

**PLANNING AND
COMMUNITY DEVELOPMENT**

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**Transylvania County Transportation Advisory Board
February 14, 2023 at 2:00 PM
Large DSS Conference Room**

AGENDA

CALL TO ORDER

- I. WELCOME**
- II. AGENDA MODIFICATIONS**
- III. CONSENT AGENDA**
 - A. Minutes (November 8, 2022)
- IV. NEW BUSINESS**
 - A. Q2 FY24 Transylvania County Transportation Operational Statistics
 - a. Quarter Breakdown Summary of Demand Response
 - b. Fixed Route Summary
 - B. Fixed Route Rerouting Recommendations
 - C. Bylaw Review: Changes Discussion
 - D. FY25 Preliminary Budget Review
 - E. Land of Sky – RPO
 - F. Letter to Community Partners
 - a. Increase TAB Membership
 - b. Reach out to Potential Funding Partners
 - G. Staff Report
 - i. Storymap Webpage
 - ii. TAB and Minutes
- V. PUBLIC COMMENT (15-minute time limit. Speakers are limited to three minutes.)**
- VI. BOARD MEMBERS' COMMENTS**

ADJOURNMENT

**Transylvania County Transportation
Advisory Board
November 8, 2023, at 2:00 PM**

MINUTES

CALL TO ORDER

I. **WELCOME:** Chair Shelly Webb called the meeting to order at 2:00 PM. Shelly Webb, Sara Daughtry, Greta Gosnell, Deb Haight, Carla Hill were present. Absent were Hunter Jones, Jeff Adams, Elaine Russell, Jaime Laughter, and Amanda Vanderoef. A quorum was present. Darby Terrell, Planner was present as well.

II. **AGENDA MODIFICATIONS:** There were no proposed agenda modifications.

III. **CONSENT AGENDA**

A. Minutes (August 9, 2023)

Ms. Daughtry suggested changes to be made to staff and requested that the board review the updated minutes at the next meeting.

IV. **WISH Collaborative Presentation: Paul Moon, Land of Sky and Kim West, Transportation Advocate**

Mr. Paul Moon introduced himself and Ms. Kim West, as well as the WISH Collaborative or WNC Initiative for Supportive Housing. Mr. Moon introduced the initiative to the board which is to build the community's capacity for accessible living with and for individuals with high support needs. Their work is to expand housing and transportation options so individuals with high support needs can live independently, and to ensure individuals with high support needs have access to community (transportation). Mr. Moon shared their values which are inclusive, impactful, bold, and open-minded. The collective receives its funding from the Centers for Medicare and Medicaid Services, Money Follows the Person project, and UNC Cares. Mr. Moon stated they are here as a resource for individuals in Transylvania County and would like to be a resource for the board.

Ms. West introduced herself and explained her life story on how public transportation has helped her live an independent life, being legally blind and how she is trying to make sure these services are expanded to all.

V. **OLD BUSINESS**

A. Unified Grant Application update

Ms. Terrell updated the board on the Unified Grant Application for the county. After the last meeting Ms. Terrell brought the application to the Board of

Commissioners for approval, and then submitted the application to the state.

B. [TAB Survey Results](#)

Ms. Terrell went over the results of the TAB member survey that was taken by the board members present at the last meeting.

VI. NEW BUSINESS

A. [Q1 FY24 Operational Statistics](#)

Ms. Terrell went over the organizational statistics for the previous quarter and compared them with the previous years. Ms. Terrell also updated the board on the Fixed Route ridership and showed them a comparative graph for the last two years. The members discussed the presented data. Please see below the reported statistics.

B. ROAP Application

Ms. Terrell presented to the board the ROAP application for the upcoming year, this funding is to help pay for riders with disabilities or over a certain age, as well as help provide transportation to those who are employed, and for the public in rural areas. Ms. Vicki Eastland helped explain to the board these funds come from the state and are allocated from the state budget. Ms. Terrell informed them the numbers presented are given to the counties by the state. Ms. Eastland recommended taking the full amount as presented to the board. Ms. Terrell informed the board that she would be presenting to the Board of Commissioners next Monday on November 13th to get their approval to submit the application.

C. Land of Sky – RPO

Ms. Eastland presented to the board a video explaining the upcoming WNC Regional Transit Plan, which includes 8 counties including Transylvania. The hope is to have the public and riders of the transportation services submit these surveys to help build a plan to help connect the region. The department has all surveys available for the public as well as flyers with QR codes that link to each survey, there are Spanish surveys and flyers available.

D. Director's Report

Ms. Terrell reminded the Board of their next regularly scheduled meeting on Wednesday February 14, 2023, at 2:00PM. The next meeting will be on the 2nd floor, in the DSS large conference room. Ms. Terrell informed the board the department put together a letter to community partners in hope to market both the service and the TAB. The department is still in need of drivers.

VII. BOARD MEMBERS' COMMENTS:

Shelly Webb: The Sharing House will be having a Blessing of the Land on Monday, November 13th, 2023 at 2:00 PM, everyone is invited to attend.

ADJOURNMENT

Shelly Webb motioned to adjourn the meeting at 3:41 PM, seconded by Sarah Daughtry.

The motion passed unanimously.

Darby Terrell, Planner

Chair

Transportation Advisory Board

Staff Report: Fixed-Route Rerouting

Agenda Date: February 14, 2024

Prepared By: Jeffrey S. Adams, PhD

Agenda Item: B

GENERAL INFORMATION

NOTICE

None required until action is adequately noticed;

DISCLOSURES

Any disclosures (i.e. conflicts of interest, site visits or ex parte communications)?

ATTACHMENTS

“A” Exhibits – Application Materials

- B-1 Current Transylvania County Fixed-Route Mapping & Schedule;**
- B-2 Transylvania Fixed-Route Stop Ridership FY23;**
- B-3 Transportation Staff Survey Results;**
- B-4 Transportation Advisory Board Survey Results;**
- B-5 Transylvania Transit Ridership Heat Map of Trips by Originating Address, Staff produced;**
- B-6 Transylvania Transit Ridership Heat Map of Trips by Destination, Staff produced;**
- B-7 Proposed Routing Map & Schedule;**

Background

Transylvania County Transportation currently operates Fixed-Route and Demand Response services throughout the service area. The Fixed-Route service began operations in the midst of COVID, in January 2021. The Fixed-Route has a Northern Route, which operates hourly and is comprised of twenty-two stops beginning at Sav-More, circulating through the City of Brevard and Pisgah Forest to end at Sharing House. The Southern Route begins three times each weekday at Harmony Corner making its way through Rosman and the Park and Ride, returning to connect with the Northern Route at Sav-Mor.

The Fixed-Route service has seen a slow but steady increase in ridership over the past two years but ridership numbers still fall below expected rates, with just over 2,000 rides annually. The County asked van drivers, riders and the Transportation Advisory Board their opinions on changes in the Fixed-Route service in a series of surveys in 2023 and have proposed a number of recommended changes, including deleting some stops, adding others and other service changes.

This is the initial step in changing some of the Transportation System operations. As the County launches an update to its 2025 Comprehensive Plan, staff proposes that the Transylvania Advisory Board (TAB) serve as a forum for routing and service recommendations. What follows is a first consideration of the re-routing of the Fixed-Route System.

Proposed Routing

The various shopping centers, including Forest Gate Shopping Center, Food Lion and Ingles, serve as anchors, attracting riders to their food and pharmacy destinations, and are by far the most popular stops of the Fixed-Route system. In fact, all but six stops, including Pine Crest/Hillview Apartments and Transylvania Regional Hospital fall below ten riders alighting a month. TVS, WCCA, Harmony Korner and the Messino Cancer Center average less than two riders a month.

As the various survey results indicate, Aldi's, Transylvania County Library and a few other locations have been suggested as alternative locations or for additional stop locations. The current system operates without fixed signage and with off-street stop locations, mostly located in entryways or parking areas of local businesses and service providers. Most Fixed-Route transit operations provide both fixed signage for the stop locations and on-street stops, which raises the awareness of the general public to such systems.

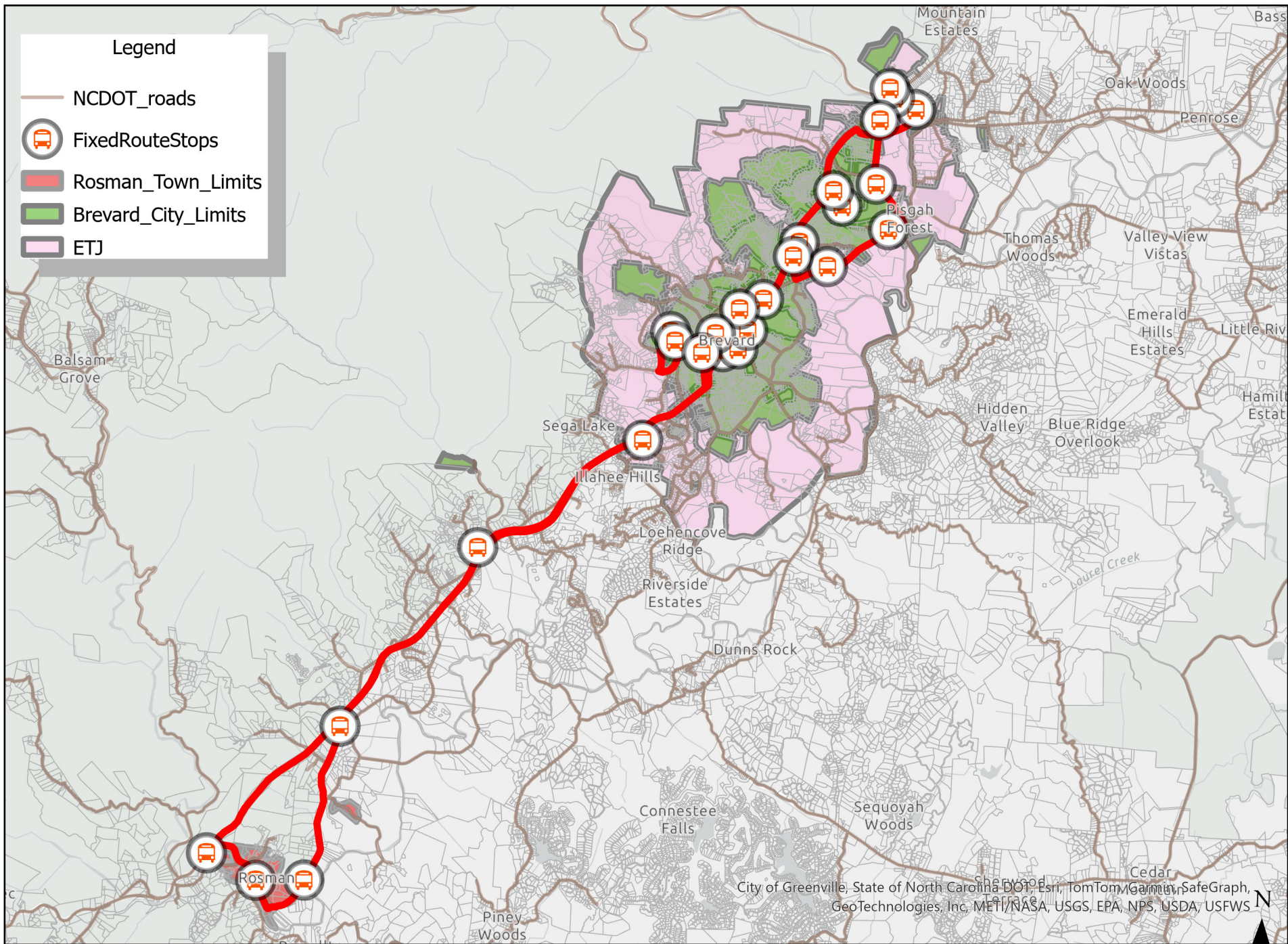
The current operations provide riders a general one-hour window of time to run errands or attend to appointments, before seeking a return trip. The recommended one-hour timeframe limits the routing changes, for instance, one of the most discussed locations, Broad River Terrace Apartments, which currently is averaging just under 3 stops a month, and the TVS stop forms an approximate five minute or more diversion from the primary Highway-64 main axis.

When one considers such changes, it should also be kept in mind that with just over two thousand trips and far fewer distinct Fixed-Router riders, the full spectrum of possible transit riders has not been reached. In discussions with the Mitchell County's Transportation Director, Shelia Blalock, who operates the Pine Line Fixed-Route service, in a county of just 16,000 in population, this innovative rural transit service is still serving over 1,000 trips to riders per month, with just ten stops located along the seven and half mile service-route connecting Spruce Pine to Walmart Supercenter at the county's southern border and Maryland Community College at its northwestern county border.

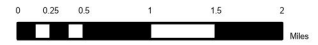
The Pine Line serves also as an example of a Deviated Fixed-Route System, which takes calls to deviate from their advertised routing by a pre-defined margin, if time allows, to provide a somewhat flexible service. Whether *Transylvania in Motion*, opts to delete, add, move or combine stops, ridership will not likely significantly increase unless changes are also made to marketing, signage and other components to the system.

Recommendation

As the TAB considers changes to the routing, will examine the current stop location statistics, routing and timing, as well as, current and future riders and destinations.



Transylvania Fixed-Route Service Area



City of Greenville, State of North Carolina DOT, Esri, TomTom, Garmin, SafeGraph, GeoTechnologies, Inc, METI/RASA, USGS, EPA, NPS, USDA, USFWS

FY23	Stop Location	2207	2208	2209	2210	2211	2212	2301	2302	2303	2304	2305	2306	FY23TOT	Monthly
S01	Harmony Korner	2	1	1		0	1	1	1	0	1	0	1	9	0.8
S02	Dollar General- Rosman	1	18	17	11	4	1	1	1	9	10	0	6	79	6.6
S03	The Store (Queens Mini)	8	5		1	1	5	6	5	7	14	17	19	88	7.3
S04	Jarrett's	13	11	14	4	10	4	1	3	6	4	5	12	87	7.3
S05	Park-n-Ride	2		2	2	2	6	5	4	2	1	0	0	26	2.2
N01	Sav-More	3	3	2	6	24	10	0	1	8	8	12	10	87	7.3
N02	County Gov't Campus	3	2	1	6	10	7	1	6	25	2	3	9	75	6.3
N03	Johnson St./Main St	2	9	8	6	10	11	7	8	2	1	0	5	69	5.8
N04	E French Broad St	2	8	7	9	4	4	3	7	9	5	1	2	61	5.1
N05	Ingles	3	21	20	17	12	7	6	17	10	6	20	12	151	12.6
N06	BRCC	2	15	5	18	14	4	5	7	5	6	10	1	92	7.7
N07	Cedar Hill Apt	11	7	2	5	6	0	6	11	6	6	6	1	67	5.6
N08	Transylvania Reg Hospt	4	1	3	6	18	8	7	23	16	16	18	4	124	10.3
N09	Grocery Outlet	3	5	4	3	3	2	3	4	7	4	2	1	41	3.4
N10	Dollar General- PF	4	3	8	4	0	2	1	7	13	6	3	4	55	4.6
N11	Messino Cancer Centers		5	5	2	0	2	0	3	0	1	1	0	19	1.6
N12	Forest Gate Shopping Ct	11	15	36	42	45	31	28	27	20	30	31	20	336	28.0
N13	Lowe's	4	4	12	9	9	13	15	12	7	6	9	14	114	9.5
N14	Sports Complex	2	9	5	8	8	0	3	19	11	3	10	19	97	8.1
N15	TVS					1	0	2	0	2	0	0	0	5	0.4
N16	Broad River Terrace Apt	5	6	7	2	2	4	1	1	1	0	1	4	34	2.8
N17	Walgreens	1	1	8	8	6	12	7	10	8	10	10	10	91	7.6
N18	Food Lion	8	9	9	11	16	3	13	12	14	23	18	7	143	11.9
N19	England St/ W Main St	1	3	2	3	8	7	1	4	5	4	2	2	42	3.5
N20	WCCA			2	1	1	1	0	2	5	0	0	1	13	1.1
N21	Pine Crest/Hillview Apt			2		5	12	25	26	15	27	23	3	138	11.5
N22	Sharing House	7	7	47	27	55	22	8	8	5	3	13	13	215	17.9
		102	168	229	211	274	179	156	229	218	197	215	180	2358	196.5

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N14	Sports Complex	2	9	5	8	8	0	3	19	11	3	10	19	97	8.1
N06	BRCC	2	15	5	18	14	4	5	7	5	6	10	1	92	7.7
N17	Walgreens	1	1	8	8	6	12	7	10	8	10	10	10	91	7.6
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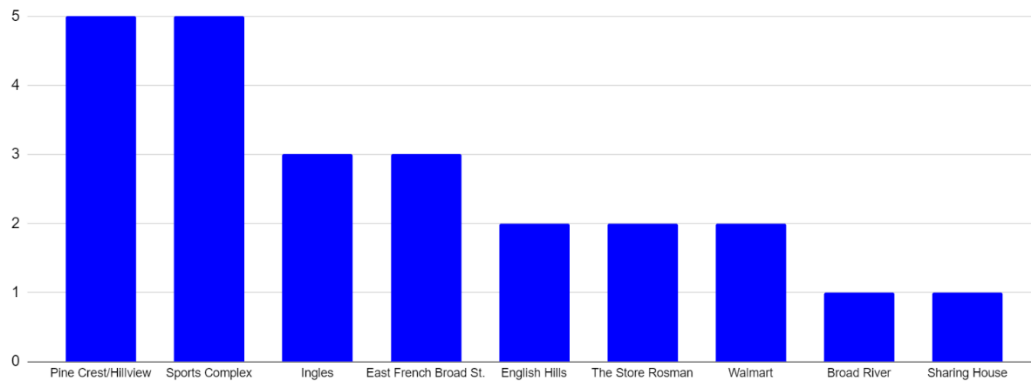
2023 Transylvania County Transportation Van Driver Survey Results Report

June 2023

The Transylvania Transportation, Planning & Community Development Department asked its current Van Drivers to assess aspects of the existing Fixed Route and Demand Response operations to better understand current operations. The Drivers were asked a series of questions related to stop locations, service delivery and safety concerns. There were six Driver survey responses completed of the six full-time and two substitute Drivers currently employed, for a 75% response rate.

