



apple country
transit

A DIVISION OF WCCA-WESTERN
CAROLINA COMMUNITY ACTION

Transportation Advisory Board (TAB)

October 2021 Orientation

What is the Transportation Advisory Board (TAB)?

The Transportation Advisory Board is in place to provide oversight and review of WCCA/Apple Country Transportation services, projects, and funding to ensure they are being fairly and equitably distributed to community residents.



Apple Country Transportation is a division of WCCA and is made possible by grants from federal, state, and local governments.

Office Staff

- ❖ Director: **Jeff Roper**
- ❖ Assistant Director: **Felicia Sanchez**
- ❖ Transportation Support Specialist: **Bonnie Wilson**
- ❖ Maintenance Coordinator: **Bill Gibbs**
- ❖ Transportation Assistant: **Glenda Boone**



Drivers

Andy Berry, Larry Boone, Barry Cannon, John Duncan,
Nancy Grennon, Jim Hager, Marvin Holbert, Eddie Justice,
Bruce Miller, Ricky Mixon, Norman Osteen, Joe Quinn,
Ronnie Stepp, Arnie Toledo, Robert Walker, & Harley Watson



When do we Operate?

Operating Days & Hours

- ▶ Monday through Friday
- ▶ 6:30 AM- 6:30 PM

Holidays

- ▶ We are closed for the following Holidays:
 - ▶ New Years Day, Martin Luther King Jr. Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, & Christmas Day
- ▶ We operate Public Transit, Paratransit and Dialysis during the following Holidays:
 - ▶ Veteran's Day, The Friday after Thanksgiving, & Christmas Eve*

*(ending at 5:30PM)

Vehicle Fleet

Apple Country has a total of 22 vehicles available for transport that includes:

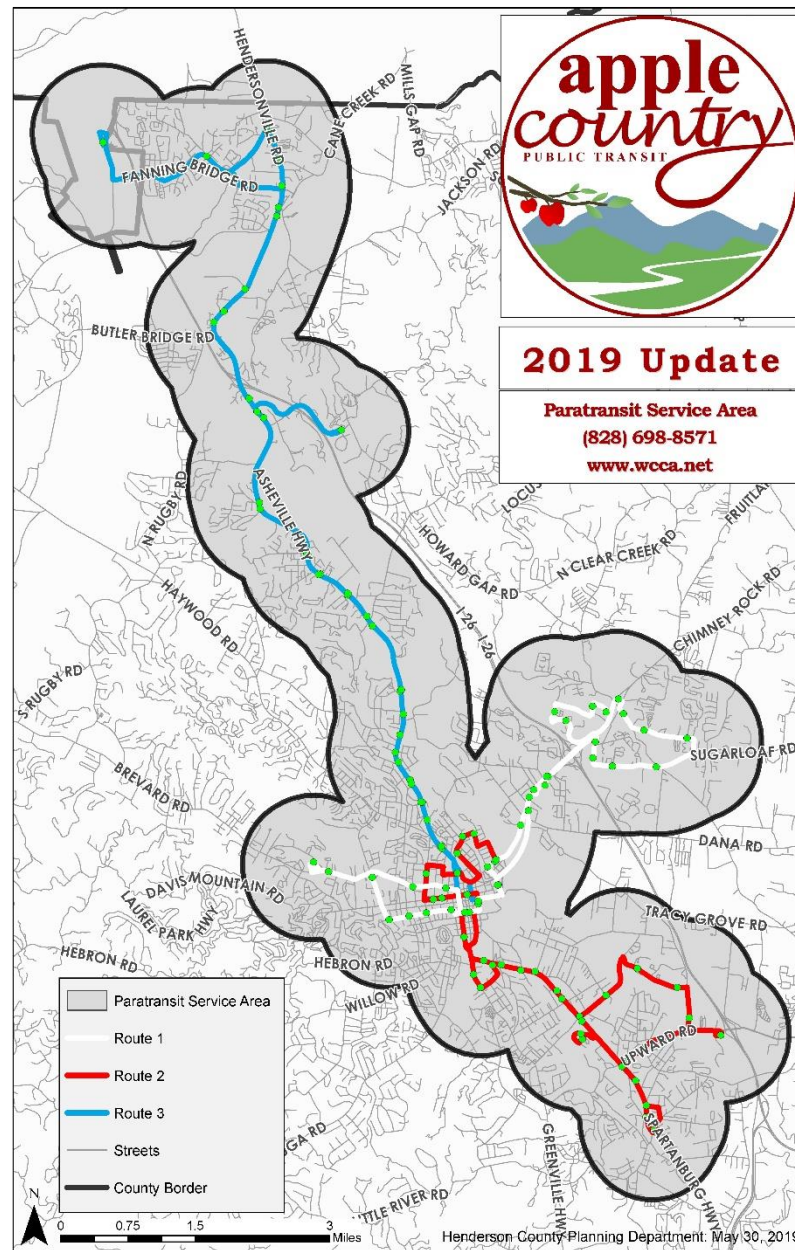
- 6 LTV 18 passenger CNG buses
 - *(these buses are owned by Henderson County and are used by Apple Country for the Public Transit Service)*
- 6 lift vans
- 8 12 passenger vans
- 1 Caravan
- 1 4 wheel drive SUV



