul recommended to Lola and Ifey and TC to convince City Council to increase funding to make the Sunday service happen. Julie asked about the costs to add Sunday service. Mariate stated it would cost \$250,000 for a reduced service w/reduced hours. Mariate continued to say that it would not be the same service during the week but hours and services would be reduced. Julie stated that increasing funding for transit is one of the five priorities for the Transit Commission this year. Julie and Paul are leading that effort on behalf of the TC which is an area of active focus.

Jonathan Daniels - stated that after speaking with the Mayor he realizes that the funding for transit is coming from a variety of sources. Mr. Daniels is advocating sidewalks in the Shiloh area especially on London Road where Route 8 travels which is 1 1/2 miles long. Route 8 has a very successful ridership in standing room only at times. Kevin mentioned that was mentioned before that funding is the main issue. Kevin stated that due his vision problems this is his primary mode of transportation and would like to see Sunday service. Kevin stated that certain funding is only allowed to be used certain projects and the fares are not the primary costs that run the buses - which is ~12 1/2% of the budget, most of the funding is from grants.

Conrad Leavitt - thanked TC in having an open forum. He is in agreement in having Sunday service. Mr. Leavitt is requesting that the bus go farther south of Rock Hill. Since he attends evening classes at UNC-A and now lives at Ascot Circle Apartments, he is requesting a bus shelter at the bus top at Ascot Point Circle. Mr. Leavitt is also requesting sidewalks on Hendersonville Rd. Yuri stated that there is not an existing right of way and the developer of Ascot Point development is back away from Hendersonville Rd so it is two different land owners. There is Ascot Developer and the retailer. Yuri stated that he has not focused on the land owners; but

we have had other interested community members approached land owners and asked if they are interested in the project and if Mr. Leavitt, as a citizen is open to contacting the land owner. Yuri stated that the Transit Master Plan does not have Route 8 going farther south - it does extend the route from 6 to 7pm on the out-bound. Route 6 would go another hour which does not meet Mr. Levitt's needs. Route 8 last OB is 9 or 10 pm.

Transit Commission Members' Experiences on ATS this past month:

- Tom – nothing to report.
- Julie – nothing to report
- Ken O – nothing to report
- Kevin - last Wed 8/31, the 5:30pm Route 9 was coming in late to Transit Center. As he was calling Dispatch to check on the stats he was standing at the bus stop at the corner of Hilliard and South French Board and two buses drove passed him as well as another passenger. One bus was out of service but the second bus must have been the Route 9 at the SW quadrant of the intersection on the in-bound.
- Paul - had nothing to report
- Georgia - had a question on Route 8 on the last out-bound. Yuri stated the last out-bound is 6:30 pm on Route 8, and then route 36 is the evening service of Route 8.

- **Presentation by Hope Bleecker and Lori Hembree of Mountain Mobility (MM) regarding changes in Paratransit:** Hope introduced herself as new employee of Land of Sky Regional Council (LOSRC). She was asked by Yuri to come to give an overview of Buncombe County (BC) decision to pass some of the administrative services which was previously rendered in house to LOSRC. A summary of the services were distributed to the commissioners and staff. Hope introduced Lori Hembree who has worked with the operations as a BC employee previously for 5 years. Lori has been recently hired by the privatized contractor, McDonald Transit. Lori could answer questions regarding the operational changes. Please see attached summary of changes.
- **Question and Answer Session:** Hope mentioned that if there are questions regarding operation and statistics associated with it will refer to Lori Hembree to assist in the answering the questions.
 - Tom asked who is in charge of getting people qualified. Hope indicated that would be the LOS function.
 - Kevin asked about the Medicaid riders. Hope stated that there is a screening process that occurs through DSS.
 - Julie followed-up on that question on who determines eligibility for individuals. Yuri stated that the City's contract stipulated who qualifies for service. Individual will call MM main number to determine eligibility
 - Kevin asked if there is a change regarding trips that are scheduled for Paratransit or medical. Mariate stated that nothing has changed in the Paratransit contract. There will be a project to begin work streamlining the eligibility because the eligibility has been very broad. There are many people who have been riding Paratransit even when they have overcome their disability. Mariate and staff are work on the rules for Paratransit in order to make better use of the funding that is available. Mariate stated there is stipulation in the contract that COA pays by shared mile, but there is also an administrative cost that was never considered before.
 - Georgia asked when LOS took over MM. Hope stated that the change occurred on July 1, 2011, at the same time McDonald contract was privatized. The County is still the primary recipient for all of the grant funds. The authority still rests with the County on many levels.
 - Paul stated to fully understand the function of Ms. Bleecker's role and Ms. Hembree's role; he gave an example of what is done on the Asheville side. Lori's job is similar to what Norman's job is on the City side, as interviewing the drivers, drug testing, etc. And Hope's roll is similar to Mariate's role. Paul asked if there was a pay change for the drivers now that it is with a private company. Lori stated that all of the drivers were hired at the current salary as with the County. Paul asked in the future would it be different when new drivers. Lori stated that the pay rate remains the same.
 - Georgia stated that she had complaints from a couple of people about MM and the customer service. Georgia knows of one person has and others will not use MM and will go to Out and abound because of the customer service and how it was handled. Hope asked if this was a recent occurrence. Georgia stated that this happened in April. Julie stated that some of the conversation around TC that MM has been a great sense of frustration b/c what TC hears from the customers it that they have not gotten the kind of service that they want out of MM. They are told that they are not eligible or they are given wrong information about when they can make reservations or where they go and when they can go.
 - Julie stated that on behalf of TC to ask MM/LOS to really focus on Paratransit folks that LOS is dealing with and making sure that they are being served the way they should be according to the contract. This is so important when