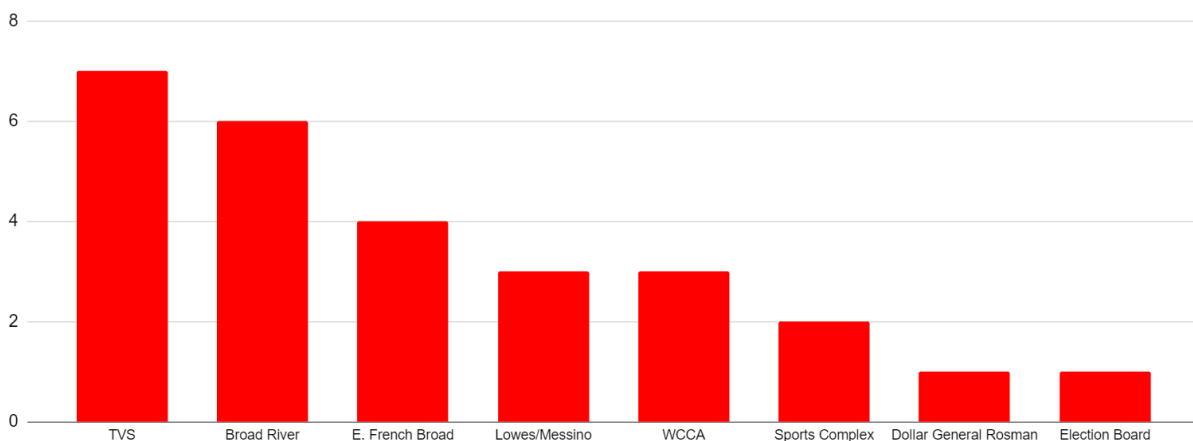
The Drivers recommended the Pine Crest/Hillview and Sports Complex stops as appropriate locations for future Transit Shelters, with seven other suggested locations.

Shelter Locations



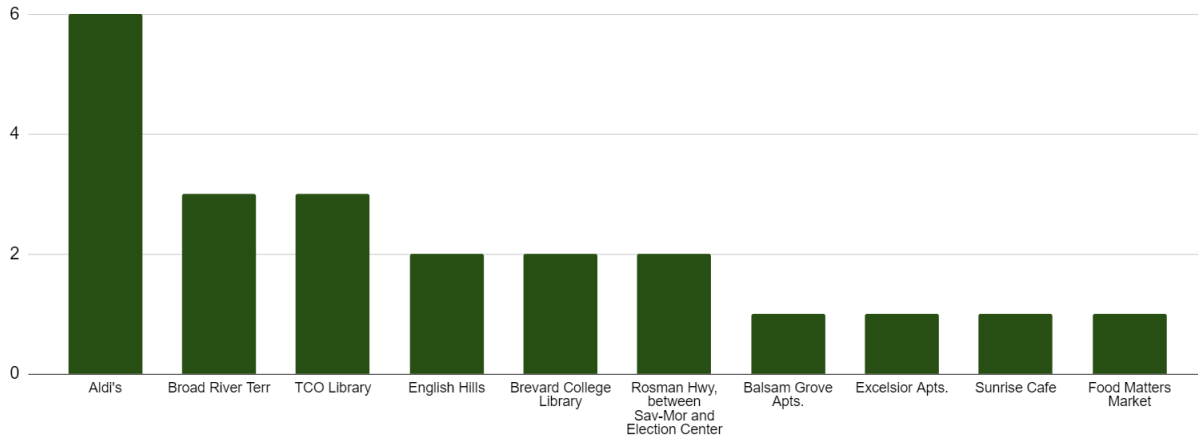
When asked what they felt were the least utilized current stop locations, the Drivers named TVS and Broad River as the most under-performing locations, while naming six other locations.

Under Utilized Stops



In identifying future stop locations where we might expand services, the Drivers overwhelmingly felt Aldi's should be at the top of the list to improve services. Drivers also mentioned Aldi's, along with Blue Ridge Bakery and the Housing Authority as locations mentioned by riders or others as potential future stop locations.

Future Stop Locations



When asked about the composition of those they serve daily, the Drivers felt 21-40% of their riders would be classified as disabled, 61-80% are elderly, and just 1-20% are accompanying children. The Drivers rarely or ever transport bikes or have transfers, from one mode of transportation to another. Yet, when discussing their services, Drivers estimated somewhere between 41-60% of their riders are transporting groceries or goods.

In addition, the Drivers shared some great ideas on improving services, such as distributing pamphlets to the low-income apartment complexes along the route, providing weekend runs and lifts on all vans, as well as other operational improvements. They also identified specific safety improvements and shared their concerns regarding more appropriate pay and better advertising.

The Drivers are a dedicated and caring group of professionals who are the face of Transylvania County's transportation operations. Their feedback will help us build a better system and provide a better future for all those they serve.



2023 Transylvania Transportation Advisory Board Member Survey Results

During the last meeting, the members present and some who answered afterward, were given a survey. We had a total of 5 responses, from members outside of the department. The biggest takeaway is to do better at marketing and connecting with the community about our services.

Question 1: Why are you a part of the Transportation Advisory Board (TAB)?

Most of the members are connected to an agency or department where their clients use our services, or they have a connection with transportation.

Question 2: In your opinion, how can our organizations/departments work together going forward?

Board members suggested having better and continuing communication for both the community and to the board members. Suggestions also included looking at other rural counties to see if we can borrow ideas to help improve the service, as well as increase community involvement.

Question 3: What ways can the Board (TAB) help improve our transit service?

The responses to this question were all very different, see below the responses.

- Reduce fees for children under 5.
- Have shelters at the stops.
- Look at ridership for each stop.
- Have a Free Ride Day
- Try to use the local radio show (White Squirrel Radio) to promote the service more.
- Discuss with the Board more on the Fixed Route to allow them to be more familiar with this service.
- Outreach with the community, and not just a focus on marketing.
- Have the signs at the stops to communicate the hours.

Question 4: What ways would you suggest we could utilize our meetings this year?

For this question we had some similar answers to the past questions, but some of the responses were different.

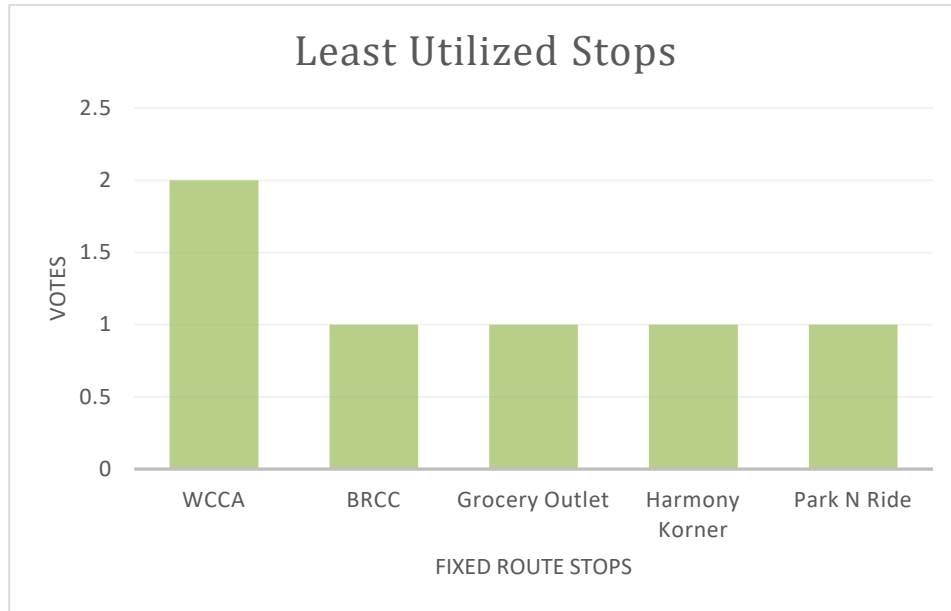
- Trip on Fixed Route
- Brainstorming
- Advocate for low-income citizens who need public transportation.
- Focus on how the department can outreach to the community.

Question 5: Have you ever personally used any of our services? If so, please tell us which one(s)?

Most members have not used our services, but some know personally people who have used our services.

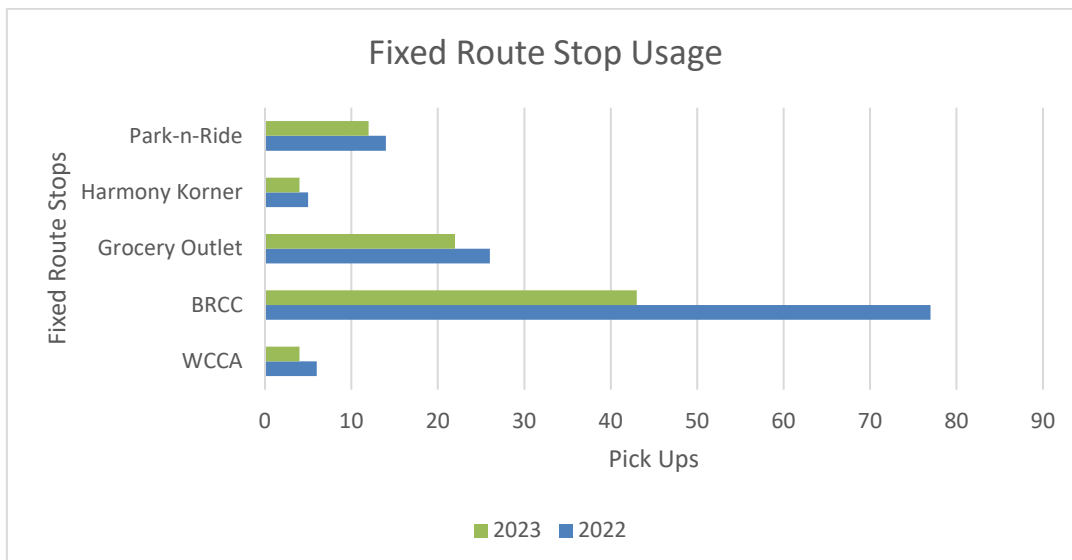
Question 6: Which of the below Fixed Route stops do you believe are least utilized?

The stops that our members view as the last utilized are WCCA, BRCC, Grocery Outlet, Harmony Korner, and the Park n Ride.



For the chosen stops here are the 2022 and 2023 stop statistics so far:

- WCCA- **6 (2022)/4 (2023)**
- BRCC- **77 (2022)/43 (2023)**
- Grocery Outlet- **26 (2022)/22 (2023)**
- Harmony Korner- **5 (2022)/4 (2023)**
- Park n Ride- **14 (2022)/12 (2023)**



Our Stop Analysis shows that for the whole year of 2022 the bottom 5:

1. TVS (1)
2. Harmony Korner (5)
3. WCCA (6)
4. Park n Ride (14)
5. Pine Crest/Hillview Apt (21)

Question 7: What locations, which are NOT currently served are the best opportunities for future stops?

Below are the answers we received to this question; one person suggested we switch out the WCCA stop with the Mary C. Jenkins Center.

- Energy Fuels on Rosman Hwy
- Aldi
- Transylvania County Library
- Mary C. Jenkins Center
- Dollar General on Becky Mountain Rd/US 276

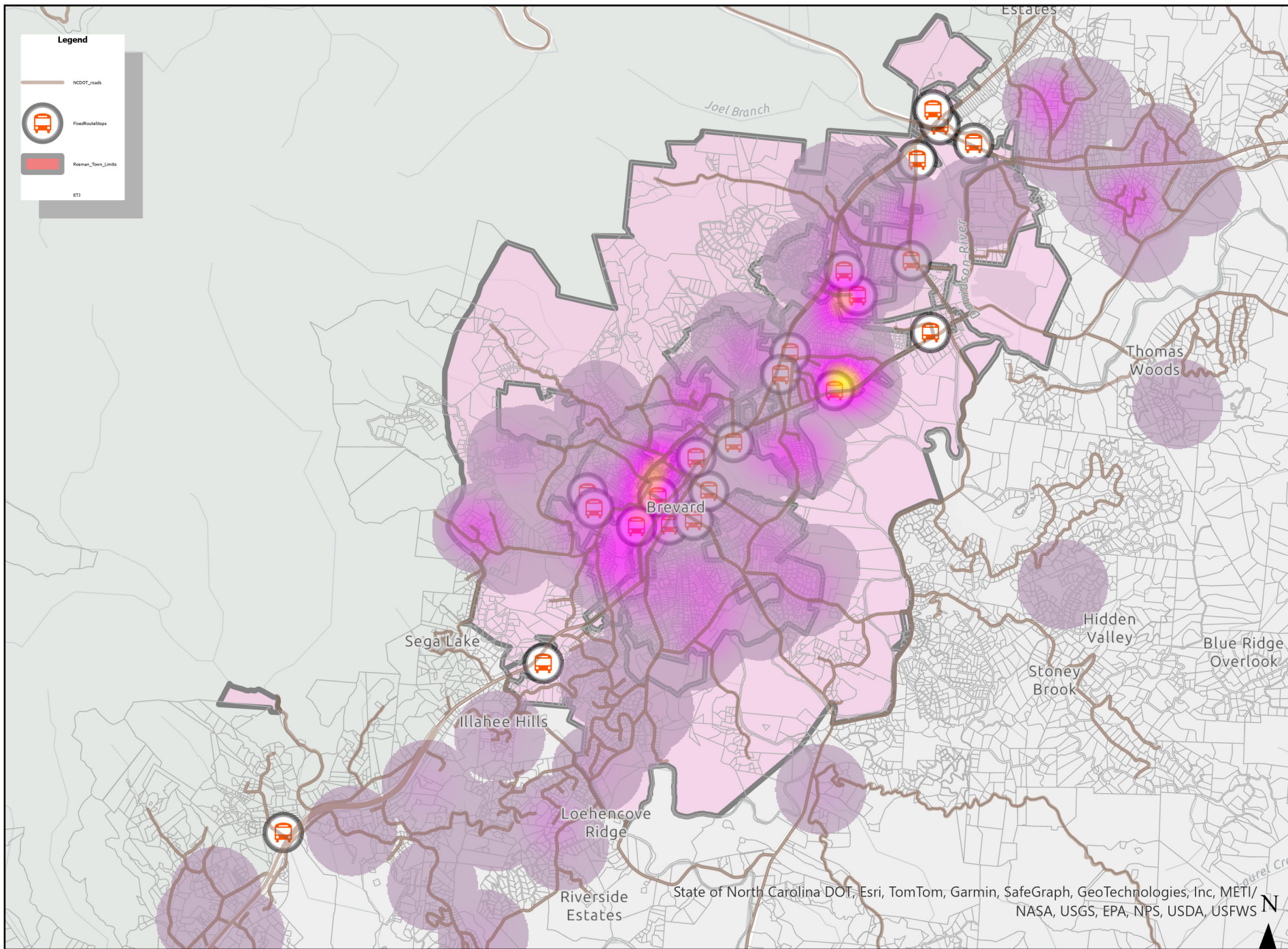
Question 8: Are there any other services that you feel might help support or expand ridership?

Please see below the responses to this question.

