

KYOVA Coordinated Public Transit-Human Services Transportation Plan Update

Final Report

Adopted October 14, 2011 by the KYOVA Technical
Advisory Committee





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I. OVERVIEW

Overview

This four-year coordination plan designed for public and human services transportation contains an evaluation of community characteristics, a stakeholder assessment, an inventory of existing transportation services, and a list of goals and priorities for the KYOVA Interstate Planning Commission (KYOVA) region. Through interviews with human service agencies and transportation providers, demographic analysis, local public meetings and workshops, this plan provides a description of the unmet transportation needs in the region. This effort is the foundation for a series of approaches to address the current and projected unmet transportation needs of people with low incomes, older adults, and individuals with disabilities. The intent of this document is to create a guide for local decision-makers as they consider advances in the coordination of transportation resources within the region.

This planning effort meets the requirements for the Federal Transit Administration's (FTA's) required local coordinated transportation plan as set forth in the Safe, Accountable, Flexible, Efficient Transportation Equality Act: A Legacy for Users (SAFETEA-LU) guidelines.

This plan provides an overview of existing coordinated transportation background data and outlines possible strategies for improvement. The details of this plan provide a basis for continued work within the region. The recommendations listed in this plan are designed to improve the use of transit and human service agency transportation resources to address the gaps and unmet needs in transportation for older adults, people with low incomes, and individuals with disabilities. This plan is not a promise of implementation; it is a source of knowledge and shared vision of planned coordination efforts in the KYOVA region. The strategies contained in this plan will only be achievable through sharing of responsibilities and, in some cases, additional funding.

This planning study encompasses a three (3) county area consisting of Cabell and Wayne Counties, West Virginia, and Lawrence County, Ohio. This plan was developed concurrently with a separate plan for the Region II Planning and Development Council (Cabell, Lincoln, Logan, Mason, Mingo and Wayne).

The planning process was undertaken by the West Virginia Department of Transportation, Division of Public Transit (DPT) and the KYOVA Interstate Planning Commission, along with RLS & Associates, Inc. KYOVA staff also assisted in the planning process. Primary transit providers in the Region such as the Ironton- Lawrence County Community Action Organization, Inc., Tri-State Transit Authority, and Wayne X-Press have other transit plans and work obligations (per funding sources) that fully occupy their current staff resources. The human service agencies in the region also

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have other mandates and goals that occupy their staff. However, as all of these agencies find staffing resources, unmet client needs, or funding opportunities, they can turn to this Plan to guide their shared efforts to improve transportation in West Virginia for human service clients as well as the general public.

This plan is an update to the region's first coordination plan, published in May 2007. The 2007 plan was prepared by RLS & Associates, Inc. also with assistance from the KYOVA Interstate Planning Commission. The intention of this plan is to update the initial planning effort to meet the current coordinated planning needs of the region. It was developed in conjunction with the update to the Region II Coordinated Public Transit Human Services Transportation Plan.

This Plan will provide an update relevant to the changes that have taken place since the previous plan. Additionally, any organization that intends to apply for grant funding during the planning period for which SAFETEA-LU guidelines apply will need to use the information contained in this updated plan when considering grant applications.

OBJECTIVES OF THIS COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN

The objectives for this planning effort are to (1) establish current and future needs of residents and visitors to the KYOVA region for community transportation and gaps in existing services, (2) determine the resources available and/or lacking to meet the needs, (3) create strategies to develop public transit, human services transportation, and private sector transportation options to fill gaps, and (4) develop the most effective means and models for coordinating resources.

PURPOSE OF A COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN

In August of 2005, Congress passed the Safe, Accountable, Flexible, Efficient, Transportation, Equity Act: A Legacy for Users (SAFETEA-LU), reauthorizing the Surface Transportation Act. As part of this reauthorization, grantees under the Elderly Individuals and Individuals with Disabilities (Section 5310), Job Access and Reverse Commute (JARC/Section 5316), and New Freedom (Section 5317) grant programs must meet certain requirements in order to receive, or continue to receive, funding as of Federal Fiscal Year 2007 (October 1, 2006) and beyond.

United States Department of Transportation officials expect to see a full reauthorization of SAFETEA-LU in the White House budget request for fiscal year 2012.

INTRODUCTION

One of the requirements of SAFETA-LU is that projects from the programs listed above must be part of a “*locally developed Coordinated Public Transit-Human Services Transportation Plan.*” This transportation plan is required to be developed through a process that includes representatives of public, private, and non-profit transportation resources, human services providers, and the general public.

Transportation coordination has been increasing across the nation because the benefits of coordination are clear. According to the Federal Coordinating Council on Access and Mobility’s (CCAM) United We Ride information, nationally, \$700 million could be saved if transportation providers would coordinate their individual resources, which are dedicated to providing transportation. This conservative estimate is based on a study conducted by the National Academy of Science’s Transportation Research Board (TRB). The estimate highlights the fact that transportation resources (funding, people, vehicle, and services) can be more effectively and efficiently utilized to provide better transportation to communities.

Transportation coordination, while making sense from an efficiency and resource utilization stand point, is also becoming a national mandate. During the last few years, the Federal Transit Administration, with the CCAM, developed a national campaign entitled “United We Ride,” to help promote transportation coordination. The U.S. Congress supported the emphasis on coordinated human service agency and public transportation efforts with the passage of SAFETEA-LU. Coordinated transportation is now an eligibility requirement for the following FTA grant programs.

Transportation for Elderly Persons and Persons with Disabilities (Section 5310) – This program (49 U.S.C. 5310) provides formula funding to States for the purpose of assisting private nonprofit groups in meeting the transportation needs of the elderly and persons with disabilities when the existing transportation service is unavailable, insufficient, or inappropriate to meeting these needs. States apply for funds on behalf of local private non-profit agencies and certain public bodies. Capital projects are eligible for funding. Most funds are used to purchase vehicles, but acquisition of transportation services under contract, lease or other arrangements, and state program administration are also eligible expenses.

Job Access and Reverse Commute (JARC) Program (Section 5316) – The purpose of this grant program is to develop transportation services designed to transport people with low incomes to and from jobs and job-related activities. Emphasis is placed on projects that use mass transportation services. Job Access grants are intended to provide new transit service to assist welfare recipients and other low-income individuals in getting to jobs, training, and child care. Reverse Commute grants are designed to develop transit services to transport workers to suburban job sites. Eligible recipients include local governmental authorities, agencies, and non-profit entities. Eligible activities for Job Access grants include capital and operating costs of equipment, facilities, and associated capital maintenance items related to providing access to jobs. Also included are the costs of promoting the use of transit by workers with nontraditional work schedules, promoting the use of transit vouchers, and promoting the use of employer-provided transportation including

transit benefits. For Reverse Commute grants, the following activities are eligible: operating costs, capital costs, and other costs associated with reverse commute by bus, train, carpool, vans, or other transit service.

New Freedom Program (Section 5317) – A new funding program that began in Federal Fiscal Year 2006, New Freedom is designed to encourage services and facility improvements to address the transportation needs of individuals with disabilities that go beyond those required by the Americans with Disabilities Act (ADA). The New Freedom formula grant program has been designed to expand the transportation mobility options available to individuals with disabilities beyond the requirements of the ADA. Examples of projects and activities that might be funded under the program include, but are not limited to:

- ◆ Purchasing vehicles and supporting accessible taxi, ride-sharing, and vanpooling programs.
- ◆ Providing paratransit services beyond minimum requirements of the ADA, including for routes that run seasonally.
- ◆ Making accessibility improvements to transit and intermodal stations not designated as key stations.
- ◆ Supporting voucher programs for transportation services offered by human service providers.
- ◆ Supporting volunteer driver and passenger aide/assistant programs.
- ◆ Supporting mobility management and coordination programs among public transportation providers and other human service agencies providing transportation.

Demographics

II. DEMOGRAPHICS

KYOVA is the Metropolitan Planning Organization that oversees transportation planning in the Huntington Urbanized area. KYOVA is comprised of Cabell and Wayne Counties in southwestern West Virginia and Lawrence County in southeastern Ohio. KYOVA is responsible for coordinating the development of transit plans in the service area. The map in II.1 provides a depiction of the counties served by KYOVA.

