



Empowering people, transforming lives

**Draft Strategic Plan
3/31/2022**

Mission, Vision, Values

WNCSource Transportation Advisory Board Draft Mission, Vision, and Values

Mission	Provide advice and perspectives to help meet community needs through an effective transportation system in Henderson County.	
Vision	Giving people <u>access to transportation</u> to transform their futures and live more fully in their community.	
Values	<i>Reinforce WNCSource values:</i> <ul style="list-style-type: none"> • Respect • Integrity • Collaboration • Excellence in Service 	<ul style="list-style-type: none"> • Progressive / Innovative • Inclusion and Acceptance • Safe and Caring environment for clients, employees and partners • Responsible Stewardship of Resources

Note that the mission, vision, and values for the Transportation Advisory Board are informed by, and aligned with, the overall direction for the WNCSource.

WNCSource Mission, Vision, and Values		
Mission	Working with communities and partners, WNCSource improves people’s lives by creating pathways to self-reliance and healthier living.	
Vision	Giving people <u>the power</u> to transform their futures and live more fully in their community.	
Values	<ul style="list-style-type: none"> • Respect • Integrity • Collaboration • Excellence in Service 	<ul style="list-style-type: none"> • Progressive / Innovative • Inclusion and Acceptance • Safe and Caring environment for clients, employees and partners • Responsible Stewardship of Resources

Goals and Objectives

Draft Goals and Objectives	
Regional Transportation Growth Collaboration	<p>Goal 1: Participate actively in the Coordinated Public Transit-Human Services Transportation Plan also known as Locally Coordinated Plan (LCP)</p> <p><i>Objectives:</i></p> <p>a) Participate the LCP task force.</p>
Quality Drivers and Quality Training	<p>Goal 2: Provide quality drivers and quality training program</p> <p><i>Objectives:</i></p> <p>a) Work with a consultant to develop training and resources for training.</p>
Safety and Compliance	<p>Goal 3: Maintain a rigorous focus on safety and compliance.</p> <p><i>Objectives:</i></p> <p>a) Update the board when a review is underway.</p> <p>b) Get input from board on action steps as needed.</p>
Communication	<p>Goal 4: Focus on communication with stakeholders.</p> <p><i>Objectives:</i></p> <p>a) Review current communication to identify any additional needs.</p>
Advisory Board Engagement	<p>Goal 5: Support an engaged Advisory Board.</p> <p><i>Objectives:</i></p> <p>a) Expand board recruitment.</p> <p>b) Conduct an electronic survey of board members for input on board roles.</p> <p>c) Continue board education and information so that all board members are informed and able to offer advice and guidance on transportation.</p> <p>d)</p>

Appendix

Summary of Strategic Planning Process

The WNCSource Transportation Advisory Board (TAB) undertook a planning process from November 2021 through August 2022 to develop a plan for guiding the board through 2025.

The process was led by Transportation Director Jeff Roper, Transportation Board Chair Noah Rose, WNCSource Executive Director David White, and members of the Advisory Board and Transportation Department staff. It was facilitated by Angela Kemper of Hunter-Kemper Consulting. The planning process included the following elements:

- Reviewed and discussed information related to various aspects of the department, the Transportation Advisory Board, and state requirements.
- Attended the November 18 Advisory Board meeting to introduce the planning process and learn about current Advisory Board questions and needs.
- Met with the Transportation Director and Executive Director to prepare for board input sessions (December 8, 2021).
- Conducted planning sessions with the Planning Task Force on January 20 and March 10.
- Prepared planning materials and facilitated board discussion about planning as part of the February 17 board meeting.
- Based on input from staff, board members, and the Planning Task Force, the strategic plan was developed and refined. The draft plan will be presented to the Advisory Board at their May 19 meeting, with a request to submit any feedback by Friday, May 27. The plan will then be finalized and presented to the Advisory Board for approval at the August 18 meeting.

Transportation Advisory Board 2021 - 2022

<u>WNCSource:</u> <ul style="list-style-type: none">• David White, Executive Director• Jeff Roper, Transportation Director	<ul style="list-style-type: none">• Felicia Sanchez, Transportation Assist. Director• Kim Hall, Executive Assistant
<u>Community Volunteers</u> <ul style="list-style-type: none">• Noah Rose, WNCSource Board Secretary, TAB Chair• Peggy Allen, The Hope Center of Hendersonville• Janna Bianculli, Henderson County Planning Dept.• Jimmie Brissie, Henderson County Emergency Services, TAB Co-Chair• Brandi Claybrooks, NC Dept. of Transportation• Victoria Cortes, Henderson County Emergency Services• Renee Carlson, NCDHHS – Vocational Rehabilitation• Jackie Hawkins, Blue Ridge Community Health Services• Tim Jones, Hendersonville Rescue Mission• Kristen Martin, Thrive	

- Tim McFalls, Henderson County Emergency Services
- Kat Nevel, Council on Aging Henderson County
- Hope Prather, Vocational Solutions
- Autumn Radcliff, Henderson County Planning Dept.
- Emily Scott-Cruz, Land of Sky Regional Council
- Trina Stokes, Advent Health Hospital
- Richard Reagen

Planning Task Force

- Jeff Roper, Felicia Sanchez, Noah Rose, Tim Jones, Hope Prather

Moving Forward and Accountability

As part of implementing the strategic plan, ad hoc committees may be created as needed to address some goals and objectives. (Ad hoc committees are formed for a specific task or objective and dissolved after the completion of the task or achievement of the objective.) The strategic plan status and the implementation plan will be reviewed regularly by staff and at board meetings.