ART System Operations and Performance Data Report

April 21, 2026

Christopher Whitlock,
Transit Division Manager

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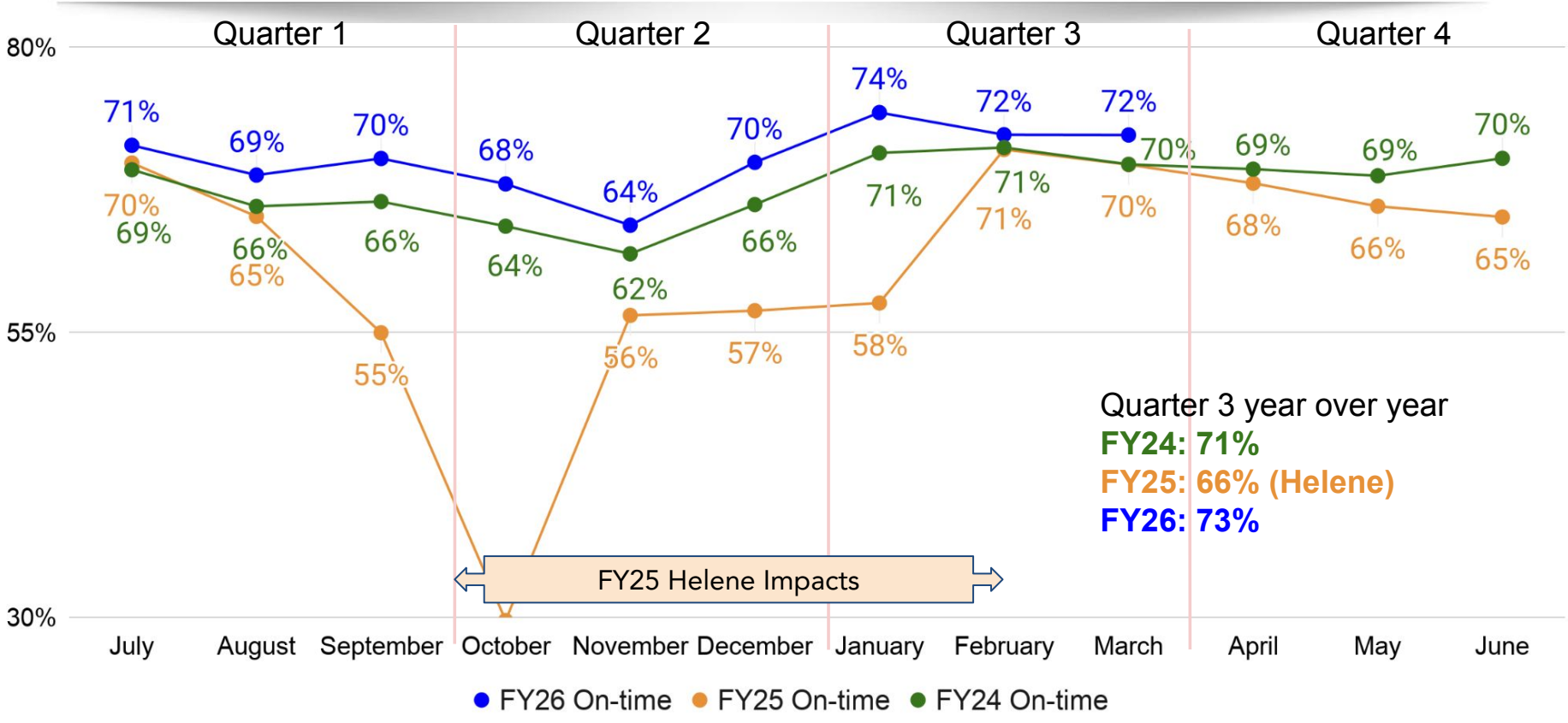