the new routes go into service, which many people who ride the bus would be eligible for Paratransit are going to be using it. They do not have to use it now b/c they can catch the bus by walking out of their homes and this will be eliminated. The expectation is that MM, the Paratransit service will be handling a lot more people who have been riding the bus therefore, TC wants to make sure that they are getting the correct information and marketing everything appropriately and they are getting the same level of service through MM that have been through ATS.

- Julie asked how the marketing and COA are working with LOS in promoting.
 - ◆-Mariate stated that COA does not have any marketing program to promote Paratransit at this time.
 - ◆-Paul echoed some of the frustrations that have occurred over the years. He has attended meetings with citizens where they clearly received the wrong information from MM. Paul wants to make sure the customer receives the proper information; that they know what exactly is happening in order for everyone to be on the same page.
 - ◆-Mariate stated that one of items that COA recognized through the Transit Master Plan (TMP) process is that we have to provide more information to our customers about MM. Mariate stated that we have not recertified any of our customers in a long time and that was one of the issues to be done.
 - ◆-Julie asked how many Paratransit riders does MM have registered? Hope stated that the invoice for last month, MM carried 2,354 riders. Mariate stated that is was approximately 20,000 trips in 2011. Mariate stated that Paratransit is very expensive - that each trip costs COA about \$13.00 per person and MM only charges \$2.00. Yuri stated that the Federal Law says you can only charge twice the rate for Paratransit.
 - ◆-Yuri stated that the Paratransit policies are being reviewed and that there will be a public comment period, Similarly, MM who is a contractor for COA and that a lot of responsibility is on COA to request from MM the things that we need or feel that the service needs and Paratransit is controlled by regulations.
 - ◆-Yuri stated that a lot of the TC members had many experiences where people complain about MM, it is important to know the times, dates, locations to allow AT to follow up on those complaints and provide clarity if there was a mistake on their end or confusion somewhere else. Yuri encourages TC to send MM complaints.
 - ◆-Julie asked if on the new maps if there will be Paratransit information - Mariate stated yes and including Paratransit on the marketing materials and also working together to promote Paratransit service, but also the Trailblazers. Due to many opportunities where ATS transfers with MM or vice a versa and a meeting has occurred with MM and COA to work on the transfers and how this will be promoted and advertised. Julie asked if this will happen when someone wants to travel from the City to County they transfer to the Trailblazer. Yuri stated that there are 3 Trailblazers: Enka-Candler, North Buncombe and Black Mountain. Kevin stated that Apple Country services at the airport which is located in Hendersonville.
- The taxi-voucher - Lori set this up with a grant that was received the basics are: it will be a coupon for ride and operational on Sundays. The intent of this is to fill gaps that are currently not available through fixed routes or the rest of the system. A coupon worth \$10 is given to the rider and the rider will pay the remaining, if any. The coupons are sold at different areas and are grant funded. Mariate stated that it was a New Freedom grant awarded to Buncombe County. Mariate state that this is an old project, it was awarded about 2 years but BC encountered a number of problems with implementation and the scope of the grant had to change. Hope stated that she and Lori will be happy to return to TC once the taxi-voucher is implemented with a report on this as well as everything else.
- Julie asked if an annual report is feasible from MM. Mariate stated that Transit Division receives a monthly report from MM that is part of the oversight program as well as an annual report. The monthly report is mostly operational; and the annual report includes all of the financials and also oversees the drug and alcohol program because it is a federal law. Paul stated that like before when MM and Paratransit was run by the county it made sense that they had their own citizen board review, but now that it is privatized could MM come under the TC body. Yuri and Mariate explained to Paul that the service is not COA but Buncombe County services and COA is a third party contract and that MM has a lot of services and that COA is one of 23 contract agencies that MM does business with. Mariate stated that TC certainly can oversee what is done in Paratransit but TC does not have any other overseeing in other areas. TC oversees Transit Division administering the contract for Paratransit and MM happens to be the contractor.
- Paul thanked Hope and Lori for being here.
- NEW BUSINESS: None

• **OLD BUSINESS:**

□ **Consolidation Study Update** – Julie asked Ken O if he knew when the resolution is scheduled in front of the County Commissioners. Ken O stated that he has asked, but at this time he does not know. Julie asked Ken O. what could be done to make it happen. Ken O stated the way he understood it is was being scheduled for a meeting. There is a certain amount of business that they can conduct at a meeting and the Consolidation Study was not on the schedule at this time. Ken O will continue to check with BC as to the schedule. Julie asked if it would be inappropriate for her to get in touch with Holly Jones since she is with the MPO. Ken O. stated that Julie will need to go through Wanda Greene who sets the agenda. Julie stated that if a County commissioner asks to have it on the BC agenda would hurry it up. Ken O said that it was up to Julie, therefore, Julie will proceed. Ken O. asked Mariate or Yuri if anyone from the County contacted them. Ken O. recalls a conversation with Wanda Greene who said that they are working with the City and had some discussions planned. Mariate stated that it may be with Ken Putnam.

