



ASHEVILLE TRANSIT COMMITTEE

Meeting Agenda

3:30 pm to 5:00 pm

Tuesday, April 7, 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
- April 7, 2015 Agenda - review and approval
- March 3, 2015 Minutes - 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

- TC member replacement
- Strive Not To Drive (SNTD) - Julie

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
- Budget discussions with City Council – Julie
- Draft Policy Document Review – attached – Julie
- Groceries on the bus – Calvin
- MMTC Update - Bruce

4:30 pm – Staff updates

- List of Projects – attached – Mariate
- Fees & Charges – attached - Yuri
- Advertising Policy Clarification – attached - Yuri
- ADA changes and Public Meeting updates - Yuri
- ART monthly Reports: Public Stuff, Accident Summary; Safety Report, Ridership,

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.ridetheart.com and click on "Transit Committee"

Asheville Transit Committee Meeting Minutes – Tuesday, 3 March 2015

Attending:

Committee Members: Dave Erb, David Wilson, Brooke German, Bruce Emory, Tom Tomlin, Ed Johnson, Julie Mayfield, Adam Charnack, Calvin Allen

City/ART Staff: Yuri Koslen, Mariate Echeverry, Gregg Godwin

Community Members: Adam Sanderson, Roy Harris, Tim Sadler

3:35 pm - Opening of Meeting

Julie opened the meeting and welcomed new TC members. Members introduced themselves.

3 February 2015 Minutes - Bruce moved to approve, David W. seconded. Unanimous approval.

3:40 pm - Public Comment I

Adam Sanderson (Americorps volunteer with RiverLink) requested TC support for free or reduced price placards on buses advertising RiverLink's fare reimbursement program for volunteers. Bruce moved, Calvin seconded that ad rate structure be changed to provide 50 percent discount, rather than just 15 percent, on interior ads for non-profits. Unanimous approval. Julie moved, Adam seconded that TC request MMTC support for a 50 percent discount specific to this RiverLink project (since project ends before more general change could be adopted in next year's budget). Unanimous approval.

4:07 pm – TC Experiences Riding the Bus

David W. noticed outdated announcements regarding Route C on E1. Adam noted announcement problems with N, was also on a bus with non-functional audio on Mon, 23 Feb at 4:50pm on the N. Dave E. received a complaint about the discontinuation of service into UNC Asheville on the first morning ride. Calvin has received requests for temporary stop on N3 somewhere between top of Hill St. and downtown motel. Yuri clarified that problem with N3 is temporary, due to hotel construction, and will end soon.

4:24 pm – Old Business

TC Goals -

Service expansion: Calvin has met with Brownie Newman about county involvement, will transmit funding priority info to him.

Increasing funding: Julie is working to reconvene group that prepared funding white paper a year or so ago, and is looking at what City can do.

Policies -

Policies on e-cigarettes, suspensions, and strollers are in process. Yuri and Martha McGlohon have found good models from transit properties in other cities. Julie requested that Yuri circulate the proposed language to TC, for consideration at next month's meeting.

Groceries on the bus -

Committee is active, will bring a recommendation to TC within next two to three months.

Advocacy -

Meetings with Council members are underway, with mixed results.

4:52 pm – Staff Updates

Mariate highlighted Asheville in Motion charrette Wed through Sat, 10-14 March at Renaissance Hotel. Drop-in meetings will be Wed through Fri from 9:00am-5:00pm, with formal presentations Wed and Thurs from 8:00-9:00pm, and a summary presentation Sat from 10:00am-12:00noon.

Gregg gave updated info about ADA meeting which was postponed multiple times due to weather.

Yuri reported that ISO 14000 and Transit Center infrastructure improvements are proceeding.

5:08 pm – Agenda Items for Next Meeting

review policy document, groceries update, progress on goals, MMTC update (recurring)

5:10 pm – Meeting Adjourned

Notes

1. Notes from meeting on 3-2-15
 - a. Subcommittee edited document,
 - b. suggested incorporating the policies in to the guidelines
 - c. Recommended a policy of “Strollers can be brought on board ART buses. Strollers must be secured by guardian or stroller brake and must not completely block the bus isles”. Subcommittee asks for operation to test this policy and if necessary restrict stroller use to times during peak/crowed time’s strollers must be collapsed.
 - d. Recommended publishing these Guidelines in the following places
 - i. In a tri-fold pamphlet
 - ii. On website
 - iii. Send electronically to iride
 - iv. A poster on the bus, highlighting the most important items
 - v. A complete poster at the ART Station
 - vi. Also some of these policies are already on the system map so others could be added

POLICIES – Incorporate these policies in to the below guidelines

2. Bicycle Policy
3. Asheville Redefines Transit (ART) and the City of Asheville adhere to the Americans with Disabilities Act (ADA), Title VI, and other applicable federal regulations and requirements. If you wish to file a complaint about a violation of these regulations...
 - i. By ADA standards, wheelchairs must be secured on buses. There are two wheelchair securement locations per bus, each equipped with devices which hold the wheelchairs safely in place. Operators provide securement assistance as needed. Lap/shoulder belts are recommended for safety purposes.
 - ii. Service animals which have been trained to assist an individual in living independently are permitted on board.
 - iii. Reserved seating
 - iv. Lower the bus
 - v. Discount fares
 - vi. Paratransit
 - vii. Complaint process – as laid out in triennial
 - viii. Stop announcements
 - ix. Provide adequate time for boarding /alighting
4. Title VI
 - a. Asheville Transit Non-Discrimination Policy
 - b. Complaint process
5. EMS