Key Takeaways

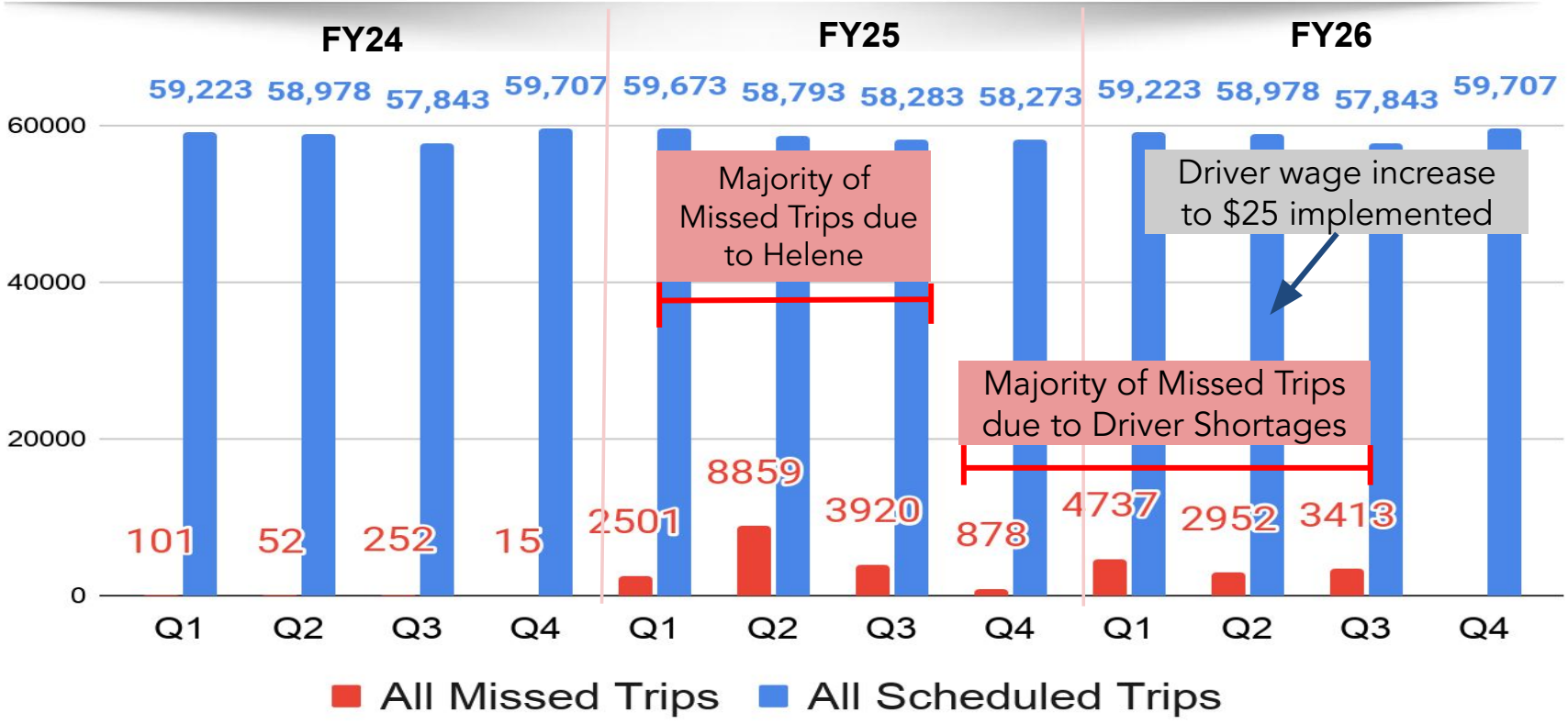
- The presentation provides key transit system performance measures from the last three FYs, specifically focusing on:
  - Quarter 3 of FY26 (Jan - Mar) compared to previous Q3s
  - Year to date (YTD) compared to previous YTDs/Year end totals
- FY24 is a better comparison year than FY25 due to Helene (Q1)
- FY26 data indicates that some measures, such as on-time-performance (OTP), have improved since FY24, however some measures, such as ridership, have not
- Staffing shortages, weather impacts, and traffic incidents have been the primary causes of cancellations in FY26.
- Current ART staffing at 99% across all positions. No driver vacancies.
- New ART website: www.ridetheart.com will launch soon.

