



**Transylvania County Transportation Advisory Board
February 12, 2025 at 2:00 PM
Large 2nd Floor DSS Conference Room
106 E. Morgan Street or join online at
<https://us02web.zoom.us/j/83485925320>**

AGENDA

CALL TO ORDER

- I. WELCOME**
- II. AGENDA MODIFICATIONS**
- III. CONSENT AGENDA**
 - A. Minutes (November 13, 2024)
- IV. OLD BUSINESS**
 - A. Q2 FY25 Transylvania County Transportation Operational Statistics
 - a. Quarter Breakdown Summary of Demand Response
 - b. Fixed Route Summary
 - B. Ridership Passes Use
 - i. Fixed Route
 - ii. Demand Response
 - C. Fixed Route Rerouting Update
 - a. New Survey
 - b. Fixed Route Ride
 - D. Land of Sky – RPO
 - E. Transportation Updates from Staff
 - a. Silver Squirrel Update
 - b. Marketing update
 - c. Newsletter
- V. NEW BUSINESS**
 - A. 5310 Operating Application Review Discussion
- VI. PUBLIC COMMENT** (15-minute time limit. Speakers are limited to three minutes.)
- VII. BOARD MEMBERS' COMMENTS**

ADJOURNMENT

**Transylvania County Transportation
Advisory Board
November 13, 2024, at 2:00 PM**

MINUTES

CALL TO ORDER

- I. **WELCOME:** Amy Freeman, Vice Chair, called the meeting to order at 2:02 PM. Greta Gosnell, Sabrina Griffin, Jeff Adams, Deb Haight were present in the room. Members present on Zoom were Abby Incze, Amy Freeman and Carla Hill. Absent was Shelly Webb, Sara Daughtry, Traci McCormick and Vicki Eastland (excused). A quorum was present. Darby Terrell, Planner was present as well on Zoom.

- II. **AGENDA MODIFICATIONS:** Ms. Amy Freeman approved to add Driver Highlights to the Consent Agenda, per staff's request.

- III. **CONSENT AGENDA**
 - A. Minutes (May 8, 2023)
 - B. Transportation Updates
 - i. Transportation during the aftermath of Hurricane Helene
 - ii. Silver Squirrel Update
 - iii. Increasing Advertising via Radio Ads
 - iv. Driver Highlights

Mr. Adams informed the board of the role that the Transportation department played in the aftermath of Hurricane Helene. Mr. Adams also informed the board he had applied for more funding for the Silver Squirrel voucher program, he had asked for a total of \$10,000. Ms. Terrell mentioned the department had recently signed up for advertising through one of the local radio stations. Mr. Adams informed the board of the passing of one of our van drivers Mr. Ray Eugene Evans, his passing happened before the storm. He also highlighted that another van driver Mr. Jim Dagle will be retiring in December. The department is trying to post the position and have it filled before he leaves.

Ms. Freeman motioned to approve the minutes as presented, seconded by Ms. Deb Haight. The motion passed unanimously.

IV. ORGANIZATIONAL MEETING

- A. Election of Chair and Vice Chair

Ms. Terrell opened the floor for nominations for Chair and Vice Chair. She briefly went over the requirements for each. Ms. Greta Gosnell motioned to nominate Sabrina Griffin as Chair and Amy Freeman as Vice Chair; it was seconded by Mr.

Jeff Adams. The motion was approved unanimously.

V. OLD BUSINESS: [Presentation Slides](#)

- A. Q1 FY25 Transylvania County Operational Statistics
 - i. Quarter Breakdown Summary of Demand Response
 - ii. Fixed Route Summary

Ms. Terrell went over the organizational statistics for the previous quarter. She highlighted that compared to last fiscal year there was an overall uptick this quarter for our vans Demand Response ridership. Ms. Terrell suggested that it may be due to opening the voucher program that was originally only cab rides to use the minivan. She stated there were lower numbers for cab ridership this quarter. Ms. Terrell brought the board's attention to the drop in ridership in September, which could have easily been caused by the disaster. The TAB discussed the numbers presented.