6. Complaint process

- a. ADA
- b. Title VI
- c. General

ITEMS STILL RESEARCHING

- E-cigarette / tobacco policy -COMPLETE
- Suspension policy and reasons for suspension
 - Next steps
 - Yuri needs to write using example policies from other transit agencies
 - Work with Legal Department to draft policy
- Firearms
 - next step: Legal Dept. working on details
- Food access & storage
 - Next steps
 - Yuri work with Operations to develop dimensions
 - JE will provide sample carts to further test meeting dimensions and develop pilot project
- Strollers
 - Next steps - Conversation with Rose on 3-5-15. Reach out to MBTA and LA Metro to understand how sees strollers during an emergency evacuation of bus. Have they conducted an evaluation of this policy, or developed procedures on how to handle strollers that may be in the bus isle during an emergency situation. Is there a contact person that Rose can talk with?
 - 2/3/15 – Transit Sub committee recommended a policy of “Strollers can be brought on board ART buses. Strollers must be secured by guardian or stroller brake and must not completely block the bus isles”. Subcommittee asks for operation to test this policy and if necessary restrict stroller use to times during peak/crowded times strollers must be collapsed.
 - 1/2015 -Staff conducted research and is looking for guidance on a policy to pursue.
 - Research conducted
 - MBTA- there is no stroller policy. Strollers can be brought on board.
 - Would needs to conduct tests with operations
 - LA Metro- strollers must be secured and not block passageways, BUT during peak/crowded times, they must be collapsed
 - New York MTA- stroller must be folded (collapsed) prior to boarding and stay folded for the duration of the trip
 - RTD Denver- strollers must be collapsed prior to boarding and either remain collapsed OR be stored in the seats behind the securement areas and priority seating

- Triangle TTA- it is a level 1 offense (30 day suspension) to bring on-board a non-collapsible stroller which blocks the aisle or restricts passengers' free movement
- CPR/First Aid obligations – no obligation that City is aware of. Not pursuing a policy at this time.

RIDERS RESPONSIBILITIES

- 1) Passengers on the bus should be courteous and respectful of the driver and other passengers, not disruptive or abusive. Any behavior that distracts the driver or is harmful to a passenger will not be allowed on the bus.
 - a) Smoking and E-cigarettes are prohibited at the ART station and on the buses.
 - b) Crude language is prohibited
 - c) Loud conversation/talking is not acceptable.
 - d) Passengers listening to music must use headphones and keep the music at a volume that other passengers will not hear.
- 2) Passengers should not ever approach or try to stop a moving bus.
- 3) Help keep transit clean! Passengers should not leave trash on the bus or toss anything out the window. Trash should be placed in the trash bags on each bus or in trash cans at stops or the ART Station. Passengers are asked to assist ART employees by reporting cleanliness issues.
- 4) Help keep ART on schedule.
 - a) Passengers should arrive at their stop early and be prepared to board the bus with their bus fare, ticket, or pass ready prior to the bus arriving.
 - b) Passengers who do not need to use the wheel chair lift should exit the rear door of the bus.
 - c) Passengers are encouraged to take their position, either seated or standing, as soon as possible.
 - d) All able-bodied passengers should move toward the rear of the bus or give up seats for the elderly, disabled, and families with children. Drivers should encourage this behavior. Drivers may request non-disabled persons to move from reserved seating for disabled passengers.
 - e) Passengers who need a transfer should request a transfer when they board, if possible.
- 5) Carrying items on the bus
 - a) ART supports the use of bicycles and allows them on buses at no extra charge. If the racks are full, two additional bicycles are allowed inside the bus, depending on passenger and wheelchair loads. Only single rider, two-wheel bicycles are permitted on the bus; no motor, tandem or three wheel bicycles.
 - b) Packages/bags/luggage may be carried on board the bus. However, in the case of a full bus, riders may bring only as many packages/bags/luggage as they can fit on their lap, under their seat or in provided storage areas
 - c) Hazardous and/or flammable materials are prohibited.
- 6) Eating and drinking are prohibited onboard the bus; including to go cups with lids. However, beverages and food in closed, spill-proof containers are allowed ;this includes unopened items, beverages with screw cap lids, water bottles, and travel coffee mugs. Trained service animals are permitted on board. Smaller domesticated animals can be carried on in pet carrying cages. The cages must then be held in the passengers lap.

Passengers are encouraged to submitting complaints In order for these issues to be addressed; customers must include contract information, time, date and location of issue.

ART EMPLOYEES RESPONSIBILITIES – includes bus drivers, dispatch staff and all other employees in ART

- 1) ART employees will be respectful and courteous to passengers at all times. ART employee should not physically engage with a passenger, unless doing so could prevent harm to others.
- 2) ART employees will demonstrate a commitment to strong customer service. Drivers will wear name I.D's and freely share their name with passengers.
- 3) Drivers provide reasonable accommodations when safe, to ensure strong customer service, especially for passengers with disabilities.
- 4) Drivers commit to safely operating the ART vehicles as trained.
- 5) Drivers should not depart a bus stop early as indicated by the Next Bus system.
- 6) Drivers will lower the bus upon request.
- 7) Drivers will ensure that major intersections are announced either by the Automatic Voice Annunciation (AVA) system or by making the announcement using the on board speaker.
- 8) Drivers should be considerate of passenger's safety as they begin driving away from a bus-stop. For senior or disabled passengers, drivers should wait until they take a seat or are holding onto handles before moving.
- 9) Drivers are responsible to not by-pass a passenger intending to ride their bus.
 - a. If it is clear that a passenger is seeking to catch a bus, the driver will pull to the closest designated bus stop and wait for passenger within a reasonable distance.
 - b. Driver must provide reasonable accommodations to assist a disabled passenger. For example, if a disabled passenger is waiting near a bus stop but cannot access or board at the signed stop due to an obstacle, a driver is expected to assist the passenger in boarding at the nearest safe and accessible location. If due to traffic, construction or other temporary safety circumstance (weather) a bus-stop cannot be served, the driver can stop to board/de-board passenger at an undesignated bus-stop.
 - c. Drivers are responsible for calling dispatchers to request a tripper vehicle when bus is full or significantly delayed.
- 10) If a driver is running late, then they must inquire with the passengers on the bus to see if anyone needs to make a transfer to another route. If the bus is likely to be less than 5 minutes late the driver must make a request to the dispatcher to hold the routes that are needed by his passengers. The dispatcher will inform the passenger via the driver if this isn't possible. If a route is later than 5 minutes, then generally routes cannot be held. The last route departure of the day for each route will be held longer as determined by dispatch staff.
- 11) If the bus is crowded, drivers should ask passengers to move back in order to let more passenger's board. If the bus cannot accommodate additional passengers whether a single passenger, a wheelchair, or a passenger with a stroller, the driver must call for another bus.
- 12) Drivers will make a request to dispatch staff on any timing and route related adjustments (i.e. emergencies, traffic delays, construction delays, bad weather, or on the last route of the night) and will notify riders of these adjustments as quickly as possible.

