

FBRMPO CPT-HST Plan 2012 Appendix B: Needs Prioritization Matrix		Buncombe Stakeholders *no votes were taken; each item discussed assigned a weight of 3	Buncombe Public Input Votes	Online Survey (Primarily Buncombe County Residents incl. City of Asheville)	Haywood Stakeholders*no votes were taken; each item discussed assigned a weight of 3	Haywood Public Input Votes	Henderson Stakeholders	Henderson Public Input Votes	Asheville Transit Master Plan 2009	FBRMPO L RTP 2035	Asheville Buncombe Henderson Regional Feasibility Study 2010	Buncombe County Aging Plan 2008	Combined Score Based on Stakeholder and Public Input	Buncombe County Score	Haywood County Score	Henderson County Score
A	Expand Transit Service Scope-New Routes, Additional Hours of Operation and Vouchers for more Flexible Service												268	193	66	9
A-1	Extend hours to cover nights, Saturdays, Sundays and holidays --would need to find additional operating costs funding; weekend service especially important for service workers	3	14	3	3	26	6		v	v			55	20	29	6
A-2	Expand transit service area and fund associated additional operating expenses		2	22	3	25				v			52	24	28	0
A-3	Would like to see Mountain Mobility extending service hours to cover evenings and weekends		4										4	4	0	0
A-4	Transportation for adult facilities residents for non-medical purpose i.e. life-enriching trips, including to work, for volunteer activities, for social/recreational activities, other	3					2						5	3	0	2
A-5	Transportation for social/cultural/after-hours trips (especially for those not served by Asheville Transit evening routes); expanding the allowable trips to activities and meetings; add routine wellness/exercise-purpose trips; prevent social isolation	3	8	3		1	1				v		16	14	1	1
A-6	Increase availability of grocery store and general retail trips --increase to more than once a week which is current limit in Buncombe County due to Block Grant funding; Henderson County currently does not limit number of grocery/retail trips	3	4	5			1						13	12	0	1
A-7	Set up voucher programs to alleviate service gaps and allow more flexible transportation options--vouchers for use with taxi service, for gas for volunteer drivers	3			3	9	1						16	3	12	1
A-8	Provide short-notice on-demand trips: immediate transportation for medical/illness that does not require an ambulance; also same-day notice trips for situations where a client has been dropped off and is "stuck" with no way to get home; hospital patients being released at 11 PM at night		1				1						6	1	4	1
A-9	Extend Apple Country transit service to identified areas with high poverty rate, such as along Spartanburg Highway and out to Edneyville along US 64; improve service on US 64 going west towards Brevard/Etowah area						1						1	0	0	1
A-10	Asheville Transit to add Sunday Service on select routes	3	13	22					v				38	38	0	0
A-11	Add commuter service from Waynesville to Asheville and to other major employers in the area; including Long Shoals Express bus route; purchase needed buses to support service	3			3	8							14	3	11	0
A-12	Established fixed routes/deviated fixed routes in Haywood County; focus on commuter routes and make them affordable; target clusters of affordable housing-"The Laurels in Lake Junaluska", "Abdamore" in Clyde, "Mountain View" in Canton, "The Towers" in Waynesville												6	0	6	0
A-13	Better connection to Asheville Regional Airport-including from Haywood and Henderson Counties			7		4							11	7	4	0
A-14	Addition of Express Bus routes on select corridors by 2020, including Long Shoals Express Bus, as recommended by Asheville Transit Master Plan	3	2	8				2	v	v			15	13	0	2
A-15	Asheville Transit to add frequency on trunk corridors	3	6	22					v	v			31	31	0	0
A-16	Asheville Transit to purchase additional vehicles; increase fleet to 46 by 2020 to support increase in service	3	1	22					v				26	26	0	0
A-17	Asheville Transit to Build new Downtown Transit Center	3							v	v			3	3	0	0
A-18	Asheville Transit to add Neighborhood Transit Centers, neighborhood shuttles and circulator routes; build an Asheville South Transit Center in Biltmore in conjunction with proposed NCDOT Train Station	3	2						v				5	5	0	0
A-19	Establish higher quality coach bus service such as Bolt Bus or Megabus to other cities (Knoxville, Chattanooga, Charlotte, Raleigh)			6									6	6	0	0

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B	Provide Safe, Accessible Pedestrian Pathways to Bus Stops and Bus Shelters												106	80	14	12
B-1	Safe pedestrian pathways to bus stops including sidewalks and pedestrian crossings -in Buncombe, especially on major multilane arterials like US 70/Tunnell Road; New Leicester Hwy, Patton Ave, Hendersonville Rd including at Huddle House/Shiloh, Merrimon Ave)	3	9	15			1	5		v			33	27	0	6