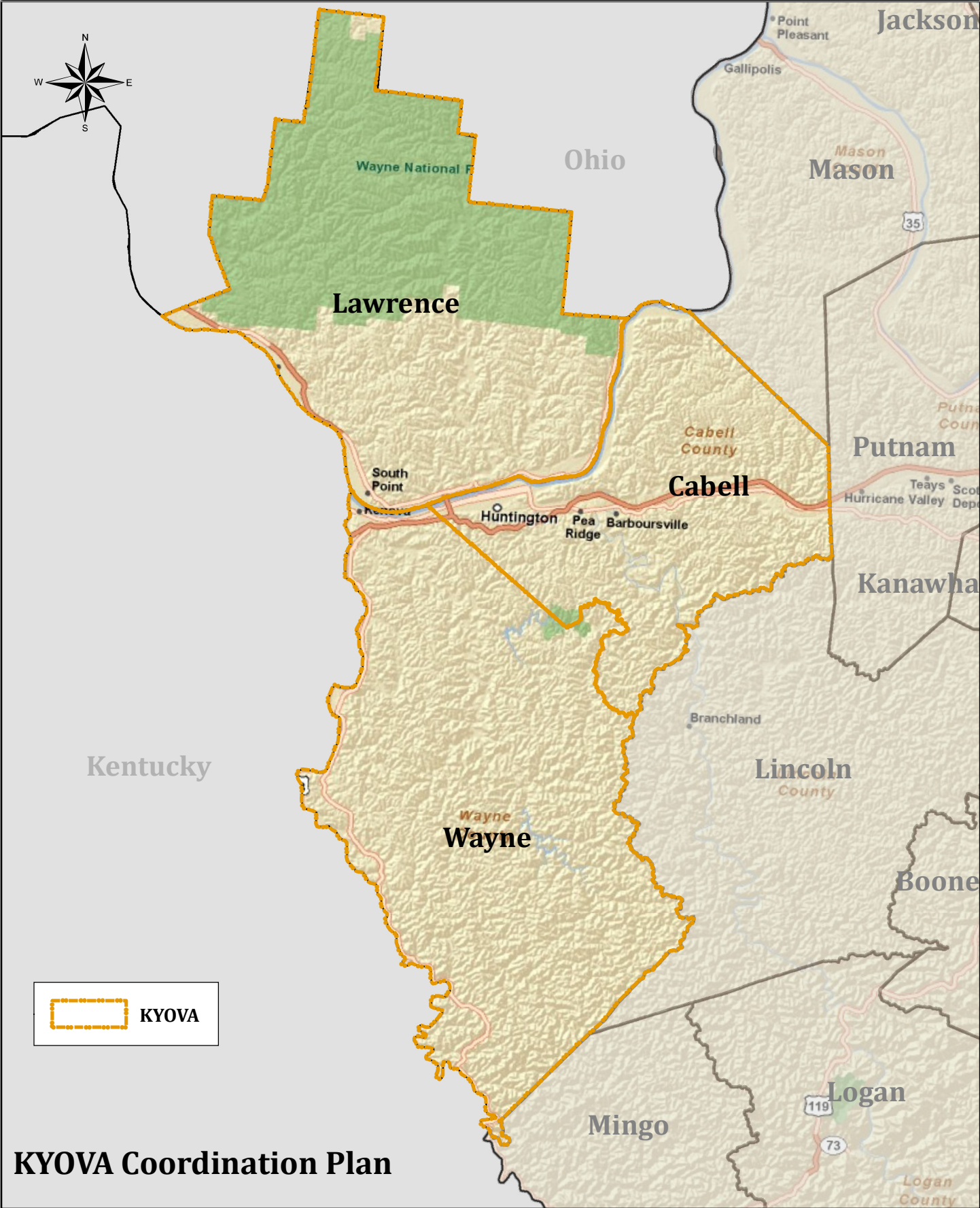
The demographics of an area are a strong indicator of demand for public and human service agency transportation needs and level of demand. Relevant demographic data was collected and is summarized in this section.

The data provided in the following section has been gathered from multiple sources including the U.S. Census Bureau's American Community Survey (ACS) 2005 to 2007 and 2005 to 2009, and the State of West Virginia. These sources are used to ensure that the most current and accurate information is presented. It is important to note that the ACS five-year estimates have been used to supplement data that is not available through the 2010 Census. As a five-year estimate, the data represent a percentage based on a national sample and does not represent a direct population count.

POPULATION PROJECTIONS

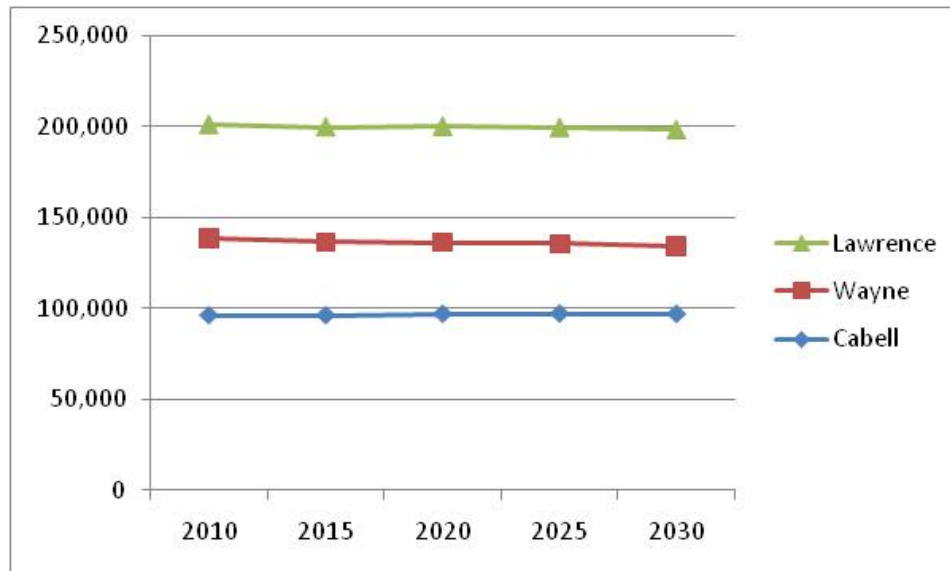
The WVU Regional Research Institute projects the population will decrease to 199,901 by 2015, a 0.6 percent decrease over the year 2010. The Institute is projecting another 1.4 percent decrease for the KYOVA region over the next 20 years. The projected population for 2030 is 198,364. Exhibit II.2 shows population trends between 2010 and 2030 for each county in the KYOVA region.

Exhibit II.1 KYOVA



KYOVA Coordination Plan

**Exhibit II.2
Population Trends for KYOVA 2010-2030**



Source: WVU Regional Research Institute

POPULATION DENSITY

According to U.S. Census information, the total population of the KYOVA region in 2010 was 201,250. This is a decrease of 756 since 2000. This indicates that the region decreased by 0.3% percent between 2000 and 2010. Exhibit II.3 on the following page illustrates the population density per square mile for the region. As illustrated, population densities vary throughout the KYOVA region. The Huntington area has the highest population per square mile, with bock groups ranging from between 3,796 to 16,652 people per square mile. The Barboursville area as well as portions of southern Lawrence and Northern Wayne Counties each has block groups of moderate population densities ranging from 327 to 2,783 people per square miles. All county in the region have population densities ranging from moderately low (90 to 326) to low (0 to 89).

POPULATION PROJECTION FOR OLDER ADULTS

Older adults are most likely to use public or human service agency transportation when they are unable to drive themselves or choose not to drive. Older adults also tend to be on a limited retirement income and, therefore, public transportation is a more economical option to owning a vehicle. For these reasons, the population of older adults in an area is an indicator of potential transit demand.

There is a trend occurring in the United States relating to the aging of the population. The two age cohorts with the largest percentage of growth over the last decade were the 50-54 year old cohort

and the 45-49 year old cohort. People in these two age groups were primarily born during the post-WWII “baby boom,” era defined by the Census Bureau as persons born from 1946 through 1964. As communities approach the year 2012, these baby boomers are reaching the age of 65 and are becoming more likely to use public transportation if it is available.

Further, the Administration on Aging (U.S. Department of Health and Human Services) reports that, based on a comprehensive survey of older adults, longevity is increasing and younger seniors are healthier than in all previously measured time in our history. Quality of life issues and an individual’s desire to live independently will put increasing pressure on existing transit services to provide mobility to this population. As older adults live longer and remain independent, the potential need to provide public transit is greatly increased.

Exhibit II.4 illustrates the population density of persons over 65 years of age by block group. Concentrations of this age group are spread evenly throughout KYOVA. Block groups with the highest concentrations are located in Cabell County. These block groups with individuals 65 and over comprise over 31.5 percent of the total population. Moderately high and moderate concentrations of older adults, ranging from 14.9 to 31.4 percent are dispersed evenly through KYOVA. Lawrence has a slightly lower percentage of individuals over 65. The majority of the block groups in Lawrence county range from 8.7 to 21.9 percent. There are a few block groups in the southern portion of the county that have populations between 22.0 and 31.4 percent.