- 13) Drivers have a responsibility to address emergencies situations immediately. Drivers must first contact a dispatcher to report situation.
- 14) Drivers should give passengers transfers at any time prior to the passenger's departure from the bus.
- 15) Drivers will keep their buses clean, report cleanliness issues beyond their capacity, and turn in lost and found items to the Transit Station for individuals to collect.

ART SYSTEM RESPONSIBILITIES

- 1) ART will have a clock at the ART Station that is the system's official clock and that buses use to determine their departure times.
- 2) ART will maintain, track and evaluate accurate system data, including route on-time performance.
- 3) Prior to any decisions about fare changes or significant changes, ART will hold a public hearing and place the issue on a Transit Committee and Multi-Modal Commission agenda.
- 4) ART will provide quality customer service.
 - a) Customer Service training will be provided to all staff regularly or more often to address specific issues as they arise.
 - b) ART will require each driver to wearing a name badge.
 - c) In the case of inclement weather, ART posts information on route closures and delayed start times in the following places as early as possible: On ART phone message, WLOS, the ART website, and in Next bus messaging system.
 - d) If a bus/equipment breaks down, is un-sanitary or is delayed replacement equipment will be deployed as soon as possible. Insure signage is posted at each bus stop with contact information for ART. ART will keep information on the system, routes, fares, and any changes current and easily available at the ART Station, online, and on the buses. ART encourages passengers to make us aware of issues. Within 72 hours a representative of the ART system should contact the complainant. The complainant may follow up with ART at any time. When a case has been resolved, the complainant will be contacted to let them know the case has been closed and the final outcome. Discrimination, disability and environmental related complaints have a unique complaint process. Complaints can be submitted in multiple ways ;
 - i) in person at the Transit Center,
 - ii) by the Asheville App (smart phone or desk top),
 - iii) by emailing iride@ashevillenc.gov,
 - iv) via phone call (828) 253-5691,
 - v) or in a written letter, on the Title VI complaint Form or on the ADA complaint Form

**Transportation Planning Division
Project update
March 25, 2015**

On-going

- **RADTIP**
 - The design process for RADTIP is ongoing.
 - The target date to begin right-of-way acquisition is July of 2015.
 - The start of construction is targeted for 2017.
 - Consultants delivered 25% complete design plans.
 - Staff review of construction plans is underway.
 - Public meeting anticipated in early summer.

- **East of the Riverway Transportation Network Plan**
 - Still pending a few final changes, mostly maps.

- **JARC Signals Design contract**
 - Locations:
 - Louisiana & Haywood Rd
 - McDowell & Choctaw
 - South Charlotte & Biltmore
 - Firming up funding to move forward with two of three signals

- **Asheville in Motion Plan.**
 - Charrette produced the street and community typology needed to continue the project. Eight strategic corridors were on the list, featuring geographic location, type of land use served, and different typologies. We had 108 attendees. Report will be read by the end of April. The next steps are to refine the scenario analysis, develop a street design priority matrix, corridor profiles, and typical sections and provide prioritization criteria to apply these principles in future projects and symposium #2.

- **French Broad River Greenway** (Duke Energy property) and connection between FBR Park and Carrier Park
 - Staff was accessed to the property from Duke and the surveying has been completed. The consultants, Stewart Engineering are working on the design and will have 25% level design complete in late April. Consultants will be in town the week of 3/23/15 for site work.

- **ISO 14000 - ART**
 - Desk review with no findings.

- **Charlotte Street**
 - This project has been delayed until FY16.

- **ADA restructuring**
 - No updates

New

- **Transit Station repairs**
 - Working with CIP group in scope of work

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**
 - Staff is working out the land acquisition in the next months; completing the documents needed for Categorical Exclusion status; and working on construction timelines for 2017 with Capital Projects Team.
- **Beaucatcher Greenway:**
 - The construction drawings are progressing which was provided by staff in February regarding the greenway alignment and design features. The open house in February was cancelled due to inclement weather and staff is developing an alternative means to share information and gather comments.
- **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. No additional updates.
- **Craven Street**
 - All the water line installation has been completed. The stream restoration work has begun. The retaining walls associated with the Greenway and the stream is expected to be completed by mid-May. The bridge for the greenway is expected to be installed by early summer. Progress is expected to pick up with warm weather.
- **Hendersonville Rd. sidewalk** (led by John Gavin and Alvin Fuller in PW).
 - Plan and Bid documents are being finalized for submission to NCDOT. The language of all easements have been agreed upon. All but 2 haven been signed. ROW certifications has been filed with NCDOT and awaiting approval and hopes to advertise the project June 1, 2015.
- **Craven St.** (led by McCray Coates in PW).
 - Construction activities continue to move along. The arch culvert has been installed and the road is now open between Waynesville Ave. and Georgia Ave. Work is currently taking place between Waynesville Ave. and Hazel Mill, this section of roadway is closed and is

expected to be closed until spring, the roadway in this section is nearing finished elevation. The rough grading for the greenway is taking place with the sewer line is completed. The fill for the LID parking lot is in with continued work on the sidewalk and stone placement in the parking lot. The reconfiguration of Hazel Mill Road and Emma Road had taken place and is open to traffic currently. The water line construction is moving forward with and is expected to be completed by April.

- **New Haw Creek Sidewalk:**

- Project has been pushed back to FY16-17. Recommendations given by NCDOT. New plans and estimates have been made based on recommendation and presented to Ken Putnam. Have rough estimate on pedestrian bridge and exploring options.

- **Shiloh Road Sidewalk Project:** Construction is complete.

- Contractor's Waiver of Lien has been received, final payment has been made to the contractor, and the Final Acceptance Letter has been issued with Armen Construction.

- **Lake Craig/Azalea Road Improvements:**

- Construction of the project is in its final stages. It is with excitement that the new traffic patterns are in place. The major components of the project are complete with some additional work in the area of the stream bank necessary. NCDOT has constructed the turning lanes and the traffic signal signals are functioning. The final stages of the water connections should be made over the next 4-6 weeks. The project is expected to be finalized by mid-April.