□ **Transit Commission Work Plan Update:** Julie stated that this update will be recurring each month for updates from TC members and their respective goals. Julie stated that the bolded print indicates that the task is accomplished.

1. **Funding** – Julie stated that the "white paper" is making very slow progress but is making progress, hopefully in the next couple of months.

2. **Public Relations and the Implementation of the Transit Master Plan (TMP):** Julie will add MM presentation to the Goals list.

3. **Strengthen Communication with Drivers:**

a. **Increase communication with the drivers to determine their interest and needs:** Paul stated that the driver meetings are continuing. Julie stated that the last meeting was cancelled due to having one member of TC available to attend. Mariate stated that the timing around the union negotiations and decided that it was better not to have the meeting. Mariate stated that when we have items to discuss it is very useful to keep meetings with the drivers. Sometimes, there is nothing to discuss - Paul likes to have the meetings on a regular basis so that the drivers know that TC is "extending the hand" and to have face to face time. Mariate stated that the meetings are scheduled for the 4th Thursday of every month. Mariate will send recurring meeting request to all of the TC members. Mariate reminded TC that if more than 3 commissioners attend, there will need to be a quorum and we will have to advertise. Tom reminded TC that he attends the drivers meeting every month and does not rotate through with the rest of TC members. Julie will remove herself from the list.

4. **Advocacy:** Paul stated we are approach election season and one of his favorite things to do is to attend City Council meet and greet. Tonight he will going to the First Baptist Church on First Street to specifically asked questions regarding transit. There will also be a third meeting of Get There Asheville later this month on 9/22/11. This is an advocacy group that reminds people who is running for office and elected leaders the importance of public transit and multi-modal transportation. This is candidate forums who are asked about multimodal transportation and their stand on this. Paul has helped organized these forum before but the goal is to ask non-partisan questions on transportation, i.e. what is your experience with public transportation; what is your attitude towards public transit. Especially in the bicycling community they are very active and the turnout for the events is high especially for City Council activity. It also receives media attention and fun. Get There Asheville is scheduled on Thursday, 9/22/11 at the Clingman Cafe at 6pm or 7pm. Yuri added that Dave Erb sent to him his PowerPoint Presentation for the event which Yuri is working on.

5. **Integrate with other Transportation and Land Use Groups:** Julie stated that she is calling and attending regular meetings with Greenways, Energy and Environment and Planning and Zoning Commission and other meetings in August where it was identified some good ways to improve communication between the Planning Department and the Transportation Department listed on the Goals in order to get Transportation issues more upfront around development in order to avoid another MAHEC situation and other problems.

□ **Update on NCDOT policy on clearing foliage on bus route areas:** Yuri stated that most of the foliage that Operations reports to Yuri he works with City staff, as to the property owner and if on NCDOT property there is an agreement w/the city to clear it. We have had success and not many roadblocks. Yuri encourages everyone to call him if foliage that needs to be cut along bus routes.

□ **Mural at Transit:** Mariate stated the she met with the 3 people Cultural Art Board who are part of the committee to select an artist at the Transit Center in looking at all of the options. The original idea that Marketing consultant had was to have a mural at the Transit Center. But, when the Cultural Art Board met they were discussion of having an RFQ for artists to bring their ideas. It is open to art that could be placed at the Transit Center. Most likely this will the way will be done. Another meeting will be arranged by Diane Ruggiero who will also contact Paul to meet at the

Transit Center. They are very few opportunities to have a mural but we could have other things, for examples, art on the columns or piece of sculpture, something that is vertical or on the floor. To allow the artist to be creative within the budget framework. Paul stated that Diane has not contacted him yet, but he will drop her email b/c Paul is very interested in this project. Yuri stated that the Marketing Steering Committee and the Culture Art Board for the Mural are working on the art installation.