- Have targeted advertisement toward Brevard College, Brevard Music Center, and Blue Ridge Community Center.
- Have a van just for child transportation that would allow parents to leave the car seats on the van.
- Expand hours that appeal to tourists who are here for the Pisgah National Forest.
- Sharing House could purchase a monthly pass and hand it out to those who they know would need them.
- Create a PR piece for Facebook (Sharing House) or in their public places like the lobby (Sharing House) to talk about the advantages of riding the vans.

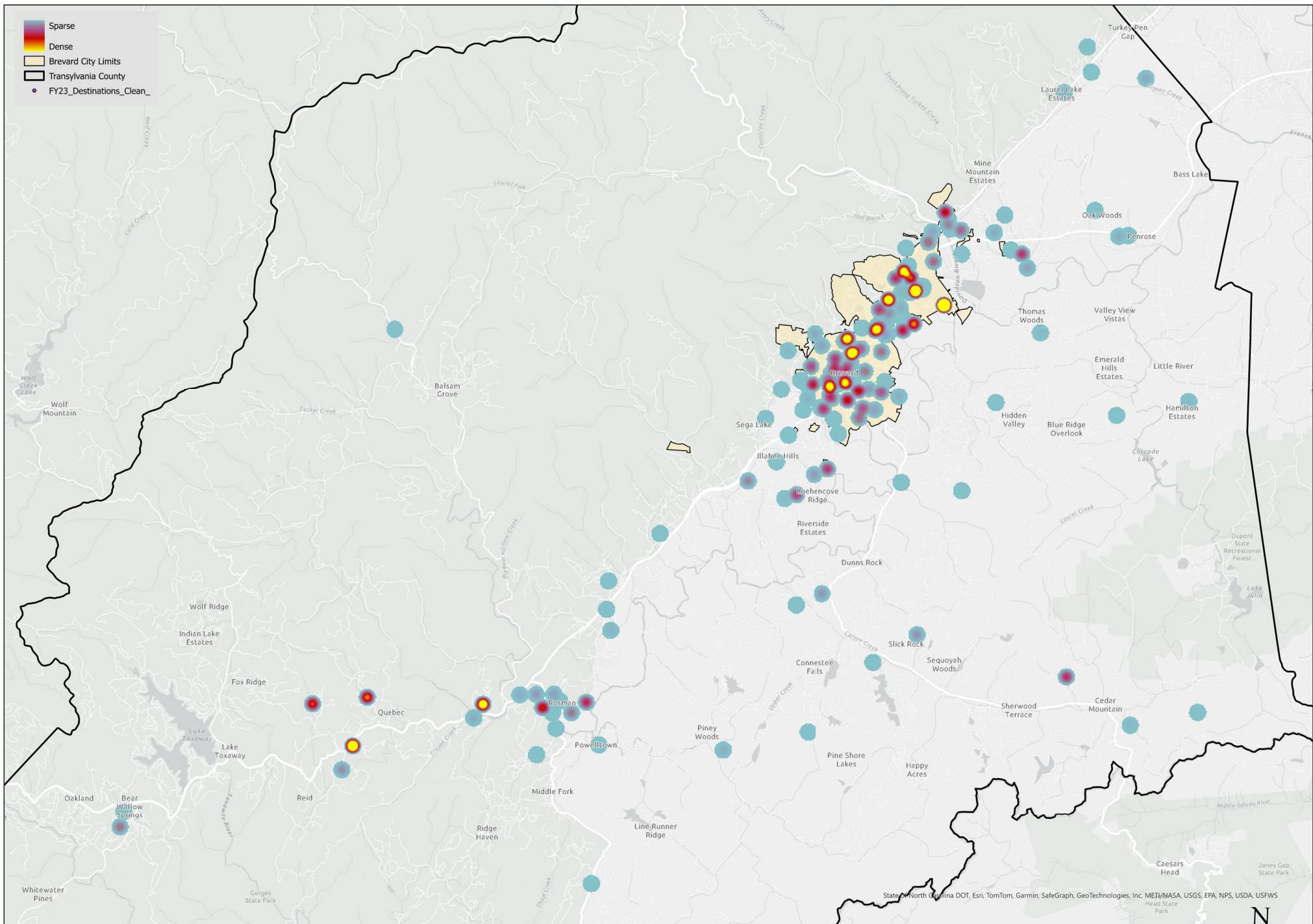
Question 9: Are there any other thoughts you'd like to share that would improve our services?

There were not a lot of responses to this question but what we did receive were suggestions to increase the use of the Bike Racks on the vans, and Public Advertising.



Transylvania Transit Ridership





Transylvania Transit Destinations

0 0.5 1 2 3 4 Miles



Transportation Advisory Board

Staff Report: Quarter 2 FY24 Operational Statistics/Revenue Report

Agenda Date: February 14, 2024

Prepared By: Darby Terrell

Agenda Item: A

GENERAL INFORMATION

NOTICE

None required;

DISCLOSURES

None;

ATTACHMENTS

“A” Exhibits – Application Materials

A-1 Q2 FY24 Operational Statistics and Revenue Report;

A-2 Q2 FY23 Operational Statistics and Revenue Report;

Background

Transylvania County Transportation Advisory Board receives each meeting a quarterly report on the operation and revenue data from the previous month. Each time they are given last year's same report to show the yearly difference. For Quarter 2 the months that will be reviewed will be October to December. There seems to be a drop in overall rides and miles compared to last year. Discussing with Transportation operations staff, there could be multiple reasons interconnecting that address this trend. One being that we had some driver availability issues during these months, specifically having one van out of commission or not being used as frequently if we were fully staffed. Another major would be the weather and it is becoming colder much sooner than last year quicker, which seasonally tends to drop our ridership during those months. Not including the holidays and weather delays that happened during those months as well.

Operational Statistics

	<u>10/1/2023 - 12/31/2023</u>		<u>10/1/2022 - 12/31/2022</u>	
	Pass Miles	Passengers	Pass Miles	Passengers
EDTAP	1,532	540	3,274	1,120
LOSMD	97	29	212	62
LOSSC	2,424	424	4,596	848
RGP	697	119	1,857	565
RGPGA	0	0	24	22
RGPIT	0	145	20	358
RGJPC				
RGPOC	0	0	0	8
RGPVC	0	79	0	141
RGPVO	0	8	0	42
<i>RGP subtotal</i>	<i>697</i>	<i>351</i>	<i>1,901</i>	<i>1,136</i>
TCTVS				
TVSED	3,239	447	8,259	1,234
TVSGP	1,040	144	843	117
<i>TVS subtotal</i>	<i>4,279</i>	<i>591</i>	<i>9,102</i>	<i>1,351</i>
Overall total	9,029	1,935	19,085	4,517

Pass Miles: 9,009 less miles driven than the year before.

Passengers/Rides: 2,585

Recommendation

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

Revenue Data Report
Transylvania County Public Transportation
Sunday Oct 01, 2023 - Tuesday Oct 31, 2023

A-1

Acct	Rides	Units Pass Miles	Pass Hours	Wheelchair Revenue	Stretcher Revenue	*Invoice Revenue	Revenue Per Ride	Miles Per Ride	Hours Per Ride	Fare Collected	*Total Revenue	Revenue Per Ride
EDTAP	540	1532.0000	95.6674	0.00	0.00	5,745.60	10.64	2.84	0.18	10.00	5,755.60	10.66
LOSMD	29	97.0000	5.3667	0.00	0.00	235.77	8.13	3.34	0.19	0.00	235.77	8.13
LOSSC	424	2424.0000	163.5674	0.00	0.00	877.68	2.07	5.72	0.39	0.00	877.68	2.07
RGP	119	697.0000	31.2509	0.00	0.00	0.00	0.00	5.86	0.26	78.00	78.00	0.66
RGPIT	145	0.0000	42.6300	0.00	0.00	4,311.00	29.73	0.00	0.29	275.00	4,586.00	31.63
RGPVC	79	0.0000	23.1000	0.00	0.00	2,462.60	31.17	0.00	0.29	140.00	2,602.60	32.94
RGPVO	8	0.0000	6.6667	0.00	0.00	830.00	103.75	0.00	0.83	80.00	910.00	113.75
TVSED	447	3239.0000	158.5180	0.00	0.00	0.00	0.00	7.25	0.35	0.00	0.00	0.00
TVSGP	144	1040.0000	58.5667	0.00	0.00	0.00	0.00	7.22	0.41	0.00	0.00	0.00
Totals	1935	9029.0000	585.3338	\$0.00	\$0.00	\$14,462.65	7.47	4.67	0.30	583.00	15,045.65	7.78

Dates between 10/1/2023 12:00:00 AM and 10/31/2023 12:00:00 AM

*Includes amounts not shown.

Revenue Data Report
Transylvania County Public Transportation
Saturday Oct 01, 2022 - Saturday Dec 31, 2022

A-2

Acct	Rides	Units Pass Miles	Pass Hours	Wheelchair Revenue	Stretcher Revenue	*Invoice Revenue	Revenue Per Ride	Miles Per Ride	Hours Per Ride	Fare Collected	*Total Revenue	Revenue Per Ride
EDTAP	1120	3274.0000	175.2845	0.00	0.00	11,916.80	10.64	2.92	0.16	25.00	11,941.80	10.66
LOSMD	62	212.0000	11.3164	0.00	0.00	504.06	8.13	3.42	0.18	0.00	504.06	8.13
LOSSC	848	4596.0000	299.3989	0.00	0.00	1,755.36	2.07	5.42	0.35	0.00	1,755.36	2.07
RGP	565	1857.0000	97.7841	0.00	0.00	0.00	0.00	3.29	0.17	406.00	406.00	0.72
RGPGA	22	24.0000	2.2001	0.00	0.00	22.00	1.00	1.09	0.10	0.00	22.00	1.00
RGPHV	2	13.0000	0.7834	0.00	0.00	2.00	1.00	6.50	0.39	0.00	2.00	1.00
RGFIT	358	20.0000	96.5200	0.00	0.00	8,979.32	25.08	0.06	0.27	710.00	9,689.32	27.07
RGPOC	8	0.0000	9.7600	0.00	0.00	1,180.00	147.50	0.00	1.22	60.00	1,240.00	155.00
RGPVC	141	0.0000	43.3000	0.00	0.00	4,544.80	32.23	0.00	0.31	275.00	4,819.80	34.18
RGPVO	42	0.0000	33.4333	0.00	0.00	4,174.00	99.38	0.00	0.80	420.00	4,594.00	109.38
TVSED	1234	8259.0000	363.0664	0.00	0.00	0.00	0.00	6.69	0.29	0.00	0.00	0.00
TVSGP	117	843.0000	45.3329	0.00	0.00	0.00	0.00	7.21	0.39	0.00	0.00	0.00
Totals	4519	19098.0000	1178.1800	\$0.00	\$0.00	\$33,078.34	7.32	4.23	0.26	1,896.00	34,974.34	7.74

Dates between 10/1/2022 12:00:00 AM and 12/31/2022 12:00:00 AM

*Includes amounts not shown.

Transportation Advisory Board

Staff Report: Bylaw Review

Agenda Date: February 14, 2024

Prepared By: Darby Terrell

Agenda Item: C

GENERAL INFORMATION

NOTICE

None required;

DISCLOSURES

None;

ATTACHMENTS

“A” Exhibits – Discussion Material

- A-1 Bylaws;
- A-2 Draft Bylaws (8.12.22), with corrections in red;
- A-3 Mitchell County TAB Bylaws;
- A-4 WNC Source Henderson County Bylaws;

Background

Transylvania County Transportation has updated its bylaws at its August 12, 2022 meeting. Most of the changes were adding officers to the board, changing titles to reflect the current organization of the department, and deletion of certain aspects of the bylaws. With the new direction for Transportation, the Director would like TAB to review other bylaws and suggest changes to align our bylaws to match surrounding boards bylaws.

Recommendation

Staff recommend reviewing the material and discussing it during the meeting.

Transylvania County Transportation Advisory Board By-Laws

ARTICLE I: NAME

The name of this board shall be the Transylvania County Transportation Advisory Board, also referred to as TAB.

ARTICLE II: ROLES AND RESPONSIBILITIES

The transportation advisory board shall perform the following duties or be responsible for the following functions:

1. Serve as a liaison between the residents of Transylvania County and the county government concerning transportation issues.
2. Serve as the advisory body to Transylvania County as lead agency in the operation of Transylvania County Transportation.
3. Discuss and make recommendations on unmet needs in the service area.
4. Review and make recommendations on service design, scheduling and billing rates and fares, and help to resolve complaints when requested by the Staff.
5. Monitor compliance with federal regulations and the status of any deficiencies noted in any official federal, state or local review or report.
6. Recommend policy and make recommendations to the staff and the Transylvania County Board of Commissioners on the transportation needs of Transylvania County citizens, particularly with respect to a coordinated and cost-effective approach to the delivery of transportation services to area human service agencies and the general public.
7. Work to stimulate and promote needed transportation services and programs for Transylvania County residents.
8. Assist public, private non-profit, private, and voluntary agencies in providing transportation services to their clients.
9. Assist in the development and update of the Community Transportation Services Plan (CTSP) and the local Human Services and Public Transportation Coordinated Plan.
10. Perform other functions as may be requested by the Transylvania County Board of Commissioners.

ARTICLE III: BOARD MEMBERS

1. Number and Composition
 - a. The Transylvania County Transportation Advisory Board shall consist of 11 to 17 members. Membership shall be composed of representatives identified in the NC Department of Transportation Community Transportation Program Policy and other agencies as recommended by the Transylvania County Transportation Advisory Board. Attachment A shows the list of TAB representatives recommended by the NC Department of Transportation.

2. Terms and Replacements
 - a. Agency representatives are appointed by position, not by name, and will serve continuously or until succeeded for whatever reason (resignation, termination, etc.). Alternates may be replaced at any time by the agency representative and do not require approval from the Transylvania County Commissioners. The agency representative should notify, in writing, the Planning and Community Development Director and TAB Chair of the change.
3. **Vacancies -Agency Representatives:** Vacancies of agency representatives shall be filled by the person employed by the agency to fill the vacant position appointed to the Transportation Advisory Board.
4. **Attendance** - Any member of the Board who accumulates more than three absences in a 12-month period may lose his/her status as a member of the board and may be replaced by the Transportation Advisory Board. The member should notify either the Chairperson or the Support Services Administrator when going to be absent.
5. **Agency Appointments and Delegates** - The director of an agency may appoint a delegate and/or an alternate to represent the organization on the board. In the absence of the delegate, the alternate shall represent the contracting organization and shall have full voting privileges.

ARTICLE IV: OFFICERS

1. **Officers** - The Community Transportation Advisory Board shall have a Chair, Vice Chair, and a Secretary. All officers shall be members of the Transportation Advisory Board. The officers shall be elected by the Board at any meeting including such purpose and shall, unless otherwise provided by the Board, hold office for two (2) years or until their respective successors have been chosen. No more than two (2) consecutive terms shall be served in the same office.
2. **Removal of Officers** - Any officer may be removed from office by a two-thirds (2/3) majority vote of the members then in office whenever the Board in its judgment decides that it is in the best interest of the Community Transportation Advisory Board to do so.

ARTICLE V: REGULAR MEETINGS

1. Dates and Location
 - a. Regular meetings of the Transylvania County Transportation Advisory Board will be held quarterly. Date, location, and time of meetings will be established by the Transportation Advisory Board.
 - b. Special meetings of the Transylvania County Transportation Advisory Board may be called by the Staff or the Chairperson as deemed necessary to carry out the duties of the board.
 - c. Board agenda package will be provided to board members a minimum of three working days in advance of the meeting date.
 - d. Meeting dates will be established annually for the calendar year.
 - e. Public notice of all meetings will be provided in compliance with NC G.S. 143-318.12.
2. **Quorum** - A vote by the majority of board members present at any meeting shall constitute a quorum for the transaction of business during regular or special called meetings of the board.

ARTICLE VI: COMMITTEES

The Transylvania County Transportation Advisory Board may designate committees as it shall determine necessary. Minutes must be taken at each committee meeting and should be filed with

the official board minutes. Reports from each committee shall be given to the full membership of the board.

ARTICLE VII: BOARD OF COMMISSIONERS

The Transylvania County Board of Commissioners may direct the transportation advisory board regarding matters relating to it and may over-rule or redirect actions of the transportation advisory board.

ARTICLE VIII: AMENDMENTS

These by-laws may be adopted, altered, or appealed by the affirmative votes of a majority of the Transylvania County Transportation Advisory Board at any regular or special meeting of the board, but only if the notice of such meetings contained a copy or an accurate summary and explanation of the proposed by-laws amendment, alteration, or repeal as the case may be.

Approved as amended by the Transylvania County Transportation Advisory Board and adopted the 12th day of August, 2023.