B-2	In Haywood, pedestrian safe crossings and bus shelters especially needed at "The Towers", at the Haywood Regional Medical Center, at key shopping centers (Wal-Mart, Ingles in Waynesville and Canton), at Haywood DSS/Food Lion location in Clyde; at Haywood Community College, at Alternative Learning Center				3	10							13	0	13	0
B-3	In Henderson, pedestrian crossing and signal improvements especially needed across major roadways, including US 25 near Ingles; US Highway 64 especially through Hendersonville; Greenville Highway at Chadwick Road; pedestrian crossings needed even in areas that do not yet have sidewalks							3					3	0	0	3
B-4	More sidewalks and greenway connections in proximity to bus stops		7										7	7	0	0
B-5	Improve transit-to-bike multi-modal options--including through more bike storage options; bike racks on transit vehicles (not yet installed in Haywood County); more bike parking at stops		1	4		1							6	5	1	0
B-6	More bus shelters and maintenance of existing bus shelters at bus stops, including in rural areas; Haywood County locations-see recommendation B-2	3	7	15			3			v		v	28	25	0	3
B-7	Safe pedestrian crossings and appropriate signal timing particularly important for seniors who might be currently deterred from crossing the street	3											3	3	0	0
B-8	Improved ADA accessibility and visibility at Asheville Transit Center	3	1										4	4	0	0
B-9	Conduct walkability audits to identify and remedy pedestrian safety concerns, particularly near bus stops (including lack of or broken sidewalks, barriers at roundabouts, crosswalk areas and timing of signal changes)											v	0	0	0	0
B-10	Ban smoking at all bus stop locations to protect riders' health		1										1	1	0	0
B-11	Implement Asheville Transit Plan recommendation to add 10 Shelters, 150 Bus Stops, and 1/2 mi of sidewalks by 2020	3	5							v			8	8	0	0
C	Maintain Existing Level of Transit Service and Diversify Funding Sources												73	67	1	5
C-1	Diversify operating expenses funding sources for local transit agencies; find funding to offset	3	1			1		1		v	v	v	6	4	1	1
C-2	Consider local sales tax as a funding source for transit			16						v	v		16	16	0	0
C-3	Consider vehicle registration fees as a funding source for transit			12						v	v		12	12	0	0
C-4	Consider hotel/motel occupancy taxes as a funding source for transit			12									12	12	0	0
C-5	Consider a tax or fee paid by larger employers in the region			12									12	12	0	0
C-6	Continued funding for Asheville Transit service to Black Mountain	3	3										6	6	0	0
C-7	Continued funding for the three Mountain Mobility Trailblazer routes	3	2							v			5	5	0	0
C-8	Continued funding for Edneyville/green transit route in Henderson County						4						4	0	0	4

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D	Target Improved Services for Specific Population Groups												48	12	28	8
D-1	Continue to improve transportation options for the elderly and disabled				3	11	1						15	0	14	1
D-2	Target transportation to and from jobs, interviews, applications for jobs and job skill training--evening service particularly important for 2nd shift workers			3	3	8	1						15	3	11	1
D-3	Improve transportation options for veterans and let them know about existing options; Henderson VA already has a van but need volunteer drivers or funding for professional drivers	3	1				1	3					8	4	0	4
D-4	Target special transportation needs of parents with children dropping off children at daycare on the way to work/training						1						1	0	0	1
D-5	Target medically-underserved populations who have multiple barriers to accessing healthcare, including transportation; cuts to Medicaid transportation a concern			4			1	1					6	4	1	1
D-6	Target transportation needs of population with mental health and development disability issues; particular need for trips from North Buncombe and Madison County to reach services in Asheville		1										1	1	0	0
D-7	Transportation for Head Start--there have been funding cuts, remains a need					2							2	0	2	0
E	Promote Better Cooperation, Transfer and Information Exchange between Transit Agencies												33	22	5	6
E-1	Coordination between transit agencies, for example Haywood County Transit and Mountain Mobility/Asheville Transit to provide trips from Waynesville to Asheville and back	3	2					2			v		7	5	0	2
E-2	Better travel options between counties, such as from Henderson County to Buncombe County especially for medical trips , from Haywood to Buncombe; and from Madison County to Buncombe County for medical trips; add connections to Yancey and Mitchell Counties			4	3		2				v		9	4	3	2
