



**ASHEVILLE TRANSIT COMMITTEE**  
**Meeting Agenda**  
**3:30 pm to 5:00 pm**  
**Tuesday, February 3 2015**  
**1st Floor Conference Room**  
**City Hall**

**RIDE.RELAX.CONNECT**

**3:30 pm - Meeting Opening**

- Welcome announcement and explanation of public comment standards and opportunities
- Introductions
- February 3, 2015 Agenda - review and approval
- January 6, 2015 – review and approval

**3:45 pm – Public Comment Part I**

**3:50 pm – TC transit experiences in riding the bus**

**3:55 pm – New Business**

- Discussion of new TC members – Julie and group discussion
- Mobile Ticketing option for riders - Yuri

**4:05 pm – Old Business**

- TC Goals Progress Report - group discussion
  1. Expanding Service – County, Super Service Pilot Project
  2. Increase Funding – business engagement, Friends of Transit, new funding options
  3. Marketing and Education – ads, Facebook, new outlets, funding for marketing staff
- Update on FY16 Transit Priority Setting – attached - Yuri
- Groceries subcommittee - Julie
- ART/rider/driver policy discussion – attached – Julie – group discussion

**4:30 pm – Staff updates**

- List of Projects – (attached) - Mariate
- ART monthly Reports: Public Stuff, Accident Summary; Safety Report, Ridership, - attached  
Rose Christian

**4:45 pm - Public Comment Part II (5 minutes)**

**4:50 pm - Discuss agenda items for next Transit Committee Meeting (5 minutes)**

**5:00 pm - Meeting Summary**

- Announcements, events, transit commission members' involvement related to transit
- Solicitation for request from public to be incorporated into next month's meeting agenda
- Adjourn

*Additional material on above agenda items may be available at the Transit Committee meeting. Past meeting minutes and meeting documents can be found at: [www.ridetheheart](http://www.ridetheheart) and click on "Transit Committee"*

## **Asheville Transit Committee Meeting Minutes – Tuesday, 6 January 2015**

### **Attending:**

**Committee Members:** Dave Erb, David Wilson, Steven Obremski, Adam Charnack, Julie Mayfield, Tom Tomlin, Charlton Owens, Calvin Allen

**City/ART Staff:** Norman Schenck, Gregg Godwin, Martha McGlohon, Gwen Wisler, Yuri Koslen, Mariate Echeverry

**Community Members:** Annie Avery, David Forbes, Rich Lee, Vicki Meath, Amy Cantrell, Roy Harris, Carmen Procide, Chelsey Simmons, unknown others

### **3:37 pm - Opening of Meeting**

Julie opened the meeting and welcomed everyone. Adam read the public announcement. Committee members and staff introduced themselves.

Agenda - Steve requested discussion of info sessions at Transit Center. David W. requested discussion of conflicts of interest between Chairs of Transit Committee and MMTC. Steven moved, Tom seconded to approve agenda as amended, unanimous consent.

2 December 2014 Minutes - David W. requested that minutes be amended: 1) to show his motion nominating Adam for Chair; 2) to show his motion for a ballot count after Julie's election as Chair, and 3) to delete allegedly libelous (mis)quotations attributed to him. Other TC members responded that the minutes accurately reflected his comments, even if the wording might not be exact. David W. disagreed with this view, but was unable or unwilling to provide the correct quote.

Adam moved, Steven seconded that the minutes be adopted. Dave E. moved that the first two concerns be incorporated by amendment, David W. seconded, motion passed with one abstention (Steven) and no objections. David W. moved that the entire paragraph containing quotes be stricken from the minutes. Motion died for lack of a second. David W. moved that the minutes reflect an emotional outburst from Julie when presented with evidence from the retreat minutes about the Facebook page. Motion died for lack of a second. Julie requested that the quote ("kiss his ass") be changed (to "kiss my ass") to properly capture the exact wording. Adam seconded. Motion passed, six in favor, David W. opposed, Tom abstaining. Motion to accept the minutes, as amended, passed unanimously.

### **3:56 pm - Public Comment I**

Annie Avery requested that drivers pay more attention to locations of puddles and ice so as to allow riders to more conveniently enter and exit. She also pointed out lack of service frequency on Tunnel Road and the lack of accuracy and currency of the signs and stickers at the bus stops on the east side. Yuri is aware of missing stickers for S2, but not of others; requested that Annie provide him with any of those others that she notices.

### **4:02 pm - TC Experiences Riding the Bus**

Tom rode next to last C trip. David W. rode the first Sunday trips, commented on the positive response along the way. Adam, Julie, and Dave E. have been out of town, not riding much, but no complaints. Calvin laughingly related that he got confused with the holiday schedule. Charlton has received much positive feedback on Sunday service. Steven has noticed problems with E1 and E1.5 getting backed up, running almost together; his experience on E2 had been fine until today (due to an unresponsive driver).

### **4:06 pm – New Business**

Revisions to Rules of Procedure -

Proposal to add standards of conduct (for TC members and public speaking before TC), procedures for dismissal for violations. Steven moved, David W. seconded, unanimous approval to accept the revisions (with correction of minor typos).

Wheelchair safety - David W. witnessed a wheelchair-bound passenger (on E2 inbound at about 9:20am) unhooking his chair, is concerned about the safety aspects. Norman explained that the system is self-tightening, and expressed surprise that this was even possible, but did offer speculation about one possible explanation. Norman will check to see if he can find the video.

David W. raised the question of possible conflict of interest in the fact that Julie (TC chair) is married to Jim Grode (MMTC chair). Martha stated that there is no statutory conflict of interest in the relationship(s). Julie asked for feedback from other TC members, who had no objections or concerns.