FEES AND CHARGES WORKSHEET

DEPARTMENT: Transportation DIVISION: Transportation Planning

Revenue Name: Passenger fares

Account Code: 65000951-450600

Current Fee: Fare Free Zone offers free rides to passengers who travel through the Central Business District; once outside of the CBD the regular fare is required.
Currently the Fare Free Zone includes only Downtown Asheville (south of I-240, north of Hilliard, west of Charlotte St. and east of South French Broad.)

Proposed Fee: Remove Free Fare Zone .

Additional Revenue from Fee Change: n/a

Describe the service for which the fee is/will be charged:

The proposal is for the Fare Free Zone to be discontinued. It would no longer be an option for riders. All riders would need to pay a boarding fee or use a ticket or pass to ride the ART.

Explain reason for increase:

As 58% of our passengers utilize an unlimited rides pass (Monthly, yearly or passport pass), the majority of our riders would not be impacted. Additionally, three new routes (W3, W4 and N) are traveling a path in and out of the Fare Free Zone, making it difficult to monitor ridership. This change will ease driver management and passenger confusion.

FEEES AND CHARGES WORKSHEET

DEPARTMENT: Transportation DIVISION: Transportation Planning

Revenue Name: Road Closure Impacts on Transit

Account Code: 65000951-450603

Current Fee:

\$100 for each non-city sponsored event or construction project that requiring a detouring that cause the notification of passengers ahead of time, plus \$20 per four bus-stops not being served due to the detour.

Proposed Fee: \$100 for each non-city sponsored event or construction project that requiring a detouring that cause the notification of passengers ahead of time, plus \$20 per four bus-stops not being served due to the detour, plus \$50 per bus-stop sign that must be moved due to the detour.

Additional Revenue from Fee Change: **\$200**

Describe the service for which the fee is/will be charged:

Moving a transit sign will primarily occur in relation to a construction project. The new \$50 fee covers staff time to move one bus-stop impacted by a street closure or detour.

Explain reason for increase:

Staff time (\$50/hour) is taken to go on site with a vehicle to move the signs. Additionally, staff must post notices for passengers and inform bus operators of the changes.

\$100 for each non-city sponsored event or construction project that requiring a detouring that cause the notification of passengers ahead of time, plus \$20 per four bus-stops not being served due to the detour.
\$100 for each non-city sponsored event or construction project that requiring a detouring that cause the notification of passengers ahead of time, plus \$20 per four bus-stops not being served due to the detour, plus \$50 per bus-stop sign that must be moved due to the detour.

Revised Transit Advertising Policy
City of Asheville Transportation and Engineering Department

PURPOSE

It is the purpose of this document to establish a Policy pertaining to advertising space for the City of Asheville Transportation and Engineering Department's Public Transportation Transit Buses and related Facilities..

INTENT

The primary purpose of this Policy is to provide clear standards as to what types of advertising are prohibited on the inside of buses, on the exterior of the buses, on bus shelters and/or on bus benches.

SCOPE

The City of Asheville Transportation and Engineering Department is engaged in commerce as a provider of safe, clean and reliable bus transportation service. The advertising space located inside the buses, on the exterior of the buses, on bus shelters and/or on bus benches constitutes part of this commercial venture, and is a nonpublic forum. To that end, the City of Asheville Transportation and Engineering Department, in managing this commercial venture, has adopted this Policy to further the following interests:

- (1) To maximize revenue generated through the sale of advertisements consistent with the provisions of this Policy;
- (2) To avoid the appearance of favoritism;
- (3) To avoid imposing upon a captive audience;
- (4) To maintain neutrality;
- (5) To provide a reasonably safe and unobtrusive environment for bus passengers; and
- (6) To minimize chances of abuse.

DEFINITIONS

1. Commercial: Advertisements selling one's own products or services that propose a commercial transaction.
2. Government: Advertisements exclusively sponsored by the federal, state or local government and is being advertised on the government's own facility(ies) at the time a request is received for advertisement on the City's facilities.
3. Public issue: Advertisements that are neither commercial nor government as defined herein.

STANDARDS

The Director of the City of Asheville Transportation and Engineering Department or designee may only authorize an advertisement located inside the buses, on the exterior of the buses, on bus shelters and/or on bus benches, if the advertisement complies with the following standards:

1. The advertisement is commercial.
2. The advertisement is a government advertisement as defined herein.
3. Political and religious advertisements are strictly prohibited.
4. Public issue advertisements are strictly prohibited.
5. Advertisements depicting alcohol/liquor or tobacco products are strictly prohibited.
6. False, misleading, libelous or deceptive advertisements are strictly prohibited.
7. Advertisements relating to an illegal activity or proposing an action that is prohibited by federal, state or local law are strictly prohibited.
8. Advertisements containing offensive terms or pictures are strictly prohibited.
9. Advertisements containing sexual and/or violent material, obscene material, profane language or obscene language are strictly prohibited.
10. Advertisements for sexually-oriented businesses, services or products are strictly prohibited.

WEBSITES

All advertisements containing a website will be reviewed in accordance with the above standards and will be subject to continued monitoring throughout the term of the contract for compliance with this Policy.

PRIORITY

All applications for advertisements shall be on a first-come, first-serve basis with no guarantee of space availability.

COST

The cost to advertise shall be as set forth in the City's Fees and Charges Manual.

RESERVATION CLAUSE

The City of Asheville Transportation and Engineering Department reserves the right to remove any and all advertisements at any time should the advertisements come into conflict with this Policy.

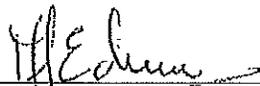
APPEALS

Any applicant whose advertisement has been denied by the Director/designee may appeal the denial to a three (3) member Advertising Appeals Committee. The appeal must be in writing and submitted to the Director within five (5) business days of the date of the written denial along with any supporting materials as to why the decision should be overturned. The Committee shall consider the appeal and render a written determination within five (5) business days of receipt of the appeal. The three-member Committee shall consist of the Planning and Development Director /designee, the Parks and Recreation Director/designee and the Chief of Police/designee. The City Attorney's Office shall serve as the Committee's legal advisor as needed.

