From: Elias Mathes <emathes@ashevillenc.gov>
Sent: 9/19/2018 4:57:21 PM
To: Cathy Ball <cball@ashevillenc.gov>
Cc: Brian Haynes <brianhaynes@avlcouncil.com>,Esther Manheimer <esthermanheimer@avlcouncil.com>,Gwen Wisler AVL City Council <gwenwisler@avlcouncil.com>,Jessica Morriss <jmorriss@ashevillenc.gov>,Julie Mayfield <juliemayfield@avlcouncil.com>,Keith Youn
Subject: Re: ART Service Alert 9-18-18

Here is the info from Kenâ€™s attachment:

Operations Department Sequence of EventsÂ for 9/18/2018
There were 3Â roadcallsÂ in the morning.
12:30Â PM â€“ BusÂ 1022, operatingÂ on N, wasÂ roadcalledÂ for a mechanicalÂ issue. It was replaced with BusÂ
Â Â Â Â Â Â Â Â Â Â Â 1020 at 12:45Â PM.
Â
3:25 PM â€“ Bus 605, operating on W3/N3, wasÂ roadcalledÂ for a fuel issue. It was replaced with Bus 1022Â
Â Â Â Â Â Â Â Â Â Â at 4:00 PM.
Â
3:29Â PM â€“Â Bus 1225, operating on W1, wasÂ roadcalledÂ for a mechanical issue. It was replaced with BusÂ
Â Â Â Â Â Â Â Â Â Â 604Â at 4:00 PM.
Â
4:00 PM â€“ BusÂ 1020 was originally assigned to operate 170 but was used to cover the N route after theÂ
Â Â Â Â Â Â Â Â Â Â Â firstÂ roadcall. Bus 1435, operating on the S2, was moved to the 170.Â The 12 passengerÂ
Â Â Â Â Â Â Â Â Â Â Â cutawayÂ busÂ was assigned to S2.
Â
4:00Â PM â€“Â BusÂ 604 was operating E 1Â Â½ ,Â and was reassigned to W1. This resulted in the last 2 trips being Â
Â Â Â Â Â Â Â Â Â Â Â missed on the E 1 Â½.
Â
TheÂ IRideÂ Service Alert reflected the E 1Â½ will not run until further notice. It should have reflected that the E 1Â½ will not operate the 4:30 PM and 5:30 PM trip.
Â
MaintenanceÂ Department Sequence of EventsÂ for 9/18/2018
Yesterday Morning
Â
Buses held in for work
Â
601 â€“ Held for electrical work.
603 â€“ Held for mechanical repairs.
1434 â€“ Held for electrical repairs, should be completed by the end of the day.
407 â€“ Held for mechanical repairs, should be completed by Wednesday.
Â
3 spares available, 2 regular busesÂ (1022 and 1023)Â andÂ 12 passenger cutaway bus

On Wed, Sep 19, 2018 at 4:55 PM Elias Mathes <emathes@ashevillenc.gov> wrote:

Cathy,

Please see the response from Acting General Manager, Ken Fischer; Joe Brooks is on medical leave. Per the contract, the company will not be paid for any missed revenue hours, and an additional $100 per missed revenue hour will be deducted from their monthly invoice.Â

Ely

Eli,

I have attached an outlineÂ of the events that led to the loss of the last two trips on theÂ E 1 1/2. In summary there wereÂ a total of six roadcals yesterday that led to using all theÂ spares available, including one 12 passenger cutaway bus. In response to the continuing maintenance challenges we will beÂ doing the following.

1. We have received the one additional 12 passenger cutaway bus. However, it came without registration and a license plate. We are working to make it available as soon as possible.
2. Future IRide Service Alerts will not use the language until further notice. They will include an anticipated amount of timeÂ the route will be out of service.
3. I will work with the ART Maintenance DepartmentÂ to develop a Maintenance Action Plan for your review. I would anticipate providing you with the plan by the end of next week.Â This plan will have an outline of action steps designed to minimize any future loss of service.

Let me know if you have any questions.

Ken

Ken Fischer
Director, Quality and Standards
RATP Dev North America
3800 Sandshell Drive, Suite 185
Fort Worth, Texas 76137
General:Â (817) 232-9551
Direct:Â (386) 290-1644
kenneth.fischer@ratpdev.comÂ Â ✍Â please note new email

On Wed, Sep 19, 2018 at 1:29 PM Cathy Ball <cball@ashevillenc.gov> wrote:

Ely,

Can you update us on what is going on?

Cathy

Cathy D. Ball, PE
Interim City Manager
City of Asheville
P.O. Box 7148
Asheville, NC Â 28802
(W) 828-259-5939
(C) 828-691-4623

On Wed, Sep 19, 2018 at 11:59 AM, Julie Mayfield <juliemayfield@avlcouncil.com> wrote:

Yes â€" I saw this and share your concern.Â Am ccâ€™ing Cathy ball to find out how the city is responding to this.

Â

Julie

Â

From: Kim Roney [mailto:mskimroney@gmail.com]
Sent: Wednesday, September 19, 2018 10:03 AM
To: Esther Manheimer <esthermanheimer@avlcouncil.com>; Sheneika Smith <sheneikasmith@avlcouncil.com>; Brian Haynes <brianhaynes@avlcouncil.com>; Keith Young <keithyoung@avlcouncil.com>; Gwen Wisler AVL City Council <gwenwisler@avlcouncil.com>; Julie Mayfield <juliemayfield@avlcouncil.com>; vijaykapoor@avlcouncil.com
Subject: Fwd: ART Service Alert 9-18-18

Â

Mayor and City Council,

Â

This is a major follow-up regarding the state of transit: The E 1-1/2 not running "until further notice." This being the back-up for the highest capacity route in the city means people are going to be passed by a full bus, not having any other option for an hour, then possibly at capacity even then.Â

Â

I can imagine the response from a rider reading this, but I'm still thankful the notices are going out. Many folks don't have access to this information or know it's available.

Â

Kim

---------- Forwarded message ---------
From: **IRide** <IRide@ashevillenc.gov>
Date: Tue, Sep 18, 2018 at 4:20 PM
Subject: ART Service Alert 9-18-18
To: <mskimroney@gmail.com>

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ART SERVICE ALERT: 9-18-18

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E1 on the half hour will not run until further notice

Please check the Service Alerts section on the website for any updates.

http://www.ashevillenc.gov/departments/transit/service_alerts.htm
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ART- Asheville Redefines Transit
iride@ashevillenc.gov
828-253-5691
http://www.ashevillenc.gov/Departments/Transit.aspx

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Find Out More

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IRide is the email notification system for Asheville Redefines Transit (ART). IRide provides notification of service alerts, upcoming public meetings, and other transit related information.

Our mailing address is:

Asheville Redefines Transit

70 Court Plaza

Asheville, NC 28801

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You can update your preferences or unsubscribe from this list

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Kim Roney - Pronouns: She/Her/Hers

Piano Teacher

Asheville City Multi-Modal Transportation Commission & Transit Committee Member

Â

--
Elias Mathes

Transit Planning Manager
City of Asheville
828-232-4522

EMathes@Ashevillenc.gov
--
Elias Mathes

Transit Planning Manager
City of Asheville
828-232-4522
EMathes@Ashevillenc.gov