

WNCSource Transportation Board Update July 1, 2021 – July 1, 2022

Hours of Operation

6:30 A.M. – 6:30 P.M.

Monday – Friday

Phone: 698-8571

Main Office

526 7th Ave E

Hendersonville, NC 28792

Mailing Address

PO Box 685

Hendersonville, NC 28793

Transfer Station

300 N Grove St

Hendersonville, NC 28792

Public Transit Service

Apple Country Public Transit, the public transit system in Henderson County, is owned by the Henderson County Government. WNCSource Transportation just signed a three-year contract with an option to renew for three additional one year periods. Operations under the new contract begins July 1, 2022. WNCSource Transportation operates the system for the County under this contract.

Fares for Public Transit

(Monthly passes and/or books of tickets may be purchased from transit drivers and/or at the main office. We are NOT able to make change and only exact change is accepted.)

- Adult Fare: \$0.75
- Medicare (card must be shown before getting on the bus): \$0.35
- Under 12 (accompanied by paying adult): Free
- Transfers (valid only for the next hour): Free
- Monthly Pass: \$15 (Unlimited Rides for Calendar month purchased)
- 20 Ride Pass Book (no expiration date): \$10.00

Paratransit Service

The Americans with Disabilities Act Paratransit Service program is a service of WNCSource Transportation providing a safe and reliable shared-ride public transit service for eligible persons with disabilities. The program serves only locations within $\frac{3}{4}$ mile of the ACPT fixed-route system (the service area). Cost of this service for eligible riders is \$1.50 (one-way trip)

Grant Transportation

We are able to serve the citizens of Henderson County through different Grant programs, with their transportation needs. But due to high demand, our schedules fill up fast. It is recommended to call ahead with your requests 2-3 weeks in advance for local appointments and 3-4 weeks in advance for appointments outside of the county*

*We travel on Tuesdays and Thursdays ONLY to either Buncombe or Transylvania County for medical appointments. Based on Availability.

Fares for Grant Transportation

There is no fee to ride. But if you would like to make a donation you may. There is NO requirement to donate to be able to ride.

Rural General Public (RGP)

The general public who live in qualifying areas of Henderson County can call and request transportation on one of our vehicles. Based on availability.

Same Day/Next Day Medical

Our vehicles provide medical trips for Henderson County residents of all ages to and from doctor's offices, clinics and hospitals five days per week. Based on availability.

Elderly and Disabled Transportation Assistance Program (EDTAP)

Our vehicles provide medical trips for Henderson County residents 60 years or older to and from doctor's offices, clinics, and hospitals five days per week. Based on availability.

Title 3

Our vehicles provide medical trips for Henderson County residents 60 years or older or to and from doctor's offices, clinics, and hospitals five days per week. Based on availability.

Senior Lunch & Light Shopping Program at the Sammy Williams Center

Henderson County residents 60 years or older, who live in qualifying areas, are eligible for transport to various stores for light shopping before going to the Sammy Williams Center for lunch and entertainment. Based on availability.

Shopping/Grocery Routes

Henderson County residents 60 years or older who live in qualifying areas are eligible for transport to various stores once a week for grocery shopping. Where you live determines what day of the week you are eligible to shop on. Based on availability.

Medicaid Transportation

In August of 2021, ACT became a Medicaid transportation service provider. Currently we have a two signed contracts with ModivCare and MTM are close to signing a contract with a second broker One Call.

Contract Transportation

Currently ACT has two contracts for transportation services. One contract is with Vocational Solutions and the other contract for Medicaid transportation.

Narrative

It has truly been a great year at WNCSource Transportation. With the help and support of David White and Elizabeth Whitten, the transportation department is now fully staffed! This puts our agency in superb position to provide more community transportation and have a reliable stable of qualified CDL drivers as we begin the new Transit contract July 1, 2022.

Other notable highlights are listed below.

- 1) Full implementation of the Automatic Passenger Count System (PASSIO) in the County's Transit buses. We are now in the certification phase of this new system which will allow manual tick sheets to be eliminated from drivers responsibilities.
- 2) Signed contracts with ModivCare and NTM Medicaid brokers. WNCSource began Medicaid transportation in September of 2021.
- 3) Full implementation of CTS Trip Master scheduling system that is Medicaid compatible.
- 4) Medicaid accreditation with NC Tracs.
- 5) Purchase and full implementation of the new Sure Bus Camera system for our fleet of 16 vans. This new camera system has provided our agency with the latest technology available and has greatly enhance usability, driver training and safety.
- 6) Marvin Holbert, WNCSource transportations longest tenured employee, was awarded WHKP's hometown hero for 20 years of driving transit buses.
- 7) Felicia Sanchez completed Drug and Alcohol Program Management training and is now the agencies DAPM officer. She was also promoted to Assistant Transportation Director.
- 8) Provided free transportation for COVID vaccinations.
- 9) Successfully completed the 2021 Safety System Plan state review.
- 10) Awarded new Transit contract with Henderson County.
- 11) Developed Transportation Advisory Board manual that was approved by TAB.
- 12) Developed comprehensive driver training program after working with consultant. This new program meets all of NCDOT requirements for driver training.

- 13) Will have 3 to 5-year TAB Strategic Plan completed and TAB approved August 18, 2022.
- 14) WNCSource Transportation, for the second consecutive year, was awarded the North Carolina Public Transit Association urban safety award.
- 15) Two new vans have been added to the fleet.
- 16) Provided transportation for two Blue Ridge Honor Flights in April and May. Will also provide transportation for a scheduled October Flight.

In conclusion, WNCSource transportation is operating on very solid ground in 2022. The department is fully staffed with highly qualified employees. Our staff began implementing our new training program in June and will continue this comprehensive training into December to complete all required annual training. Financially, the transportation department is in solid financial. Transit profits have been substantial due to the low maintenance cost associated with the County's new transit buses. Our Transportation Advisory Board, has made huge gains towards becoming a highly functioning Board that can truly advise on transportation needs in our community. The Board is now equipped with a manual and soon it will have a 3-5 strategic plan for guidance and direction moving forward. Our department continues to focus on quality, safe transportation and professional customer service.