Just Economics / Youth Empowered Solutions presentation re: groceries on the bus - Carmen Procide and Kelsey Simmons raised concerns about convenience and health issues surrounding carrying uninsulated groceries on the bus. Several solutions (coolers, racks, carts) were offered, along with suggestions of potential partners. They requested three actions: 1) a formalized TC decision to give the issue some priority; 2) an agreement to partner with YES / JE to move the work forward; and 3) a specific meeting to discuss a timeline and action plan for next steps. Steven suggested using the dead space behind the driver for racks. Julie raised questions about a system for insuring that carts are returned. Vicki Meath emphasized that this issue is part of JE's 19-point transit agenda, but feels a need for some direction from the city as to next steps. Dave E. moved, Calvin and Steven seconded that TC accept the JE/YES offer to partner on this issue. Calvin, Steven, Julie, and David W. volunteered to work on the specifics. Motion passed unanimously.

#### **4:30 pm – Old Business**

"Super Service" pilot project - Adam has met with numerous stakeholders, found excellent support, will provide further updates at next month's TC meeting.

Expanding county service - Calvin's meeting with some stakeholders fell through. Julie requested that Gwen Wisler help facilitate this.

Increasing funding - Gwynn Simpson has left town, so task force is now Julie and Steven. Steven has found several Friends of Transit groups around the country which may provide a model. More discussion at next month's meeting. Julie commented generally on new funding options, will discuss further next month.

Marketing and Education - Charlton is researching efforts used in Greensboro, has also found names of marketing people working with the Y. Julie suggested that Charlton enlist the rest of his committee (Bruce and David W.) to help with his research. David W. pointed out an ad in the Urban News using the ART name, then stated that he is no longer involved with a Facebook page, but has handed the effort off to an un-named Asheville citizen. Yuri is aware of the ads and the Facebook pages, is still waiting for guidance from the city about any further moves.

#### **4:40 pm – Staff Updates**

Sunday Service launch - Norman reported 853 riders (unaudited), which compares favorably with the original 903 count on the first day of holiday service. Yuri stated that industry standard expectation for a route to mature is three years. Tom and Yuri also commented on the potential to utilize some downtime in E1's schedule to gain extra coverage. Steven recommended that future informational sessions be time-staggered, as most riders already seemed to be aware of the changes by the final session.

Priority setting for FY2016 budget -

Operational - Yuri circulated a paper with budget items, entitled "Transit Master Plan Implementation Alternatives" and requested TC help in prioritizing them and advocating for them at the MMTC and City levels. Yuri stated that Staff's priorities are probably the service additions to 1) S3, 2) S4, and 3) W3. Other priorities, in no particular order, are the demand extension hours and the on-schedule driver. Amy Cantrell stated that full Sunday service and demand extension hours (especially evening hours up until about 10pm) are the strongest priorities that showed up in JE's surveys. Tom believes that S3 is the highest priority, several other TC members agree. Second priority seemed to be S4, especially in the morning; Adam suggested that extension of S4 to Biltmore Village has a lot of potential. Julie commented that both S4 and W3 would logically require participation by Buncombe County and A-B Tech. Adam added that there's an economic development angle to the S4 discussion. Julie suggested extension hours as third priority, most TC members seemed to agree.

Adam moved, Tom seconded that TC express preference for (in priority order) 1) S3, 2) S4 (conditioned on extension to Biltmore Village and County participation), and 3) demand extension hours. Passed unanimously.

Capital - All four listed items are already funded.

Marketing and Fare Changes - Marketing materials and program are already funded for \$30-40K per year. STP-DA funding (\$120K) is needed for TMP updates; Adam moved, David W. seconded that TC support staff's application for STP-DA funding; passed unanimously. Staff will establish a 3-5 year plan for fare adjustments, and report back to TC next month. Staff is still working on details of additional planning position; Mariate requested TC support. Julie moved, Adam seconded that TC support the planner position and the fare adjustment plan; passed unanimously (Steven and Charlton not present at this point).

Mariate reported that study is ongoing as to allocation of 5307 funds, won't be complete until March 2015. TC needs to be aware that this can have major ramifications on ART budget.

28 Jan MMTC meeting will include (separate) presentations by Paul Black and Asheville in Motion team; both should be of interest to TC members.

Norman's replacement will be here at the end of the month; his schedule for leaving is not yet known.

#### **5:39 pm – Public Comment Part II**

Roy Harris urged TC to consider "ambassadors" outside of the TC to aid in promoting the system and helping riders find their way. He also stated his approval of the Operating priorities as expressed by the TC.

#### **5:42 pm – Meeting Adjourned**

agenda for next time - groceries, goals, Friends of Transit

Quarterly Reports

Next ART Usage					
Month	Website	Smart Phones	Text	Voice	Total Hits
Apr 2014	39	0	27	9	75
May 2014	264	1,209	1,476	468	3,417
Jun 2014	302	1,673	3,751	1,278	7,004
Jul 2014	375	1,632	5,219	1,918	9,144
Aug 2014	502	3,091	7,458	3,142	14,193
Sep 2014	575	3,176	8,764	3,294	15,809
Oct 2014	592	4,509	9,081	4,225	18,407
Nov 2014	634	5,625	8,265	3,609	18,133
Dec 2014	503	6,037	8,413	3,913	18,866

Bikes and Wheel Chairs			
	October	November	December
Wheel Chairs boarded	305	258	377
Bikes loaded	1174	857	942

	Tickets and Passes					
	October		November		December	
	Purchased	Used	Purchased	Used	Purchased	Used
Reg Tickets	117	1,582	130	1,146	188	1370
Disc Tickets	127	1,125	93	973	125	1500
Month Reg Passes	631	27,621	464	22136	405	21582
Month Disc Passes	776	35,158	522	29212	621	29685
Reg Annual	0	640	0	542	1	649
Disc Annual	52	3,821	0	3399	3	3784
<b>Total Passes</b>	<b>1,703</b>	<b>69,947</b>	<b>1,209</b>	<b>57,408</b>	<b>1,343</b>	<b>58,570</b>
Transfers		20,213		16,329		19,188