- B. Unified Grant Application for FY26 and ROAP Update

Ms. Terrell updated the board that the department was working with Abby Incze in finishing up the application FY26 for both the UGA and ROAP. Due to the storm NCDOT decided to push back the deadline for both applications to the end of November. Ms. Incze agreed that she is going to be submitting the applications in the next two weeks.

- C. Fixed Route Rerouting Update

Ms. Terrell updated the board on the recent survey results, with the help of Mr. Jeff Adams. Mr. Adams informed the board they wish to improve the Fixed Route, but the timetable presented was not set in stone. Staff wishes for input from the board on how they proceed. During discussion members directed staff to create a condensed survey with 3 to 5 questions to clarify what the riders would want to see changed. As well as discussion on potentially having a goal to extend the Fixed Route to rural areas. There was also discussion of the need for board members riding the Fixed Route to familiarize themselves with the service.

- D. Land of Sky – RPO: There was no update from the Land of Sky RPO.

VI. NEW BUSINESS

- A. TAB Meeting Date Discussion

Ms. Terrell informed the board of her conversation with Ms. Shelly Webb. Ms. Webb is unsure of her ability to regularly attend meetings and feels like she should resign from the board. Ms. Terrell told the board she believes keeping Ms. Webb on the board is important even if her attendance is spotting because of the connection with Sharing House and the transit service. Ms. Freeman suggested she would keep Ms. Webb up to date. Ms. Terrell updated the board that with the respondents of the survey that was sent out to gauge other members want to change the meeting. The majority responded they would like to keep the current time and day of the meeting. The board agreed with that suggestion.

VII. BOARD MEMBERS' COMMENTS:

No comments were made.

ADJOURNMENT

Ms. Greta Gosnell motioned to adjourn the meeting at 3:33 PM, seconded by Ms. Amy Freeman. The motion passed unanimously.

Darby Terrell, Planner

Chair

Transportation Advisory Board

Staff Report: Quarter 2 FY25 Operational Statistics Report

Agenda Date: February 12, 2024

Prepared By: Darby Terrell

Agenda Item: IV-A

GENERAL INFORMATION

ATTACHMENTS

No attachments, Infographics to be presented in PowerPoint

Background

Transylvania County Transportation Advisory Board receives 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 2024 till December 2024. Comparing the two, there was an increase in all categories for the Van Demand Response and a decrease for the Cab. Which is evident by the push within the department to use the Mini-van to capture some of the Cab volume we have. Another point that seems to show is the Fixed

Operational Statistics

Q2- FY25	October	November	December	QRT Total
DR	23 Op Days	18 Op Days	18 Op Days	59 Op Days
Hours	453	464	425	1,343
Miles	8,146	8,659	7,931	24,736
Passenger Trips	1,610	1,577	1,415	4,602
DR Cab				
Hours	61	62	65	188
Miles	1,279	1,200	1,282	3,761

Passenger Trips	174	164	104	442
Fixed Route				
Hours	209	187	181	578
Miles	3,549	3,207	3,146	9,902
Passenger Trips	182	160	115	457

Q2- FY24	October	November	December	QRT Total
DR	22 Op Days	19 Op Days	18 Op Days	59 Op Days
Hours	513	432	360	1,305
Miles	9,029	7,901	6,997	23,927
Passenger Trips	1,713	1,479	1,206	4,398
DR Cab				
Hours	58	91	70	219
Miles	1,687	1,884	1,624	5,195
Passenger Trips	241	246	219	706
Fixed Route				
Hours	232	201	179	612
Miles	3,964	3,390	2,949	10,303
Passenger Trips	140	140	122	402

Recommendation

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

Transportation Advisory Board

Staff Report: Quarter 2 FY25 Operational Statistics Report

Agenda Date: February 12, 2024

Prepared By: Darby Terrell

Agenda Item: IV-B

GENERAL INFORMATION

ATTACHMENTS

No attachments, Infographics to be presented in PowerPoint

Background

In Fiscal Year 2022-2023, the Transportation Department made passes available for riders. This allowed them to pre-pay for rides. Below shows the chart with the number of passes used during each quarter for both services. For the Fixed Route passes, the last two years, there has been a dip in Quarter 2 which is October to December. Which is consistent with the seasonal dip we see in ridership due to the colder weather. For the Demand Response the passes were a hot commodity for the first year, the use of passes cooled off in the following year and has picked up for the first two quarters of this year.