Exhibit II.3 KYOPVA Population Density

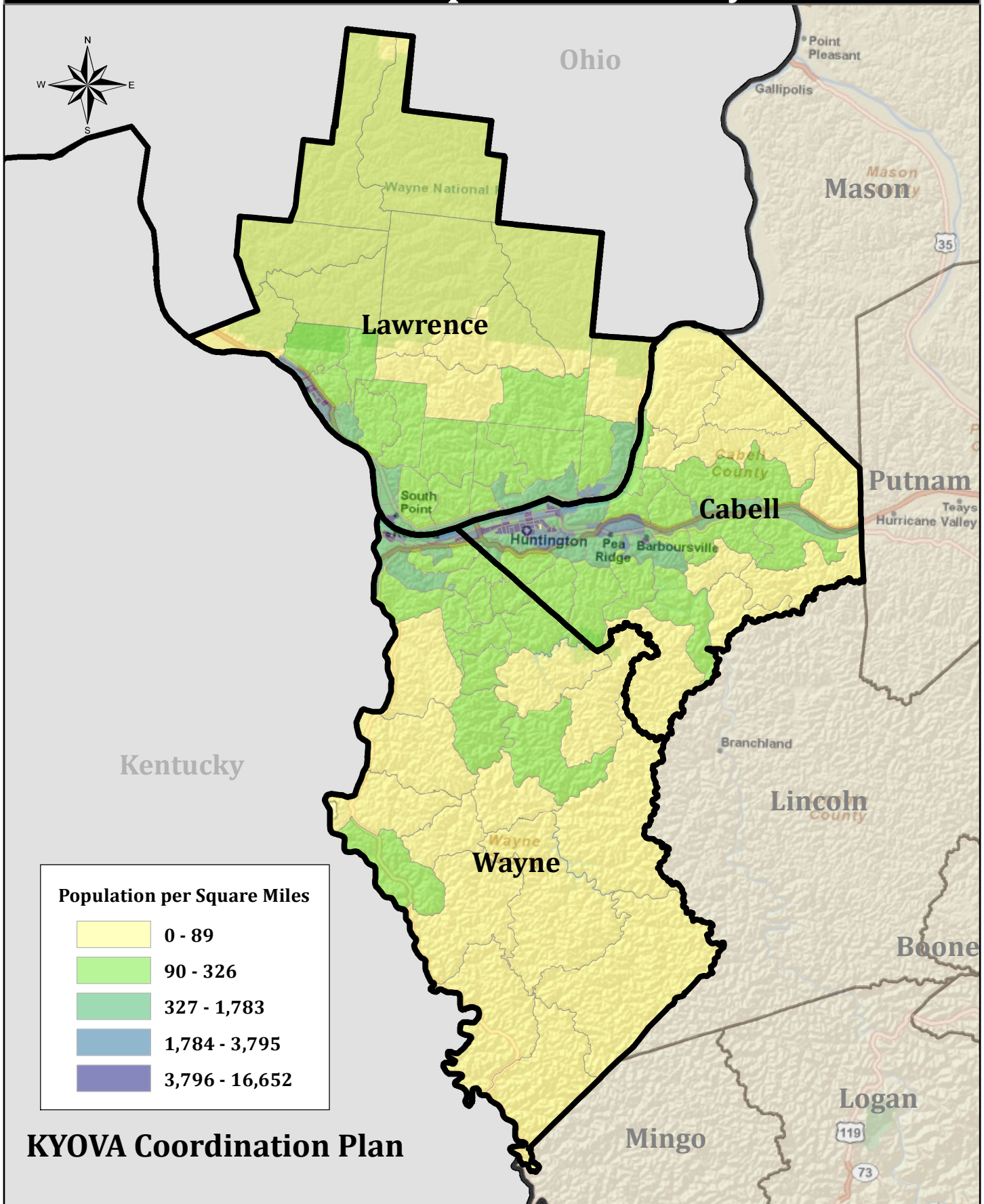
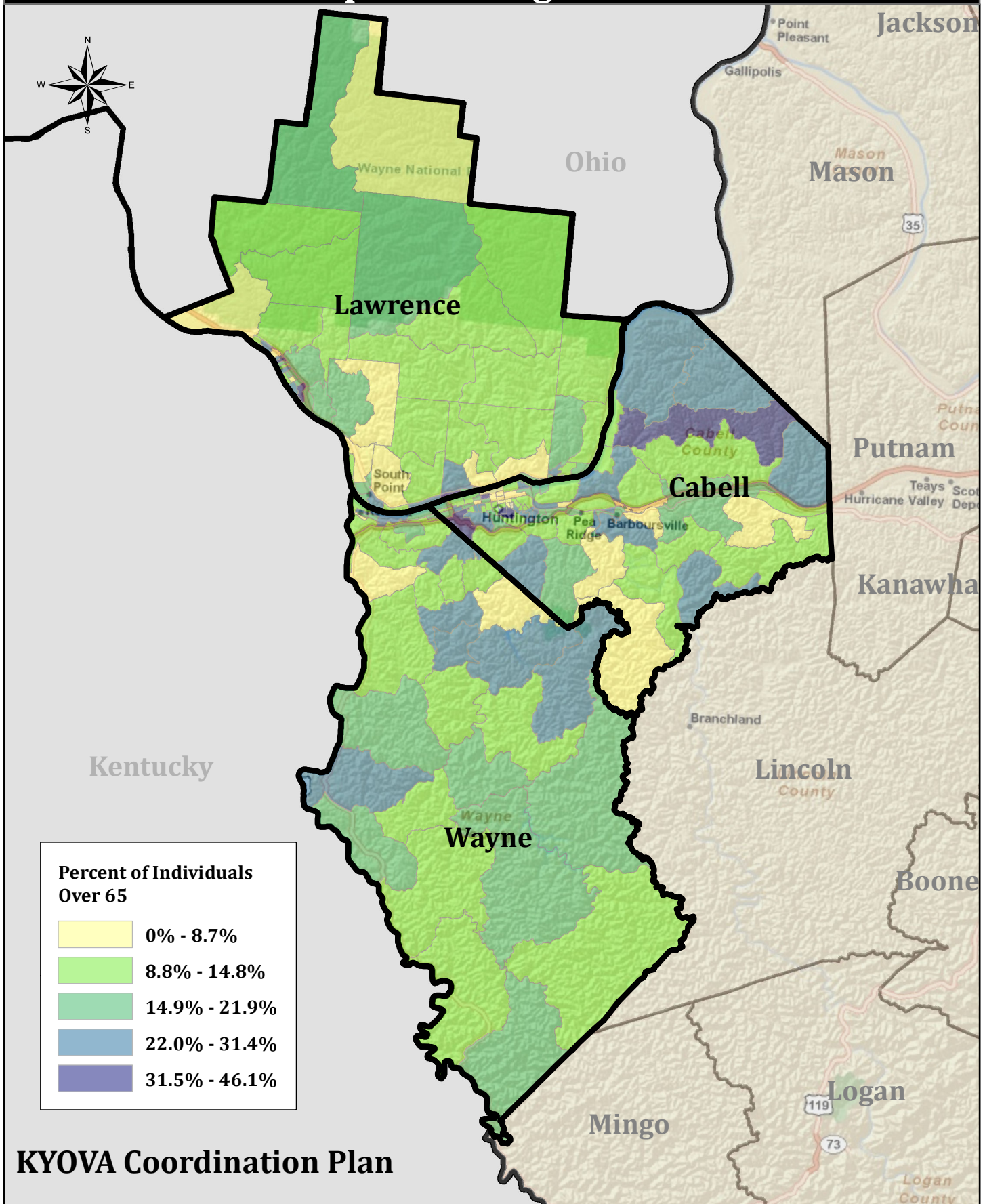


Exhibit II.4 KYOVA Population Aged 65 and Over



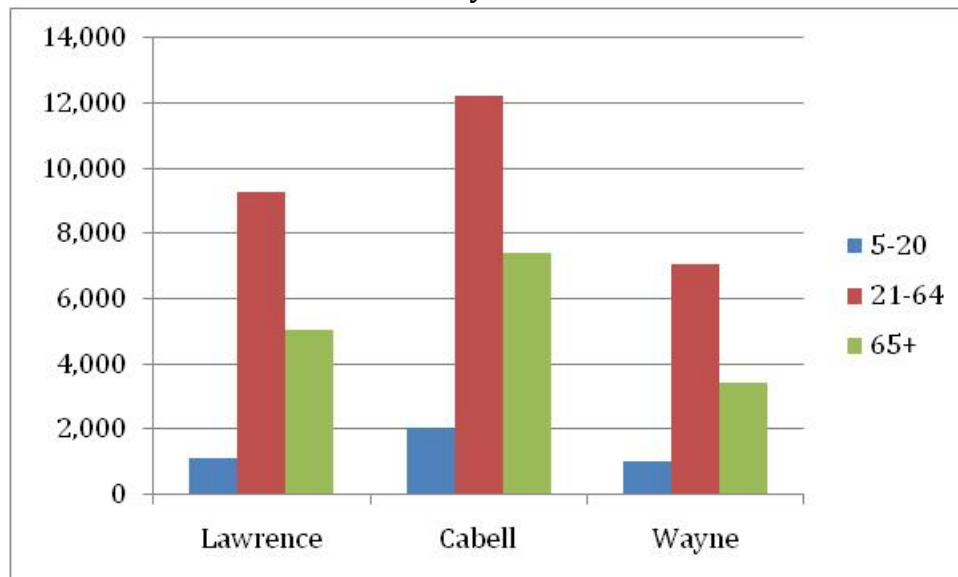
INDIVIDUALS WITH DISABILITIES

Enumeration of the portion of the population with disabilities in any community presents challenges. First, there is a complex and lengthy definition of a person with a disability in the ADA implementing regulations, which is found in 49 CFR Part 37.3. This definition, when applied to public human service agency transportation applications, is designed to permit a functional approach to disability determination rather than a strict categorical definition. In a functional approach, the mere presence of a condition that is typically thought to be disabling gives way to consideration of an individual's abilities to perform various life functions. In short, an individual's capabilities, rather than the mere presence of a medical condition, determine transportation disability.

The US Census offers no method of identifying individuals as having a transportation disability. The best available data provided through the US Census is the 2005 to 2007 ACS estimate of individuals with a disability. It should be noted that due to the age of the data and the methods used to develop the estimates, margins of error as large as +/- 1,000 individuals exist within the data. Exhibit II.5 is intended to provide a comparison of disabled population among the region.

The chart identifies the highest population of individuals with a disability in Cabell County. The total population with a disability estimate for the county is 21,622. Lawrence and Wayne Counties have an estimated population of 15,428 and 11,494 individuals with a disability, respectively. Of the population with a disability in KYOVA, 8.6 percent of individuals are between 5 and 20, 58.7 percent are between 21 and 64, and 32.7 percent are over 65.