Chair's Signature

Staff's Signature

Transylvania County Transportation Advisory Board By-Laws

ARTICLE I: NAME

The name of this board shall be the Transylvania County Transportation Advisory Board, also referred to as TAB.

ARTICLE II: **POWERS ROLES AND RESPONSIBILITIES**

The transportation advisory board shall perform the following duties or be responsible for the following functions:

1. Serve as a liaison between the residents of Transylvania County and the county government concerning transportation issues.
2. Serve as the advisory body to Transylvania County as lead agency in the operation of Transylvania County Transportation.
3. Discuss and make recommendations on unmet needs in the service area.
4. Review and make recommendations on service design, scheduling and billing rates and fares, and help to resolve complaints when requested by the ~~Support Services Administrator Staff~~.
5. Monitor compliance with federal regulations and the status of any deficiencies noted in any official federal, state or local review or report.
6. Recommend policy and make recommendations to the ~~Support Services Administrator staff~~ and the Transylvania County Board of Commissioners on the transportation needs of Transylvania County citizens, particularly with respect to a coordinated and cost-effective approach to the delivery of transportation services to area human service agencies and the general public.
7. Work to stimulate and promote needed transportation services and programs for Transylvania County residents.
8. Assist public, private non-profit, private, and voluntary agencies in providing transportation services to their clients.
9. Assist in the development and update of the Community Transportation Services Plan (CTSP) and the local Human Services and Public Transportation Coordinated Plan.
10. Perform other functions as may be requested by the Transylvania County Board of Commissioners.

ARTICLE III: **COMPOSITION BOARD MEMBERS**

1. Number and ~~Qualifications~~ Composition
 - a. The Transylvania County Transportation Advisory Board shall consist of 11 to 17 members. Membership shall be ~~is~~ composed of ~~one~~ representatives identified in the ~~from each of the agencies and organizations as required by the~~ NC Department of Transportation Community Transportation Program Policy and other agencies as recommended by the Transylvania County Transportation Advisory Board. Attachment A shows the list of TAB representatives recommended by the NC Department of Transportation.
 - ~~b. The Transylvania County Board of Commissioners shall appoint a representative to serve as liaison to the Transylvania County Transportation Advisory Board. This representative shall be a non-voting member.~~

2. Terms and Replacements
 - a. ~~If a county commissioner member of the board ceases to be a county commissioner for any reason, his or her appointment as a member of the board shall also cease and the Board of County Commissioners shall appoint another Commissioner to the transportation advisory board.~~
 - b. Agency representatives are appointed by position, not by name, and will serve continuously or until succeeded for whatever reason (resignation, termination, etc.). Alternates may be replaced at any time by the agency representative and do not require approval from the Transylvania County Commissioners. The agency representative should notify, in writing, the ~~Transit Director~~ Planning and Community Development Director and TAB Chairperson of the change.
3. **Vacancies -Agency Representatives:** Vacancies of agency representatives shall be filled by the person employed by the agency to fill the vacant position appointed to the Transportation Advisory Board.
4. **Attendance** - Any member of the Board who accumulates more than three absences in a 12-month period may lose his/her status as a member of the board and may be replaced by the Transportation Advisory Board. The member should notify either the Chairperson or the Support Services Administrator when going to be absent.
5. **Agency Appointments and Delegates** - The director of an agency may appoint a delegate and/or an alternate to represent the organization on the board. In the absence of the delegate, the alternate shall represent the contracting organization and shall have full voting privileges.

ARTICLE IV: OFFICERS

1. **Officers** - The Community Transportation Advisory Board shall have a Chairman, Vice Chairman, and a Secretary. All officers shall be members of the Transportation Advisory Board. The officers shall be elected by the Board at any meeting including such purpose and shall, unless otherwise provided by the Board, hold office for two (2) years or until their respective successors have been chosen. No more than two (2) consecutive terms shall be served in the same office.
2. **Removal of Officers** - Any officer may be removed from office by a two-thirds (2/3) majority vote of the members then in office whenever the Board in its judgment decides that it is in the best interest of the Community Transportation Advisory Board to do so.

ARTICLE V: REGULAR MEETINGS

1. Dates and Location
 - a. Regular meetings of the Transylvania County Transportation Advisory Board will be held quarterly. Date, location, and time of meetings will be established by the Transportation Advisory Board.
 - b. Special meetings of the Transylvania County Transportation Advisory Board may be called by the ~~Transit Director~~ Staff or the Chairperson as deemed necessary to ~~can~~ carry out the duties of the board.
 - c. Board agenda package will be provided to board members a minimum of three working days in advance of the meeting date.
 - d. Meeting dates will be established annually for the calendar year.
 - e. Public notice of all meetings will be provided in compliance with NC G.S. 143-318.12.
2. **Quorum** - A vote by the majority of board members present at any meeting shall constitute a quorum for the transaction of business during regular or special called meetings of the board.

ARTICLE VI: COMMITTEES

The Transylvania County Transportation Advisory Board may designate committees as it shall determine necessary. Minutes must be taken at each committee meeting and should be filed with the official board minutes. Reports from each committee shall be given to the full membership of the board.

ARTICLE VII: BOARD OF COMMISSIONERS

The Transylvania County Board of Commissioners may direct the transportation advisory board regarding matters relating to it and may over-rule or redirect actions of the transportation advisory board.

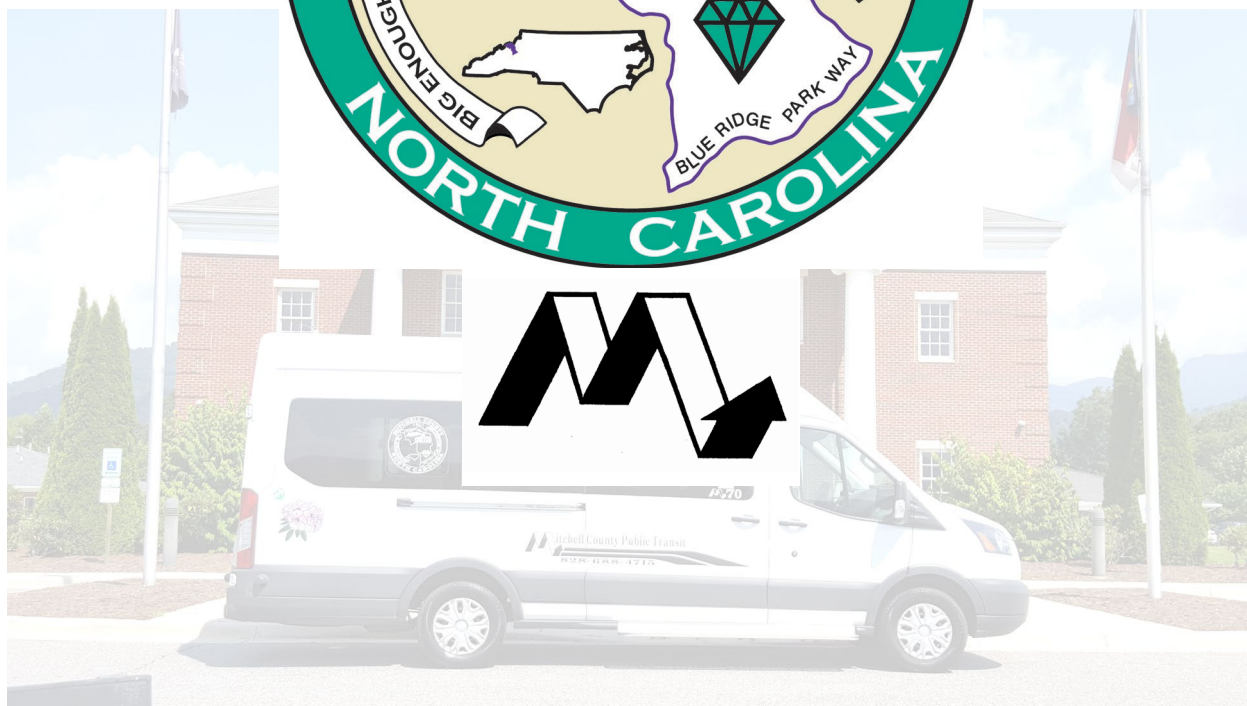
ARTICLE VIII: AMENDMENTS

These by-laws may be adopted, altered, or repealed by the affirmative votes of a majority of the Transylvania County Transportation Advisory Board at any regular or special meeting of the board, but only if the notice of such meetings contained a copy or an accurate summary and explanation of the proposed by-laws amendment, alteration, or repeal as the case may be.

Approved as amended by the Transylvania County Transportation Advisory Board and adopted the _____ day of _____, 20__.

Chairperson's Signature

Support Services Administrator's Signature



Mitchell County Transportation

TAB MEMBER'S MANUAL

Mitchell County Transportation Bylaws

MITCHELL COUNTY TRANSPORTATION ADVISORY BOARD

.....

ARTICLE 1: Name

The name of this Board shall be the **Mitchell County Transportation Advisory Board**, hereafter stated as **TAB**.

ARTICLE II: Roles and Responsibilities

The TAB shall perform the following roles and responsibilities:

Category	Roles and Responsibilities
General	<ul style="list-style-type: none"> • Serves as the advisory body to Mitchell County Transportation as lead agency in the operation of public transportation in Mitchell County. • Serves as a liaison between the public transportation agency and service area residents. • Works with local agencies, organizations and units of local government to maintain a coordinated and cost-effective approach to the delivery of transportation services. • Assists in formulation of the agency mission, vision, goals, objectives and strategies for shaping the public transportation agencies future. • Reviews public transportation services, projects and funding to ensure that they are being fairly and equitably distributed to residents of the community served. • Performs other functions and responsibilities as may be requested or prescribed by the transportation agencies governing board.
Planning	<ul style="list-style-type: none"> • Reviews planning proposals and provides comments with respect to concerns of various segments of the population in regard to their public transportation needs. • Contributes to the long-range planning of a comprehensive and viable public transportation <i>system</i>. • Participates in the development or update of the Community Connectivity Plan (CCP), and the statewide Local Coordinated Plan (LCP). • Reviews various projects and issues related to coordinated public transportation and makes recommendations for better coordination. <i>[Best Practice: Do not “rubber stamp” a plan presented to you. Ask questions about issues warranting attention.]</i> • Identifies unmet service needs. • Assists in prioritizing needs.
Operations	<ul style="list-style-type: none"> • Recommends service improvements including proposed routes, service changes, ridership policies, and fare structures. Assists public, private non-profit, private, and voluntary agencies in providing transportation services to their clients.

Category	Roles and Responsibilities
Finance/Budget	<ul style="list-style-type: none"> • Advises on public transportation financial matters including funding, budgets, fares, billing rates and methods. • Reviews and comments on proposed operating and capital budgets.
Oversight	<ul style="list-style-type: none"> • Monitors compliance with federal regulations and the status of any deficiencies noted in any official federal, state or local review or report. • Evaluates the operational and financial performance of the public transportation system.
Outreach	<ul style="list-style-type: none"> • Disseminates information and holds forums to solicit public input. Participates in other community outreach efforts.
Advocacy	<ul style="list-style-type: none"> • Serves as a citizen's advocacy group dedicated to improving and expanding the area's public transportation system. • Assists in supporting and promoting the use of public transportation, and in locating, developing and obtaining funding.

ARTICLE III: Composition

1. Number and Qualifications

The Mitchell County Transportation Advisory Board is composed of the following members:

[See Appendix C]

2. Appointment

For at-large members is by appointment from the Board of County Commissioners (usually based on recommendations from the transportation system director, the Advisory Committee Chair, and/or other Advisory Committee members). Other appointment methods include:

- a. The TAB with input from the transportation system director*
- b. The transportation director with input from Advisory Board members*
- c. The transportation director and Advisory Board Chair*
- d. The board of a Transportation Authority with concurrence by County Commissioners*
- e. Contracting or client agencies designate a representative, etc.*

3. Terms and Replacements

Members of the TAB are on the Board because they represent a contracting or client agency and shall serve until they resign or are replaced. Other members shall serve *two-year terms*. *Such members are limited to serving two consecutive terms.*

4. Orientation

New Board Members shall receive orientation and a TAB member manual to educate them regarding the nature and purpose of the Advisory Board, the role of the transportation system/authority and their roles and responsibilities as Board Members.

5. Compensation

Advisory Board members serve on a voluntary basis and will serve without compensation.

6. Vacancies

Vacancies on the TAB shall be filled by the Mitchell County Board of County Commissioners. The person appointed shall serve for the unexpired portion of the term. Vacancies of representatives of contracting or client agencies may be filled by the directors of those agencies.

7. Attendance

Any member of the Board with unapproved absences of more than one-half of the regular meetings in a 12-month period shall lose his/her status as a member of the Board and shall be replaced. Absences due to illness or death of an immediate family member shall be considered approved absences and shall not affect the member's status. As soon as a member has missed one-half of the regular meetings, he/she will be notified in writing of the attendance policy in located in the By-Laws.

8. Agency Appointments and Alternates

The Director of contracting or client organizations may appoint a primary delegate and an alternate to represent the organization on the TAB. In the absence of the primary delegate, the alternate shall represent the organization and shall have full voting privileges.

ARTICLE IV: Regular Meetings

1. Dates and Locations

- a. Regular meetings of the TAB will be held at least quarterly if not more. The third Tuesday of July, October, January and April have been designated as the meeting dates, location is primarily the transportation office, and time of meetings has been determined as 10:00 unless notified otherwise.

- b. Special meetings of the TAB may be called by the Chair as deemed necessary to carry out the duties of the Board, or by any two Board Members who give the Chair written notice of a desire to call a meeting.
- c. The board agenda package will be provided to Board Members a minimum of five (5) working days in advance of the meeting date, except in the event of an emergency meeting.
- d. Public notice of all meetings will be provided in compliance with NC General Statute 143-318.12.

2. Quorum

A majority of appointed Board Members shall constitute a quorum for the transaction of business for any meeting of the Board. If a quorum is not physically present, a telephone poll vote may be taken by the presiding officer. The vote by poll will be verified by signature (or e-mail reply) within two working days.

The persons present must be at least 35% of the members to constitute a quorum for the transaction of business for any meeting of the board.

3. Open Meetings

Meetings shall be open to the public except where the purpose of the meeting is:

- a. To advise officials of the transportation system/authority about personnel matters
- b. To advise about clientele problems including termination-of-use privileges
- c. To hear and investigate a charge or complaint by or against an individual Board Member
- d. To plan, conduct or hear reports concerning investigations of alleged criminal misconduct
- e. To prevent the disclosure of information that is privileged or confidential pursuant to the laws of North Carolina or of the United States.

ARTICLE V: Officers

1. Number and Title

The principal officers of the TAB shall be a Chair, Vice-Chair, and Secretary.

2. Election and Terms

The Chair, Vice-Chair, and Secretary shall be elected by the TAB for a term of one year at its first meeting of the fiscal year. Consecutive terms may be served.

3. Duties

The Chair shall preside at all meetings of the Board and shall represent the Board in approved activities. The director with chair approval will be responsible for scheduling and submitting notices of all meetings to the membership of the Board. The Chair should act in a professional and mature manner; exhibit leadership; stay informed about all matters affecting the transportation agency and have good communication skills.

Responsibilities for the Chair:

- a. *To schedule all special meetings, call meetings to order, open agenda items for action, moderate all discussions, and advocate all procedural rules.*
- b. *To rule on points of parliamentary procedure (Robert's Rules of Order), including the right to rule out of order any motion patently offered for obstructive or dilatory purposes.*
- c. *To determine whether a speaker has gone beyond reasonable standards of courtesy in his or her remarks, and to entertain and rule on objections from members in this regard.*
- d. *To call a brief recess at any time.*
- e. *To adjourn in an emergency.*

The Vice-Chair shall perform the duties of the Chair in his/her absence. The Secretary shall record and keep a file of the minutes of all Board meetings.

[Note: a staff member of the transportation system could be given the duties of the Board Secretary]

4. Vacancies

Any vacancy in any office elected by the Advisory Board may be filled by the Advisory Board for the unexpired portion of the term.

ARTICLE VI: Committees

The TAB may designate committees as it shall determine necessary. Minutes must be taken at each committee meeting and should be filed with the official board minutes. Minutes must be signed by the Secretary and the TAB Chair. Reports from each committee shall be given to the full membership of the Board. All meeting minutes once approved and signed must be submitted to the assigned MDS.

[Example: "Appeals Committee" to hear appeals in regard to paratransit service/"Marketing Committee" meets to discuss new brochure design or newspaper ads]

ARTICLE VII: Rules of Order

At all meetings of the Board, and of such committees as may be established by it, parliamentary procedure shall be governed by the latest edition of Robert’s Rules of Order as modified by rules of the Board. *[A copy of the latest edition must be available at each meeting].*

ARTICLE VIII: Code of Ethics/Conflict of Interest

Members of the Advisory Board shall not advise or recommend to staff of the transportation system/authority or its governing board, any actions that would result in personal or financial gain for the member or his/her family or relatives, or in which the member’s interests conflict or could be construed to conflict with those of the transportation system/authority. Each member must sign a Conflict of Interest form annually.