STAFF UPDATES:

- **Sustainability Study Update** - Mariate stated Julie has asked if the TC could be part of this Sustainability Steering Committee with Land of Sky Regional Council (LOSRC); Mariate was advised by Martha McGlohon that TC could not be part of this committee. Julie stated that this is the effort of LOSRC and will be part of that effort and sitting on the Transportation working group and will be happy to report back not as a TC member.
- **Council recognition of Transit bus drivers** - Martha stated that the drivers are not City employees and are employees of the management company who contracts with the City. After a TC discussion, Julie stated that it is worth exploring TC's ability to honor drivers as outstanding performance during the year. Martha stated that Legal will have to look at the Union contract as well. She is not saying there is not a conflict there and that TC will be prohibited by law, but she will look closer based on what TC has said today. If this would present a conflict for the City and TC who are appointed by Council to give formal recognition, on one hand and the other hand there may be problems with the contract itself. Those are things that we would have to look at to make a determination whether it is legally appropriate and if legally appropriate whether it is from an appearance standpoint appropriate for TC to give awards to bus drivers for doing a good job and perhaps going beyond the call of duty. Julie asked Martha if she could look into this matter.
- **Advertising on buses:** Mariate stated that she wanted to bring to the attention of TC that the advertising policy we currently advertise in 10 or 11 of the buses. We have small panels where people issued advertising and also wrap. Two things are happening: in the last two years the advertising revenue have been very low, last year was the lowest of \$27,000. With the new branding, the system and will have all of the buses painted a certain way with wraps on top of them with the logo and have all of the other features. Mariate would like to have TC to decide to continue or discontinue advertising. Mariate continued, once we have the brand it will be difficult to doing anything on the new buses and will not look good. Three years ago when we were receiving a lot of money from advertising it was not more than \$60,000. We thought we could capitalize on that, but the reality is that we have not been able to and we are just now able to sell a wrap contract. We will have 3 buses wrapped and this is the only big contract in a long time. Paul stated that it should be on the October agenda. At this time, ATS will still have 15 buses for advertising in the next year. We will have only 5 buses for advertising due to 10 new buses will be delivered painted with the new scheme and branding. We have about one year to discuss the fate of advertising on buses.
- **Status on RFPs:** Mariate reported:
 1. **Buses** - Mariate stated that last month on the same day of the TC meeting, three bus bids were received, one for CNG buses; one for hybrid; one for diesels. Since one of the federal regulations said that if we receive only one bid, a price analyses will need to be provided by each of the bidders. The price analyses were incorrect that was received and were returned to the manufacturers, and that is were we are in process. While the manufacturers are finalizing the price analysis we are sending the material to the reviewers to review if the bids comply with the specifications. Once those two pieces are in place the buses will be ordered.
 2. **Transit garage roof** - we just received the proposals for the roof of 10 bids; but the prices are higher than the budget. We are checking with Purchasing as to what we can do if anything. If we cannot negotiate in some terms within the scope we are will need to rebid the roof.
 3. **Marketing** is moving along and we are still working on the maps. All the art work for the buses is ready and the art piece is again moving along and on target.
- **Title VI:** Mariate stated that the plan was resubmitted to FTA for review and we are waiting for their comments. Paul stated that if he made phone calls to FTA will that hurt the case. Mariate stated that we are already moving forward with Health Shuler. Mariate stated that FTA has the plan and we are in the catch 22 because we are preparing the service equity analysis, but since FTA has not said that the plan is ok, they can come back to say that the service equity analysis is not correct and the plan needs further changes. We are trying to work on the

parts of the service equity analysis that we know are ok, but we are in the position depending on FTA. Tom stated that due to the delay with FTA, he is requesting to have Mariate give TC copies of FTA correspondence as far back to the first notification to FTA of any changes in order for the TC to review as to where the delay lies. Mariate stated that she has provided this to the Council group. Tom requested Mariate to go back 6 months of emails from FTA.

- **Safety Report Audit:** Mariate sent to TC the report that Parker & Poe (P&P) did for the City, the independent safety audit about three ago. If TC has questions or discuss anything. Julie asked how did Parker & Poe recommendations relate to the training that is already in progress. The Parker & Poe audit was focusing on training. Mariate stated when the Parker & Poe did the individual audit; First Transit was already working on things that they had found in their own audit. Julie asked if there are still recommendations of P & P that is not being done that will be added. Mariate stated there are some items that P & P suggested that we have added to the RFP Management Services. The P & P focuses on improvements to the existing processes and didn't find significant deficiencies.
- **Anthony Agnew update** - Norman stated that his appeal went through the CMO. The decision that was made, Mr. Agnew will follow a one year suspension that doesn't exactly follow the court order, but is very close until May 14, 2012. Mr. Agnew continues to call to appeal this final decision.
- **ATS Suspension Policy for Riders Update:** - Norman stated that Mr. Agnew's case is tied into this policy on how to handle other cases similar to this. The management company is looking at sample policies to formulate a City policy, but very limited policies to access which are general policies but no detail ones. A lot of the work will be new to the management company in setting up the program that other cities will want to copy and that process has begun.
- **Review of ATS monthly Reports:** Norman asked TC if there are any questions on the attachments that TC is reviewing. 1. **Safety Report** - Norman stated that the Safety Report that is given every month that everything that is listed is an ongoing item. For example, the training, the painting of the Transit Center to give better contrast, bus loading locations, that are now moving forward as far as finding a contractor and getting the work completed. Most of the items listed have been completed and are daily, for examples, safety messages read over the radio, daily safety posters are displayed, wearing high visibility vest. Kevin requested to separate the items that are one time and are completed and the ones that are ongoing. Norman indicated with the update audit report the list will need to be updated to ensure that it is all encompassing. Norman will separate in sections by completion and on going items. Tom asked if the cameras are being pulled to check the drivers. Norman improved the preventive maintenance on the cameras and verification that the cameras are working multiple times during the week. Occasional viewing of cameras is going on and so far we have not had union push back and there is nothing in the contract that says that we cannot, but there is nothing in the contract to say that we can use as teaching tool. It might become very difficult in trying to use the tapes as a disciplinary. It is easy to get an IRide complaint and we can investigate and then we have the justification for being "Big Brother." If it is a random check for training the Union has no issue, but for discipline we might get some push back.