Exhibit II.5
Disability Incidence

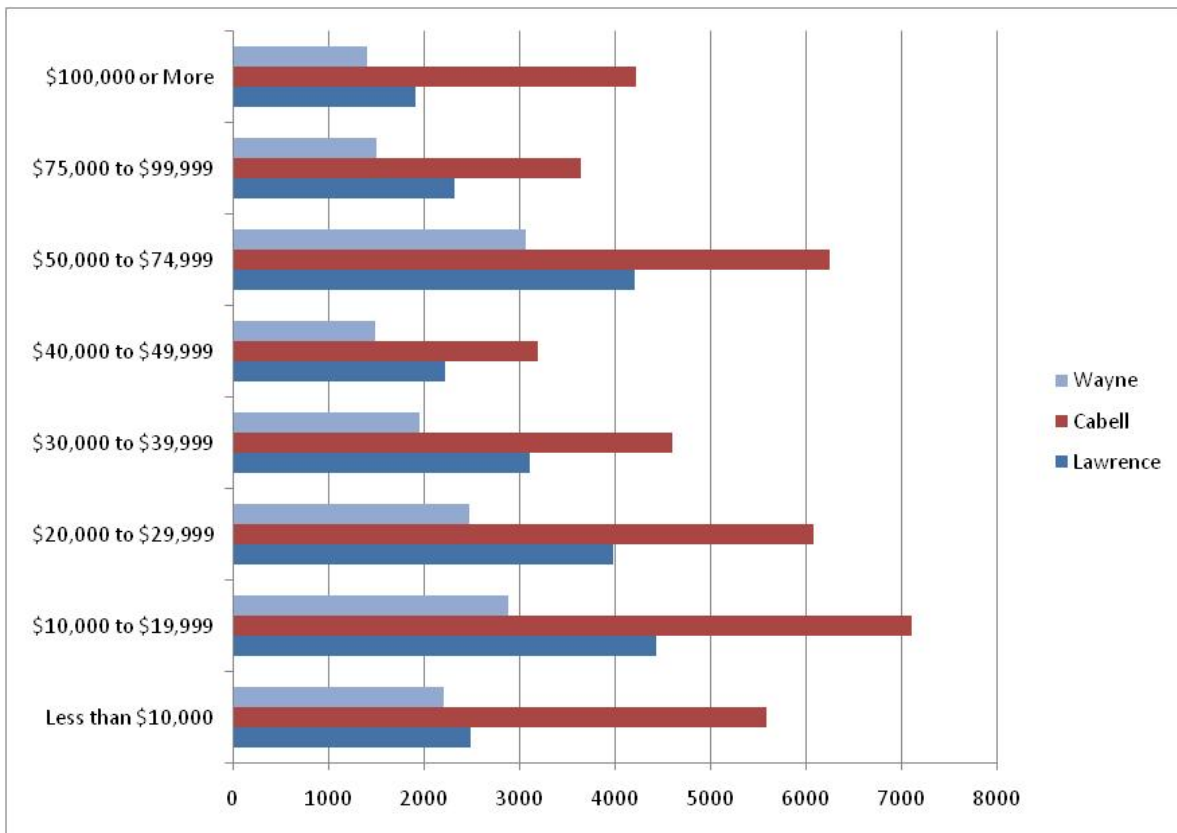


Source: ACS 2005-2007

HOUSEHOLD INCOMES

Exhibit II.6 illustrates the household incomes for the study area according to the ACS 2005 to 2009. According to the survey there are 82,298 households in KYOVA. Of those households 57.0 percent of earn less than \$40,000 annually. Additionally, of the households earning less than \$40,000, 15.2 percent earned between \$20,000 and \$29,999. Another 17.5 percent earned between \$10,000 and \$19,999 and 12.5 percent earned less than \$10,000 per year. Exhibit II.7 depicts the Median Household Income for each of the counties in the study area

Exhibit II.6
Household Income



Source: ACS 2005-2009

**Exhibit II.7
Median Household Income**

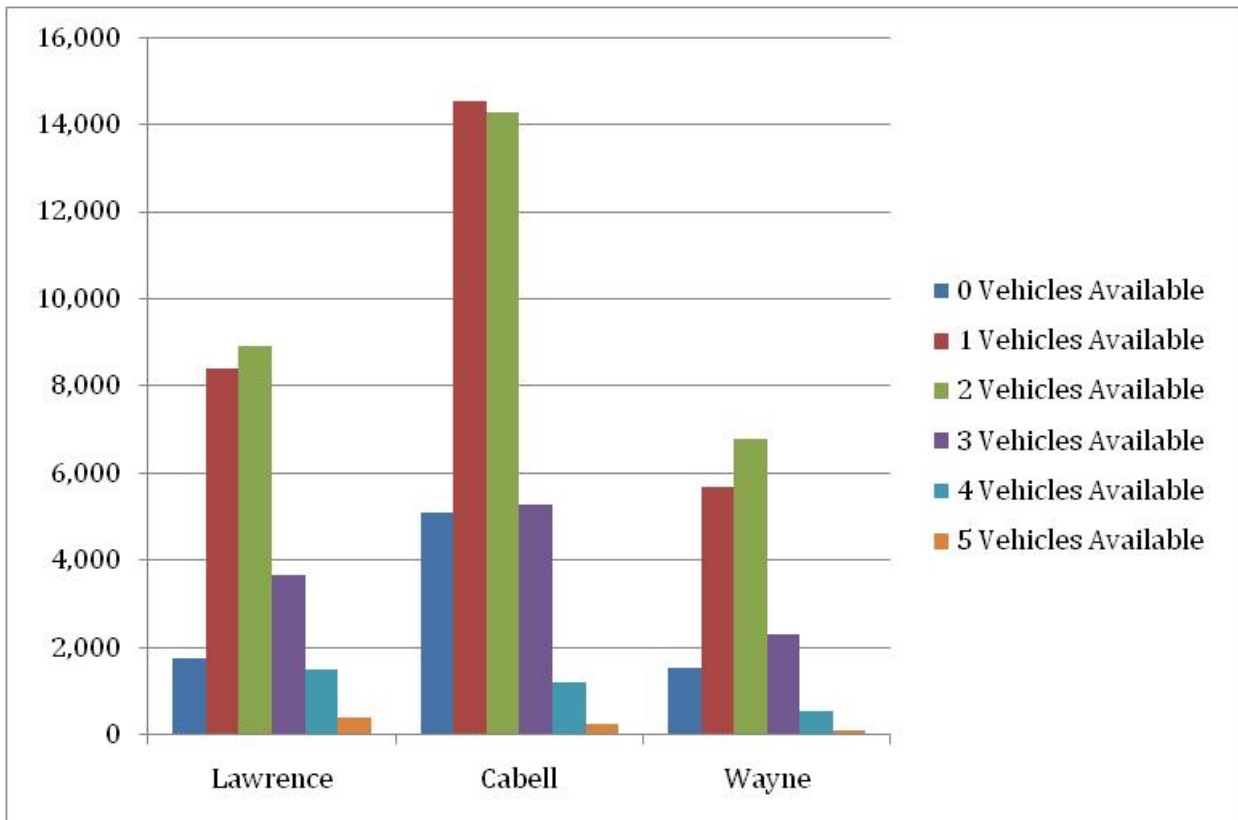
County	Median Income
Lawrence	\$29,127
Cabell	\$28,479
Wayne	\$27,352

Source: ACS 2005-2009

ZERO VEHICLE HOUSEHOLDS

The number of vehicles available to a housing unit also is used as an indicator of demand for transit service. There are 8,411 households in KYOVA that have no available vehicle. This is 10.2 percent of all the households in the region. Exhibit II.8 shows vehicle availability by the number of households in each county.

**Exhibit II.8
Zero Vehicle Households**



Source: ACS 2005-2009

Exhibit II.9 illustrates the percentage of housing units that have no available vehicle, according to ACS 2005 to 2009 data. The block groups with the darkest shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are within Huntington. Over 35.1 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 19.7 to 35.0 percent of zero vehicle households can be found in Cabell and Wayne counties. Block groups with moderate percentages (10.8 to 19.6 percent) are found within all counties in the region.

MAJOR TRIP GENERATORS

The term “trip generator” is used to describe locations where concentrations of people are likely to live (i.e., apartment complexes or nursing homes) or where people are likely to meet their shopping, child care, health care, educational, or employment needs.

Medical Facilities

- ◆ St. Mary’s Hospital, Cabell County
- ◆ Cabell Huntington Hospital, Inc., Cabell County
- ◆ University Physicians and Surgeons, Cabell County
- ◆ Lincoln County Primary Care Center, Lincoln County
- ◆ Lincoln County Nursing and Rehab Center, Inc., Lincoln County
- ◆ Logan General Hospital, Logan County
- ◆ Pleasant Valley Hospital, Mingo County
- ◆ Veterans Administration Hospital, Wayne County
- ◆ Jo-Lin Health Center, Lawrence County
- ◆ Southern Ohio Medical Center, Scioto County, Ohio
- ◆ Bellefonte Hospital, Ashland, Kentucky
- ◆ Southern Ohio Medical Center, Portsmouth, Ohio
- ◆ Bellefonte Hospital, Ashland, Kentucky

