MOUNTAIN MOBILITY AND HCCBG

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OVERVIEW

- Mountain Mobility Synopsis
- How MM Customers Use HCCBG
- Annual Performance

MOUNTAIN MOBILITY

- Established in 1989
- Designed to increase the level of transportation services available to Buncombe County residents.
- Over 112,000 trips were served in FY2025



PROGRAMS



County Demand Response

ADA Paratransit

Deviated Fixed Route

DEMAND RESPONSE OVERVIEW

Eligible Customers

Service Area

Service Days

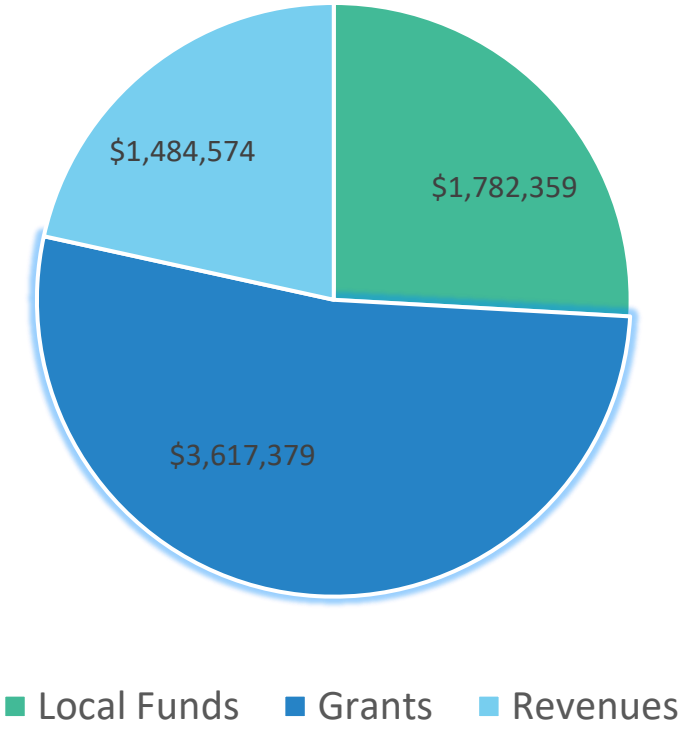
Reservations & Scheduling

Attendants and Companions

Policies

CURRENT BUDGET

Buncombe County Transit Budget - FY26



HCCBG MEDICAL TRIPS

- Trips to:
  - Medical facilities for medical appointments
  - Dental appointments
  - Dialysis
  - Chemotherapy and radiation
  - Mental health appointments
  - Physical therapy
  - Rehabilitation
  - Chiropractic care

- Demand-response involves the transit system scheduling door-to-door trips in response to advance reservation calls from customers or their agents.
- Standing/subscription trips can also be scheduled for regular, ongoing medical transportation needs (e.g. dialysis, chemotherapy, radiation, rehabilitation, etc.).

HCCBG GENERAL TRIPS

- Trips to:
  - Grocery stores
  - Retail shopping
  - Social outings
  - Senior centers
  - Senior dining sites
  - Personal business
  - Other multipurpose destinations.

- Demand-response involves the transit system scheduling door-to-door trips in response to advance reservation calls from customers or their agents.
- Standing/subscription trips can also be scheduled for regular, ongoing general transportation needs (e.g. grocery stores, senior dining sites, etc.).

ANNUAL OPERATIONS RATE COSTS

	Annual Service Mile Rate	HCCBG Medical Miles	HCCBG Medical Service Mile Cost	HCCBG General Miles	General Service Mile Cost	Total Service Mile Cost for HCCBG Trips*
FY2021	$2.2885	206,972	$471,897	63,190	$144,075	$615,971
FY2022	$2.3344	198,514	$463,412	96,411	$225,063	$688,475
FY2023	$2.3875	244,937	$584,789	110,583	$264,019	$848,808
FY2024	$3.2095	301,290	$966,990	108,441	$348,043	$1,035,034
FY2025	$3.3740	290,888	$981,458	101,295	$341,772	$1,323,320

*Costs of services exceed this operating contract costs and include fuel costs, administrative costs, and capital vehicle and equipment costs. With current HCCBG allocations Buncombe County general fund dollars support a greater and greater portion of these costs each year.

Questions?