ORDINANCE AMENDING CHAPTER 11 OF THE CODE OF ORDINANCES OF THE CITY OF ASHEVILLE PERTAINING TO SMOKING

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WHEREAS, electronic cigarettes, also known as e-cigarettes, are battery-operated products designed to deliver nicotine, flavor and other chemicals, turning chemicals, including highly addictive nicotine, into an aerosol that is inhaled by the user; and

WHEREAS, while recognizing that long term health effects of inhaling vapors and effects of secondhand vapors from electronic cigarettes are unknown, a 2009 study by the United States Food and Drug Administration as to the ingredients in a small sample of cartridges from two leading brands of e-cigarettes, found detectable levels of toxic chemicals and known carcinogens, including nitro, and in one sample diethylene, glycol, a chemical found in antifreeze; and

WHEREAS, researchers have found that exhaling e-cigarette vapors releases measurable amounts of carcinogens and toxins into the air, including nicotine, formaldehyde, and acetaldehyde, concluding that the impact of vapor inhalation into the human lung should be of primary concern; and

WHEREAS, there have been a number of reports alleging that the batteries to e-cigarettes have exploded either during charging or use by the smoker, with injuries reported in some cases; and

WHEREAS, pursuant to N.C.G.S. § 160A-174, cities in North Carolina may by ordinance define, prohibit, regulate or abate acts, omissions, or conditions, detrimental to the health, safety or welfare of its citizens.

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF ASHEVILLE THAT:

**Section 1.** Article II of Chapter 11 of the Code of Ordinances of the City of Asheville be amended as follows:

1. Sec. 11-31 (smoking on buses), be amended as follows:
  - (a) It shall be unlawful for any person to smoke tobacco or any other substance or carry lighted cigars, lighted cigarettes ~~or lighted pipes~~ including the use of e-cigarettes, on any bus operated as part of the local public transportation system of the city.
  - (b) Signs or posters giving notice of the smoking prohibition shall be installed and prominently displayed in each city bus. ~~as directed by the city transit authority.~~

2. Sec. 11-32 (Regulation of smoking in municipal buildings and on municipal grounds), be amended as follows:

(a) It shall be unlawful for any person to smoke or carry a lighted cigarette, lighted cigar, lighted pipe, or any other lighted tobacco product **including the use of e-cigarettes**, in any park or greenway, now or hereafter owned, leased, or occupied by the city; **e-cigarettes means any noncombustible product that employs a mechanical heating element, battery, or electronic circuit regardless of shape or size and that can be used to heat a liquid nicotine solution contained in a vapor cartridge, excluding any product regulated by the United States Food and Drug Administration under Chapter V of the Federal Food, Drug and Cosmetic Act.**

3. Sec. 11-32 (b) be amended as follows:

(b) It shall be unlawful for any person to smoke or carry a lighted cigarette, lighted cigar, lighted pipe, or any other lighted tobacco product **including the use of e-cigarettes**, in any building or facility or the grounds of any building or facility, or portion thereof, now or hereafter owned, leased, operated, occupied, managed or controlled by the city, the Asheville Regional Airport Authority, the Pack Place Educations Arts and Science Center, Inc., the Asheville Civic Center Commission, or the Housing Authority of the City of Asheville, except in smoking areas which may be specially designated as follows:

4. Sec. 11-33(Smoking prohibited in municipal vehicles), be amended as follows:

It shall be unlawful for any person to smoke or carry a lighted cigarette, **lighted** cigar or **lighted** pipe, or any other lighted tobacco product **including the use of e-cigarettes**, in any vehicle now or hereafter owned or leased by the city.

5. Sec. 11-34 (Regulation of smoking in public places) be amended as follows:

It shall be unlawful for any person to smoke or carry a lighted cigarette, **lighted** cigar or **lighted** pipe, or any other lighted tobacco product **including the use of e-cigarettes**, in a public place, or portion thereof, wherein the owner or operator thereof has designated the premises or portion thereof a nonsmoking area and posted notice as set forth hereinafter.

6. Sec. 11-36 (a) (Violations) be amended as follows:

It shall be unlawful for any person to smoke **to include the use of e-cigarettes**, in any area where smoking is prohibited by the provisions of this article.

7. Sec. 11-37 (Penalties), be amended as follows:

Continuing to smoke **including the use of e-cigarettes** in violation of this article constitutes an infraction, and the person committing the infraction may be punished by a fine of not more than \$50.00.

8. Sec. 11-38 (Other laws), be amended as follows:

This article shall not be construed to permit smoking **including the use of e-cigarettes** where it is otherwise prohibited by other applicable laws.

**Section 2.** That if any section, subsection, sentence, clause, or phrase of this ordinance is, for any reason, held to be invalid, such decision shall not affect the validity of the remaining portions of this ordinance. The City Council hereby declares that it would have passed this ordinance, and each section, subsection, sentence, clause, or phrase thereof, irrespective of the fact that any one or more sections, subsection, sentences, clauses, or phrases be declared invalid.

**Section 3.** That all ordinances and clauses of ordinances in conflict herewith be and are hereby repealed to the extent of such conflict.

**Section 4.** This ordinance shall be in full force and effect on the date of adoption.

Read, approved and adopted this \_\_\_ day of \_\_\_\_\_, 2015.