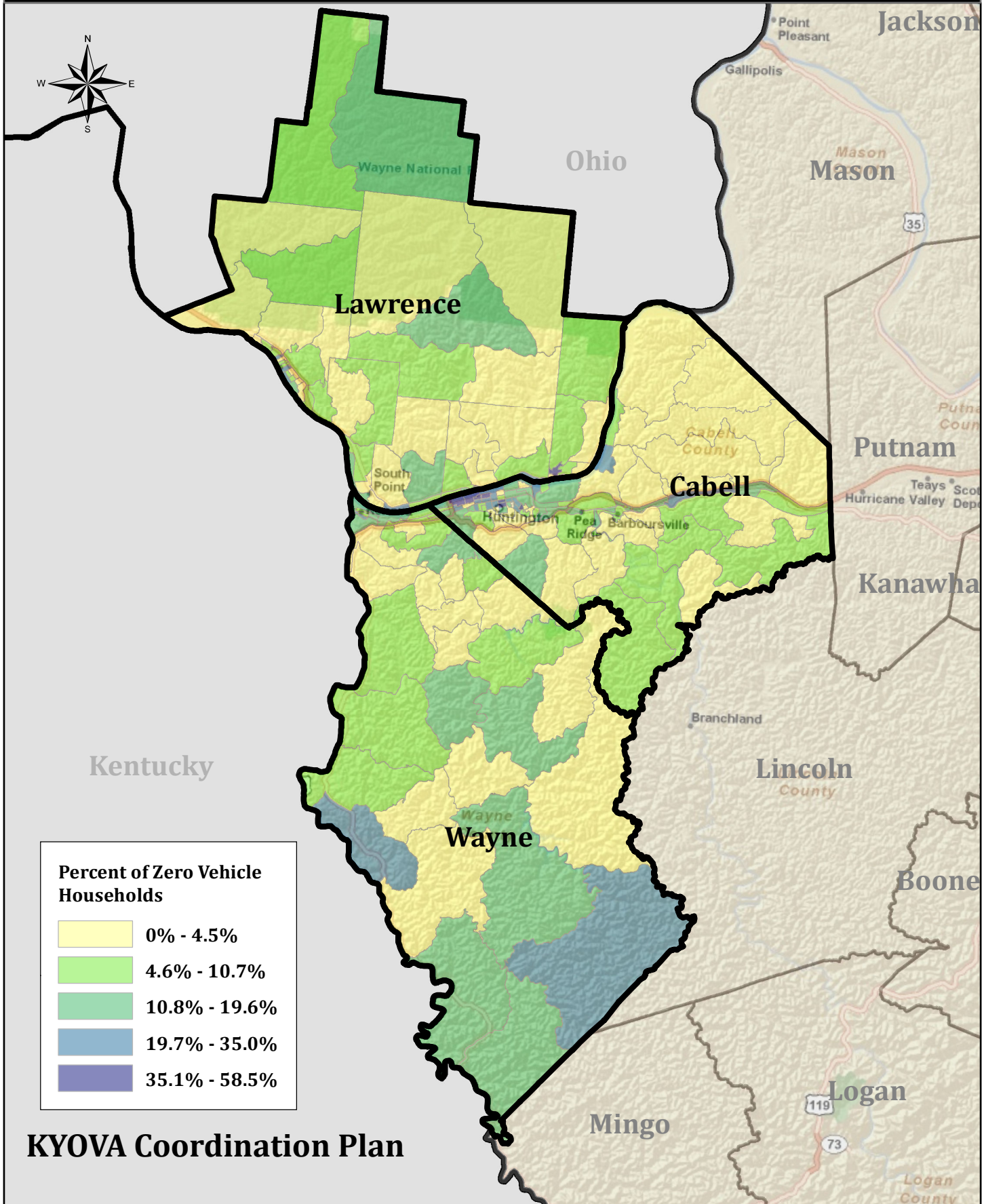
Educational Facilities

- ◆ Marshall University
- ◆ Southern WV Community Collage
- ◆ Ohio University – Ironton
- ◆ Shawnee State University, Portsmouth, Ohio
- ◆ Ohio University Southern Campus, Proctorville

Commercial Centers

- ◆ Wal-Mart
- ◆ Huntington Mall

Exhibit II.9 KYOVA Zero Vehicle Households



Service Providers

III. DESCRIPTION OF SERVICE PROVIDERS

OVERVIEW

The evaluation of service provider capabilities and the structure of transportation resources in the KYOVA region provide coordinated transportation planners with the necessary foundation for designing changes that will complete and improve the network of transportation resources. Multiple components of community outreach activities were utilized to encourage public and human service agency transportation providers and users to participate in the coordination planning efforts, to include focus groups and one-on-one interviews.

An understanding of existing resources, vehicle utilization, and financial information is necessary prior to implementation of new coordinated approaches to service for older adults, individuals with disabilities, and people with low incomes. The summary and vehicle utilization tables at the end of this chapter provide an overview of the vehicle inventories and utilization, hours of service, and passenger eligibility for each of the participating organizations (where information was provided by those organizations).

The ultimate goal for organizations in the KYOVA region that provide, purchase, or use transportation for older adults, individuals with disabilities, people with low incomes, and the general public is to improve upon the existing network of services to create new efficiencies so that programs can provide more service with the existing level of funding. If services are to be expanded in the future, additional funding will be necessary. This document outlines several coordination strategies to be explored that can be accomplished through coordination of existing resources as well as strategies that can only be implemented with additional funding.

Certain coordinated transportation stakeholders are eligible for additional funding through the Federal Transit Administration's (FTA) Section 5316 Program, Job Access and Reverse Commute (JARC); Section 5317 Program, New Freedom; and the Section 5310 Program, Transportation for Elderly Persons and Persons with Disabilities. Criteria for eligible applicants to the Section 5316 and 5317 programs are as follows:

- ◆ Public entities providing public transit services; or,
- ◆ Private, nonprofit entities designated by local government to provide public transit services.

Criteria for eligible applicants to Section 5310 are as follows:

- ◆ Private, nonprofit 501(c)(3) corporations;
- ◆ Public bodies identified by the state as lead agencies in a coordination project; or
- ◆ Public bodies that certify that no private, nonprofit corporations exist within their jurisdiction for the provision of elderly and disabled transportation.

Organizations that are not eligible applicants for Sections 5316, 5317, or 5310 may still benefit from those programs through agreements with eligible organizations, and should seek partnerships and

formal contractual agreements with an eligible applicant in order to achieve the coordinated transportation goals.

INVENTORY OF SERVICES AND KEY STAKEHOLDERS

Key public and human service agency transportation stakeholders in the KYOVA region were invited to participate in a one-on-one interview with a representative from the RLS consulting team to discuss the existing transportation resources utilized for their consumers, and/or a meeting with all stakeholders and the general public. Below is a list of the stakeholder organizations that were invited to participate in the interviews and stakeholder meetings. A list of organizations that were represented at the stakeholder/public meetings is provided in the Appendix.

The following paragraphs describe the transportation provided by each of the participating organizations. The seven organizations that participated in a one-on-one interview with the consulting team are listed below:

- ◆ Area Agency on Aging District 7
- ◆ Autism Services Center
- ◆ Cabell County Community Services Organization, Inc.
- ◆ Cabell-Wayne Association of the Blind
- ◆ Ironton-Lawrence County Community Action Organization, Inc.
- ◆ Tri-State Transit Authority
- ◆ Wayne County Community Services Organization, Inc. (Wayne X-Press)

Descriptions of the transportation-related services provided by these organizations are provided on the following pages.

Tri-State Transit Authority (TTA)

TTA provides fixed route, ADA paratransit, and non-emergency medical transportation (NEMT) services in Cabell County, West Virginia, and Lawrence County, Ohio. The service is operated out of TTA's operations/maintenance facility located on Fourth Street in Huntington, WV. This facility also houses administrative offices, dispatch, and other operations functions.

TTA serves Huntington, Barboursville, Milton, and Marshall University. Complementary ADA paratransit service is provided throughout the area. Service is available from 5:30 AM to 11:15 PM, Monday through Saturday. Descriptions of TTA's fixed route and paratransit services follow.

Fixed Route Service

TTA fixed route service consists of nine radial routes, the Pullman-Marshall University shuttle, and three evening routes. A route profile for TTA is included in Exhibit III-1. A map showing the daytime routes appears in Exhibit III-2.

**Exhibit III.1
TTA Route Profile**

Route	Service Span		Vehicle Required				Frequency				Revenue Hours	
	Weekday	Sat.	PK	MD	EVE	SAT	PK	MD	EVE	SAT	WK	SAT
1-Westmoreland	6:22a-7:17p	6:22a-7:17p	1	1	--	1	60	60	--	60	11.9	11.9
2-Southside	6:10a-7:15p	6:10a-7:15p	1	1	--	1	60	60	--	60	13.1	13.1
3-Third Avenue	6:15a-7:15p	7:15a-7:05p	1	1	--	1	60	60	--	60	13.0	11.8
4-9th & 11th Avenues	7:45a- 5:25p	7:45a- 5:25p	0.5	0.5	--	0.5	120	120	--	120	6.0	6.0
5-Walnut Hills	6:05a-8:10p	6:05a-8:10p	2	2	2	2	60	60	60	60	24.0	24.0
6-Madison Avenue	6:20a-7:15p	6:20a-7:15p	1	1	--	1	60	60	--	60	12.9	12.9
7-Barboursville/Altizer	5:50a- 8:15p	6:50a-8:15p	2	2	2	2	60	60	60	60	28.2	22.9
8-Hal Greer Boulevard	6:45a-7:15p	6:45a-7:15p	0.5	0.5	--	0.5	120	120	--	120	7.0	7.0
9-Milton	5:45a-8:50p	6:00a-8:50p	2	2	2	2	60	60	60	60	27.7	27.4
20-PM South	7:15p-11:05p	7:15p-11:10p	0	0	2	2	--	--	60	60	5.9	5.9
30-PM North	7:15p-11:05p	7:15p-11:05p	0	0	2	2	--	--	60	60	5.8	5.8
40-PM West	7:15p-11:05p	7:15p-11:05p	0	0	1	1	--	--	60	60	3.8	3.8
Pullman -Marshall Shuttle	12:00p-11:15p	12:00p-11:15p	1	1	1	1	20	20	20	20	11.3	11.3
Huntington-Charleston	12:00p-11:15p	12:00p-11:15p	1	1	1	1	20	20	20	20	11.3	11.3
TOTAL			13	13	13	12					181.9	175.1

With a few minor exceptions, TTA operates nearly the same schedule on Saturdays as it does on weekdays. Most routes begin around 6:00 AM and end at 7:15 PM. Routes 9 – Milton, 5 – Walnut Hills, and 7 – Barboursville operate to about 8:15 PM. There are three routes that operate past 11:00 PM on weekdays and Saturdays. These combine the alignments of portions of the daytime routes. TTA also operates the Pullman-Marshall University shuttle from noon to 11:15 PM on weekdays and Saturdays.