Julie asked about the Fiscal Year To Date on the Passenger Ridership are the same - Mariate and Norman stated that July is the first month of the Fiscal Year. Mariate stated that the formulas were reviewed to make sure that the data is correct.

Julie stated that on the PASSport program for the City of Asheville for May is down to zero. Mariate stated that we will check on this and correct the data.

Public Comment Part II: None

Announcements:

Agenda items for 10/4/11:

David Mosrie's presentation

Kevin mentioned that Mtn Express may have an article on 9/14 regarding Asheville Transit. Bus Passes - Tom (10 minutes)

November 1, 2011 Agenda Items

Bus Advertising - to have or not to have. To be discussed: what documents to bring and to locate cities that do not advertise. Mariate stated that the reason that Charlotte does not advertise is to preserve the brand. Kevin asked how it would affect revenues one way or another. Paul will bring in materials to share and he would like to preserve the brand. Julie would like to know what we get from outside advertising and photos of ads that are displayed.

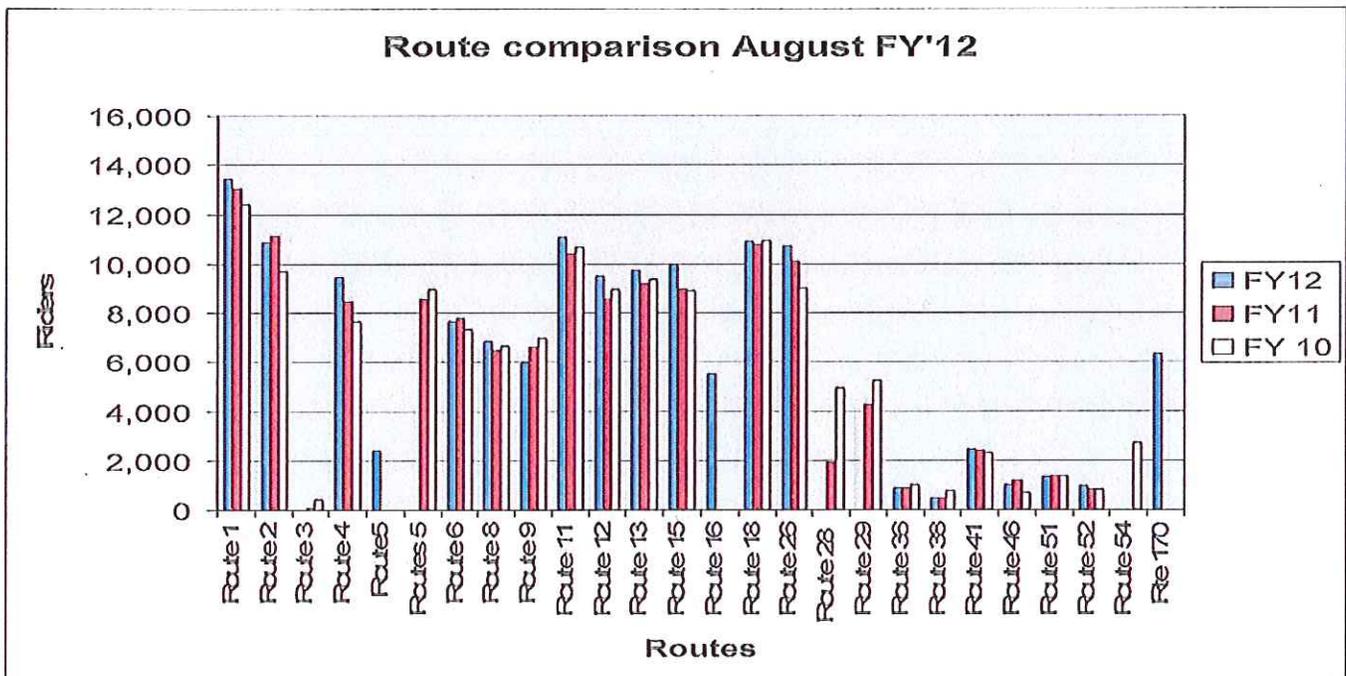
Meeting Summary:

- Solicitation for request from public to be incorporated into next month's meeting agenda.
- Discuss agenda items for meeting on Tuesday, November 1, 2011
- Close