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FY24 - FY26 System-wide On-time Performance



FY24 - FY26 YTD Missed Trips



Staffing Update

Driver staffing currently at 100%

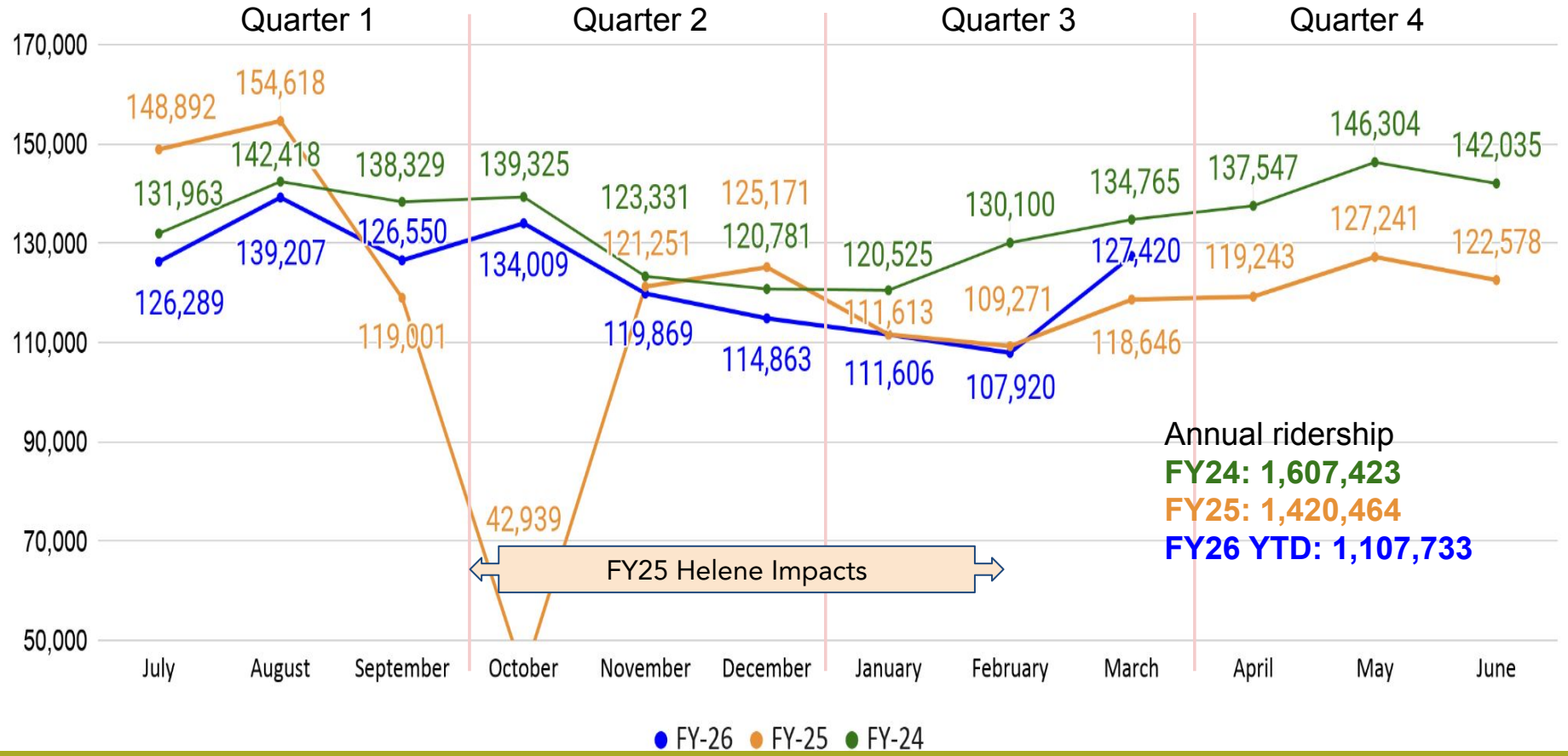
RATPDev continues all recruiting efforts and onboarding:

- 1 Dispatcher in training
- 1 Road Supervisor in training (need 2 more)
- 1 Utility Worker in training

Positions	Target	Current
Bus Operators	59	61
Dispatchers	5	4
Road Supervisors	5	2
Maintenance Supervisor	1	1
Maintenance Technician	7	7
Utility Worker	9	8
Part Time Fueler	2	2

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FY24 - FY26 Monthly Ridership



Annual ridership

FY24: 1,607,423

FY25: 1,420,464

FY26 YTD: 1,107,733

FY24, FY25 & FY26 Accidents

All major and minor accidents are tracked and reported as part of the National Transit Database requirements:

- Minor accidents are defined as events where only one person is transported for a non-collision injury (e.g., a slip or fall) or when property damage is below $25,000.
- Major accidents are defined as events involving a fatality, any injury requiring medical transport from a collision, a vehicle being towed, or property damage exceeding $25,000.

FY24	Q1	Q2	Q3	Q4	Total
Minor	16	11	20	22	**69**
Major	0	1	1	0	**2**

FY25	Q1	Q2	Q3	Q4	Total
Minor	12	13	9	6	**40**
Major	0	0	0	0	**0**

FY26	Q1	Q2	Q3	YTD Total
Minor	13	17	11	**41**
Major	1	0	0	**1**

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Customer Complaints and Feedback

- Complaint investigations begin within 24 hours of receipt
- Resolution of complaints due within 5 days
- Complaints are deemed valid, invalid, or unverified

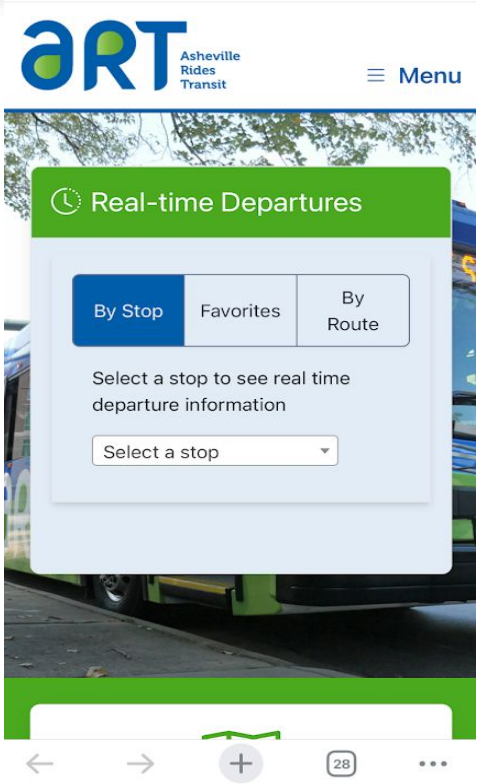
Complaint Type	FY24	FY25	FY26 YTD
Accessibility/ADA Compliance	13	7	9
Driver/Staff Behavior	97	62	66
Maintenance/Cleanliness	14	6	2
Other	8	12	14
Pass-up	87	61	50
Planning/Route Design	3	3	2
Policy Enforcement	14	8	3
Route No Show	5	5	10
Safety & Accidents	34	34	9
Schedule adherence issues	14	15	14
Title VI	1	2	0
Total	**290**	**215**	**179**

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New ART Website

Ridetheart.com

- Soft launch date TBD in late April 2026
- Goal:
  - Greater accessibility to important information
  - Better tools to help riders plan their trips
- New features on website:
  - Real-time bus arrival predictions
  - Interactive origin & destination trip planning tool
  - Interactive route map with real-time vehicle locations
  - Desktop and mobile friendly



Questions?

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