\_\_\_\_\_  
City Clerk

\_\_\_\_\_  
Mayor

Approved as to form:

\_\_\_\_\_  
City Attorney

**Transportation Planning Division**  
**Project update**  
**January 28, 2015**

**On-going**

- **RADTIP**

RADTIP - The final design process is underway. The aerial survey and ground survey are both complete. The consultant is updating the traffic analysis, and later in the summer will present options for additional improvements to the intersection of Craven St. and Riverside Drive. The consultants will present a preliminary design in November of 2014 and are expected to complete the final design by December of 2015. Right of way acquisition is planned for 2016. We applied for funding for Right of Way through the STP-DA TAP call for projects at the French Broad River MPO.

- Design contract is underway.
- Consultants are expected to deliver 25% complete design plans within 3 months;
- Final design expected in January 2016.
- Current project for ROW purchase to begin in 2015 through 2016.
- If all goes according to plan construction could begin as early as 2017.
- The design process for RADTIP is ongoing. Consultants delivered a preliminary design of the greenway portions of RADTIP. Those designs are under review. Staff and consultants are also reviewing the possibility of modifying the preliminary design to include protected bike lanes. No decision has been made. The target date to begin right of way acquisition is July of 2015. The start of construction is targeted for 2017.

- **East of the Riverway Transportation Network Plan**

- Final draft is pending staff review and minor corrections.

- **JARC Signals Design contract**

- Locations:
  - Louisiana & Haywood Rd
  - McDowell & Choctaw
  - South Charlotte & Biltmore
- Consultant has finalized the cost estimates for the remainder of the intersections.
- Ped signals – awaiting additional funding approval to advertise Haywood Rd/Louisiana Avenue and Choctaw/McDowell signals, preparing Biltmore/Southside-S. Charlotte as a capital project.

- **Asheville in Motion Plan.**

- POC meeting on October 24, 2014.
- Symposium #1 - October 25. 102 attendees
- Metroquest survey 774 responses to date.
- Presentation to the MMTC on January 28.

- **French Broad River Greenway** (Duke Energy property) and connection between FBR Park and Carrier Park

- Contract awarded to Stewart. Inc.
- Kick off meeting November 5, 2014

- **ISO 14000 - ART**
  - Contract signed and project on-going.
- **Charlotte Street**
  - This project has been delayed until FY16.
- **ADA restructuring**
  - Redefine service area
  - Streamline eligibility process: forms are ready and intern is working with contractor to get the final edits.
  - Public meetings to announce the changes and need to recertify.

### **New**

- **Transit Station repairs**
  - Working with CIP group in scope of work
  - A pre-bid for the contract will be held on 1/6/15 and bids are due on 1/13/15.–

### **Other efforts**

- **TIGER VI grant application**
  - Awarded and going through the steps to sign the grant agreement.
- **Clingman Forest and Town Branch Greenways and Depot Street Roundabout** (led by Al Kopf in Parks and Recreation Department).
  - Cost estimates are ready.
- **Beaucatcher Greenway**: drawings are progressing in terms of certain portions of the construction documents being completed but staff is still working out some right-of-way questions before consultant can progress further.
  - Nothing to report at this time.
  - The drawings are progressing in terms of the trailhead designs and greenway trail after preliminary inventory and assessment work. This work is also in response to staff's technical input and these follow-up drawings will be shared with City staff shortly. Staff has been coordinating meetings with the community at the intersection of South Beaumont Street and Ardmion Park to discuss the research and the proposed greenway trail design alternative in their vicinity. A larger public meeting will be planned for entire greenway length.
- **Haywood Rd. Multimodal Improvements** (led by Robert Kun in PW). Preliminary striping for lane shift and bike lane complete. Produced AutoCAD drawing for artwork and sent to involved party. Go-ahead from Legal that the condemnation process is to the point that they can proceed with the project. Met with sidewalk art group to discuss design, materials and locations of artwork. They have received the encroachment agreement from NCDOT. Staff received the encroachment agreement from NCDOT. The project has been put on hold in order to allow cyclists' access to Waynesville Ave while the Craven Street project is finished.

- **Haywood Road (Continued)**
  - Preliminary striping for lane shift and climbing lane and sharrows.
  
- **Haywood Connector (from Craven St to Beechum Curve-New Signal)**
  - Craven Street project is holding up any progress on Haywood Road. Meetings scheduled to discuss sidewalk art. Work will likely not begin until spring. Preliminary striping for lane shift and bike lane is complete.
  - A total of 20 on-street parking spaces have been proposed from Riverview Drive to Avon Avenue on the West side of the road. Met with property owner and designer concerning on-street parking. Created Engineer's Estimate for additional parking and related work. Renewed right-of-entry with one property owner; dropped off form for the other one.
  
- **Hendersonville Rd.** sidewalk (led by John Gavin in PW).
  - Finalizing plans and details for the sidewalk construction. A 90% completion submission of the sidewalk plans will go out to NCDOT for review this week.
  - Pedestrian signal design is being performed by NCDOT and plans are anticipated to be complete in October of this year.
  - Contract conditions and special provisions are being drafted.
  - Right of Way acquisition status approximately 30%.
  - Plans are 99% - will make any changes due to ROW negotiations once they are complete
  - Bid and construction documents are 95% complete; will make changes due to ROW negotiations once they are complete.
  - Estimates from engineers by week of 11/17/14.
  - Performing easement acquisitions. Still have 6 easements remaining.
  
- **Craven St.** (led by McCray Coates in PW).
  - The Craven Street Project kicked off on July 21. Tennoca is the contractor for the project.
  - Construction is continuing on the Craven Street project. The intersection Hazel Mill, Craven and Emma has been raised. The roadway will be closed between Hazel Mill and Waynesville beginning this week (11/11/14.)
  - The culvert at Waynesville has been installed. Sections of the water line have been installed.
  - The construction of the Low Impact Parking area is underway. The construction has begun on the greenway with the sewer line construction complete and grading continuing.
  