Services Provided

- Public Transit - Apple Country is contracted by the county to operate the public transit service
- Paratransit services - Apple Country provides paratransit services for eligible citizens.
- Title III Services - Apple Country provides shopping, medical and congregate meal site transportation for eligible citizens.
- Medical Transportation Service - This service is available to all citizens in Henderson County
- Medicaid Transportation
- Contract Transportation - As of 11/1/21 Apple Country has two active contracts.
- Vaccination Transportation - Currently, Apple Country provides vaccination transportation at no cost to residents of Henderson County.

Paratransit Service Area Map



Apple Country Transit's Three Routes with Stops and Times

Route/Ruta 1 (White Route/Ruta Blanca)		
Stop	Location	Time
T	Transfer Station (Depart)	:30
1	Harris St	:31
2	Denny's	:34
3	Pizza Hut/Blue Ridge Mall	:35
4	Metro PCS (Four Seasons Blvd)	:36
5	Shell Station (Sugarloaf Rd)	:36
6	Hampton Inn	:37
7	Sugarloaf Apartments	:37
8	Sugarloaf Rd & Howard Gap Rd	:38
9	Warm Company	:39
10	Conner Creek Mobile Home Park	:41
11	Ingles (Howard Gap Rd)	:42
12	Blue Ridge CHS	:43
13	Highlands Square Shopping Center	:45
14	Wal-Mart	:46
15	Cedar Terrace Apartments	:49
16	Cedar Bluff Apartments	:50
17	McDonald's (Four Seasons Blvd)	:55
18	Goodwill Inc. (Four Seasons Blvd)	:56
19	Lowe's (Victory Heir St)	:57
20	Robinson Terrace	:58
21	7th Ave & Ashe St	:59
22	Harris St.	:01
23	Salvation Army	:03
24	2nd Ave & Main St	:05
25	Henderson County Public Library	:07
26	Sammy Williams Center	:07
27	3rd Ave & N Whitted St	:08
28	3rd Ave & Blythe St	:08
29	Carolina Prof. Park (Blythe St)	:10
30	Ingles (Laurel Park Center)	:13
31	Subway (Laurel Park)	:14
32	Henderson County YMCA	:17
33	US Hwy 64 W & Buncombe St	:18
34	2nd Ave & Main St	:22
T	Transfer Station (Arrive)	:23