Twelve (12) vehicles are operated by TTA on its fixed routes during the weekday peak and mid-day period. Twelve (12) vehicles are also in operation between 7:15 PM and 8:15 PM as the evening routes are being put into service and six daytime routes are ending. After 9:00 PM, six vehicles are in service.

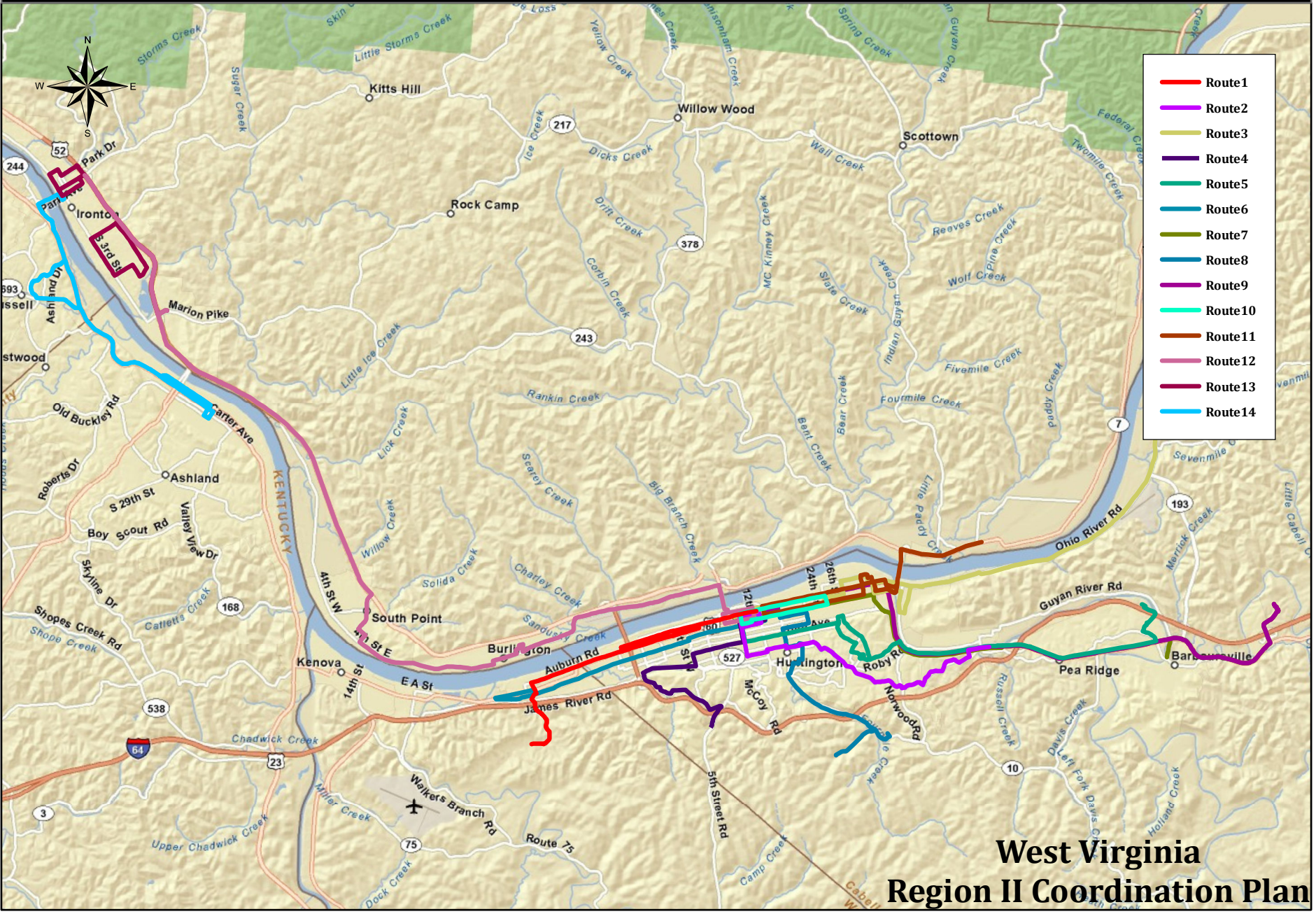
Most routes run every sixty (60) minutes. Three routes are the exception to this. Routes 4 – Harveytown and 8 – Hal Greer Boulevard run every 120 minutes. Also, the Pullman – Marshall University shuttle runs every 20 minutes. For all routes, revenue hours total 170.6 on weekdays, and 163.8 on Saturdays. Routes 7 – Barboursville and 9 – Milton have the most weekday revenue hours of all the individual routes. On Saturdays, routes 5 – Walnut Hills and 9 – Milton have the greatest number of revenue hours.

In 2009, TTA began operating fixed route and paratransit service in Lawrence County, Ohio. This is more fully described in the Lawrence County Port Authority section that follows.

TTA currently operates the following vehicles on its fixed route service:

- ◆ Two (2) 24-passenger trolleys
- ◆ Three (3) 32-passenger lift-equipped buses
- ◆ Fourteen (14) 29-passenger lift-equipped buses
- ◆ Ten (10) 26-passenger lift-equipped buses

Exhibit III.2 TTA Routes



Paratransit Service

TTA operates complementary paratransit service within ¼ mile of a TTA route for ADA-eligible passengers requiring this service. It also provides non-emergency medical transportation (NEMT) for Medicaid-eligible persons. TTA is experiencing rapid growth in paratransit ridership. It has recently installed scheduling software to help address this increase in demand.

Operating Statistics

The following table provides a summary of TTA fixed route and paratransit service statistics.

Tri-State Transit Authority*	
Programs:	Transportation
Client Eligibility:	General Public
Hours/Days of Service:	5:45 AM to 11:15 AM Monday – Saturday Service level is reduced after 7:00 PM and on weekends.
Mode of Services:	Fixed Route and Paratransit Curb-to-Curb Demand Response
Annual Trips Provided:	Fixed Route: 789,769 Paratransit: 33,943
Annual Revenue Hours:	Fixed Route: 60,909 Paratransit: 19,130
Annual Transportation Cost:	Fixed Route: \$4,794,019 Paratransit: \$607,802
Cost per Passenger Trip	Fixed Route: \$6.07 Paratransit: \$17.90
Funding Sources for Transportation:	Passenger Fares, Section 5307, Section 5310, Section 5316, Non-Emergency Medical, Property Tax Levy, Advertising Revenue, and ARRA

*The data reflected in this chart includes TTA’s service in West Virginia and Lawrence County Ohio.

Plans to expand transportation service include:

- ◆ Begin countywide demand response service for the general public in Cabell County.

- ◆ Develop a transfer center with Wayne X-Press and the City of Ashland bus service in Kenova, West Virginia, or another convenient location.
- ◆ Improve the frequency of the Huntington-Ironton route that operates under contract with the Lawrence County Port Authority.

Capital projects over the next five years include replacement vehicles for fixed route and paratransit service. TTA also plans to expand its operations/maintenance facility.

Lawrence County Port Authority/Ironton-Lawrence County Community Action Organization (CAO)

The Ironton-Lawrence County CAO provides management services to the Lawrence County Port Authority, the recipient of FTA Section 5307 funding. It administers the contract with the TTA, the fixed route and ADA paratransit service operator in Lawrence County. The CAO also operates some ADA paratransit for TTA as well as transportation for Senior Services and Head Start.

A route profile for the Lawrence County routes is included in Exhibit III.3. Exhibit III.4 depicts the alignment of the routes operated by TTA under contract with the Lawrence County Port Authority.