- **New Haw Creek Sidewalk:** Met with NCDOT to discuss design options. They will review preliminary plans and get back with us. Have rough estimate on pedestrian bridge and are exploring options.
  
- **Shiloh Road Sidewalk Project:** Sidewalk under construction. Project approximately 60% complete. Construction expected to be complete by the end of the month. (Armen Construction is the contractor.)
  
- **Cedar Street Bridge Rehab:** Feasibility Study has been completed and is in hand. Final invoice has been approved and is in Finance. Findings from the study are being summarized for reporting to PW.

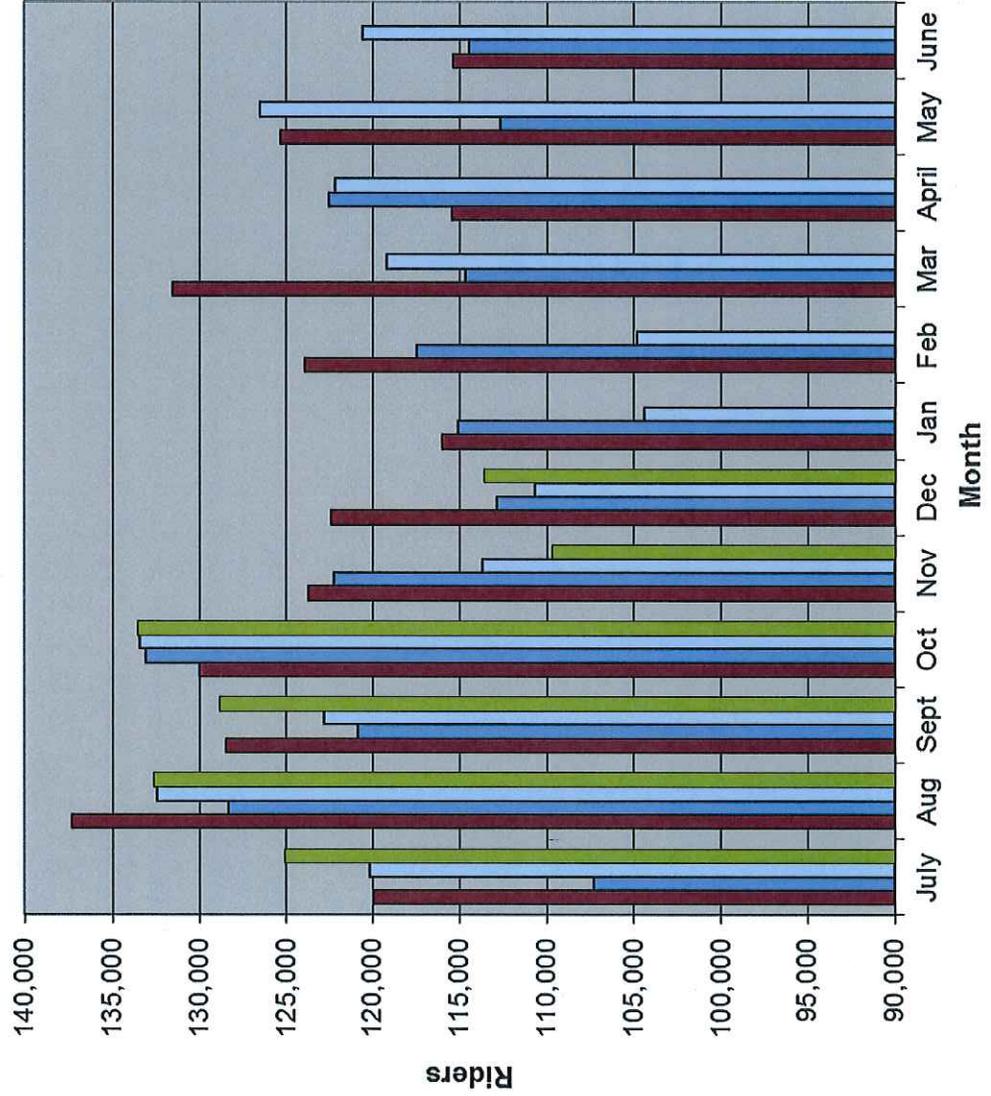
- **S Lexington Utility relocation:** All estimates and invoices have been received. Duke Energy invoice has been approved and is in Finance for processing. Construction will be scheduled after payment has been received by Duke.
- **Greenman Brewery Utility Relocation:** Appears to being handled by PW now.
- **Concrete Maintenance Contract:** The contractor completed the project on Cedar Street and Streets Department will be installing a safety railing. The contractor has currently assigned this crew to another City contract will resume working this contract when the other contract is completed.
- **Transit Garage Fuel Pad:** A pre-bid for the contract will be held on 1/6/15 and bids are due on 1/13/15.
- **482 Sunset Drive Landslide:** Patton Construction still drilling pier holes for soldier piles. Patton Construction's progress has been slow and will about measures to improve their pace.
- **Bent Tree Road Landslide:** Project complete. Anticipate final invoices from consultant and contractor soon. I'll also meet with inspector for the project to go over submittals and ensure we have everything we need for FEMA review.
- **Finalee Avenue Landslide:** Contractor to start preliminary site work following power line move. Wall finish selected, need to review vibratory proposal.
- **Leucothoe Lane Retaining Wall Evaluation:** Preliminary draft of the consultant contract complete, need to review. Consultant wants to schedule project kick-off meeting fort 1/27/15 with the City and Biltmore Farms, checking for availability.
- **Victoria Road:** Waterline project from the intersection at Livingston street to the intersection of Meadow Road. Working with Water Department and Stormwater Division's project to have the road overlaid once for both project. Survey to week of 1/12/15.
- **Vermont Avenue:** Survey complete. Beginning the design process with option to save the trees and make a safe sidewalk.