Passes Charts

Fixed Route	QR 1	QR 2	QR 3	QR 4	Total
FY 22-23	91	125	162	164	542
FY 23-24	166	45	176	176	563
FY 24-25	135	81			
Demand Response	QR 1	QR 2	QR 3	QR 4	Total
FY 22-23	0	159	366	356	881

FY 23-24	160	101	130	151	542
FY 24-25	173	165			

Recommendation

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

Transportation Advisory Board

Staff Report: Fixed-Route Rerouting Update

Agenda Date: February 12, 2025

Prepared By: Darby Terrell

Agenda Item: IV-C

GENERAL INFORMATION

ATTACHMENTS

Background

Transylvania County Transportation has sent out via the newspaper (Transylvania Times), email our stakeholders (TAB, TAC, and other Citizen Advisory Committee's), reached out to El Centro and other Spanish Organizations, as well as the School System to share the Survey. We will also have some surveys in the Transylvania County Library as well. There has also been some Community outreach done by our Director to College Walk and more planned in the future for other neighborhoods. The current count of survey's completed via Google forms counter is 77 (on 2/6/2025). We expect more to come hopefully in the next couple of weeks.

Recommendation

This is an update on the progress of the survey to the TAB. There is no decision that is required.

Transportation Advisory Board

Staff Report: Fixed-Route Rerouting Update

Agenda Date: February 12, 2025

Prepared By: Darby Terrell

Agenda Item: V-A

GENERAL INFORMATION

ATTACHMENTS

FY25 5310 EBS Budget Application Transylvania County (7/1/24 to 6/30/2026)

Background

Staff wanted to allow the Transportation Advisory Board some time to review and discuss the 5310 Operations Application for this upcoming fiscal year 2026. For the 5310 Operating grant, it provides funding to transportation systems who provide services to help Enhance Mobility of Seniors and Individuals with Disability. The funds within this grant are for capital and operating expenses. Such as planning transportation projects that effect seniors and individuals with disabilities where public transportation is insufficient. As well as helps projects to improve access to fixed-route service and to help decrease the reliance on paratransit and to bring alternatives to assist seniors and individuals with disabilities with transportation. The funding is decided using a formula given to the state that is based on the number of older adults and people with disabilities for the state using Census data. Both 5310 and 5311 are grants by the Federal Transportation Administration, that are given to the State Department of Transportation (NCDOT), and then we apply to NCDOT for our portions of the three grants they give out from this funding.

For FY 2026, the county applied for \$104,000, which comes to a \$52,000 match in county funds for next year. This number has been consistent for the past 4 years or so and has not been increased. We have not exceeded the number.

Recommendation

This is an update on the progress of the survey to the TAB. There is no decision that is required.

Budget Summary

General Information

*Legal Name:

Address:

County:

Congressional District:

Period of Performance (from):

Period of Performance (to):

Federal Billable/Non-Billable:

Contact Information

Contact Person:

Telephone:

Fax:

Email:

Website:

Federal ID Number:

DUNS Number:

CFDA:

Project Number:

Total Project Expenditures

(NCDOT Maximum Participation Amounts)	Requested	NCDOT (Use Only)
Total Expenses	<input type="text" value="104000.00"/>	<input type="text" value="104000.00"/>
Total Contra Accts and Fare Revenue	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
Total Net Expenses/Cost	<input type="text" value="104000.00"/>	<input type="text" value="104000.00"/>

Proposed Project Funding

	Total	Federal	Federal Non-Billing	NCDOT	Local
Total Funding (%)	<input type="text" value="100.00000"/>	<input type="text" value="50.00000"/>	<input type="text" value="0.00000"/>	<input type="text" value="0.00000"/>	<input type="text" value="50.00000"/>
Total Funding (\$)	<input type="text" value="104000.00"/>	<input type="text" value="52000.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="52000.00"/>

Approved Funding (Do not complete this section - NCDOT only)

	Total	Federal	Federal Non-Billing	NCDOT	Local
Total Funding (%)	<input type="text" value="100.00000"/>	<input type="text" value="50.00000"/>	<input type="text" value="0.00000"/>	<input type="text" value="0.00000"/>	<input type="text" value="50.00000"/>
Total Funding (\$)	<input type="text" value="104000.00"/>	<input type="text" value="52000.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="52000.00"/>