Route/Ruta 2 (Red Route/Ruta Roja)		
Stop	Location	Time
T	Transfer Station (Depart)	:30
1	7th Ave & Ashe St	:33
2	7th Ave & Cherry St	:34
3	Boys & Girls Club	:36
4	North Main St & Ray St	:37
5	Edward's Park (Locust St)	:38
6	Boyd Park (Bearcat Blvd)	:39
7	Pardee Hospital (Main Entrance)	:42
8	5th Ave & Fleming St	:44
9	Old Hendersonville Post Office	:45
10	5th Ave & Main St	:47
11	Salvation Army	:50
12	2nd Ave & Main St	:52
13	Beacon Commons	:54
14	Publix	:55
15	Chadwick Square	:56
16	Little Caesar's	:56
17	Hendersonville Community Co-Op	:57
18	Henderson County Court Services	:59
19	Entegra Bank (Spartanburg Hwy)	:00
20	WCCA (King Creek Blvd)	:01
21	King Creek Blvd & Fickley Dr	:01
22	Ingles (Highland Lake Rd)	:04
23	W. King St	:05
24	Parkside Commons	:06
25	E. Walker St	:07
26	Vocational Solutions	:08
27	Spartanburg Hwy & Upward Rd	:09
28	Upward Rd & Old Spartanburg Hwy	:10
29	McDonald's (Upward Rd)	:13
30	Commerce Center (Allen Rd)	:17
31	Hendersonville Health and Rehab	:18
32	BRCC Job-Link	:19
33	Shepherd St & Brooklyn Ave	:21
34	Shepherd St & Spartanburg Hwy	:22
35	Henderson County DHS	:23
36	Spartanburg Hwy & Glover St	:23
37	Spartanburg Hwy & Nelson St	:24
38	McDonald's (Spartanburg Hwy)	:26
T	Transfer Station (Arrive)	:28

Route/Ruta 3 (Blue Route/Ruta Azul)		
Stop	Location	Time
T	Transfer Station (Depart)	:30
1	Walgreen's (Asheville Hwy)	:33
2	Beverly Hanks Center	:34
3	Patton Park	:34
4	Ingles (Asheville Hwy)	:34
5	Asheville Hwy & Houston St	:35
6	Marathon (Asheville Hwy)	:36
7	Asheville Hwy & Ashmore Ave	:37
8	Enmark (Asheville Hwy)	:38
9	General Auto	:38
10	Johnny's Trailer Park	:39
11	Mountain Home Fire Department	:39
12	Crystal Visions	:42
13	Advent Health (Park Ridge)	*
14	Burger King (Asheville Hwy)	:43
15	Smiley's Flea Market	:45
16	4020 US-25 Plaza	:46
17	Fanning Bridge Rd & Rutledge Rd	:48
18	Airport (Wright Brothers Way)	:50
19	Foam & Fabric	:52
20	Fletcher Library	:03
21	Lulu's Consignment	:04
22	Fletcher Plaza	:05
23	Meritor (Rockwell Dr)	:06
24	Asheville Hwy & Darity Rd	:08
25	Naples Truck Stop (Dairy Queen)	:10
26	Asheville Hwy & Piney Ridge Dr	:12
27	Asheville Hwy & Wickins Dr	:13
28	South Brown Rd	:13
29	Asheville Hwy & Old Roper Rd	:14
30	Tarheel Lanes	:15
31	Asheville Hwy & Ashmore Ave	:16
32	Blue Ridge Medical Associates	:17
33	Blue Ridge Commons	:18
34	Meadowbrook Plaza	:18
35	Asheville Hwy & Clairmont Dr	:19
36	Asheville Hwy & Fleming St	:19
37	2nd Avenue & Main St	:20
T	Transfer Station (Arrive)	:23

Apple Country receives funding from several sources:

▶ **5311 Grant – Community Transportation Program Grant**

Federal Transit Administrative

- ▶ Supports Capital: Annual Vehicle purchases
- ▶ Supports Director's and other Administration Salaries
- ▶ Supports Administration Cost:
 - ▶ Training, Drug Testing, Marketing, Promotions, Uniforms, Vehicle insurance, etc.