E-3	Regional transfer stations with benches, information kiosks, shelters (for example, at the planned Park & Ride south of the Airport); Additional P&R lots needed; in Haywood County P&R Locations could be at: Old Wal-Mart location/current DSS office in Clyde could be a potential P&R; also Exit 98 near new Wal-Mart in Waynesville	3	2	1		2	2		v				10	6	2	2
E-5	Cross-training between transit agencies so that transit employees and dispatchers in the 5-county area know what other services are available (for example, how to transfer from Asheville Transit to Trailblazer routes)	3	1								v		4	4	0	0
E-6	Better coordination with Madison County transit services is needed--could take advantage of Park-and-Ride lots in Madison	3											3	3	0	0

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F	Better Outreach and Information Sharing with the General Public												27	21	1	5
F-1	Regional point of information about public transportation options/call-in number, coordinate with United Way 211 or set up something similar; this would need to cover all five counties including Haywood	3	1				1				v		5	4	0	1
F-2	Regional Call Center and a Regional Mobility Coordinator Position with resource referral—this is going beyond a simple call-in number for information	3	2			1	1				v		7	5	1	1
F-3	Fund an advertising budget (for existing services and for the future regional transfer stations, regional transit call-in number)	3											3	3	0	0
F-4	Improve ease of information access-better websites and transit signs to inform riders of schedules and procedures; Post transit route and schedule information in additional locations--for example, Trailblazer routes info at Asheville Transit Center; make route info easier to understand		1	4									5	5	0	0
F-5	Provide transit travel training for seniors and young adults (Middle School) and pedestrian safety education for seniors and young adults (Middle School level)	3											3	3	0	0
F-6	Outreach to bike shops to let them know which transit agencies have bike racks on buses (Asheville Transit, Apple Country Transit, Mountain Mobility)						1						1	0	0	1
F-7	Increase outreach to Spanish-speaking population, especially in Henderson County--additional brochures, flyers and schedules in Spanish						1						1	0	0	1
F-8	Hold free fare transit days combined with targeted outreach to teach seniors how to ride a bus; continue support for Henderson County transit education program for high schoolers												0	0	0	0
F-9	Advertise the environmental benefits of transit to attract choice riders		1				1						2	1	0	1
G	Build Partnerships with Non-Traditional Providers for Additional Transportation Services												25	21	1	3
G-1	Expand the scope of volunteer services such as Call-a-Ride in Buncombe County and FISH (Fellowship in Service) in Henderson County	3					1				v		4	3	0	1
G-2	Coordination with church transportation services, similar to the nutrition ride in Oakley, where church vans may be paired up with volunteer drivers to provide needed services (would require working out liability issues)	3	1										4	4	0	0
G-3	Coordination with school boards and intergovernmental agreements to use school buses for senior transportation after and in-between school hours	3	1				1						5	4	0	1
G-4	There is a need for individuals with disabilities to be able to retrofit their own private vehicles with ADA equipment--potential to coordinate with Division of Vocational Rehabilitation Services regarding grant funding for this purpose	3											3	3	0	0
G-5	Coordinate with high schools for high school-to-early college transportation needs	3	1										4	4	0	0
G-6	Partner with other agencies for local match on transportation costs/grants, for example Commission for the Blind-DHSS					1							1	0	1	0
G-7	For parents of school children who are living at a homeless shelter--coordinate for the taxi service which takes children to school to also provide a ride for parents to work (subject to school board rules/funding limitations)						1						1	0	0	1
G-8	Work out fresh food delivery arrangements with local grocery stores and/or farmers to target homebound citizens through mobile "grocery stores on wheels"	3											3	3	0	0
H	Keep Transit Fares Affordable												9	4	2	3
H-1	Help make fares more affordable for those who need it; Provide discounted/free transit passes, especially for Vocational Solutions/Sheltered Workshop clients		1			2	3						6	1	2	3
H-2	Lower age limit to 60 for free City of Asheville bus passes										v		0	0	0	0
H-4	Increase regular cash fare for Asheville Transit to \$1.25 by 2015 and \$1.50 by 2020	3								v			3	3	0	0