Proposed DBE, MBE, WBE Goals (Enter DBE Goal if Federal Funding applies, otherwise enter MBE/WBE Goals)

	DBE	MBE	WBE
Amount (%)	<input type="text" value="0.00000"/>	<input type="text" value="0.00000"/>	<input type="text" value="0.00000"/>
Amount	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>

Approved DBE, MBE, WBE Goals (Enter DBE Goal if Federal Funding applies, otherwise enter MBE/WBE Goals)

	DBE	MBE	WBE
Amount (%)	0.00000	0.00000	0.00000
Amount	0.00	0.00	0.00

Summary

Summary Information

Description	Total Cost	NCDOT Cost
Total Salaries	0.00	0.00
Total Fringe	0.00	0.00
Total Salary and Fringe	0.00	0.00
Total Contra Accounts	0.00	0.00
Total Fare Revenues	0.00	0.00
Total Contra Accounts and Fare Revenues	0.00	0.00
Total Expenses less Total Contra Accounts and Fare Revenues = Total Net Operating Expenses (TNOE)	104,000.00	104,000.00
Total Contract Service Revenue	52,000.00	52,000.00
Total Miscellaneous Revenue and Income	0.00	0.00
Total Local Match	0.00	0.00
Total Contract Service Revenue + Miscellaneous Revenue and Income + Local Match	52,000.00	52,000.00

Cash Flow

*Please enter anticipated spending per quarter. Projections are only estimates. Projected cash flow will assist IMD in financial planning throughout the year. If the funding request is adjusted per NCDOT column, the projections will be adjusted to scale NCDOT changes. Please contact your Regional Grant Specialist for further assistance.

Projected Cash Flow

Year (YYYY)	1st Quarter Jul 1 - Sep 30	2nd Quarter Oct 1 - Dec 31	3rd Quarter Jan 1 - Mar 31	4th Quarter Apr 1 - Jun 30	Total
2025	26,000.00	26,000.00	26,000.00	26,000.00	104,000.00
Total	26,000.00 USD	26,000.00 USD	26,000.00 USD	26,000.00 USD	104,000.00 USD

Proposed Budget Expenses

Travel and Transportation (other than employee development) (G300)

Code	Description	Total Cost	NCDOT Cost
G313	Transportation of Clients/Others	104,000.00	104,000.00

Other Fixed Charges (G600)

Code	Description	Total Cost	NCDOT Cost
G621	Volunteer Reimbursement	0.00	0.00

Operating Revenues

Fare Revenue (F500)

Code	Description	Total Cost	NCDOT Cost
F511	General Public Fares	0.00	0.00
F521	Prepaid Fares/Bulk Discounts	0.00	0.00
F522	Senior Citizen Fares	0.00	0.00
F523	Student Fares	0.00	0.00
F524	Child Fares	0.00	0.00
F525	Paratransit Fares	0.00	0.00
Total Fare Revenues		0.00 USD	0.00 USD

Contract Service Revenue (R400)

Code	Description	Total Cost	NCDOT Cost
R411	Aging Program	0.00	0.00
R412	Department of Social Services	0.00	0.00
R413	Sheltered Workshop	0.00	0.00
R414	Mental Health Program(s)	0.00	0.00
R415	Health Department	0.00	0.00
R416	Community Action Program	0.00	0.00
R417	Head Start Program	0.00	0.00
R418	Daycare	0.00	0.00
Total Contract Service Revenue		52,000.00 USD	0.00 USD

Code	Description	Total Cost	NCDOT Cost
R419	Medical	0.00	0.00
R420	Parks and Recreation	0.00	0.00
R421	Public/Private School	0.00	0.00
R422	Teen Parent	0.00	0.00
R423	Community Living Skills	0.00	0.00
R424	Hospital	0.00	0.00
R425	Community College	0.00	0.00
R426	College/University	0.00	0.00
R427	Aging Program Supplement	0.00	0.00
R428	Child Development	0.00	0.00
R429	Work First	0.00	0.00
R430	Other - local match	52,000.00	52,000.00
R431	Blind Services	0.00	0.00
R432	Vocational Rehabilitation	0.00	0.00
R433	Community Services Block Grant	0.00	0.00
R434	Smart Start	0.00	0.00
R435	Agricultural Extension	0.00	0.00
R436	JTPA	0.00	0.00
Total Contract Service Revenue		52,000.00 USD	0.00 USD