▶ **ROAP- Rural Operating Assistance Program**

- ▶ EDTAP - Elderly Disabled Transportation Program
 - ▶ used to match funds for 5310
- ▶ RGP - Rural General Public
 - ▶ Requires 10% matching funds
- ▶ Employment

▶ **5310 Operating**

- ▶ Supports services within the rural areas of Henderson County including:
 - ▶ Green River Township, Crab Creek, Flat Rock, & East Flat Rock
- ▶ Supports Capital & Operating Funds
- ▶ Supports Elderly & Persons with disabilities to go to:
 - ▶ Senior Center Activities, Shopping, & Medical Transportation

Funding cont...

▶ **Home & Community Care Block Grant**

▶ *Title III General & Medical*

- ▶ Supports Services for The Aging Community (60+) of Henderson County

▶ **Henderson County Non-Profit**

- ▶ Helps support local match for CTP Grants
- ▶ Supports the Henderson County Community

▶ **Contracts:**

- ▶ *Vocational Solutions*
- ▶ *Modivcare (Medicaid & Medicare)*
- ▶ *OneCall (Medicaid & Medicare) (pending)*

Roles and Responsibilities of a TAB member

General:

- ▶ Serves as the advisory body to Apple Country as lead agency in the operation of public transportation in the Henderson County.
- ▶ Advises on all public transportation matters including proposed routes, service changes, ridership policies, fare structures, funding and budgets.
- ▶ Recommends necessary changes to existing transportation policies and laws.

Continued:

- ▶ A TAB member serves as a liaison between the public transportation system and service area residents.
- ▶ They work with local agencies and government to maintain a coordinated and cost-effective approach to provide transportation services and monitors the services to ensure an efficient operation.
- ▶ The board member assists in creating the agency mission, vision, goals, objectives and strategies for shaping future services.
- ▶ They review public transportation services, projects and funding to ensure that they are being fairly and equitably distributed to residents in the community, provides advice and guidance on policies and programs, and recommends improvements.
- ▶ The TAB member performs other functions and responsibilities as may be requested.

Planning:

- ▶ The board member reviews specific planning proposals and provides comments with respect to concerns of various segments of the population in regards to their public transportation needs.
- ▶ The board member contributes to the long-range planning of a comprehensive and viable public transportation system.
- ▶ The member participates in the development and updates of Community Connectivity Plan (CCP) and statewide Local Coordinated Transportation plan (LCP).
- ▶ They review various projects and issues related to coordinated public transportation and makes recommendations.
- ▶ The board member identifies unmet service needs and assists in prioritizing these needs.

Operations:

- ▶ The TAB member recommends service improvements for routes, service changes, ridership policies, and fares.
- ▶ TAB members assists public, non-profit, and private agencies in providing transportation services to their clients and assist with coordination.
- ▶ The board member may serve on a Grievance Committee for passengers

Financial

- ▶ The TAB member advises on public transportation financial matters.
- ▶ They review and comment on proposed operating and capital budgets and asks questions necessary to understand how funds are being spent.
- ▶ The TAB member may assist in appointing a Finance Committee and Chair.

Oversight:

- The board member monitors compliance with federal and state regulations and is cognizant of deficiencies in reports.
- Board members also advise on remedies for deficiencies
- TAB members assists in evaluating the operational and financial performance of the agency.

Advocacy and Outreach

- ▶ The TAB members serves as a citizens advocacy group dedicated to improving and expanding the area's public transportation system.
- ▶ The board promotes regional and statewide advocacy for alternative transportation modes and advise on management strategies.
- ▶ They assist in supporting and promoting the use of public transportation, and in locating, developing and obtaining funding.
- ▶ The board disseminates information and holds forums to solicit public input on community transportation.
- ▶ And, participates in community outreach efforts.

Your participation as a Transportation Advisory Board member will help the Apple Country Transportation Staff to provide the best transportation services possible to the citizens and residents of Henderson County.

Thank You For Your Service on
the Transportation Advisory
Board for WCCA/Apple
Country Transportation.