If the applicant is dissatisfied with the Committee's written decision, the applicant may appeal on the record to the City Manager/designee within five (5) business days of the Committee's written decision. The City Manager/designee shall consider the appeal and render a written determination within five (5) business days of receipt of the appeal. The City Manager's/designee's determination shall be final.

Effective, this 8th day of July, 2009.

By:



Mariate Echeverry, Transit Manager,

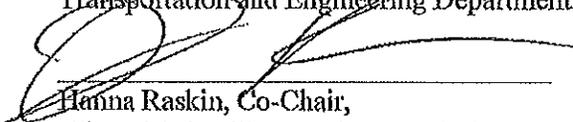
Concur:

By:



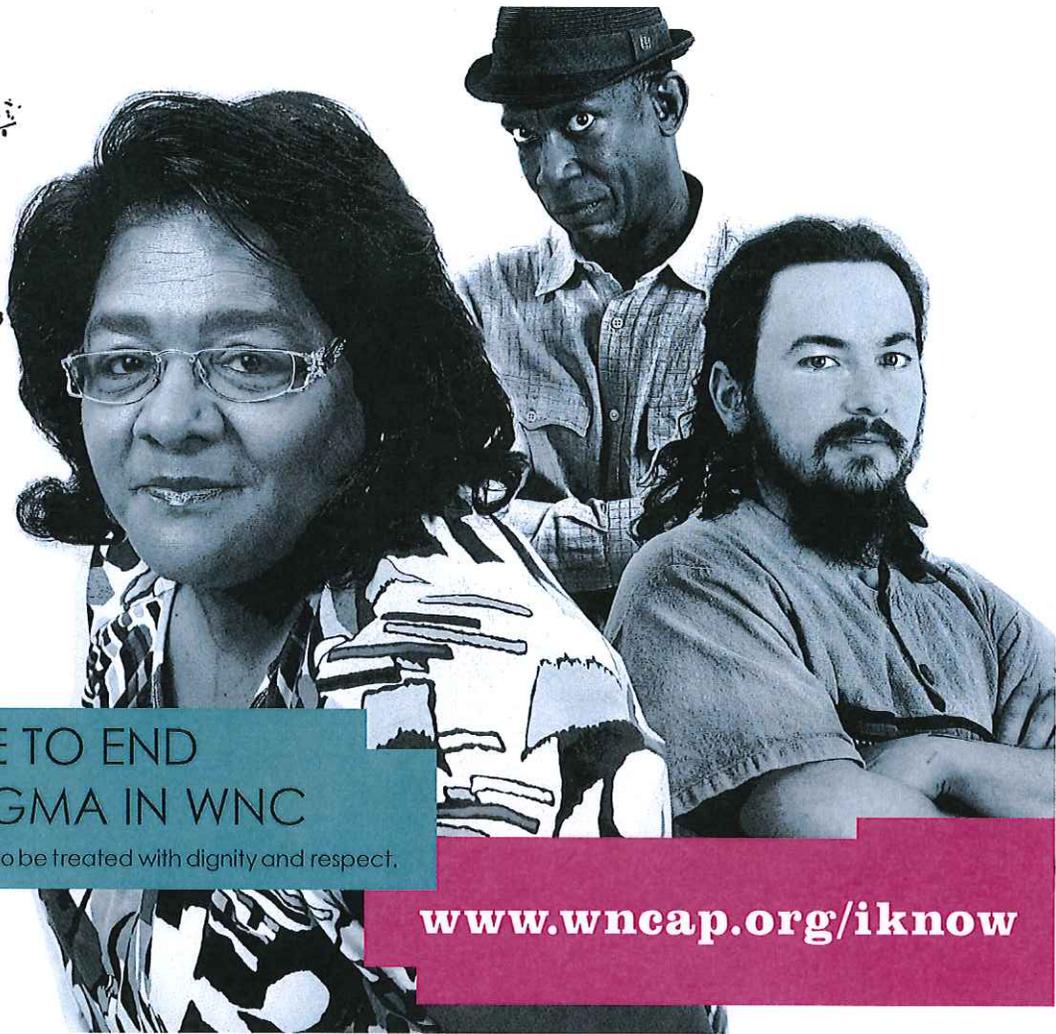
Cathy Ball, PE, Director,
Transportation and Engineering Department

By:



Hanna Raskin, Co-Chair,
City of Asheville Transit Commission

**i need
u2
know.**



IT'S TIME TO END
HIV/AIDS STIGMA IN WNC

People living with HIV/AIDS deserve to be treated with dignity and respect.