Code	Description	Total Cost	NCDOT Cost
R437	Nursing Home	0.00	0.00
R438	Rest Home	0.00	0.00
R439	Private Individual	0.00	0.00
R440	Elderly and Disabled Transportation Assistant Program (EDTAP)	0.00	0.00
Total Contract Service Revenue		52,000.00 USD	0.00 USD

Miscellaneous Revenue and Income

Code	Description	Total Cost	NCDOT Cost
R385	Advertising Profits	0.00	0.00
R497	Investment Income	0.00	0.00
R811	Sale of Materials and Scrap	0.00	0.00
R821	Sale proceeds from Fixed Assets	0.00	0.00
R844	Cash Donations	0.00	0.00
R861	Rental Income	0.00	0.00
R891	Other revenue not elsewhere classified:	0.00	0.00
Total Miscellaneous Revenue and Income		0.00 USD	0.00 USD

Comments

Transportation Advisory Board

Staff Report: Silver Squirrel Update

Agenda Date: February 12, 2024

Prepared By: Darby Terrell

Agenda Item: IV-E

GENERAL INFORMATION

ATTACHMENTS

A1: Revenue Data Report

A2: Funding Source/Fare Details

Background

Transylvania County Transportation Advisory Board receives a quarterly report on the progress of the new voucher program Silver Squirrel. This program is being funded by the St. Phillip's Episcopal Church Women's Group. This is to allow individuals who are over 65 years old fare free trips when using the Cab service or our Mini van. This was started last fiscal year for half a year and was extended this year with the approval of funding for a full year. This funding is split between two funding codes, which are centered around the location of the trips within or out of the county. The Mini van service currently only does in county transportation. Attached also is the Funding Source/Fare Details that gives definitions to all our funding codes that we use for transportation.

Purpose

To give the board an update on the usage of the Silver Squirrel program. The attached Revenue Data Report shows the overall numbers of trips for this program from July 2024 to January 2025. The overall number for Silver Squirrel RGP Voucher Out of County was 76 trips. For the Silver Squirrel RGP Voucher in the County there were 508 trips. Both of those numbers are from the usage of the Cab service. For the Mini van it was 168 trips, which are rides provided by the TIMs vehicle.

Recommendation

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

Revenue Data Report
Transylvania County Public Transportation
Monday Jul 01, 2024 - Friday Jan 31, 2025

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	3448	10688.0000	682.1512	0.00	0.00	36,686.72	10.64	3.10	0.20	26.00	36,712.72	10.65
LOSMD	351	950.0000	62.2172	0.00	0.00	2,853.63	8.13	2.71	0.18	0.00	2,853.63	8.13
LOSSC	2468	14034.0000	956.3138	0.00	0.00	5,108.76	2.07	5.69	0.39	15,727.00	20,835.76	8.44
Mini PIT	83	985.0000	32.7997	0.00	0.00	4,728.00	56.96	11.87	0.40	125.00	4,853.00	58.47
MVSS VC	168	1443.0000	42.7159	0.00	0.00	6,926.40	41.23	8.59	0.25	0.00	6,926.40	41.23
RGP	1078	6879.0000	285.1331	0.00	0.00	0.00	0.00	6.38	0.26	669.00	669.00	0.62
RGPIIT	507	42.0000	145.3800	0.00	0.00	15,194.00	29.97	0.08	0.29	1,055.00	16,249.00	32.05
RGPLIB	50	203.0000	13.2334	0.00	0.00	0.00	0.00	4.06	0.26	0.00	0.00	0.00
RGPOC	4	0.0000	6.0000	0.00	0.00	800.00	200.00	0.00	1.50	30.00	830.00	207.50
SSRGPVC	508	0.0000	163.9842	0.00	0.00	16,683.50	32.84	0.00	0.32	0.00	16,683.50	32.84
SSRGPVO	76	0.0000	53.1163	0.00	0.00	6,699.00	88.14	0.00	0.70	0.00	6,699.00	88.14
TVSED	2754	19020.0000	895.4040	0.00	0.00	0.00	0.00	6.91	0.33	0.00	0.00	0.00
TVSGP	524	3602.0000	195.5165	0.00	0.00	0.00	0.00	6.87	0.37	0.00	0.00	0.00
Totals	12019	57846.0000	3533.9653	\$0.00	\$0.00	\$95,680.01	7.96	4.81	0.29	17,632.00	113,312.01	9.43