# February 2015 - Transit Commission Meeting

Quarterly Reporting October-December 2014

### Monthly Ridership Comparison

■ FY 2012   
 ■ FY 2013   
 ■ FY 2014   
 ■ FY 2015



### Monthly Ridership FY 2012-15

Month	FY 12	FY 13	FY 14	FY 15	Percent Change 2013-2014
July	119,969	107,331	120,209	125,068	4.04%
Aug	137,340	128,360	132,468	132,602	0.10%
Sept	128,467	120,868	122,799	128,835	4.92%
Oct	130,037	133,056	133,418	133,544	0.09%
Nov	123,727	122,281	113,671	109,676	-3.51%
Dec	122,431	112,900	110,701	113,620	2.64%
Jan	115,975	115,081	104,437		
Feb	123,921	117,482	104,887		
Mar	131,523	114,684	119,206		
April	115,443	122,523	122,218		
May	125,314	112,672	126,528		
June	115,379	114,455	120,586		
<b>Total</b>	<b>1,489,526</b>	<b>1,421,693</b>	<b>1,431,128</b>	<b>1,431,128</b>	<b>1.37%</b>

## Ridership July - December FY15

	Total Ridership FY 13				Passenger Trips per Hour			Passenger Trips per Mile			Combined Score		
	Route Ridership	Percent of Total	Rank	Monthly Average	Weekday Average	Operating Avg. Route Hr/Day	Riders/Hr	Rank	Route Miles/ Day	Riders/ Mile	Rank	Totals	Rank
E1	133,543	18.0%	1	22257	864	23	38.10	3	264.4	3.27	4	8	1
S4	45,537	6.1%	7	7590	317	6	55.12	1	28.8	11.02	1	9	2
W3	49,245	6.6%	5	8208	329	8	40.78	2	72.6	4.53	3	10	3
W1	75,649	10.2%	2	12608	501	17	29.77	4	218.4	2.29	6	12	4
N1	53,539	7.2%	4	8923	351	16	22.64	7	217.0	1.62	8	19	5
W4	33,137	4.5%	10	5523	225	9	26.26	6	85.6	2.63	5	21	6
S3	58,063	7.8%	3	9677	398	15	26.54	5	375.0	1.06	14	22	7
S1	48,012	6.5%	6	8002	326	16	20.60	10	190.0	1.72	7	23	8
N3	30,084	4.0%	12	5014	197	10	20.54	11	38.4	5.13	2	25	9
E2	44,000	5.9%	8	7333	290	13	22.59	8	205.3	1.41	10	26	10
W2	40,732	5.5%	9	6789	273	13	21.27	9	218.2	1.25	13	31	11
N2	33,136	4.5%	11	5523	220	12	18.58	12	165.7	1.33	12	35	12
N	29,123	3.9%	14	4854	195	13	14.89	14	141.5	1.38	11	39	13
S2	15,796	2.1%	16	2633	102	8	12.95	15	71.0	1.44	9	40	14
170	29,124	3.9%	13	4854	184	12	15.31	13	310.5	0.59	16	42	15
C	24,625	3.3%	15	4104	166	14	12.07	16	263.8	0.63	15	46	16
<b>TOTAL</b>	<b>743,345</b>	<b>1</b>	<b>123,891</b>	<b>4,938</b>	<b>202</b>	<b>24.44</b>	<b>2,866</b>	<b>1.72</b>					

Bottom Performers

Top Performers

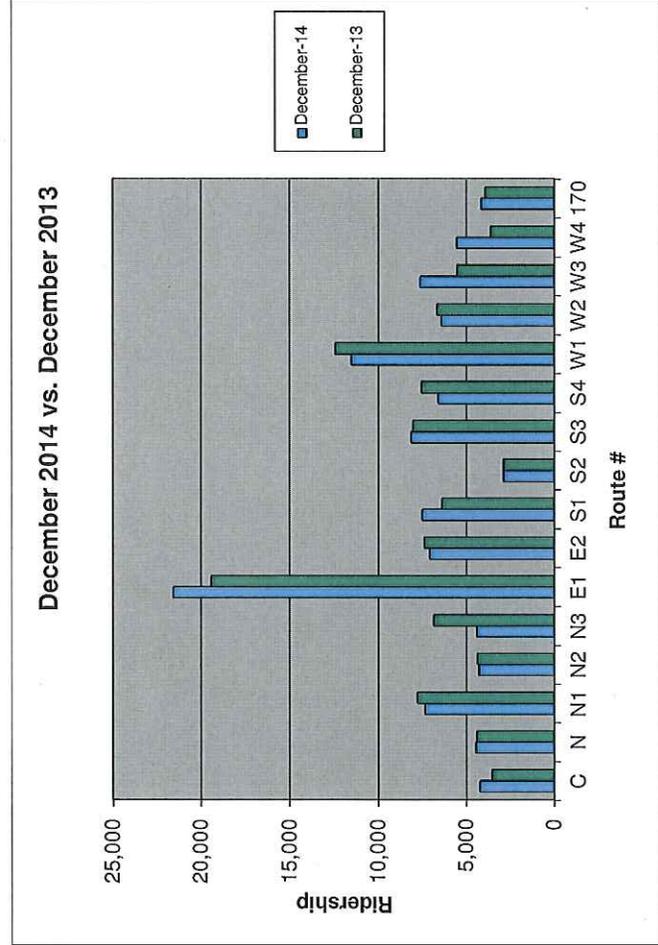
### Highlights:

- The Year to date ridership has increased by 1.37% over last year with a 2.6% growth in December.
- The majority of routes had increased ridership for December compared to last December, except for route N1, N2, N3, E2, S4, W1 and W2. The N3 drop can likely be attributed to miss counts, as W3 & W4 ridership increased more than expected.
- Top performers for FY 2015 continue to be: S4, E1, W1, W3, and N1. Bottom performers – 170, C and S2.
- Nextbus Usage seems to be flattening out at around 18,500 usages per month
- Not reporting on-time performance this quarter due to discrepancies in the data. On-time performance will be reported in the future.