ARTICLE IX: Governing Board

The governing board of the transportation system may direct the TAB regarding matters relating to it and may overrule or re-direct its actions as deemed necessary.

ARTICLE X: Amendments

These by-laws may be adopted, altered, or repealed by the TAB by two-thirds of the voting members at any regular or special meeting. Notice or copies of the proposed amendments shall be distributed to Board Members at least five (5) days prior to any action.

These By-Laws were adopted for Mitchell County Transportation on July 17, 2018.

Signatures:

Matthew “Vern” Grindstaff, Mitchell County Board of County Commissioners

Advisory Board Chair

Advisory Board Secretary

WNCSource Transportation Bylaws

WNCSOURCE TRANSPORTATION ADVISORY BOARD

ARTICLE 1: Name

The name of this Board shall be the WNCSource Transportation Advisory Board, hereafter stated as TAB.

ARTICLE II: Roles and Responsibilities

The TAB shall perform the following roles and responsibilities:

Category	Roles and Responsibilities
General	<ul style="list-style-type: none"> • Serves as the advisory body to WNCSource Transportation as lead agency in the operation of public transportation in Henderson County. • Serves as a liaison between the public transportation system and service area residents. • Works with local agencies, organizations and units of local government to maintain a coordinated and cost-effective approach to the delivery of transportation services. • Assists in formulation of a system’s mission, vision, goals, objectives and strategies for shaping the public transportation system’s future. • Reviews public transportation services, projects and funding to ensure that they are being fairly and equitably distributed to residents of the community served. • Performs other functions and responsibilities as may be requested or prescribed by the transportation system’s governing board.
Planning	<ul style="list-style-type: none"> • Reviews planning proposals and provides comments with respect to concerns of various segments of the population in regard to their public transportation needs. • Contributes to the long-range planning of a comprehensive and viable public transportation system. • Participates in the development or update of the Community Connectivity Plan (CCP), and the statewide Local Coordinated Plan (LCP). • Reviews various projects and issues related to coordinated public transportation and makes recommendations for better coordination. • Identifies unmet service needs. • Assists in prioritizing needs.
Operations	<ul style="list-style-type: none"> • Recommends service improvements including proposed routes, service changes, ridership policies, and fare structures. Assists public, private non-profit, private, and voluntary agencies in providing transportation services to their clients. • When a vote is needed, and there are multiple representatives from the same agency, that agency shall identify one voting representative. • Perspective Board members may fill out an application that will be reviewed by the Chair and Vice Chair. Chair and Vice Chair may recommend candidate to the full board for approval.
Finance/ Budget	<ul style="list-style-type: none"> • Advises on public transportation financial matters including funding, budgets, fares, billing rates and methods. • Reviews and comments on proposed operating and capital budgets. • May Form a Finance Committee

Oversight	<ul style="list-style-type: none"> • Monitors compliance with federal regulations and the status of any deficiencies noted in any official federal, state or local review or report. • Evaluates the operational and financial performance of the public transportation system.
Outreach	<ul style="list-style-type: none"> • Disseminates information and holds forums to solicit public input. Participates in other community outreach efforts.
Advocacy	<ul style="list-style-type: none"> • Serves as a citizen’s advocacy group dedicated to improving and expanding the area’s public transportation system. • Assists in supporting and promoting the use of public transportation, and in locating, developing and obtaining funding.

ARTICLE III: Composition

1. Board Members: A complete list of WNCSource Transportation Advisory Board members is attached as an addendum.
2. Appointment
Members of the TAB may be appointed or selected as describe below:
 - i. The TAB with input from the Transportation Director
 - ii. The Transportation Director with input from Advisory Board members
 - iii. The Transportation Director and Advisory Board Chair
 - iv. The Transportation Director
 - v. Contracting or client agencies designate a representative.
 - vi. Perspective Board members may fill out an application that will be reviewed by the Chair and Vice Chair. Chair and Vice Chair may recommend candidate to the full board for approval.
3. Terms and Replacements
Members of the TAB are on the Board because they represent a contracting or client agency, represent an agency that uses or needs transportation services and shall serve until they resign or are replaced.
4. Orientation
New Board Members shall receive orientation and a TAB member manual to educate them regarding the nature and purpose of the Advisory Board, the role of the transportation system/authority and their roles and responsibilities as Board Members.
5. Compensation
Board members will serve without compensation.
6. Attendance
Good attendance by board members is imperative to accomplishing the goals and mission of the TAB. Therefore, WNCSource TAB members are expected to attend all meetings or have a representative from their organization attend.
7. Agency Appointments and Alternates
The Director of contracting or client organizations may appoint a primary delegate and an alternate to represent the organization on the TAB. In the absence of the primary delegate, the alternate shall represent the organization and shall have full voting privileges.

ARTICLE IV: Regular Meetings

1. Dates and Locations

- i.* Regular meetings of the TAB will be held at least quarterly. The date, location, and time of meetings will be established by the Chairman of the Board. Meetings will be held virtually at this time.
- ii.* Special meetings of the TAB may be called by the Chair as deemed necessary to carry out the duties of the Board, or by any two Board Members who give the Chair written notice of a desire to call a meeting.
- iii.* The board agenda package will be provided to Board Members a minimum of five (5) working days in advance of the meeting date, except in the event of an emergency meeting.
- iv.* Public notice of all meetings will be provided in compliance with NC General Statute 143-318.12.

2. Quorum

A majority of appointed Board Members shall constitute a quorum for the transaction of business for any meeting of the Board. If a quorum is not physically present, a telephone or electronic poll vote may be taken by the presiding officer. The vote by poll will be verified by signature (or e-mail reply) within two working days.

3. Open Meetings

Meetings shall be open to the public except where the purpose of the meeting is:

- i.* To advise officials of the transportation system/authority about personnel matters
- ii.* To advise about clientele problems including termination-of-use privileges
- iii.* To hear and investigate a charge or complaint by or against an individual Board Member
- iv.* To plan, conduct or hear reports concerning investigations of alleged criminal misconduct
- v.* To prevent the disclosure of information that is privileged or confidential pursuant to the laws of North Carolina or of the United States.

ARTICLE V: Officers

1. Number and Title

The principal officers of the TAB shall be a Chair and Vice-Chair.

2. Election of Officers

The Chair and Vice-Chair shall be elected by the full TAB annually during the last meeting of the calendar year. Potential candidates for TAB officer vacancies may be nominated in one of the following ways:

- i.* The TAB with input from the Transportation Director
- ii.* The Transportation Director with input from Advisory Board members
- iii.* The Transportation Director and Advisory Board Chair or Vice Chair
- iv.* The Transportation Director
- v.* Perspective TAB Officers may fill out an application for the vacant position. Applications will be reviewed by three (3) TAB members appointed to a special committee by the Chair, Vice Chair, and Transportation Director or Assistant Director.

3. Duties

The Chair shall preside at all meetings of the Board and shall represent the Board in approved activities. The Chair will be responsible for scheduling and submitting notices of all meetings to the membership of the Board. The Chair should act in a professional and mature manner; exhibit leadership; stay informed about all matters affecting the transportation system/authority and have good communication skills.

Specific Duties of the Chair:

- i. To schedule all special meetings, call meetings to order, open agenda items for action, moderate all discussions, and advocate all procedural rules.
- ii. To rule on points of parliamentary procedure (Robert's Rules of Order), including the right to rule out of order any motion patently offered for obstructive or dilatory purposes.
- iii. To determine whether a speaker has gone beyond reasonable standards of courtesy in his or her remarks, and to entertain and rule on objections from members in this regard.
- iv. To call a brief recess at any time.
- v. To adjourn in an emergency.

The Vice-Chair shall perform the duties of the Chair in his/her absence. The Secretary shall record and keep a file of the minutes of all Board meetings.

4. Vacancies

A vacancy in an elected office (Chair and Vice Chair) will be filled appointment by the Advisory Board, remaining officer and Transportation Director.

ARTICLE VI: Committees

The TAB may designate other committees, as it shall determine necessary. Minutes must be taken at each committee meeting and should be filed with the official board minutes. Minutes must be signed by the Secretary and the TAB Chair. Reports from each committee shall be given to the full membership of the Board. All meeting minutes once approved and signed must be submitted to the assigned MDS. Examples of Committees may include: Finance, Grievance, Executive, Appeals, Marketing

ARTICLE VII: Rules of Order

At all meetings of the Board, and of such committees as may be established by it, parliamentary procedure shall be governed by the latest edition of Robert's Rules of Order as modified by rules of the Board.

ARTICLE VIII: Code of Ethics/Conflict of Interest

Members of the Advisory Board shall not advise or recommend to staff of the transportation system/authority or its governing board, any actions that would result in personal or financial gain for the member or his/her family or relatives, or in which the member's interests conflict or could be construed to conflict with those of the transportation system/authority. Each member must sign a Conflict of Interest form annually.

ARTICLE IX: Governing Board

The governing board of the transportation system may direct the TAB regarding matters relating to it and may overrule or re-direct its actions as deemed necessary.

ARTICLE X: Amendments

These by-laws may be adopted, altered, or repealed by the TAB by two-thirds of the voting members at any regular or special meeting. Notice or copies of the proposed amendments shall be distributed to Board Members at least five (5) days prior to any action.

These By-Laws were adopted for WNCSource Transportation TAB on _____

Signatures:

Advisory Board Chair _____ Date _____

Transportation Director _____ Date _____

ACRONYMS

- FTA – Federal Transit Administration
- NCDOT – North Carolina Department of Transportation
- PTD – Public Transportation Division
- ROAP – Rural Operating Assistance Program
- EDTAP – Elderly and Disabled Transportation Assistance Program
- ETAP – Employment Transportation Assistance Program
- RGP – Rural General Public
- DSS – Department of Social Services
- ADA – American with Disabilities Act
- CCP – Community Connectivity Plan
- LCP – Local Coordinated Plan
- RPO – Rural Planning Organization
- MPO- Metropolitan Planning Organization
- UPTAS – Uniform Public Transportation Accounting System
- CMAQ – Congestion Management and Air Quality
- STP – Surface Transportation Program
- TDP- Transportation Development Plan
- TAB – Transportation Advisory Board
- Op Stats – Operating Statistics
- MDS – Mobility Development Specialist
- CTP – Community Transportation Program
- LEP – Limited English Proficiency
- EEO – Equal Employment Opportunity
- STI – Strategic Transportation Investment



Transportation Advisory Board

Staff Report: FY24/25 Preliminary Budget

Agenda Date: February 14, 2024

Prepared By: Jeffrey S. Adams, PhD

Agenda Item: D

GENERAL INFORMATION

ATTACHMENTS

"D" Exhibits – Application Materials

- D-1 Transportation System FY24/25 Proposed Budget;**
- D-2 Planning, Transportation & Community Development Six-month FY24/25 Budget Report;**
- D-3 'A "Great Resource" with Few Takers: The County's Plan to Get More from Underused Buses,' Dan Dewitt, Brevard Newsbeat, January 5, 2024;**
- D-4 2024 Silver Squirrels Service: Vouchers for Senior Medical Transportation Services Memo;**
- D-5 DRAFT 2023-24 Pisgah Health Funding for Senior Transportation Memo;**
- D-6 Transylvania County Tourism Development Authority Grant Funding Opportunities;**

Background

Transylvania County Transportation has allocated \$1,102,162 for FY25 Transportation Administration & Operations. The Local Share for FY25 is projected to be \$211, 342. The County has asked for two ADA compliant lift-assisted replacement vans, with bike racks.

The Planning, Transportation & Community Development Department provides a six-month Proposed Budget Report to the Board of County Commissioners in preparation of the FY25 Budget cycle. The draft of that report is attached.

Preliminary Budget

FY25 UGA	Total Amount	Local Share
5311 Administrative	\$164,470	\$24,671
Combined Capital	\$270,000	\$27,000

5310 Operating	\$104,000	\$52,000
Total Project	\$538,470	\$120,171

FY24 UGA	Total Amount	Local Share
5311 Administrative	\$164,470	\$24,671
Combined Capital	\$145,000	\$14,500
5310 Operating	\$104,000	\$52,000
Total Project	\$413,470	\$91,171

FY25 ROAP	Allocated	Requested
Elderly and Disabled Transportation Assistance Program (EDTAP)	\$58,694	\$58,694
Employment Transportation Assistance Program (EMPL)	\$8,434	\$8,434
Rural General Public Program (RGP)	\$83,094	\$83,094
Total	\$150,222	\$150,222

Possible System Changes

The County is exploring changes to the Fixed-Route system in the form of routing changes and the fare structures for both Demand-Response and Fixed-Route services. The County has been granted \$30,000 by the Pisgah Health Foundation to benefit senior transportation and the Board of County Commissioners will be reviewing various scenarios for expending those funds in an upcoming meeting (See A-5).

The County is also investigating other funding sources, such as St. Philip's Episcopal Church Grant, through the St. Philips Foundation and the Transylvania County Tourism Development Authority's grant opportunities. The County was approached by a St. Philip's Episcopal representative, after their reading of the attached van driver shortage article in Dan Dewitt's **Brevard Newsbeat** Substack. The County has drafted the attached, **2024 Silver Squirrels Service: Vouchers for Senior Medical Transportation Services Memo**, to provide free medical transportation services for all Transylvania County senior citizens, by utilizing the new ADA-compliant lift-accessible MiniVan to the outlying areas of the County.

The Transylvania County Tourism Development Authority (TCTDA) offers a couple of funding opportunities for \$1,000 to \$25,000, for projects that either make a substantial impact on the tourism infrastructure of the destination, known as the Destination Infrastructure grant, or through their Transylvania Always grant, for projects that align with the mission of the TCTDA's initiative to impact users of public lands, or for creating safe and enjoyable use of natural recreational assets. By extending the Fixed-Route service to connect downtown Brevard to Pisgah Forest and other recreational opportunities, while making the Fixed-Route Service free to all users, Transylvania in Motion would break down the remaining barriers to public lands and other recreational pursuits.

Transylvania in Motion collected \$5,622 in public transit fares in FY23, of which \$2,206 was from the Fixed-Route service. Offering to off-set this revenue source with another funding stream has allowed other counties, such as the Town of Boone and Watauga County's AppalCart and Mitchell County's Pine Line Shuttle.

Recommendations

Staff seeks TAB input on Systems Changes:

1. Seek St. Philip's Episcopal funding to extend free medical transportation services to all seniors in Transylvania County.
2. Seek TCTDA funding to provide free Fixed-Route transportation services to all in the Rosman to Brevard to Pisgah Forest service area.