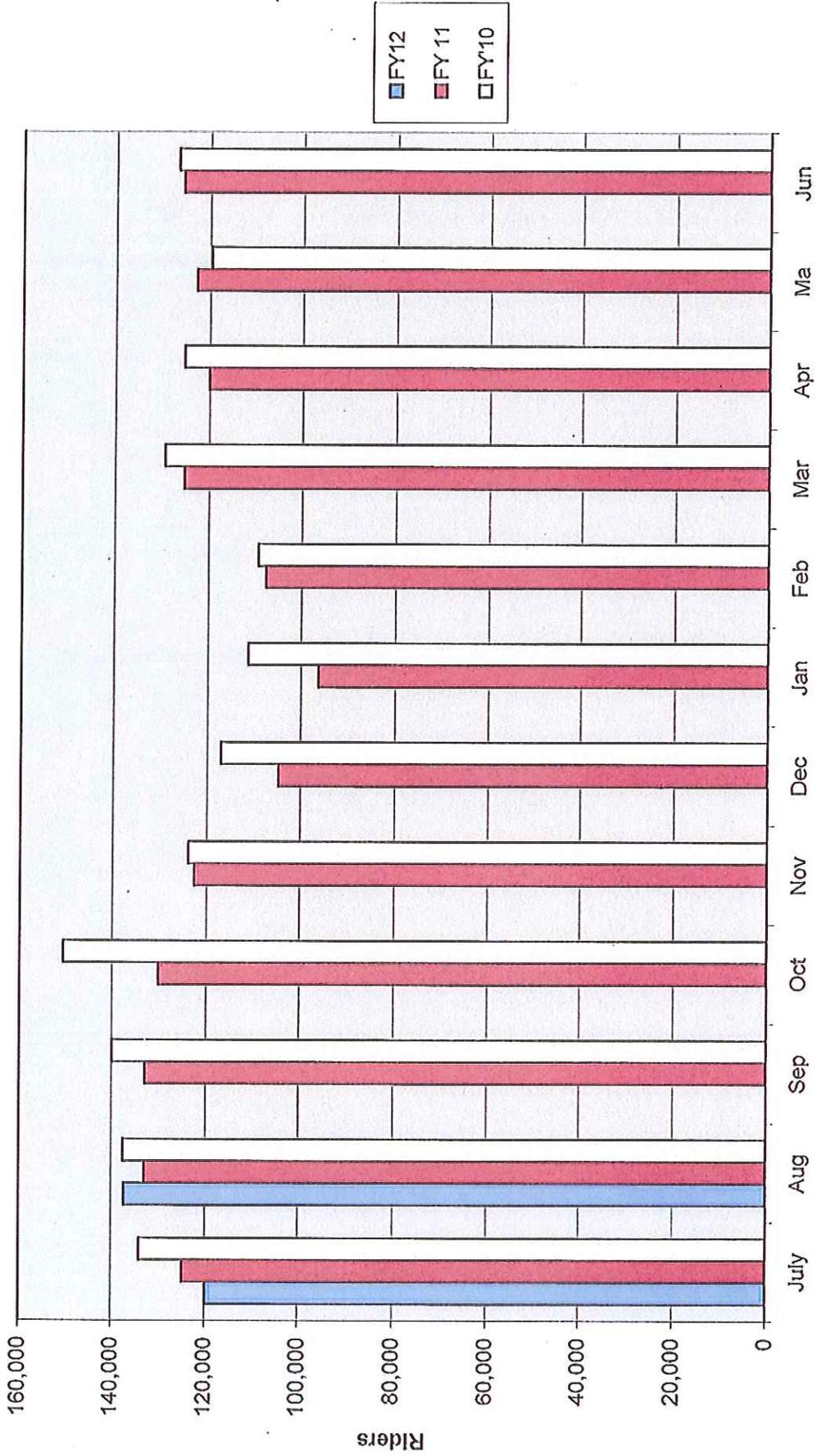
Paul adjourned at 6:00 pm

Route Ridership - August, FY11-12 - Asheville Transit System

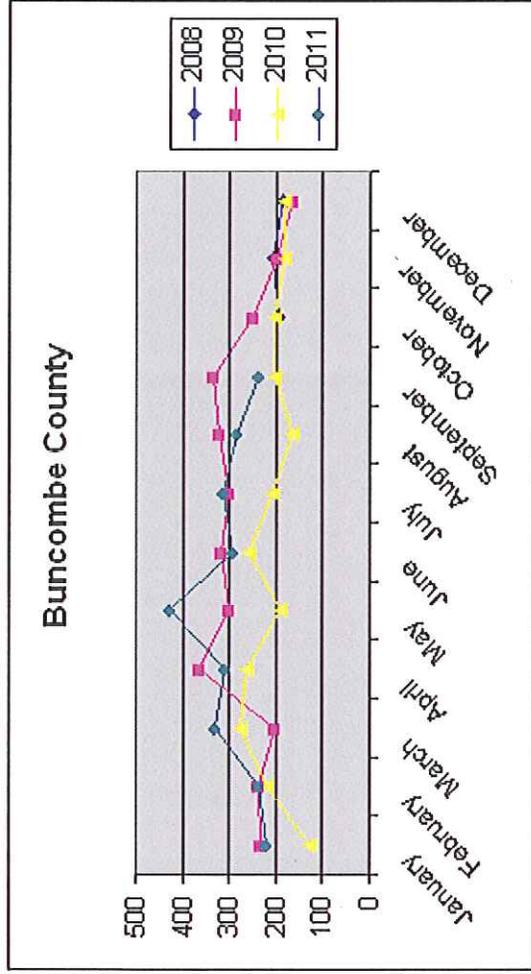
Route	Current Month				Fiscal Year to Date			
	This Year	Last Year	Change	Delta	This Year	Last Year	Change	Delta
1	13,427	13,010	417	3%	25,515	25,346	169	1%
2	10,868	11,126	(258)	-2%	20,393	21,153	(760)	-4%
3		30	(30)	-100%	-	30	(30)	-100%
4	9,446	8,431	1,015	12%	17,709	16,419	1,290	8%
5	2,416				4,572	2,962		
5 & 16		8,526	(8,526)	-100%	6,803	16,199	(9,396)	-58%
6	7,622	7,772	(150)	-2%	13,337	13,636	(299)	-2%
8	6,840	6,472	368	6%	12,949	13,250	(301)	-2%
9	5,982	6,596	(614)	-9%	15,685	16,040	(355)	-2%
11	11,067	10,409	658	6%	19,068	18,587	481	3%
12	9,507	8,522	985	12%	18,265	17,443	822	5%
13	9,740	9,185	555	6%	18,822	17,910	912	5%
15	9,959	8,942	1,017	11%	14,777	14,612	165	1%
16	5,529				14,103	9,158		
18	10,879	10,777	102	1%	19,934	20,011	(77)	0%
26	10,712	10,098	614	6%	10,712	11,578	(866)	-7%
28		1,886	(1,886)	-100%	-	5,870	(5,870)	-100%
29		4,232	(4,232)	-100%	830	5,066	(4,236)	-84%
36	877	837	40	5%	1,481	1,366	115	8%
38	459	472	(13)	-3%	2,721	2,854	(133)	-5%
41	2,461	2,393	68	3%	3,401	3,536	(135)	-4%
46	1,005	1,177	(172)	-15%	2,130	2,328	(198)	-9%
51	1,298	1,360	(62)	-5%	1,883	1,842	41	2%
52	927	819	108	13%	927	819	108	13%
170	6,319		6,319		11,292	-	11,292	
Totals	137,340	133,072	4,268	3%	257,309	258,015	(706)	0%