# December Ridership Comparison

	Ridership			Passenger Trips per Hour			Passenger Trips per mile			Combined Score	
	Actual	Rank	Wkday Average	Operating avg. route hr/day	Riders/hr	Rank	route miles/day	avg riders/mile	Rank	Totals	Rank
E1	21,568	1	833	22.67	37	2	264.4	3.15	4	7	1
S4	6,580	8	277	5.76	48	1	28.8	9.61	1	10	2
W3	7,615	4	294	8.06	36	3	72.6	4.05	3	10	2
W4	5,546	10	228	8.56	27	5	85.6	2.67	5	20	5
W1	11,496	2	462	16.83	27	4	218.4	2.12	6	12	4
E2	7,066	7	289	12.83	23	6	205.3	1.41	9	22	6
S1	7,502	5	306	15.83	19	10	190.0	1.61	8	23	7
S3	8,121	3	337	15.00	22	7	375.0	0.90	14	24	8
N1	7,340	6	300	15.50	19	9	217.0	1.38	10	25	9
N3	4,388	12	172	9.61	18	11	38.4	4.47	2	25	9
W2	6,417	9	260	12.83	20	8	218.2	1.19	12	29	11
S2	2,901	16	117	7.89	15	12	71.0	1.65	7	35	12
N	4,450	11	179	13.08	14	14	141.5	1.27	11	36	13
N2	4,272	13	174	11.83	15	13	165.7	1.05	13	39	14
C	4,224	14	167	13.75	12	16	263.8	0.63	15	45	15
170	4,134	15	156	12.00	13	15	310.5	0.50	16	46	16
<b>TOTALS</b>	<b>113,620</b>		<b>4,552</b>	<b>202</b>	<b>23</b>		<b>2,866</b>	<b>1.59</b>			

	December-14	December-13	% change
C	4,224	3,549	19.02%
N	4,450	4,405	1.02%
N1	7,340	7,775	-5.59%
N2	4,272	4,365	-2.13%
N3	4,388	6,854	-35.98%
E1	21,568	19,439	10.95%
E2	7,066	7,379	-4.24%
S1	7,502	6,375	17.68%
S2	2,901	2,899	0.07%
S3	8,121	8,020	1.26%
S4	6,580	7,543	-12.77%
W1	11,496	12,407	-7.34%
W2	6,417	6,646	-3.45%
W3	7,615	5,532	37.65%
W4	5,546	3,596	54.23%
170	4,134	3,917	5.54%
<b>TOTALS</b>	<b>113,620</b>	<b>110,701</b>	<b>2.64%</b>