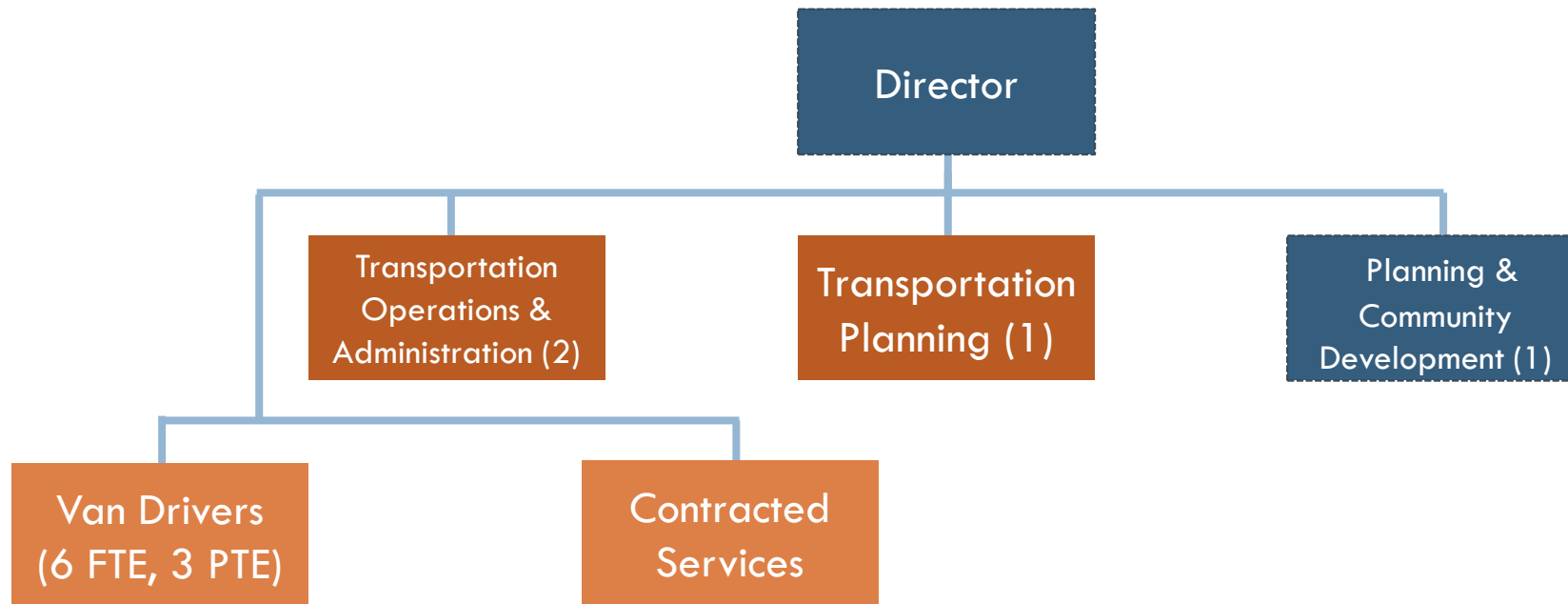
Organization	Object	Account Description	2024 APP Budget	2023 Original Budget	2023 Actuals	2022 Original Budget	2022 Actuals	2021 Original Budget	2021 Actuals
105800	425800	Section 5311 Transportation	(\$139,799.00)	(\$139,799.00)	(\$74,995.00)	(\$137,896.00)	(\$106,767.00)	(\$135,048.00)	(\$129,654.00)
105800	510100	Salaries and Wages	\$79,034.00	\$120,123.00	\$75,975.28	\$105,469.00	\$98,995.48	\$113,728.00	\$81,618.51
105800	510110	Part-Time Wages	\$0.00	\$10,000.00	\$0.00	\$31,158.00	\$1,477.73	\$0.00	\$22,631.82
105800	510120	Overtime Wages	\$0.00	\$0.00	\$39.38	\$0.00	\$1,331.07	\$0.00	\$5.78
105800	510190	Longevity	\$0.00	\$893.00	\$0.00	\$893.00	\$1,046.76	\$893.00	\$975.86
105800	510200	Vacation Pay-Out	\$0.00	\$0.00	\$0.00	\$0.00	\$6,080.74	\$0.00	\$0.00
105800	510220	Other Fringe Benefits	\$38.00	\$38.00	\$38.40	\$1,070.00	\$55.32	\$0.00	\$395.86
105800	510250	FICA	\$5,719.00	\$8,863.00	\$5,485.76	\$8,046.00	\$8,053.93	\$7,646.00	\$7,840.88
105800	510270	LGERS Retirement	\$10,156.00	\$14,535.00	\$9,257.47	\$9,284.00	\$19,095.39	\$10,214.00	\$8,458.43
105800	510310	Health Insurance	\$30,800.00	\$39,663.00	\$27,987.13	\$21,129.00	\$29,774.44	\$25,800.00	\$25,800.34
105800	510320	Retiree Ins/457 Cont	\$0.00	\$0.00	\$0.00	\$1,500.00	\$819.20	\$2,100.00	\$2,057.12
105800	510330	Health Insurance - Employer	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
105800	520080	Phys and Substance Screens	\$0.00	\$1,000.00	\$1,538.68	\$1,000.00	\$1,144.14	\$1,000.00	\$693.54
105800	520100	Contract Services	\$36,000.00	\$180.00	\$19,000.00	\$180.00	\$180.00	\$180.00	\$1,200.00
105800	520320	Postage	\$50.00	\$50.00	\$0.00	\$50.00	\$21.00	\$50.00	\$21.52
105800	520500	Office Supplies	\$1,200.00	\$1,200.00	\$680.00	\$1,200.00	\$910.30	\$1,070.00	\$921.77
105800	520560	Operating Supplies	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
105800	520565	P-Card Expense (Unallocated)	\$0.00	\$0.00	\$97.80	\$0.00	\$27.16	\$0.00	\$0.00
105800	520590	Copy Costs	\$1,250.00	\$1,500.00	\$1,523.53	\$1,500.00	\$1,822.32	\$1,723.00	\$1,694.70
105800	521000	Advertising	\$4,732.00	\$4,732.00	\$340.00	\$4,486.00	\$2,725.60	\$3,115.00	\$3,835.52
105800	521100	Travel & Training	\$1,580.00	\$1,580.00	\$567.09	\$1,580.00	\$258.00	\$1,520.00	\$0.00
105800	521120	Dues & Subscriptions	\$450.00	\$400.00	\$400.00	\$400.00	\$400.00	\$490.00	\$400.00
105800	522300	Freight and Shipping Costs	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
105800	522590	Uniforms & Personal Equipment	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$25.96
105800	524150	Building and Land Improvements	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
105800	524500	Computers and Printers	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
105800	524520	Computer Software Acquisition	\$180.00	\$180.00	\$0.00	\$180.00	\$179.88	\$180.00	\$179.88
105800	524610	Telephone Equipment and Fees	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$11.90
105800	524630	Cellphone Equipment and Fees	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$3,748.00	\$580.06
105800	526600	Advisory Boards	\$125.00	\$125.00	\$0.00	\$125.00	\$0.00	\$125.00	\$0.00
105800	528500	Office Furniture/Fixtures	\$0.00	\$0.00	\$0.00	\$595.00	\$0.00	\$500.00	\$0.00
105800	528520	Maintenance Equipment	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
105800	529650	Permits & Fees	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
105800	529900	Miscellaneous Expense	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
105800	529930	Miscellaneous - Other	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
105810	425750	Block Grant - Aging Grant	(\$17,000.00)	(\$17,022.00)	(\$9,669.48)	(\$17,022.00)	(\$14,330.02)	\$0.00	\$0.00
105810	435800	NCDOT 5310 Operating Revenues	(\$52,000.00)	(\$52,000.00)	(\$12,627.00)	(\$52,000.00)	(\$11,008.00)	(\$52,000.00)	(\$9,681.00)
105810	445800	NCDOT ROAP EDTAP	(\$66,588.00)	(\$66,588.00)	(\$77,612.00)	\$0.00	(\$66,588.00)	(\$73,562.00)	\$0.00
105810	445810	NCDOT EMPL	(\$9,849.00)	(\$9,849.00)	(\$11,182.00)	\$0.00	(\$9,849.00)	(\$10,600.00)	\$0.00
105810	445820	NCDOT ROAP RGP	(\$71,282.00)	(\$71,282.00)	(\$82,877.00)	\$0.00	(\$71,282.00)	(\$78,551.00)	\$0.00
105810	445830	NCDOT 5311 Capital Outlay	(\$29,802.00)	(\$136,018.00)	\$0.00	(\$33,619.00)	(\$33,618.00)	(\$131,578.00)	(\$120,641.00)
105810	460150	Public Transit Fares	(\$12,000.00)	(\$12,000.00)	(\$5,622.00)	(\$12,000.00)	(\$2,190.00)	(\$8,000.00)	(\$37.00)

105810	470180	Reimbursement from Other Fund	\$0.00	\$0.00	\$0.00	(\$175,000.00)	\$0.00	\$0.00	\$0.00
105810	480000	Donations	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$500.00)
105810	510100	Salaries and Wages	\$169,632.00	\$160,935.00	\$147,446.23	\$128,195.00	\$86,407.05	\$171,876.00	\$105,036.58
105810	510110	Part-Time Wages	\$36,800.00	\$15,486.00	\$18,330.07	\$50,756.00	\$4,611.49	\$9,564.00	\$17,045.16
105810	510120	Overtime Wages	\$0.00	\$750.00	\$4,209.30	\$750.00	\$5,869.71	\$750.00	\$778.59
105810	510190	Longevity	\$0.00	\$0.00	\$1,061.78	\$500.00	\$512.22	\$0.00	\$0.00
105810	510220	Other Fringe Benefits	\$105.00	\$105.00	\$102.40	\$0.00	\$92.80	\$0.00	\$7.20
105810	510250	FICA	\$14,579.00	\$18,318.00	\$13,212.62	\$11,531.00	\$10,898.02	\$13,938.00	\$9,258.08
105810	510270	LGERS Retirement	\$21,796.00	\$28,843.00	\$18,596.25	\$13,101.00	\$15,889.64	\$17,642.00	\$10,863.55
105810	510310	Health Insurance	\$92,400.00	\$58,120.00	\$55,016.08	\$28,700.00	\$48,356.24	\$53,750.00	\$53,749.53
105810	510320	Employer 457 Contributions	\$3,000.00	\$1,500.00	\$2,082.61	\$1,500.00	\$1,505.71	\$5,250.00	\$3,632.12
105810	520080	Phys and Substance Screens	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$830.54
105810	520100	Contract Services	\$88,200.00	\$106,400.00	\$83,073.18	\$106,400.00	\$68,807.22	\$106,400.00	\$57,020.67
105810	520320	Postage	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
105810	520500	Office Supplies	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
105810	520560	Operating Supplies	\$1,600.00	\$1,600.00	\$1,296.65	\$1,600.00	\$1,588.47	\$600.00	\$1,589.32
105810	520565	P-Card Expense (Unallocated)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
105810	520590	Copy Costs	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
105810	521000	Advertising	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$95.40
105810	521100	Travel & Training	\$0.00	\$800.00	\$445.21	\$800.00	\$308.93	\$800.00	\$234.17
105810	522300	Freight and Shipping Costs	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
105810	522590	Uniforms & Personal Equipment	\$500.00	\$500.00	\$0.00	\$400.00	\$79.30	\$400.00	\$23.15
105810	524000	Vehicle Fuel	\$55,800.00	\$28,255.00	\$40,902.23	\$23,000.00	\$42,436.57	\$27,000.00	\$24,319.01
105810	524010	Vehicle Maintenance	\$12,150.00	\$10,840.00	\$22,278.44	\$15,667.00	\$16,479.21	\$18,155.00	\$6,528.10
105810	524150	Building and Land Improvements	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
105810	524500	Computers and Printers	\$350.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
105810	524520	Computer Software Acquisition	\$15,480.00	\$12,840.00	\$13,290.00	\$15,849.00	\$5,850.00	\$0.00	\$0.00
105810	524610	Telephone Equipment and Fees	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$6.53
105810	524630	Cellphone Equipment and Fees	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
105810	528520	Maintenance Equipment	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
105810	529000	Special Projects	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
105810	529650	Permits & Fees	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
105810	550050	Vehicles	\$0.00	\$132,770.00	\$130,831.00	\$0.00	\$0.00	\$146,199.00	\$140,745.71
105810	550500	Vehicle Fixtures and Equipment	\$0.00	\$33,114.00	\$503.00	\$37,355.00	\$38,172.60	\$0.00	\$0.00
105810	559010	Billed to Other Fund	\$0.00	\$0.00	\$0.00	\$0.00	(\$11,553.79)	\$0.00	(\$259,639.30)

7. Planning, Transportation & Community Development

Accomplishments

- FY23/24 saw the hiring and on-boarding of a new Director, four new Full-Time Drivers and three Part-Time & Substitute Drivers to achieve full-staffing.



7. Planning, Transportation & Community Development

Accomplishments

- ❑ Provided regular support and guidance to the following boards and committees:
 - ❑ Planning Board (1B)
 - ❑ Joint Historic Preservation Commission (3C, 5C)
 - ❑ Transportation Advisory Board (1B)
 - ❑ Transportation Advisory Committee (1B)
- ❑ Administered and ensured compliance for ordinances including Subdivision, Sign, Telecommunication Tower, Pisgah Forest Community Zoning, and Mountain Ridge Protection (1A)
- ❑ Researched, pursued, administered and successfully closed-out grants (1B)
 - ❑ Administered a Transylvania County Tourism Development Authority grant re-establishing the Transylvania County Community Appearance Initiative (5C)
 - ❑ Re-established and administered the Annual Community Center Grant Program (5B)
 - ❑ Administration of the Pisgah Health Foundation grant supporting Senior Transportation funding
 - ❑ Researched and pursued other grant opportunities
- ❑ Participated in and hosted a variety of training and professional development opportunities for staff, advisory board members, and the public (6A)
- ❑ Continued the process of digitizing office records (6E)

7. Planning, Transportation & Community Development

Accomplishments

- ❑ Added two new expansion vehicles to *Transylvania In Motion's* fleet;
- ❑ Worked with Transportation Advisory Committee to draft Comprehensive Transportation Plan & annual STIP;
- ❑ JHPC nominated a new landmark property in the City of Brevard;
- ❑ Provided regional housing support:
 - ❑ Acted as County representative to the Asheville Regional Housing Consortium for the administration of nearly \$2.5 Million in HOME funding for affordable housing and home improvements;
 - ❑ Worked with the Brevard Transylvania County Housing Coalition to host the Faith & Housing Social Impact Summit to promote affordable housing and home improvements with regional partners;
 - ❑ Worked with Land of Sky Regional Planning Organization to form the LOSRC Regional Housing Alliance in support of affordable and workforce housing across the region;
- ❑ Began the Comprehensive Plan Update:
 - ❑ Planning Board developed timeline and community outreach plan for FY24/FY25 Update;
 - ❑ Planning Board developed community survey for spring release;
 - ❑ Researched and developed Community Snapshot for community outreach and Update;

7. Planning, Transportation & Community Development

Goals

- ❑ Continue to supply administrative support to Citizen Advisory Committees, Grants and development regulations;
- ❑ Provide support to an Update of the 2025 Comprehensive Plan;
- ❑ Provide planning support to County on the Roseman Corridor utilities expansion;
- ❑ Work with regional partners on supporting and developing affordable and workforce housing;
- ❑ Work with the Agricultural Advisory Board and County staff to support Voluntary Agricultural Districts;
- ❑ Provide County support for Emergency Management, Hazard Mitigation and Community Appearance Initiative;
- ❑ Provide County support and grant administration for the Community Centers;
- ❑ Partner with County Agencies and Departments for planning, GIS and transportation needs;

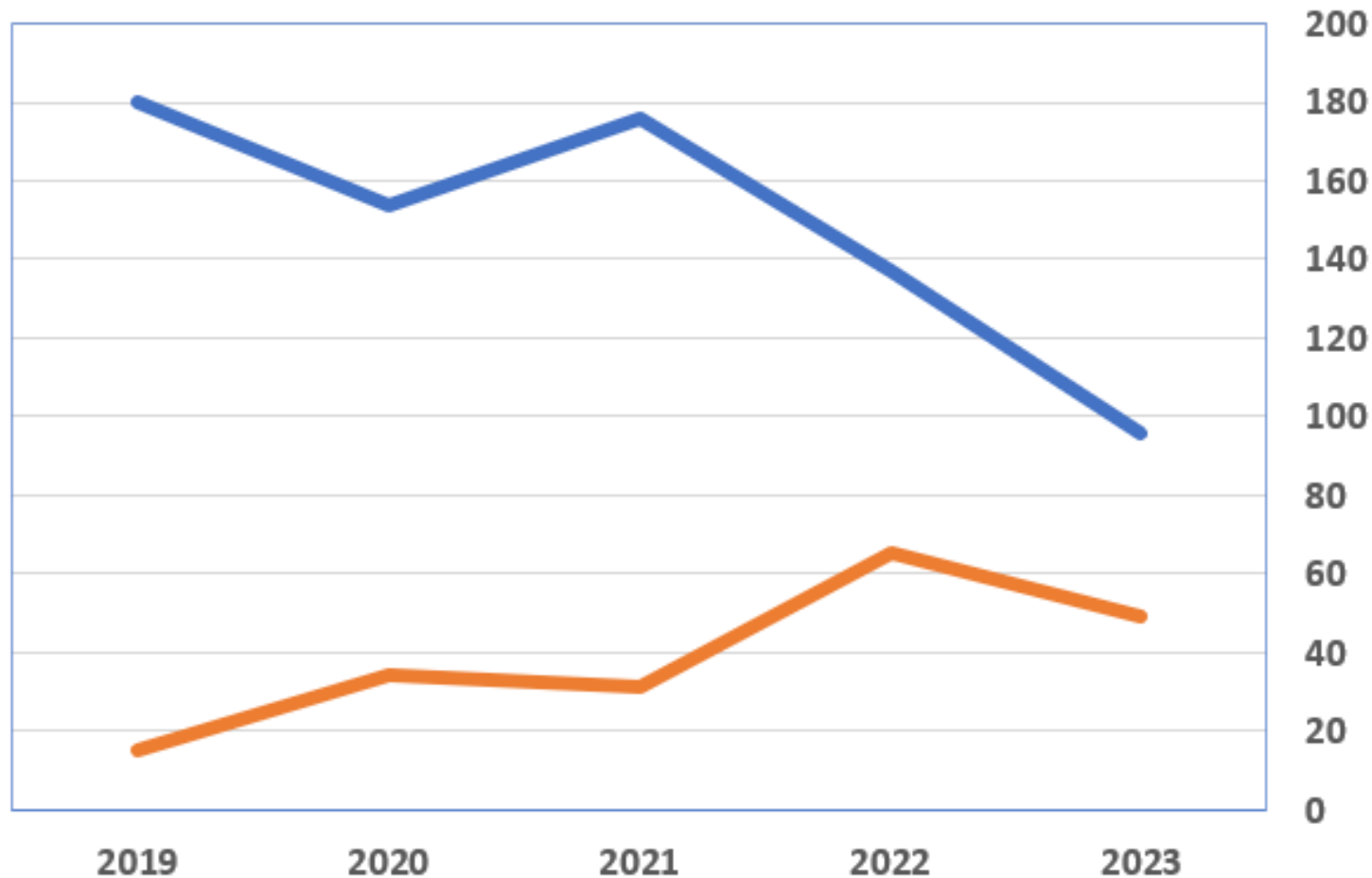
7. Planning, Transportation & Community Development