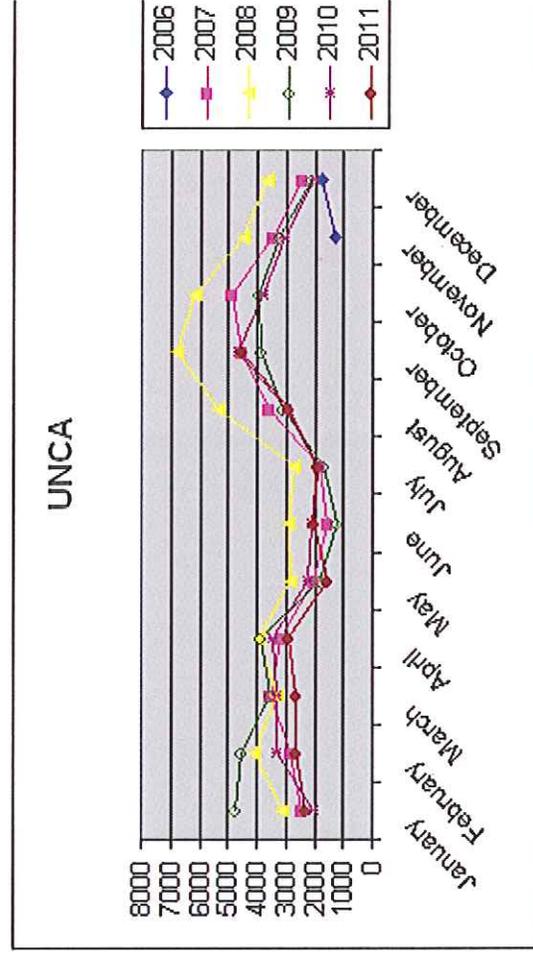
Ridership Comparison



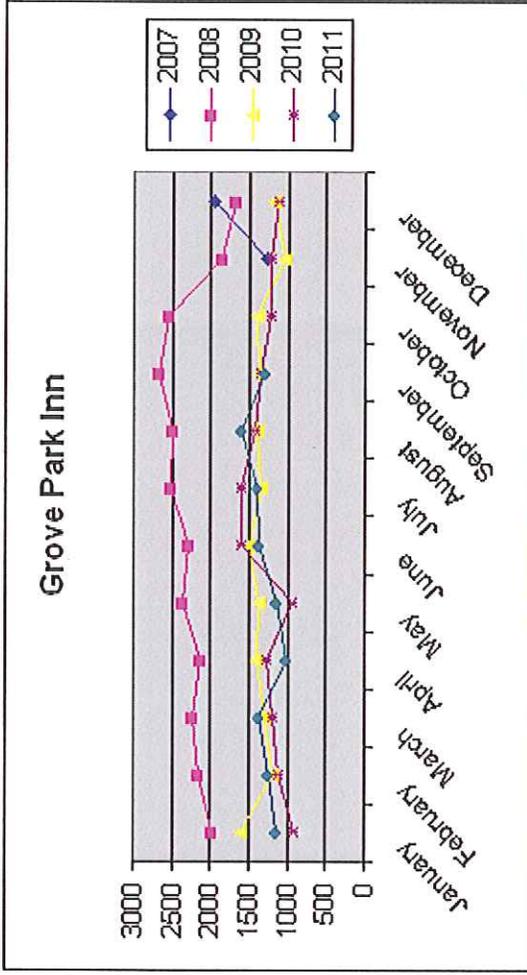
Buncombe County	2008	2009	2010	2011
January		231	127	221
February		236	222	238
March		204	275	329
April		366	264	311
May		302	189	430
June		319	259	294
July		301	208	313
August		324	167	283
September		334	203	236
October	195	251	205	
November	209	199	184	
December	187	165	183	
Year Totals	591	3232	2486	2655
Overall Totals	8964			



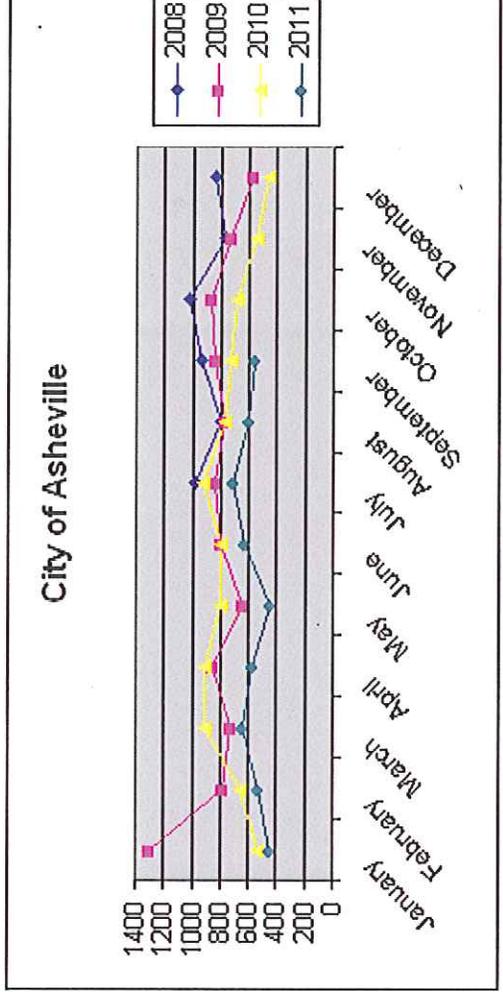
UNCA	2006	2007	2008	2009	2010	2011
January		2433	3140	4777	2020	2326
February		2860	4041	4562	3346	2652
March		3536	3346	3554	3335	2662
April		3163	3906	3891	3433	2888
May		2010	2870	1803	2248	1582
June		1529	2882	1253	2129	2056
July		1816	2692	1677	1890	1918
August		3611	5336	3118	3013	2923
September		4512	6755	3897	4663	4515
October		4881	6169	3935	3774	
November	1285	3452	4444	3234	3072	
December	1754	2443	3649	2124	2042	
Year Totals	3039	36246	49230	37825	34965	23521
Overall Totals	184826					



Grove Park Inn	2007	2008	2009	2010	2011
January		1993	1592	913	1137
February		2156	1198	1119	1238
March		2225	1305	1205	1375
April		2128	1386	1268	1011
May		2356	1366	942	1133
June		2298	1509	1610	1383
July		2520	1345	1609	1404
August		2494	1387	1432	1603
September		2659	1376	1344	1302
October		2552	1410	1231	
November	1268	1863	1042	1217	
December	1969	1676	1167	1112	
Year Totals	3237	26920	16083	15002	11586
Overall Totals	72828				



City of Asheville	2008	2009	2010	2011
January		1306	530	448
February		779	664	536
March		733	916	640
April		850	906	570
May		643	794	449
June		793	804	635
July	976	838	926	710
August	797	774	767	604
September	940	844	733	558
October	1018	873	680	
November	770	735	545	
December	835	575	458	
Year Totals	5336	9743	8723	5150
Overall Totals	28952			



Greenlife	2008	2009	2010	2011
January		188	100	54
February		156	80	25
March		138	94	77
April		101	85	79
May		113	131	46
June	103	90	75	54
July	205	82	88	57
August	177	84	103	79
September	164	117	66	86
October	181	125	133	
November	152	93	110	
December	185	109	107	
Year Totals	1167	1396	1172	557
Overall Totals	4292			