30-Jan Update	Item SAFETY Items Update	Status	Date	Cost	
1	Marking Walkways in the Shop	Done	May-11	\$ 50.00	Shop floor needs cleaning before this can be done
2	Securing Stacked Items in the Shop	Done	May-11	\$ -	old bus stop signs, old bus stop markers, old vaults
3	Securing the tires in the maintenance yard	Done	Ongoing	\$ -	Firestone picked them up the week of Dec 6th
4	"cleaning the attic"	Done	Aug-11	\$ -	Inventoried and sheets sent to city for final processing
5	Document equipment safety inspections	Done	May-11	\$ -	Normal PM cycle for the equip.
6	Remove surface oil from maintenance facility	Done	May-11	\$ 5,600.00	Having floor scrubber repaired so we can maintain clean floors
7	Improved Safety Signage	Done	5/1/2011	\$ 600.00	New Safety Poster being used, banners and stickers here and up
8	Daily radio messages, daily safety posting,	Done	ongoing	\$ -	each week prepare the next weeks messages
9	Safety Committee Meetings	Done	ongoing	\$ 1,200.00	Overtime for staff in the meeting ( annual est)
	Smith System Training				
10	c. Train the trainer	Done	Mar-11	\$ 3,800.00	train one supervisor to be our trainer & training materials
11	3. USDOT certification program for supervisor	Done	Jun-11	\$ -	Using Smith System, sent James to NTI training
12	4. Better documentation of training	Done	ongoing	\$ -	do a daily training log, separate in the HR files
13	5. Develop a refreshed training course	Done	Aug-11	\$ -	Smith system will be used annually for refresher
14	6.Pull cameras to start random review of driving	Done	ongoing	\$ -	need to develop a schedule, union opposed to this idea
15	7. Camera system PM	Done	ongoing	\$ -	all have been checked and will be done with each PM
16	Transit Center Items				Need to upgrade cameras which we are planning to do
17	1. Move Planters to give better visibility of bus Shop	Done	Jan-11	\$ -	Used three people to move them and a special cart
18	1. Employee parking needs to be consistent	Done	Mar-11	\$ -	need to work with affected employees, no incidents
19	2.General housekeeping	Done	Jul-11	\$ -	long list given to shop director to set dates and time for each of the items, given on Dec 15th
20	3. Cords and hoses	Done	May-11	\$ -	On master list of items needing attention
21	4. Use of Jack Stands	Done	Mar-11	\$ 2,000.00	Would need to buy another set of jack stands.
22	5. Use Bump caps	Done	Apr-11	\$ 100.00	Would need to order at least 4, probably 7
23	6. Safety Vest	Done	Apr-11	\$ 300.00	We have a shop vest and truck vest, would need to buy for each technician and service worker
24	7. Safety glasses	Done	May-11	\$ 60.00	Glasses for techs and then spares for visitors
25	8. Shop safety program	Done	Jun-11	\$ -	unknown program cost, researching
26	9. Attend OSHA compliance class	Done	Sep-11	\$ 100.00	Online training available via a third party company
27	10. Non maintenance staff should be banned from the shop work area.	Done		0	This is the only way to access the smoking area would need to have a new smoking area set up.
28	d. Pedestrian awareness program	Done	Jan-11	\$ -	via our daily safety messages
8	b. Fence area between post office and	Done, Temp fence	Oct-12	\$ 1,500.00	looking for funding for a permanent fence, temp fence up till end of June
1	1. Hot Spot Safety Board	Started	Ongoing	\$ 100.00	work with safety committee to develop
2	2. Hot Spot discussions should be included in all service meetings	Started	Ongoing	\$ -	Discussed at monthly safety messages
3	3. Schedule PM of yellow paint at curb to make sure it alerts people of safe zone	Started	Ongoing	\$ 200.00	Work with safety committee to develop annual PM of this safety painting, to keep people from standing too close to the curb when bus approaches
4	4. Schedule PM of yellow paint at curb to make sure it alerts people of safe zone	Started	Ongoing	\$ 200.00	MOVED ITEM TO CIP PROJECT
5	2. Cross Walks painted at Asheland and Coxe	Research/CIP	2013	\$ 200.00	needs to be be warm enough to paint, who does the work?
6	3. Safety concerns over landscaping pathways	Research/CIP	2013		MOVED ITEM TO CIP PROJECT
7	a. Unprotected access which increases risk	Started			Revisited with city staff, still working on issue as of Oct 1
9	transfer center to minimize the risk				New permanent fence is in current CIP, city obtaining final estimates. also has a negative impact on customer service
10	4. Cracked and broken concrete create a trip hazard at the terminal	Research/CIP	2013		MOVED ITEM TO CIP PROJECT
11	5. Schedule PM of yellow paint at curb to make sure it alerts people of safe zone	Research/CIP	2013	\$ 200.00	Will need to inventory the site so that a cost estimate can be generated for the concrete work. One brass piece needs "protected" by curb to prevent tire sidewall damage
12	6. Improve speed monitoring at terminal possible stop or speed hump in middle	Ongoing	Ongoing	\$ 200.00	annual PM of this safety painting, to keep people from standing too close to the curb when bus approaches
					More monitoring of the site by supervisors and via the safety messages, adding more cameras to help track
					We have camera quotes, APD doing more patrols, dispatcher on platform more, often, speed bumps have been rule out
13	Add signs in Yellow zone on TS platform DANGER STAND BACK	new	11-Nov	\$ 200.00	We have painted a few of these as a test.
14	Safety Ride checks with all new employees	new	8-Nov	n/a	A new early check ride system about two weeks after the new employees go full time. All New employees have been done, now working on others
15	SE and South Garage property Fencing repair/ Replace	New	Jan-14		A review of the perimeter fencing and new construction south of our property revealed the new for fence repair or replacement
					CIP PROJECTS MAY BE DELAYED DUE TO BUDGET CONSTRAINTS FOR 2014 BUDGET YEAR
16	Electronic door locks for garage and station	Ongoing	3/20/2014		Getting new estimates for both facilities
17	KeyPad Door Lock for Driver door, transit station	New on 6/26/14	7/30/2014	850	estimates have been received, now looking for final funding approval
18	Exit onto Coxe, storm drain collapsing	New July 2014		Unknown	This lock has been installed
19	Update Traffic Flow signs at Transit station	Update Oct 2014	1/1/2015		Working to find a fix for this problem
20	Repair storm drain and concrete near Post Office	Updated Dec 2014			Signs will go up this fall and concrete painting in the spring when it warms up
21	New Signage to prevent cars from entering station		Dec-14	15-Jan	Storm drain beginning to fail along with surrounding concrete.
					Done by city department, looks good



### ART Public Stuff Complaints for December 2014

title	status	address	ticket numbs	date created	date due
Transit-sign	completed	Tunnel Rd at Kenilworth Rd, Asheville, NC, United Statt	579780	12/30/2014	1/13/2015
Transit-vehicle conflict	completed	Tunnel Road, Asheville, NC, United States	579589	12/30/2014	1/13/2015
Redlight	completed	Patton and South French Braod	571545	12/17/2014	N/A
Transit-passed passenger N1	completed	Broadway to Woodfin	571082	12/16/2014	1/9/2015
Bus stop glass panels dislodged / missing	completed	3 S Tunnel Rd	551598	12/15/2014	12/29/2014
Transit- driver didn't stop at stop	completed	College at Court Plaza	550160	12/12/2014	1/9/2015
Transit- sign about to lean into traffic	completed	152 Tunnel Road	550002	12/12/2014	12/26/2014
Transit- missed passenger	completed	Va Medical Center, asheville NC	549948	12/12/2014	12/26/2014
Low hanging Powerline	completed	397 Deaverview Road	547471	12/10/2014	12/24/2014
Transit- Very Dark Bus stop	completed	51 Meadow Rd	547278	12/9/2014	12/23/2014
N1 improper lane on WT Weaver	completed	WT Weaver Asheville, NC	545309	12/8/2014	12/22/2014
E2 Customer Service	completed	Tunnel Road	543563	12/5/2014	1/9/2015
Bus Stop Sign On Ground	completed	Deverview Road	542637	12/4/2014	12/18/2014
Route N1 13 minutes late	completed	49 Coxe Avenue	541870	12/3/2014	12/17/2014
Transit fall in Hillcrest	completed	Hillcrest Apartment, Asheville, AL	539881	12/2/2014	12/16/2014
Carry empty gas can	completed	Tunnel Road at Riceville asheville, nc	539441	12/1/2014	12/15/2014
Buses making stops away from curb	completed	Haywood Rd	539433	12/1/2014	12/15/2014

### Summary