Dates between 7/1/2024 12:00:00 AM and 1/31/2025 12:00:00 AM

*Includes amounts not shown.

FUNDING SOURCE / FARE DETAILS

EDTAP / Elderly and Disabled Transportation Assistance Program
This is for 60+ or people with documented disabilities for van travel. They do not pay a fare.
LOSSC / Land of Sky Senior Citizens
This is for individuals 60+ who are traveling to one of two destinations: 1.) Silvermont or Quebec Community Center's Lunch PLUS programs or 2.) A shopping center (multiple stores in a single area). These trips are verified monthly for Land of Sky reporting. We need their signatures on the Home and Community Care Block Grant paperwork in order for us to be reimbursed. Individuals are not required to pay a fare, but some choose to give a contribution.
LOSMD / Land of Sky Medical Transportation
This is for individuals 60+ who are traveling to medical appointments in and around Transylvania County. We require their signatures and completed Home and Community Block Grant paperwork in order for their trip to be reimbursable. These trips are verified monthly for Land of Sky reporting. Individuals are not required to pay a fare, but some choose to give a contribution.
RGP / Rural General Public
This code is for any member of the general public who is going to a destination and some other program or organization is not covering their expenses. These individuals pay a fare of \$1 per stop.
RGPGA / Rural General Public Getting Ahead
This code is for members of the general public who are participating in Sharing House's Getting Ahead program. We send Sharing House a bill for their fares of \$1 per stop.
RGPLIB / Library
This code is for the Transylvania County Public Library who are participating in a Library function. The TC Library pays the fares of \$1.00 for the persons participating in the outing.
RGPHV / RGP The Haven
This code is for any member of the general public who is staying at The Haven. We send The Haven a bill for their fare of \$1.00 per stop.
RGPIT / Rural General Public In Transylvania County
This code is for individuals traveling to destinations within Transylvania County. These individuals pay a fare of \$5 with up to three stops in a single day round trip. This service is provided by our local cab contractor.
RGPMC / Rural General Public Job Corps
This code is for members of the general public traveling to and from the Schenck Job Corps in Pisgah Forest. We send Job Corps a bill for their fares of \$1 per stop.
RGPOC / RGP Out of the County
This code is for individuals traveling outside of Transylvania County. This service sends individuals to the VA Hospital. These individuals pay a fare of \$15. This service is provided by our local cab contractor.
RGPVC / RGP Voucher In County
This code is for a voucher program for individuals elderly (65+) or disabled who are coming from unincorporated areas of the county to an incorporated area of the county. These individuals pay a fare of \$5. This service is provided by our local cab contractor.