Goals

- ❑ Continue to provide safe and efficient transportation (1A & 6A)
- ❑ Evaluate and Market Transportation Services to Transylvania County;
- ❑ Fee Schedule Review of comparable fare pricing (6D);
- ❑ Analysis of Capital Improvement Plan for Vehicle and Transit Facilities(6D);
- ❑ Explore expansion of van service in underserved areas of County (5B)
 - ❑ Going further into rural areas where van transportation is currently unavailable
 - ❑ Partnering with area agencies and community centers to geographically coordinate service
- ❑ Analyze ways to connect van service with Henderson County and Buncombe County (5B & 5D)
- ❑ Evaluate the extension of service to evenings and Saturdays (5B)
- ❑ Continue to standardize data auditing procedures to ensure proper compliance, data accuracy and reporting (6E)
- ❑ Finalize Comprehensive Transportation Plan
- ❑ Continue to work with the TAC, City of Brevard, NC DOT and area partners to update STIP projects;

7. Planning, Transportation & Community Development

Subdivision & Exemption Permits



Totals

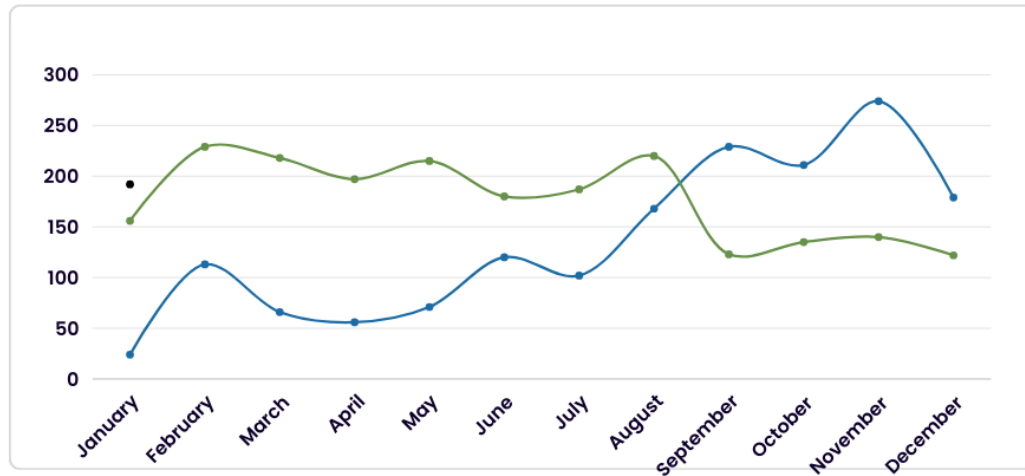
- Subdivision Review
2023: 49
2022: 65
- Exemption Reviews
2023: 96
2022: 137

7. Planning, Transportation & Community Development

Transportation: Demand Response & Fixed Route Service



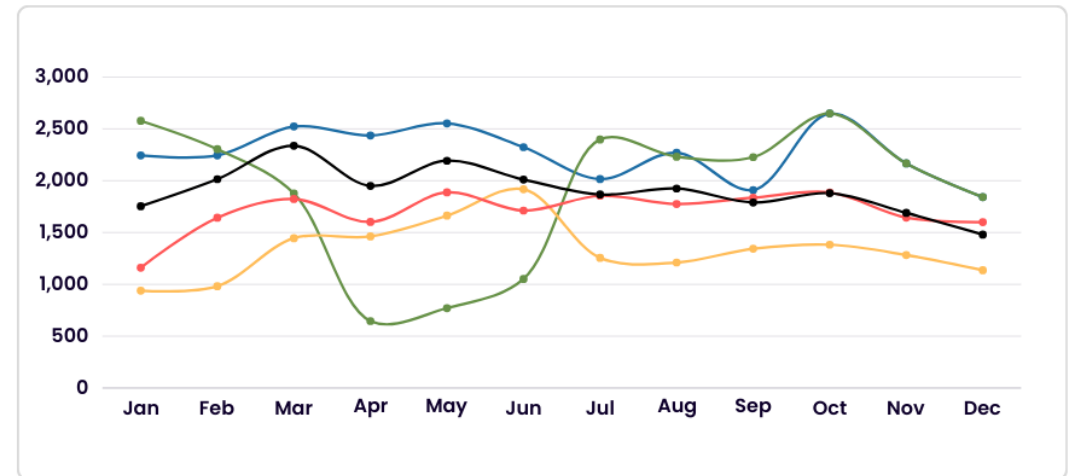
Fixed Route Ridership



- 2022 Ridership
- 2023 Ridership
- 2024 Ridership



Monthly Demand Response



- FY 2019
- FY 2020
- FY 2021
- FY 2022
- FY 2023



7. Planning, Transportation & Community Development

FY2024

Project	Total Amount	Local Share
5311 Administrative	\$164,470	\$24,671
Combined Capital	\$145,000	\$14,500
5310 Operating	\$104,000	\$52,000
Total Project	\$413,470	\$91,171

FY2025

Project	Total Amount	Local Share
5311 Administrative	\$164,470	\$24,671
Combined Capital	\$270,000	\$27,000
5310 Operating	\$104,000	\$52,000
Total Project	\$538,470	\$120,171

- ❑ Transylvania County requested a total of \$270,000 in capital funding for replacement of two (2) vans with lifts that have bike racks. This requires a County match of \$27,000 (10%) of the total.

7. Planning, Transportation & Community Development

Planning, Transportation & Community Development Trends

- Affordable Housing continues to be an issue across the region;
- Lack of Affordable Housing placing increasing pressures on substandard housing conditions (ie. RV & unpermitted structures) and the development of ecologically compromised parcels (ie. Floodplain or steep slopes);
- Subdivisions & Exemptions continue to decline in Transylvania County;
- On-going driver shortages hamper expanded transportation services;
- Demand response transportation service requests remain strong;

A "Great Resource" with Few Takers: The County's Plan to Get More from Underused Buses

Three years after Transylvania County launched its fixed-route bus service, it attracts an average of fewer than 10 riders per day. The county planning director discussed strategies to change that.



[DAN DEWITT](#)

JAN 5, 2024



Transylvania in Motion bus driver Maria Stephens behind the wheel at Lowe's home-improvement store, one of 27 stops on the three-year-old service's route through Brevard, Rosman and Pisgah Forest

BREVARD — Diane Weatherford sat on a concrete wall outside the Sharing House poverty assistance center Tuesday afternoon and talked up the benefits of Transylvania County’s fixed-route bus service.

Last week, she caught one of its 22-foot Ford passenger vans at Forest Gate Shopping Center, near the entrance to Pisgah National Forest, where she has been sleeping most nights since August.

It took her to Sharing House, allowed her to fill a prescription in town and returned her to Forest Gate. The driver was friendly and the bus was clean, comfortable and on time.

Weatherford, 58, said she expects the service to provide a major boost in her planned next steps towards securing stable housing and employment — staying at The Haven long-term homeless shelter and working as a waitress.

“Last week was the first time I rode it and I already got a monthly pass,” she said of the system. “I’m impressed with it.”

So why, other than a *NewsBeat* reporter, was driver Maria Stephens’ bus empty as she piloted it to more than a dozen stops earlier that afternoon? Why does the system serve an average of fewer than 10 riders per day?

A big reason, according to both Stephens and Weatherford: lack of awareness.

Weatherford, who has lived in Transylvania on and off for 20 years, said she didn’t learn about the buses until shortly before she boarded last week and Stephens said, “It’s amazing how many people still get on and say, ‘I didn’t even know about this service.’ ”

Spreading the word about the fixed-route program — launched three years ago this month — is one of the several actions the county is exploring to boost ridership, said Jeff Adams, the county’s planning and community development director.

In the near future, he said, changes to the fixed-route system will likely include the replacement of seldom-used stops with potentially popular destinations.

Longer term strategies are still in the discussion stage, but they could include tapping into underserved groups of riders, creating roadside bus stops and eliminating the \$1 fare.

His department's overall goal, however, is already clear: getting the most out of what should be a significant community asset, especially for its target ridership of transportation-disadvantaged residents.

“It’s a great resource that we are paying for, and I think it can do a lot more than it does right now,” Adams said.



A fan: Diane Weatherford said the service will support her in the next planned phase of her life, staying at a long-term shelter and working at a restaurant.

Changing the Route

“We” are paying primarily as federal rather than county taxpayers. Most of the funding for the county’s public transportation system, called TIM Transylvania in Motion, comes from federal funds distributed by the state — \$434,000 in the current fiscal year and \$538,000 in fiscal year 2024-25, an amount to be matched by \$131,000 from local sources.

These sums cover both the newer [fixed-route system](#) — with an established schedule of stops and times — and a previously existing and far more popular demand-response service.

This option, which delivers users point to point if they book at least a day in advance, recorded 20,810 rides last fiscal year compared to 2,220 for the fixed-route system.

Both programs charge a standard \$1 fare for most trips, though the fixed route system offers package deals to reduce costs for frequent riders and the demand-response service provides free rides for elderly and disabled residents within the city of Brevard. (This system also charges higher fares for trips outside of the county and to its remote communities.)

Both programs are due for an upgrade, when newly received handicapped-accessible vehicles hit the road next month. These will address the shortage of accommodation for disabled residents highlighted in a state review of the county’s fixed-route system. And a minivan for the demand-response program will allow the county to reach more remote locations now served exclusively by a contracted taxi company.

Though the number of fixed-route riders trended upward last year (see chart below), it could be a lot higher, and the task of making that happen began last year with surveys of drivers and members of the county’s Transportation Advisory Board.

Both of these reports pointed to an obvious first step, updating the current route, which was established three years ago.

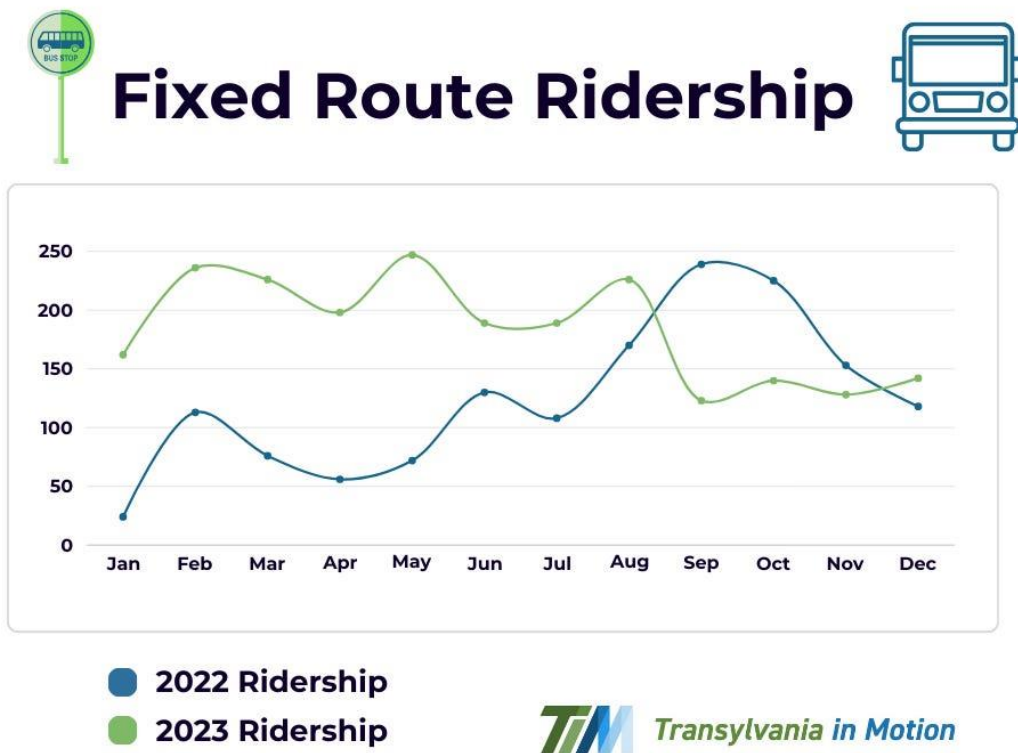
The fixed-route bus starts each morning with a stops in Rosman, where it returns three times daily between hourly rounds through Brevard and Pisgah Forest. The total number of

stops is 27 and several of them, such as the Harmony Korner convenience store on Rosman Highway, typically draw fewer than three riders per month.

Surveyed drivers recommended eliminating several such stops, while Board members saw opportunities in picking up more riders at, among other locations, the Mary C. Jenkins Community Center and the Aldi grocery — neither of which had opened when the route was established — as well as the Transylvania Public Library.

Not mentioned in the surveys is another stop that could tap into a whole new population of riders, Adams said, Brevard College.

“I don’t know of too many college towns where students are not huge users of the bus, and in this one they really aren’t,” he said.



County-provided chart showing increased ridership in 2023

Awareness

But the main thrust of the recommendations from the Board, made up mostly of representatives from agencies whose clients use the service, addresses the lack of awareness mentioned by Stephens and Weatherford.

One member, Deb Haight, assistant director of WNCSource in Transylvania, said in an interview she has a close-up view of the stop near the organization's Brevard office.

"I seldom see people getting on there so I've been trying to think of ways to get more people to use it," she said. One way might be to park buses at busy spots such as Ingles supermarket, offering tours and enticing residents to board by holding drawings for free passes.

This would allow the public to learn about the service and see for themselves, she said, that "these buses are really nice."

Other suggestions from the Board survey included advertising targeted at students of Brevard College, Brevard Music Center and Blue Ridge Community College.

The county could also work with local media to promote public transportation and post schedules at all stops, said the county's summary of the Board survey, which concluded that "the biggest takeaway is to do better at marketing and connecting with the community about our services."

Free?

Adams has already started that process by, for example, holding a recent presentation at the Library, while also developing plans for future public engagement.

When the county hosts input sessions about the ongoing update of its comprehensive plan this spring, he said, it will include questions about transit, which would both raise awareness of the county's programs and draw recommendations from a wide range of sources. In the meantime, he said, members of the public can email ideas for increasing ridership to planning@transylvaniacounty.org.

All the stops now require drivers to pull into parking lots of destinations such as Forest Gate and Blue Ridge Community College. Roadside stops fitted with signs or shelters would both allow buses to complete circuits faster and more frequently, he said, and essentially serve as billboards advertising the service.

Another possibility would build on a recommendation in the Board survey — that the county provide not just informational flyers about the fixed-route system to Sharing House, a hub of potential users, but also monthly passes to hand out to its clients, or “neighbors.”

Adams said the county could consider taking this generosity one step further, offering all fixed-route services for free.

This would encourage customers of the demand-response service, which is near capacity, to explore the underused fixed-route system, he said.

Fares from both programs currently provide a small percentage of the public transportation system’s total revenue, and Adams said he has talked with Clark Lovelace, executive director of the county’s tourism development authority, about securing a grant that would cover those costs.

Along with expanding service to popular destinations such as the Pisgah Ranger Station/Visitors’ Center, free service could allow the county to promote the system as a congestion-relieving shuttle for tourists, one of its primary function in visitation hubs such as Ketchum, Idaho.

“Most of these systems that I’ve talked about, in mountain communities, that’s their target audience — tourists,” he said.

A View of the Current System



Bus pulls away from Food Lion supermarket on Tuesday afternoon

Though Adams said he plans to take some proposed changes to the Commission next month, big amendments such as altering the fare structure would require long-term study.

But even as is, the system provides timely service to essential hubs of commerce, health care and education.

Stephens' bus arrived at Ingles precisely at its prescribed time, 11 minutes after the hour and in the next 36 minutes hit a dozen stops including Blue Ridge Community College, Transylvania Regional Hospital and Forest Gate.