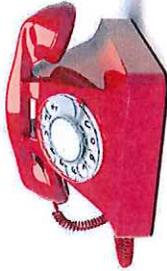
www.wncap.org/iknow



WESTERN NORTH CAROLINA AIDS PROJECT COPYRIGHT 2007 ALL RIGHTS RESERVED | PHOTOGRAPHY FRANK J. BOTT

CARE

i can count on
right away

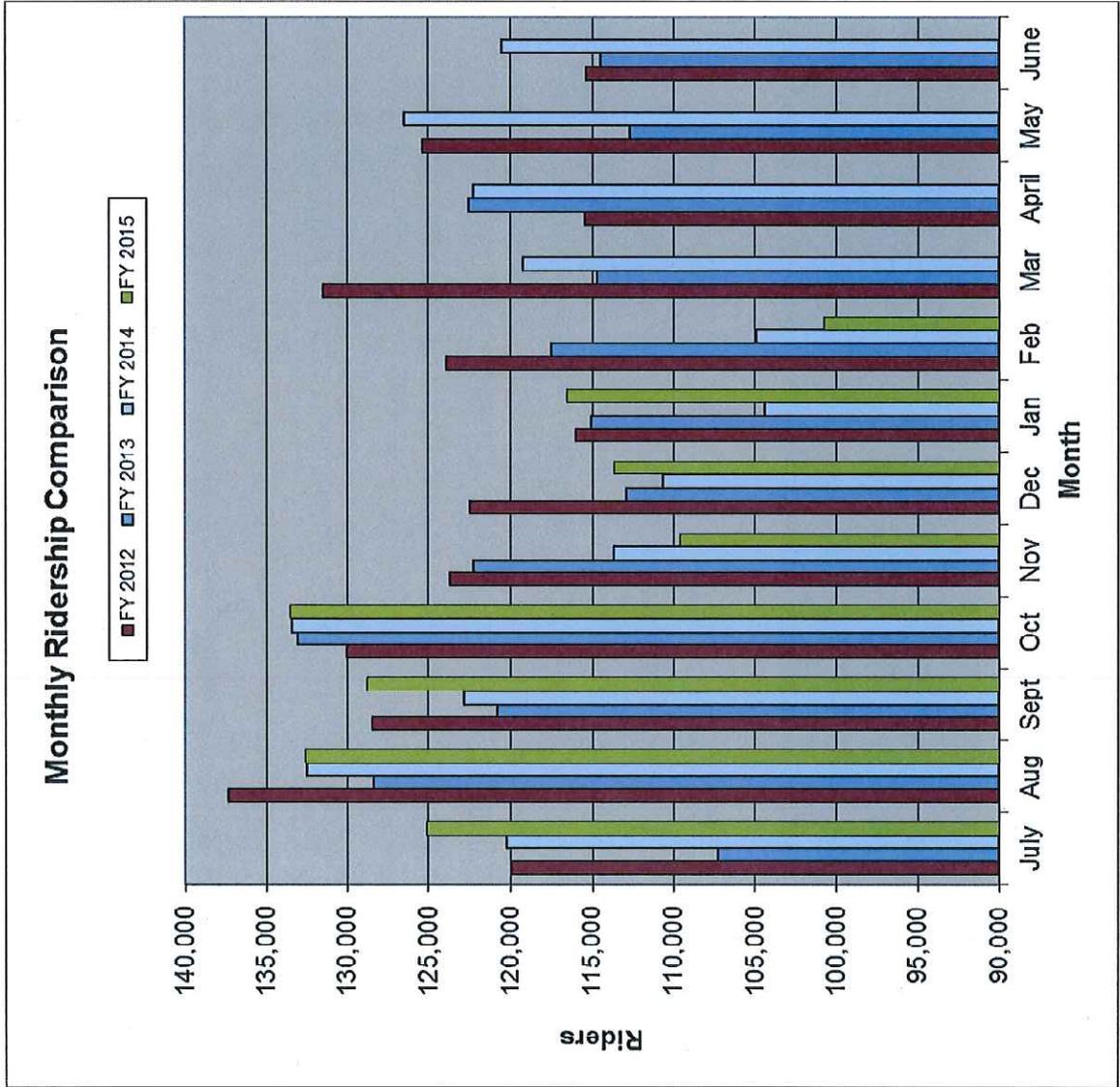


**SAME DAY APPOINTMENTS
AT OUR ASHEVILLE CENTER**



Learn more at plannedparenthood.org or call (828) 785-5678

April 2015 - Transit Commission Meeting Statistics from January & February 2015 Ridership



Monthly Ridership FY 2012-15

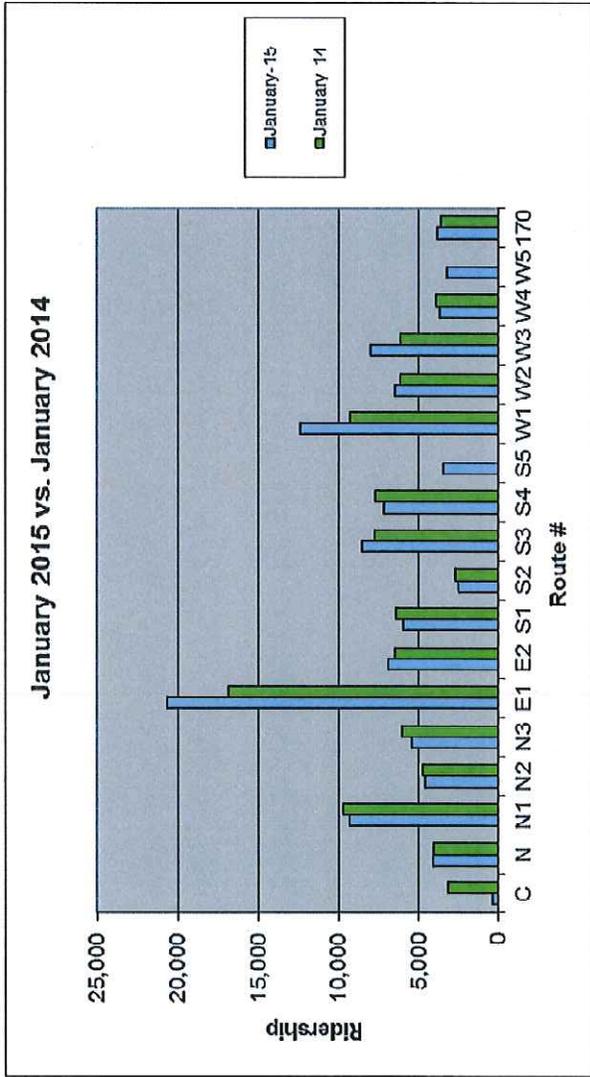
Month	FY 12	FY 13	FY 14	FY 15	Percent Change 2014-2015
July	119,969	107,331	120,209	125,068	4.04%
Aug	137,340	128,360	132,468	132,602	0.10%
Sept	128,467	120,868	122,799	128,835	4.92%
Oct	130,037	133,056	133,418	133,544	0.09%
Nov	123,727	122,281	113,671	109,676	-3.51%
Dec	122,431	112,900	110,701	113,620	2.64%
Jan	115,975	115,081	104,437	116,556	11.60%
Feb	123,921	117,482	104,887	100,709	-3.98%
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		
Total	1,489,526	1,421,693	1,431,128	960,610	1.91%