RGPVO / RGP Voucher Out Of County
This code is for a voucher program for individuals elderly (65+) or disabled who need to go out of county - Buncombe or Henderson County. These individuals pay a fare of \$20. This service is provided by our local contractor.
SSRGPVC / Silver Squirrel RGPVC CAB
This code is for a voucher program for individuals elderly (65+) or disabled who are coming from unincorporated areas of the county to an incorporated area of the county. These individuals do not pay a fare of \$5. The fee is covered under the Silver Squirrel Grant from the St. Philip's Episcopal Church. This service is provided by our local cab contractor.
SSRGPVO / Silver Squirrel RGPVO CAB
This code is for a voucher program for individuals elderly (65+) or disabled who need to go out of county - Buncombe or Henderson County. These individuals do not pay a fare of \$20. The fee is covered under the Silver Squirrel Grant from the St. Philip's Episcopal Church. This service is provided by our local cab contractor.
TVSED / Transylvania Vocational Services Elderly and Disabled
This code is for individuals traveling to and from Transylvania Vocational Services who are disabled or elderly. They do not pay a fare.
TVSGP / Transylvania Vocational Services
This code is for individuals traveling to and from Transylvania Vocational Services. They are able bodied – these are employees who work in production. They do not pay a fare.
MINI PIT / Mini Van RGPIT
This code is for individuals traveling to destinations within Transylvania County. These individuals pay a fare of \$5 with up to three stops in a single day round trip. This service is provided by Transylvania County Mini Van
MINI VC / Mini Van Voucher In County
This code is for a voucher program for individuals elderly (65+) or disabled who are coming from unincorporated areas of the county to an incorporated area of the county. These individuals pay a fare of \$5. This service is provided by Transylvania County Mini Van.
MVSS VC / Mini Van Silver Squirrel Voucher in County
This code is for a voucher program for individuals elderly (65+) or disabled who are coming from unincorporated areas of the county to an incorporated area of the county. These individuals do not pay a fare of \$5. The fee is covered under the Silver Squirrel Grant from the St. Philip's Episcopal Church. This service is provided by Transylvania County Mini Van.

A Personal Care Attendant (PCA) or Aid is a person who must assist the passenger if needed. One PCA may ride at no charge. All others will be charged regular fares.

Public Comment

Procedure for Considering Public Comments

Documentation of Public Comment and Responses

General Purpose

Transylvania County Transportation (TCT), Transylvania In Motion (TIM) shall document comments received regarding service as well as comments specific to a planning process. As a section 5310 & 5311 grantee, TC solicits and considers public comment prior to raising a fare or implementing a major reduction in public transportation service. TC and TIM shall also document how they responded to the public comments.

Transylvania County has developed a Public Participation Plan (PPP) as part of the County's Title VI Program. This document supplements the PPP by detailing how the public comments are documented and considered.

Comments received:

Planning Process Comments

Documentation of comments may be accomplished in a manner appropriate to the project and the nature of the comments. Documentation may consist of meeting minutes, files of letters/emails, files of comment cards, transcripts, PowerPoint presentations, survey results, and/or a special memo that summarizes the comments. A written summary of comments and responses shall be prepared to provide the feedback to the public. Recordings and transcripts of the major points of public meetings will be made written record. When applicable, the comments will be presented to the Transportation Advisory Board, Transportation Advisory Committee and/or Board of Commissioners for action.

In the case when TC is proposing to change fares or implementing a major service changes (see definition below), the proposal will be presented to the Transit Advisory Board before holding a public meeting. TC holds public hearing/meeting for all fare increase and major service change and publishes a notice of these hearings as specified in the TC Public Participation Plan (PPP) as part of the County's Title VI Program (two weeks before meetings outreach to the general public through stakeholders groups and publish ads in the Transylvania Times.

TC defines a "major service change" as:

- a change of 25% or more of daily route miles or hours on any individual route.
- The establishment of a new route.

- The elimination of a route.

Any “major service change”, as defined above, will require a public meeting

Daily Comments

Comments are received by TC and TIM staff on a daily basis. These comments are documented and responded to in a timely manner. TC and TIM staff document comments on service by gathering the following formation as applicable:

- Date of comment,
- Name,
- Email,
- Phone number,
- Affiliation (business, organization or other),
- Comment Type (see chart below),
- Route #,
- Date of incident,
- Time of incident,
- Location of incident and
- Description of complaint.

Comment Type	Definition	Explanation
Civil Rights	Related to any procedure or policy governed by the Title VI of the Civil Rights Act of 1964.	Comments related to race, color, or national origin, being excluded from participation or being denied the benefits or being subjected to discrimination under any program
ADA	Related to any procedures or policies governed by the Americans with Disabilities Act of 1990	Comments related to a person with a disability being excluded from participation or being denied the benefits or being subjected to discrimination under any program
EMS	Related to any procedures or policies falling under the	Comments related to any environmental impact