**Exhibit III.3
Lawrence County Route Profile**

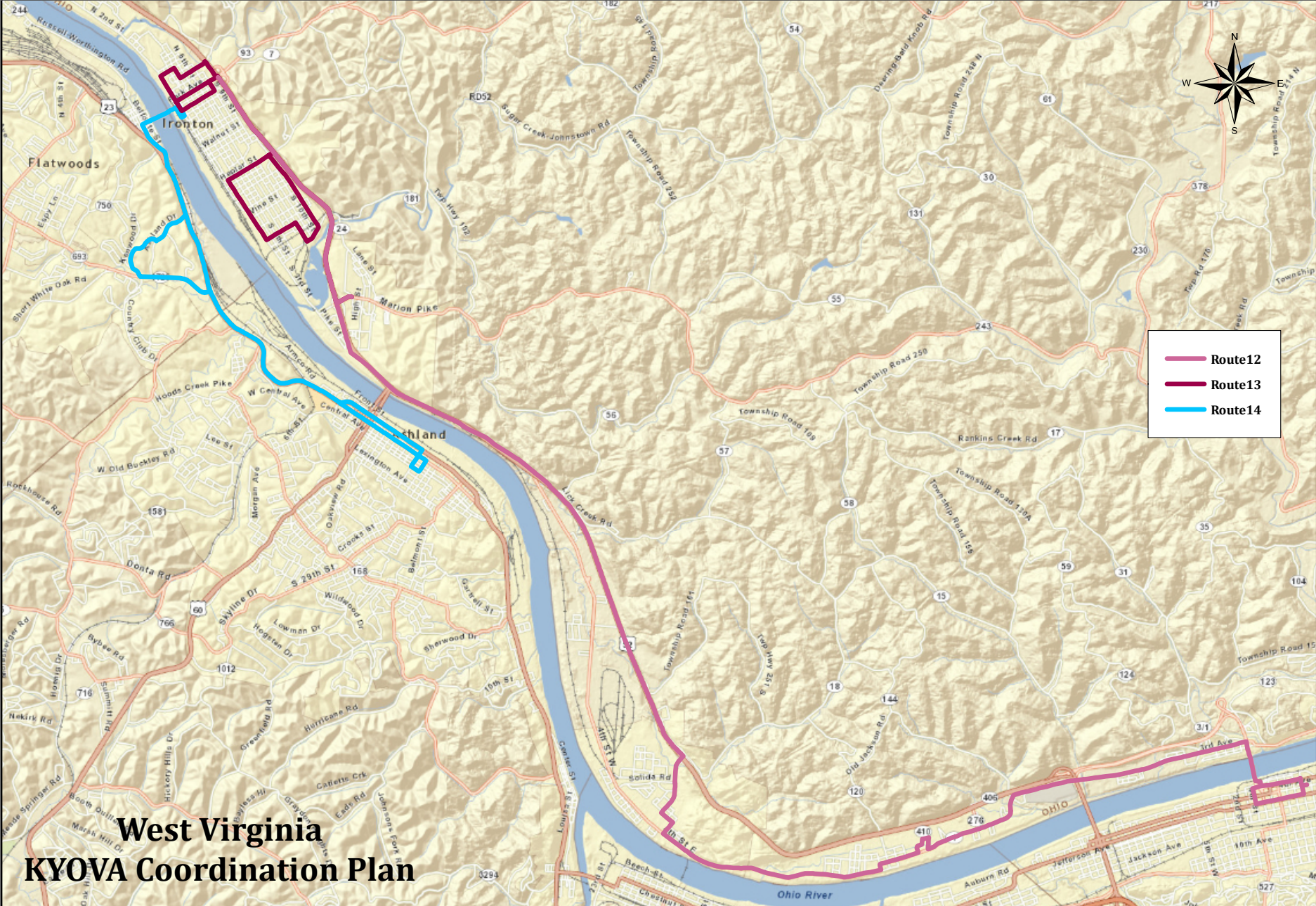
Route	Service Span		Vehicle Required			Frequency			Revenue Hours	
	Weekday	Sat.	PK	MD	SAT	PK	MD	SAT	WK	SAT
11 - Proctorville	7:35a-5:15p	--	1	1	--	5 trips/day	--	--	5.8	--
12 - Huntington/Ironton	6:20a-7:43p	--	1	1	--	5 trips/day	--	--	23.8	--
13 - Downtown Ironton	7:00a-5:30p	--	0.5	0.5	--	60-90	60-180	--	6.5	--
14 - Ironton/Ashland	7:30a-6:30p	--	0.5	0.5	--	4 trips/day	--	--	4.1	--
TOTAL			3	3	--				40.2	--

Operating statistics for these routes are reported as part of TTA's operating statistics.

In addition to the contracted paratransit service provided to TTA the Ironton-Lawrence County CAO also provides a variety of services for senior citizens. This includes the management of a senior center, meals-on-wheels, and the provision of demand response transportation services. It uses a fleet of twelve vans to provide these services.

Operating statistics for the CAO's senior transportation services appears in the chart that follows.

Exhibit III-4 TTA Routes



Ironton-Lawrence County CAO Senior Transportation	
Programs:	Transportation
Client Eligibility:	Persons over 60 years old
Hours/Days of Service:	7:15 AM to 6:00 PM Monday – Friday
Mode of Services:	Paratransit Curb-to-Curb Demand Response
Transportation Staff:	Dispatchers, Management & Office Staff Drivers Maintenance Personnel
Annual Trips Provided:	Information was not provided
Annual Transportation Cost:	Information was not provided
Cost per Passenger Trip	Information was not provided
Funding Sources for Transportation:	Passenger Donations, Title III-B, Medicaid, Workforce Development, Section 5310, Section 5307, and ARRA

Plans to expand transportation services include:

- ◆ Begin Saturday service on the Huntington-Ironton-Proctorville route.
- ◆ Begin employment-related trips with the Lawrence County Jobs and Family Services.

It is currently constructing a transfer center in downtown Ironton. Other capital projects in the near future include replacing vehicles used for the Ironton/Ashland route, the ADA paratransit service and the Senior Services transportation program.

Wayne X-Press

Wayne X-Press provides demand response and route deviation service in Wayne County, West Virginia. Wayne X-Press is a service of WCCSO, Inc., a multipurpose human service agency. It is based in Kenova, WV where its operations and administrative offices are located. Exhibit III.5 shows the route that it currently operates. It runs from 6:15 AM to 7:30 PM, Monday through Friday.

The following table provides a summary of Wayne X-Press service statistics.

Exhibit III.5 Wayne Express Route



Ohio

Kentucky

Kentucky


K

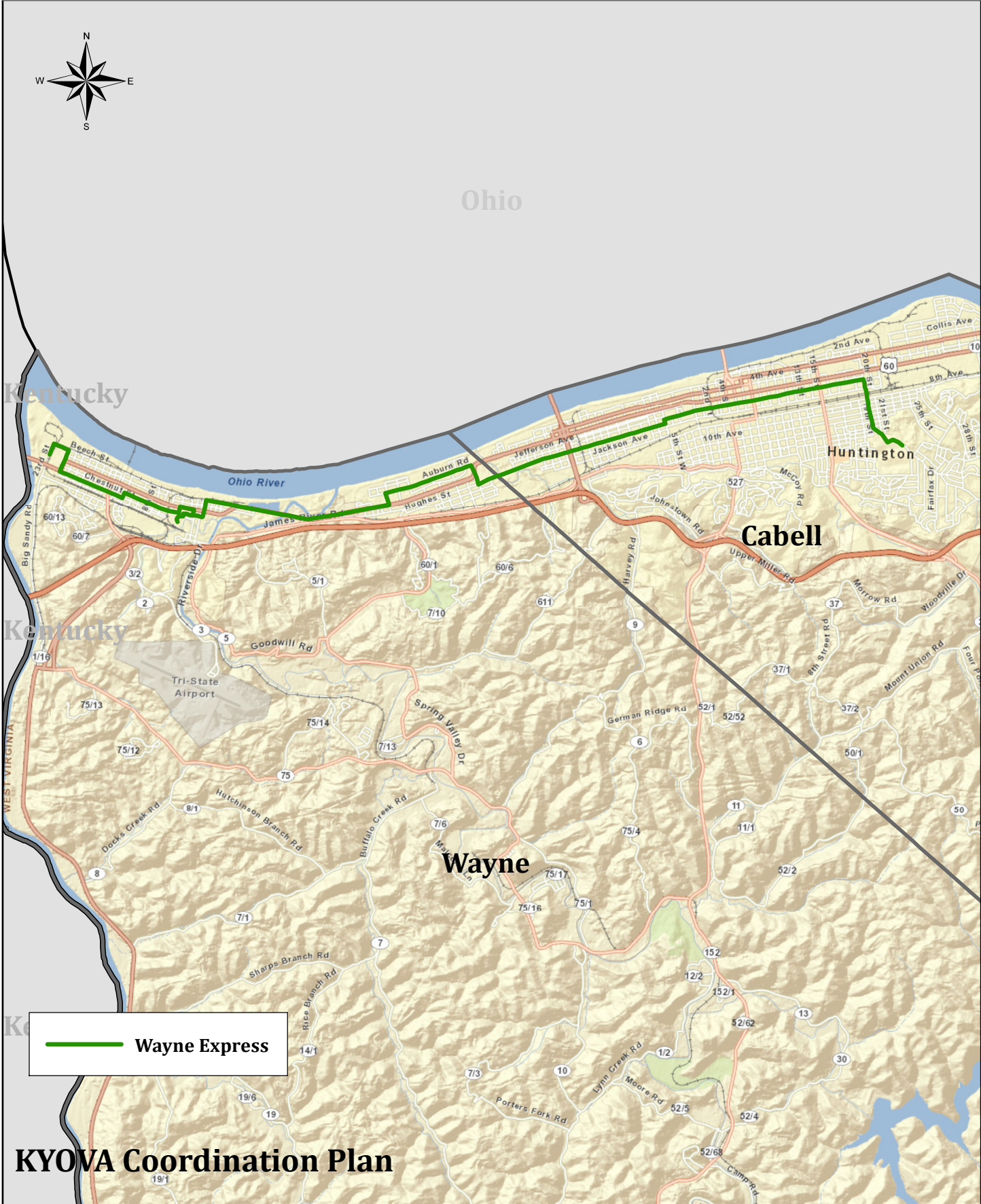
KYOVA Coordination Plan

Huntington

Cabell

Wayne

 Wayne Express



Wayne X-Press	
Programs:	Transportation
Client Eligibility:	General Public
Hours/Days of Service:	4:15 AM to 12:55 AM Monday – Sunday Service level is reduced after 6:30 PM and on weekends.
Mode of Services:	Fixed Route and Paratransit Curb-to-Curb Demand Response
Transportation Staff:	9 Part-Time Dispatchers, Management & Office Staff 85 Fixed Route Drivers 13 KAT Drivers 26 Maintenance Personnel
Annual Trips Provided:	36,263
Annual Transportation Cost:	\$614,739
Cost per Passenger Trip	\$16.95
Funding Sources for Transportation:	Passenger Fares, Section 5311, Section 5310, Wayne County Commission

Wayne X-Press does not plan to expand service in the near future as it has been cutting service over the past few years. Capital projects include vehicle replacement and building a transfer center for passengers wanting to transfer to TTA or the City of Ashland’s bus system.

Cabell-Wayne Association of the Blind, Inc.

Cabell-Wayne Association of the Blind, Inc. is a private non-profit agency that provides assistance to the blind and visually impaired. The client assistance includes free transportation, orientation and mobility training, rehabilitation aids, the loan of closed circuit television and computers, in-home assistance with shopping and other daily errands, instruction in basic and intermediate computing, support groups, crafts, recreational activities, and many seasonal events. The agency is located at 38 Washington Avenue in Huntington.