Ridership July - February FY15

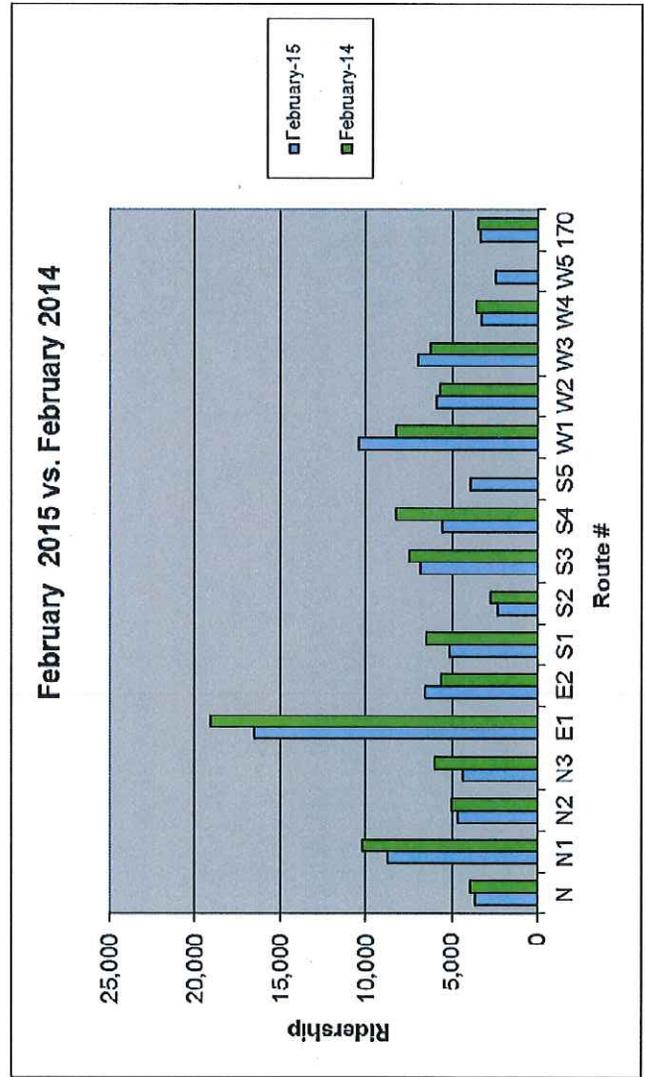
	Total Ridership				Passenger Trips per Hour			Passenger Trips Per Mile			Combined Score		
	Route Ridership	Percent of Total	Rank	Monthly Average	Weekday Average	Operating Avg. Route Hr/wk/Day	Riders/Hr	Rank	Route Miles/Day	Riders/Mile	Rank	Totals	Rank
	E1	170,741	17.0%	1	21343	821	23	36.23	2	317.3	2.59	5	8
S4	58,230	5.8%	7	7279	304	7	43.45	1	35.0	8.69	1	9	2
W3	64,233	6.4%	5	8029	317	9	33.98	3	86.7	3.66	3	11	3
W1	98,499	9.8%	2	12312	485	17	28.11	4	221.0	2.19	6	12	4
N1	71,604	7.1%	4	8951	348	15	23.62	7	206.5	1.69	8	19	5
W2	53,102	5.3%	9	6638	270	13	20.73	9	84.0	3.21	4	22	6
S3	73,441	7.3%	3	9180	376	15	25.07	5	375.0	1.00	15	23	7
N3	39,908	4.0%	12	4989	197	10	20.36	10	38.7	5.09	2	24	8
S1	59,099	5.9%	6	7387	303	16	18.96	11	192.0	1.58	9	26	9
E2	57,480	5.7%	8	7185	279	13	21.47	8	208.0	1.34	12	28	10
W4	40,089	4.0%	11	5011	206	9	23.81	6	150.0	1.38	11	28	10
N2	42,362	4.2%	10	5295	211	12	17.96	12	164.5	1.28	14	36	12
W5	5,662	2.3%	17	2831	110	7	16.96	13	56.6	1.95	7	37	13
N	36,861	3.7%	13	4608	186	13	14.06	15	143.3	1.30	13	41	14
S2	20,606	2.1%	18	2576	102	8	12.80	17	72.0	1.42	10	45	15
170	36,336	3.6%	14	4542	173	12	15.00	14	297.6	0.58	18	46	16
S5	7,388	2.9%	15	3694	161	12	13.38	16	223.8	0.72	16	47	17
C	24,969	2.8%	16	3567	162	14	11.80	18	263.8	0.62	17	51	18
TOTAL	960,610	1		125,416	5,012	223	22.47		3,136	1.60			

Highlights:

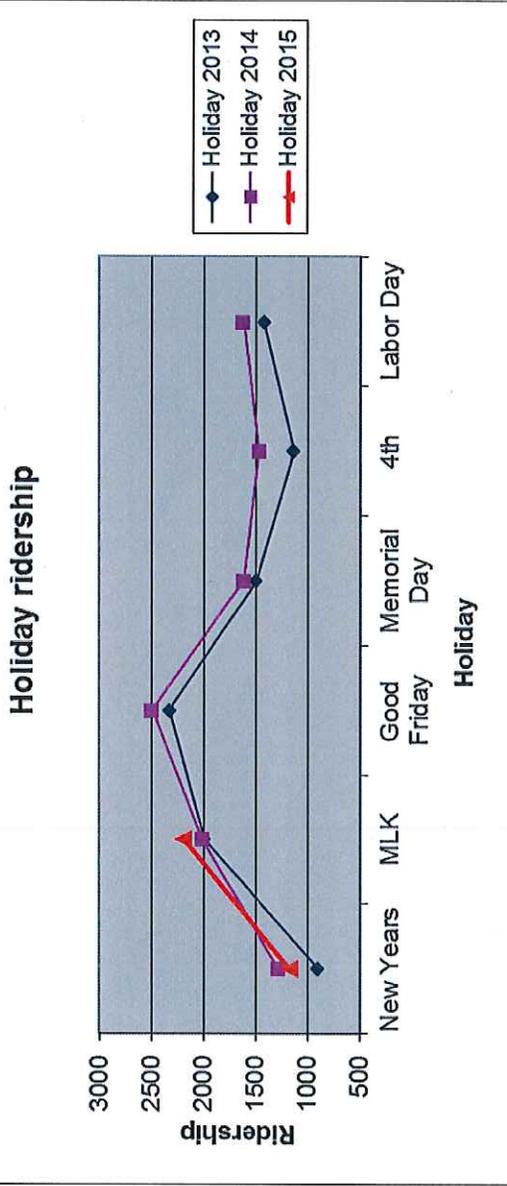
- The Year to date increase to 1.9% over last year.
- January 2015 ridership increase by 11.6% and February had 3.98% decrease, both comparisons are to last year ridership. January ridership gain can be partly attributed to the Sunday service which accounted for about 5000 riders. February ridership drops can be attributed to the weather.
- Top performers for FY 2015 are: S4, E1, W1, W3, and N1. The bottom performers that have been active all year include – 170, N and S2. C and S5 round out the lowest performers.
- Sunday service has been in place for eight (8) days in 2015; averaging 1115 rides/day with maximum daily ridership of 1300 and a low at 840 riders on the first day of service. Holiday Service on New Year's Day 2014 was lower than 2013. While MLK day in 2014 has more ridership than 2013. Holiday Ridership is currently out performing Sunday ridership.