Stephens, who has been driving since shortly after the launch of the fixed-route service, said she appreciates the lack of stress on the job and the chance it gives her to help and engage with a range of residents from unhoused clients of Sharing House to a Brevard High School student whom she picks up in Rosman every morning.

As a full-time driver, Stephens receives benefits, she said, and the pay is a good supplement to her husband's salary as a full-time teacher at Blue Ridge. And the Commission's action last year to boost the starting salary from \$12.19 to \$14.53 has helped alleviate an earlier shortage of drivers.

"I love this job," Stephens said.

But she acknowledged she'd like it more if the system was better used. And it would be, she said, if the county could spread the word of the fixed-route system and overcome what she described as a common misconception — that the white passenger vans circling the county are strictly for disabled and elderly residents.

Riders she picked up last fall, for example, told her "they had no idea this service even existed," she said.

"They'd seen me but they had no idea what I was doing, and one guy said to me, 'I wish I'd known, I'm getting tired of walking all the way into town.' "

Email: brevardnewsbeat@gmail.com



Memorandum

From: Jeff Adams, Planning, Transportation & Community Development Director
To: Transylvania County Board of County Commissioners
Date: January 24, 2024
Subject: **2024 Silver Squirrels Service: Vouchers for Elderly Medical Transportation Services**

Introduction

The Transylvania County Transportation System, also known as Transylvania in Motion (TIM), operates fixed-route and demand response services to facilitate transportation across Transylvania County and the region for its citizens and guests. In FY23 Transylvania in Motion provided over 20,000 passenger trips for medical, health and personal needs for the community.

Transylvania in Motion serves citizens of all ages and yet nearly half of all rides are for those over sixty-five years of age and nearly a quarter have mobility issues.

Silver Squirrels Service: Vouchers for Elderly Medical Transportation Services

The County currently provides travel services to those outside of the Brevard-to-Rosman travelshed via a third-party subcontractor, Brevard City Cab. During the past year, the County received two new replacement vans to expand services, replacing its current twenty-two foot fixed-route van, with an ADA compliant twenty-two foot lift-assisted van and an additional ADA compliant lift-assisted Mini-van in hopes towards assisting our sub-contracted services to those needing transportation services outside the Brevard-to-Rosman travelshed.

Demand response services for Seniors, those over 65 years of age, who would like to travel from their home to appointments, whether for medical or personal reasons, are still required to pay five dollars per trip to cover the cost of these services when they fall outside the Brevard-to-Rosman travelshed. Those same Seniors, when seeking services outside of Transylvania County, are required to pay twenty dollars per trip to cover their appointments in Henderson or Buncombe County. Over the past fiscal year, Transylvania County Seniors have paid over \$5,000, out of pocket, to get to those destinations.

While five or twenty dollars may not sound all that burdensome of a cost, for those with limited budget, offering to cover the cost of at least medical transportation would alleviate some of the worries with getting the care needed. With the new TIMs MiniVan the County is hoping to pilot a service to reach those remote seniors currently served by the City Cab, transitioning those rides to County ADA compliant served rides, driving down the cost to the County, while offering vouchers, a Silver Squirrels Seniors Voucher Service to cover their medical transportation costs.

Summary

We would like to utilize the \$5,000 St. Philip's Emergency Grant funding to offer a voucher system, the Silver Squirrels Medical Transportation Voucher Service, which would cover the five-dollar or twenty-dollar medical transportation cost for all seniors, alleviating barriers to ridership and promoting ridership across the system.

Last year the County paid nearly \$40,000 to our subcontractor to provide transportation to those seniors in the outlying areas of the County. While many of those trips may not have been for medical transportation, a good portion involved such travel. If the County could utilize its new expansion vehicle to transfer some of those trips 'in-house,' the County could provide a win-win for clients, offering ADA-compliant travel and saving on County costs.

Thank you for giving Transylvania County Transportation an opportunity to share this exciting pilot program with you and we look forward to hearing from you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jeffrey S. Adams". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Jeffrey S. Adams, PhD

Memorandum

From: Jeff Adams, Planning Director
To: Transylvania County Board of County Commissioners
Date: February 2, 2024
Subject: **DRAFT 2023-24 Pisgah Health Funding for Senior Transportation**

Introduction

The Transylvania County Transportation System received \$30,000 from Pisgah Health Foundation to be utilized to help our senior transportation services. Staff has discussed various options, under the assumption that this is a one-time offer and offers a range of possibilities to expand our reach and improve senior services:

Henderson County Adult Day Care Service

Transylvania County has lost its Adult Day Care Service, where many of our elderly population have been left without an opportunity to get out and socialize daily. MountainCare's Adult Day programs have been serving Western North Carolina for over 35 years. They provide a safe and enjoyable place for aging adults to stay engaged during the day, while receiving expert care in award-winning facilities, located in both Buncombe and Henderson counties.

Transylvania County Transportation doesn't currently provide service to Henderson County and yet, there is nothing limiting the County from doing so. When MountainCare closed their Transylvania operations there were approximately 18 seniors taking advantage of the service, while only 5 are currently being transported and taking advantage of the Henderson County service.

Silver Squirrels Service: Vouchers for Elderly Services

Demand response services for Seniors, those over 65 years of age, who would like to travel from their home to appointments, whether for medical or personal reasons, are still required to pay five dollars per trip to cover the cost of such services, when they reside outside the Brevard to Rosman travelshed. Those same Seniors who are seeking services outside Transylvania County are required to pay twenty dollars per trip to cover their appointments in Henderson or Buncombe County.

Over the past fiscal year, these Senior Services Transportation costs cost the County approximately \$30,000 in operating expenses. While many may see such costs as minimal, the County has been contacted by major area providers asking if there might be a voucher program for seniors, disabled or client-based, such as those requiring medical appointments. Providing a voucher system that would cover the costs for all seniors would promote ridership across the system.

Additional Van Driver to Transition to FY25 Expanded Services

With our two new expansion vans coming online, we have the ability to expand our services, especially those discussed above, those falling outside the Brevard to Rosman travel area, utilizing our new

MiniVan, to reach those areas where we have relied upon our sub-contractors to reach. Unfortunately, we currently don't have the personnel to provide this expanded service. Utilizing the Pisgah Health funds to provide us that gap funding until we budget for the new driver for FY25, would help us transition to a new service model for reaching our outlying places.

FREE Transylvania Fixed-Route System

Providing FREE Fixed-Route service to any rider would remove the cost barrier to any public transportation decision. Many communities have removed the minor fees associated with public transportation, in our case, one dollar per trip and as a result, seen extraordinary growth in ridership. Total fees received for the past year for the fixed-route system fell around \$2,000.

Summary

Each of the scenarios above offers opportunities to reach a more diverse senior spectrum of riders and extend services to more of Transylvania County, its residents and guests. Where this is being seen as a one-time offer, we might see this as a windfall to re-envision the transportation system, to reach beyond our traditional barriers and engage our communities to consider alternative forms of transportation.

Operations Wages					\$257,974.73
Operations Fuel & Maintenance					\$63,180.67
Total Operations					\$321,155.40
Per Van Operations					\$53,525.90
Contracted Services					\$83,073.18
	Cost per Ride	Rides			
RGP, etc.	\$1	18446			\$18,446
PIT, PVC	\$5	2435			\$12,175
POC	\$15	22			\$330
PVO	\$20	179			\$3,580
Total Fares Collected					\$34,531
Cab Fares Collected					\$16,085



Destination Infrastructure Funding Application

Please review the following carefully before completing an application:

- Have you carefully reviewed the details of the partner funding opportunities outlined on the TCTDA Grant and Partner Funding webpage (<https://explorebrevard.com/tourism-grant-program/>) and do you fully understand the applicable criteria and what you need to do as an applicant?
- Is this (Destination Infrastructure) the correct application for the request based on the different paths detailed on that webpage?
- Applications should be submitted via the online form found on the above referenced webpage. If necessary, answers to each question can be typed on a separate page with corresponding numbers indicated. **Handwritten applications will not be accepted.**
- Provide complete information in response to each question. Do not skip questions; a response is required for each question. If you are unable to answer a question, explain why you cannot.
- Please include any supporting materials (pictures, layouts, background information, etc which will be helpful in this process and clearly indicate if any of these items must be returned to you.
- Part of the evaluation process is the applicant's ability to provide an attractive and appealing application presented in a professional manner.

For questions, contact Virginia Watkins at virginia.watkins@transylvaniacounty.org or 828-884-8900.

1. Application Date
2. Applicant Name (organization)
3. Name of event/initiative
4. Website (if applicable)
5. Physical Address
6. Mailing Address (if different)

7. Contact Person (w/title)

8. Phone Number

9. Email Address

10. Funding Amount Requested

11. Describe the project in detail. Include any diagrams, maps or other appropriate materials.

12. How does your project positively impact the tourism infrastructure of our destination in a way that directly effects visitors to our area?

13. Does this project target any of the key areas defined by the TCTDA as particularly important to the future of the tourism destination cycling, downtown Brevard, entryways to our public lands, arts, music, and outlying communities? If not, describe how the project aligns with other elements of the destination's brand.

14. What is the timeline for the project? Include planned start and end dates, as well as key steps that must occur.

15. Who will be responsible for seeing the project through to completion. Describe the coordinating organization and any partners or contractors who will work on the project.

16. A detailed budget is required and must be attached as Addendum 1. All key revenues and expenses associated with this project, including any other funding sources with an indication of if those funds have been secured must be included. If applicable, please indicate what specific goods or services will be covered by TCTDA funds.

17. What sponsorship benefits or other recognition will the TCTDA receive in conjunction with this funding? Include anywhere the TCTDA logo or name will be included (website, promotional goods, press release, ads, flyers, etc.)?

18. Does your project provide any other benefits to tourism in Transylvania County not previously covered?

19. Applications are accepted from nonprofit organizations and corporations that are registered and active with the North Carolina Secretary of State office. A completed W 9 must be attached as Addendum 2. If the project is approved, the address on the W 9 is where funds will be sent. Indicate below if other payment instructions are requested.

Please carefully review the following statements.

Eligibility and Other Requirements

- Applications are accepted from nonprofit organizations and corporations that are registered and active with the North Carolina Secretary of State office. A completed W-9 is required as a part of the application.
- Only one request per project may be made each calendar year. Organizations may apply for funding for different projects within the same year.
- If the project occurs annually, additional requests in following years are allowed, although preference is given to new projects. Repeat requests are reviewed with a higher level of scrutiny. Additional considerations include detailed reporting on prior years and any new elements.
- A detailed budget must be included with the application.
- At least 20% of the project costs should be provided from other funding sources (i.e., the applicant and/or other partners). In-kind donations do not count toward this calculation.
- Approved funds must be used within one year of the award date or be returned to the TCTDA.
- Approved funds cannot be transferred to another party.
- If there are substantial changes to a project after approval of funds, the TCTDA must be notified and provided an opportunity to assess if the applicant still qualifies for funding.
- The project must be tourism-related and provide significant benefit to Transylvania County.
- Appropriate TCTDA support credit must be included in all applicable areas (see below for more detail).
- A detailed Project Evaluation Report (PER) must be submitted within 30 days of project completion. Future funding requests by applicant will not be considered without a PER for any previous projects (see below for more detail).

Partnership Credit

It is a priority of the TCTDA to show the positive impact that tourism has on our community and provide examples to future applicants of the types of projects the TCTDA supports. The TCTDA must receive appropriate partnership credit on ads, promotional material and press releases, and recipients are encouraged to acknowledge TCTDA support at every possible opportunity. The name "Transylvania County Tourism Development Authority" should be used. If necessary due to space limitations, "Transylvania County Tourism" is acceptable. A digital version of the TCTDA's organizational logo will be shared with approval of funding.

Reporting

By completing this application, the applicant acknowledges it will provide the following reporting to the TCTDA. Failure to do so disqualifies the applicant from future funding considerations.

- A 250-word quarterly progress report sent to virginia.watkins@transylvaniacounty.org.
- In-person updates as needed.
- A Project Evaluation Report (PER) must be submitted within 30 days of the conclusion of the project. The applicant must maintain records of expenditures made with TCTDA funding and include a financial report of those expenditures in the PER. Additional financial reporting may be required for funding of \$5,000 or more.

Submitting an Application

Applications are accepted on a rolling basis. Requests must be received at least 45 days in advance of deadlines for marketing materials to promote the project so the TCTDA may be included. **Requests should not be made last-minute and may not be funded due to insufficient time.** As a reminder, projects must be shovel-ready, with full or substantial completion within one year of the application date.

Links to application forms can be found below. Applications should be submitted via the online form. If necessary, answers to each question can be typed on a separate page with corresponding numbers indicated. **Handwritten applications will not be accepted.**

Applicants requesting funding of \$4,999 or less will typically receive an official answer within 30 days. Requests for \$5,000 or more may take longer and could require an in-person presentation.

Review Process

All requests will be reviewed in a fair and ethical manner by the TCTDA Board of Directors or one of the TCTDA's designated committees based on the parameters outlined in this document. The number of requests received by the organization and the level of available funding may impact final decisions. All elements of TCTDA funding opportunities are managed at the sole discretion of the Transylvania County Tourism Development Authority, including the application review process and all subsequent funding decisions. All decisions of the TCTDA are final.

Note that the application and any other information submitted before or after the review process is considered public record.

Indemnity

Funding recipient agrees, to the fullest extent permitted by law, to defend, indemnify, and hold harmless the TCTDA, its officers, directors, affiliates, employees, volunteers, and agents, from and against any and all claims, liabilities, losses and expenses (including reasonable attorney's fees) directly, indirectly, wholly or partially arising from or in connection with any act or omission of recipient, its employees or agents, in applying for or receiving funds from the TCTDA, in expending or applying funds or in carrying out the event/project as set forth in the proposal.

Transportation Advisory Board

Staff Report: Letter to Community Partners

Agenda Date: February 14, 2024

Prepared By: Darby Terrell

Agenda Item: F

GENERAL INFORMATION

NOTICE

None required;

DISCLOSURES

None;

ATTACHMENTS

“A” Exhibits – Discussion Materials

- A-1 Letter to South Mountain Children and Family Services;**
- A-2 Letter to Brevard College;**
- A-3 Letter to Brevard Music Center;**
- A-4 Letter to Transylvania County Strong;**
- A-5 Letter to Transylvania County Tourism and Development Advocacy;**
- A-6 Letter to Transylvania County School System;**

Background

Staff has prepared letters to potential community partners to gauge their interest in being involved with TAB as either a representative of their organization as a member on the board, or as a collaborative resource for TAB and staff to work together with in the future. Each letter has the same information, and staff has researched the potential contact person for most listed organizations.

Purpose

By reaching out staff hopes to increase the knowledge of the community about our services and in hopes to also increase the departments' ability to work with interested organizations. Whether to help provide new funding opportunities, help highlight potential demographics that have been overlooked, or helping to find ways to increase our service.

Recommendation

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

Hello Ms. Hellstrom,

Transylvania in Motion, the County Public Transportation program, would like to welcome you to become one of our active community partners. Our mission is to provide safe, reliable, and effective transportation services that meet passengers' needs. Our goal is to help the passengers keep their lifestyle of independence, feel secure during transport, and hold trust for their drivers. Our department is committed to providing a safe working environment, safe transport for passengers, safe vehicles and equipment, and secure facilities.

Our service provides General Public Transportation, Demand Response, Paratransit, Fixed Route, and Transportation for medical appointments. For more information, please visit our [website](#).

We view all our community partners as important in the discussion of transportation for our citizens, we would like to invite you to become or be involved in our [Transportation Advisory Board \(TAB\)](#). This board is made up of stakeholders from the service area and is representative of the various target audiences in the service area, including one or more actual passengers of the transportation system. An actively engaged TAB is expected to discuss unmet needs in the service area, service design, scheduling, billing rates and fares, as well as monitor patterns of complaints about the transportation service.

We look forward to speaking about our service and how we can support your organization, as well as improve and grow public transportation in Transylvania County.

Thank you,

Transylvania County

Planning and Community Development

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Transylvania County

Planning and Community Development

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Planning and Community Development

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We look forward to speaking about our service and how we can support your organization, as well as improve and grow public transportation in Transylvania County.

Thank you,

Transylvania County

Planning and Community Development

Hello Mr. Lovelace,

Transylvania in Motion, the County Public Transportation program, would like to welcome you to become one of our active community partners. Our mission is to provide safe, reliable, and effective transportation services that meet passengers' needs. Our goal is to help the passengers keep their lifestyle of independence, feel secure during transport, and hold trust for their drivers. Our department is committed to providing a safe working environment, safe transport for passengers, safe vehicles and equipment, and secure facilities.

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Planning and Community Development

Hello Mr. Wilmont,

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