	Environmental Management System	
Bus stop	Related to any bus stop request or comment	Comments to bus-stop location, new request, safety or furnishings (bench, shelter, trash can, bike rack, or map holder)
Route Planning	Related to future or planned service requests or route/schedule/ span of service adjustments	Comments on proposed or implemented route, scheduling or frequency changes. Request or suggested future route change. Concerning comments regarding paratransit or where disability impacts fixed-route travel.
Route Performance	Comments related to current service on-time performance, schedule, route or transfers	Comments related to bus route running hot or late or no-show. Concerning early/late buses or the location of a particular bus.
Customer Service	Concerning comments customer satisfaction	Complaints, suggestions or compliments about a person (about city staff, operations staff, drivers, other passengers, et al), policy or process that effects customer satisfaction

Response to comments:

Planning Process Comments

TC and TIM staff will respond to planning process comments from the public concerning the public participation process in a timely manner. A summary analysis and report on disposition of comments may be made a part of the final plan document. Rationale for policy decisions will be available to the public in writing, if requested.

As specified in the TC Public Participation Plan (PPP) as part of the County’s Title VI Program, TC planning staff uses the input provided by the public (this includes LEP, low-income, disability and minorities individuals/advocacy groups), stakeholder groups in

developing final recommended fare and service proposals. TC planning staff then brings these recommendations to the Transportation Advisory Board which makes recommendations to the Transylvania County Board of Commissioners. With support from the Transportation Advisory Board, staff along with the County Senior Planner, may further modify the proposal before implementing operational changes. Board of Commissioner's action is needed for either service proposals having a budgetary impact and for all fare changes. In this case the Senior Planner will bring the proposal to County Commissioners, which may further modify the proposal based on public input, prior to acting on it and taking a final vote for either approval or denial by the full County Commissioners. A transit fare-change proposal may be reviewed by both the Finance Committee, which would offer opportunities for public input before they take action and send the proposal to the County Commissioners for final approval.

Daily Comments

TC and ACT will respond to daily comments from the public concerning the public in a timely manner and document this response. A summary of daily comments will be presented to the Transit Committee during the monthly meetings. Rationale for policy decisions will be available to the public in writing, if requested.

Form updated January 2025

Jeffrey Adams

From: Darby Terrell
Sent: Thursday, January 2, 2025 2:01 PM
To: Greta Gosnell; Jeffrey Adams
Cc: Aimee Shelton
Subject: Inquiry on Fixed Route Stop by Citizen

Follow Up Flag: Follow up
Flag Status: Flagged

I wanted to let you know someone came in today asking about the Fixed Route locations. She stated there were a lot of signs missing and for some reason Walgreens was not listed on some of the material as a stop. I thanked her for her input and wanted to pass along her comments and suggestions. She said she thought the service was great but thinks we really need to have some permanent signs which should help with our ridership. I informed her we are looking into changing some stops, which is why we have been delayed with ordering new signs as well as changing how the signs looked.

The overall interaction was very positive, and she seemed to enjoy this service greatly and she appreciated talking with me about the improvements. She also mentioned she wanted to put a bug in one of the commissioners ears about improving the service.

Thank you,

Darby Terrell

Darby Terrell, MPA (she/her)
Planner | Planning and Community Development
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Transylvania County (828) 884-3205
darby.terrell@transylvaniacounty.org



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Keep up with the latest Transylvania County Planning and Community Development happenings by visiting our [Upcoming Events](#) quick link page, for the latest meetings and events.



Transylvania County Public Transportation

106 East Morgan Street, Suite 205 • Brevard NC 28712

828-884-3203

www.transylvaniacounty.org/departments/transportation

Public Complaint & Suggestion Form

Date: January 9, 2025

Name: Casey McCall, (found by her number) 828-674-0926

Nature of Complaint or Suggestion:

Caller informed staff at 2:47 pm or (14:27), that as she was waiting for the Fixed Route van at the Walgreen's. She observed the van pull in and swerve through the median but did not pass in front of the store or at the stop location. She stated he did not stop at the location and continued to drive throughout the parking lot. She was upset since she was waiting in the van to take her to the Sharing House. She stated it normally goes to the front where she was located to pick her up.

Darby Terrell, staff who answered the phone, apologized for her not being able to take the van to get to her destination. She informed the caller that this complaint would be passed to the supervisor and the van driver as well.

Received by: Darby Terrell

Date: 1/9/2025

Reviewed by:

Date: _____

Review Comments:

Actions Taken:

Filed by: _____

Date: _____