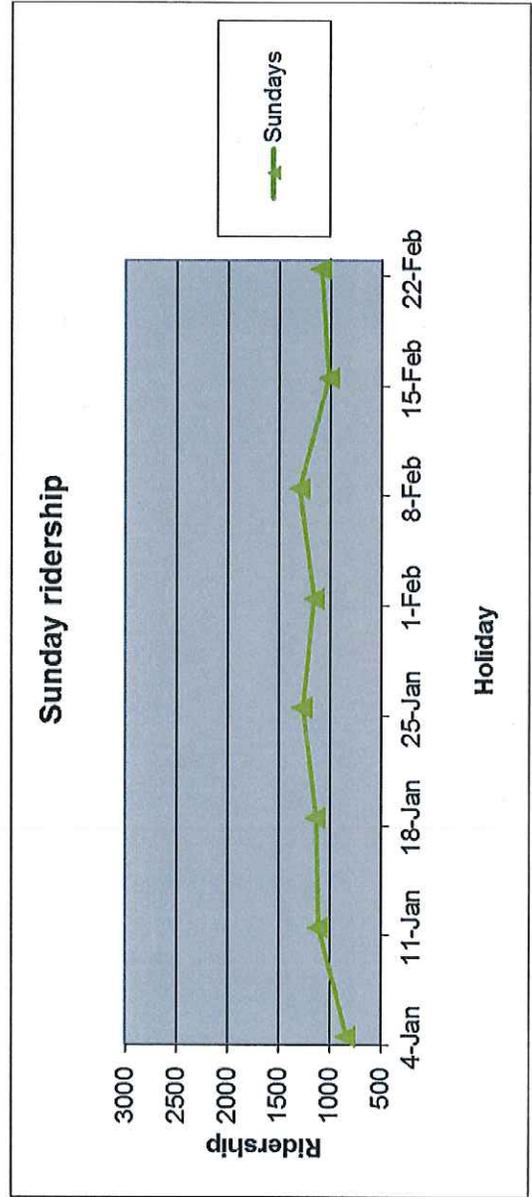
Calendar Year			
	January-15	January-14	% change
C	344	3,124	-88.99%
N	4,095	4,062	0.81%
N1	9,326	9,731	-4.16%
N2	4,601	4,722	-2.56%
N3	5,436	6,008	-9.52%
E1	20,689	16,833	22.91%
E2	6,924	6,436	7.58%
S1	5,975	6,371	-6.22%
S2	2,522	2,675	-5.72%
S3	8,526	7,758	9.90%
S4	7,147	7,656	-6.65%
S5	3,444		
W1	12,388	9,268	33.66%
W2	6,472	6,151	5.22%
W3	8,003	6,158	29.96%
W4	3,657	3,889	-5.97%
W5	3,177		
170	3,830	3,595	6.54%
TOTALS	116,556	104,437	11.60%



Calendar Year			
	February-15	February-14	% change
N	3,643	3,917	-7.00%
N1	8,739	10,260	-14.82%
N2	4,625	5,001	-7.52%
N3	4,388	6,017	-27.07%
E1	16,509	19,127	-13.69%
E2	6,556	5,607	16.93%
S1	5,112	6,514	-21.52%
S2	2,288	2,723	-15.98%
S3	6,852	7,486	-8.47%
S4	5,546	8,223	-32.56%
S5	3,944		
W1	10,462	8,232	27.09%
W2	5,898	5,722	3.08%
W3	6,985	6,253	11.71%
W4	3,295	3,577	-7.88%
W5	2,485		
170	3,382	3,484	-2.93%
TOTALS	100,709	104,887	-3.98%



Holiday Ridership			
	2013	2014	2015
New Years	906	1,281	1,177
MLK	1,996	2,013	2,192
Good Friday	2,326	2,494	
Memorial Day	1,498	1,620	
4th	1,134	1,468	
Labor Day	1,421	1,626	
Average	1,547	1,750	1,685
Expected	1,970		



2015 Sunday Ridership	
Month	Riders
December	840
	1,114
	1,137
	1,266
February	1,157
	1,299
	1,013
	1,091
Average	1,115
Expected	1,970

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
4	4. Transit Center Items				annual PM of this safety painting, to keep people from standing too close to the curb when bus approaches
5	2. Cross Walks painted at Asheland and Cox	Research/CIP	2013	\$ 200.00	MOVED ITEM TO CIP PROJECT
6	3. Safety concerns over landscaping pathways	Research/CIP	2013		needs to be be warm enough to paint, who does the work?
7	a. Unprotected access which increases risk	Started			MOVED ITEM TO CIP PROJECT
					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.
10	4. Cracked and broken concrete create a trip hazard at the terminal	Research/CIP	2013		also has a negative impact on customer service
					MOVED ITEM TO CIP PROJECT
					Will need to inventory the site so that a cost estimate can be generated for the concrete work. One brass piece needs
11	5. Schedule PM of yellow paint at curb to make sure it alerts people of safe zone	Research/CIP	2013	\$ 200.00	"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 Cox, 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.
22	Starting monthly safety/training meetings		4/20/2015		Done by city department, looks good
23	Working on an internal accident report analysis.		Apr-15		some labor cost involved. First meeting will be on preventable accidents