The agency provides transportation service utilizing four (4) vehicles, one (1) of which is lift-equipped. One (1) of the vehicles was procured with Section 5310 funds while the remaining

vehicles were obtained with private funds donated to the agency. Vehicles are maintained by Penske Truck Leasing. The transportation service is provided only for the visually impaired for such purposes as employment, education, eye care, medical appointments and social needs. Six (6) drivers, four (4) full-time and two (2) part-time are employed by the agency.

Transportation service is provided from 7:00 AM to 5:00 PM, Monday through Friday, with occasional Saturday service when necessary. The agency serves about 575-600 individuals and provides transportation for about 250-300 individuals per month. Transportation is also provided by taxi and through the purchase of tickets for the TTA dial-a-ride service.

Fare Structure and Eligibility

The transportation is provided fare free. An individual must be blind or visually impaired to be eligible for the service.

Scheduling

Clients are advised to call the Transportation Supervisor for trip reservations one (1) day ahead of the requested trip.

Coordination

There is no formal coordination arrangement with another agency or provider. The agency has worked informally with Wayne X-Press and TTA. The Executive Director spoke of the importance of the Huntington to Charleston CMAQ supported service was to his clients.

Funding

Cabell-Wayne Association of the Blind, Inc. receives no Federal or state operating funds. The agency is totally self-supporting, receiving funds from no local organizations, including the United Way.

The following table provides a summary of the Cabell-Wayne Association of the Blind, Inc. transportation service statistics.

Cabell-Wayne Association of the Blind, Inc.	
Programs:	Transportation, training, in-home assistance, recreation
Client Eligibility:	Blind or visually impaired
Hours/Days of Service:	7:00 AM to 5:00 PM Monday – Friday Occasional Saturday if needed
Mode of Services:	Door-to-Door Demand Response
Transportation Staff:	1 Transportation Supervisor 4 Full-time Drivers 2 Part-time Drivers
Annual Trips Provided:	250-300 individuals transported per month
Annual Transportation Cost:	Information was not provided
Cost per Passenger Trip	Information was not provided
Funding Sources for Transportation:	Section 5310, self sufficient for operating funds

Needs

The Executive Director cited the need for additional intercity bus service to provide the agency’s clients service options beyond the local area. He also noted the need for more Amtrak service to compliment the current service into Huntington.

Area Agency on Aging District 7, Inc.

The Area Agency on Aging District 7, Inc. (AAA7) is a private, non-profit agency designated by the State of Ohio to be the planning, coordinating and administrative agency for federal and state programs in Adams, Brown, Gallia, Highland, Jackson, Lawrence, Pike, Ross, Scioto, and Vinton counties in southern Ohio. The main office is located at 160 Dorsey Drive, Rio Grande, Ohio 45674. The agency provides services for older adults and those with disabilities to live safely and independently in their own homes. The agency mission statement states “*Assisting individuals to maintain independence and personal choice by providing resource options and services.*”

Lawrence County, Ohio is included in the KYOVA Interstate Planning Commission region. AAA7 does not directly provide transportation services but contracts with the Ironton - Lawrence County Community Action Organization to assist older adults with their transportation needs. In 2011, \$25,000 was awarded to the Ironton - Lawrence County Community Action Organization to provide transportation services eligible through the Title III program.

Area Agency on Aging District 7, Inc. (Lawrence County, Ohio)	
Programs:	Transportation, PASSPORT, Medicaid Waiver programs, Information and Referral, Alzheimer’s Respite, Home Repair, and other programs supporting independent living for older adults.
Client Eligibility:	Senior citizens 60 and older; individuals with disabilities

Coordination

While there is no formal coordination of transportation trips, AAA7 operates *The Aging and Disability Resource Center* which refers callers to other agencies that AAA7 believes can meet the transportation needs of the caller.

The AAA7 would support greater coordination among transportation providers in the region. Additionally, improved communications about the transportation options of the region would be helpful to the agency’s clients.

AAA7 would like to see additional service hours for the transportation provider in Lawrence County, Ohio due to the number of later day doctor appointments that cannot be kept due to the limited hours of available transportation services.

Cabell County Community Services Organization, Inc.

Cabell County Community Services Organization, Inc. (CCCSO) is a private non-profit agency whose purpose is to plan, develop, finance, and operate social and economic programs beneficial to the needs of the elderly, low income, and/or handicapped residents in such endeavors as economic development, health care, education, welfare, and transportation. The agency is primarily involved with aging services, through the operation of five (5) service centers. The main office is located at 724 Tenth Ave. in Huntington, WV.

The agency’s transportation program is operated using nine (9) vehicles, with a peak-hour demand of seven (7) vehicles. Three (3) vehicles are lift-equipped. Three (3) of the vehicles are assigned to senior centers. The agency employs five (5) drivers (2 full-time, 3 part-time). Due to many of the trips being medical related, a large volume of the trips are provided with only a single passenger on

the vehicle. Transportation service is provided to nutrition sites, medical facilities, shopping and banking, adult day care, and recreational and social activities. The agency is an authorized non-emergency Medicaid transportation provider.

Transportation service is provided within Cabell County from 7:00 AM to 5:00 PM, Monday through Friday and Saturdays by appointment. Local vendors are used for vehicle maintenance.

Fare Structure and Eligibility

There is no fare for senior riders, but donations are encouraged. For persons needing "hands-on" transportation assistance, the agency provides a handicap accessible vehicle on a sliding fee scale.

Scheduling

The website states that rides must be requested at least one week ahead of the trip. However, the staff noted that while a week in advance is preferred, demand response trips are provided with much less advance time.

Coordination

There is no formal coordination with other agencies in the area. The staff indicated that they use the Tri-State Transit Authority (TTA) paratransit service as much as possible to serve their clients. There have been no discussions held with other agencies regarding coordination. The Executive Director indicated that CCCSO would be open to providing TTA paratransit trips when a CCCSO vehicle is in an area served by TTA, eliminating the need for TTA to dispatch a vehicle.

Funding

Of the agency's nine (9) vehicles, two (2) were procured with Section 5310 funds through the West Virginia Department of Transportation and the others were obtained with local funds. The agency receives local support through a levy from the Board of County Commissioners. Medicaid, along with Title III-B and Title-E of the Older American's Act, are used as reimbursement for operating expenses. It was noted that vehicles often transport a lone rider due to medical appointments and lack of available lifts. Agency anticipates that it may be 4-5 years before they apply for Section 5310 funding again. They began receiving Section 5310 funding in 1999.

Cabell County Community Services Organization	
Programs:	Transportation, health care, nutrition, education
Client Eligibility:	Senior citizens 60 and older (primarily)
Hours/Days of Service:	7:00 AM to 5:00 PM Monday – Friday Saturday by appointment
Mode of Services:	Door-to-Door Demand Response
Transportation Staff:	1 Transportation Assistant 2 Full-time Drivers 3 Part-time Drivers
Annual Trips Provided:	Title III - 9,000 Medicaid - 384
Annual Transportation Cost:	\$215,352
Cost per Passenger Trip	\$22.94
Funding Sources for Transportation:	Section 5310, Title III-B/E, Donations, Lottery, Licensing Fees

VEHICLE UTILIZATION

From the interviewed transportation providers, a vehicle utilization chart was developed to provide an overview of when services are being provided in the KYOVA area. Exhibit III.3 outlines the times when vehicles are being utilized and identifies 9:00 AM and 2:00 PM as the peak service times.

**Exhibit III.3
Vehicle Utilization**

System Name	Time of Day Operated																	
	AM									PM								
	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00
Cabell County Community Services																		
1																		
2																		
3																		
4																		
5	Backup																	
6	Backup																	
7	Backup																	
Cabell-Wayne Association of the Blind																		
1																		
2																		
3																		
4																		
Mountain State Center for Independent Living																		
1																		
2																		
3																		
4	Backup																	
TTA Paratransit																		
1																		
2																		
3																		
4																		
5																		
6																		
7																		
8																		
9																		
10																		
11																		
12																		
13	Backup																	
14	Backup																	
15	Backup																	
16	Backup																	
Wayne Express																		

System Name	Time of Day Operated																		
	AM										PM								
	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	
50																			
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66																			

*Autism Services Center Vehicle is not used daily. Utilization on days used is shown.

SUMMARY OF TRANSPORTATION SERVICES

The matrix in Exhibit III.4 shows the available services by county in KYOVA. The matrix identifies public transportation, transportation for older adults, and transportation for individuals with disabilities.

**Exhibit III.4
Available Services**

County	Public Transportation	Senior Transportation	Transportation for Individuals with Disabilities
Cabell County	X	X	X
Lawrence County	X	X	X
Wayne County	X	X	X

An inventory of transportation providers was created at the onset of this study. Exhibit III.5 identifies the organizations that provide transportation in KYOVA. This list is arranged by county and includes public, private, and non-profit organizations. Within the table, the number of vehicles, the types of services, the service area, and funding sources are identified for each provider. In some cases, where information is noted as not available, additional data has been requested. The map in Exhibit III.6 identifies the service area of each provider in KYOVA. The map in Exhibit III.7 identifies the service area of each provider in KYOVA and Region II.

There are over 150 passenger transportation vehicles in KYOVA that are operated by eight public and non-profit agencies, not including private limousine and taxi companies. The majority of transportation services are available on weekdays between 7:00 AM and 6:30 PM. Weekend and evening transportation is available on a more limited basis. All of the identified vehicles are used as transportation for older adults, people with low incomes, and/or individuals with disabilities, as well as the general public, many of whom are consumers of the organizations identified as transportation stakeholders in KYOVA. This inventory does not include school buses.

**Exhibit III.6
KYOVA Transportation Providers**

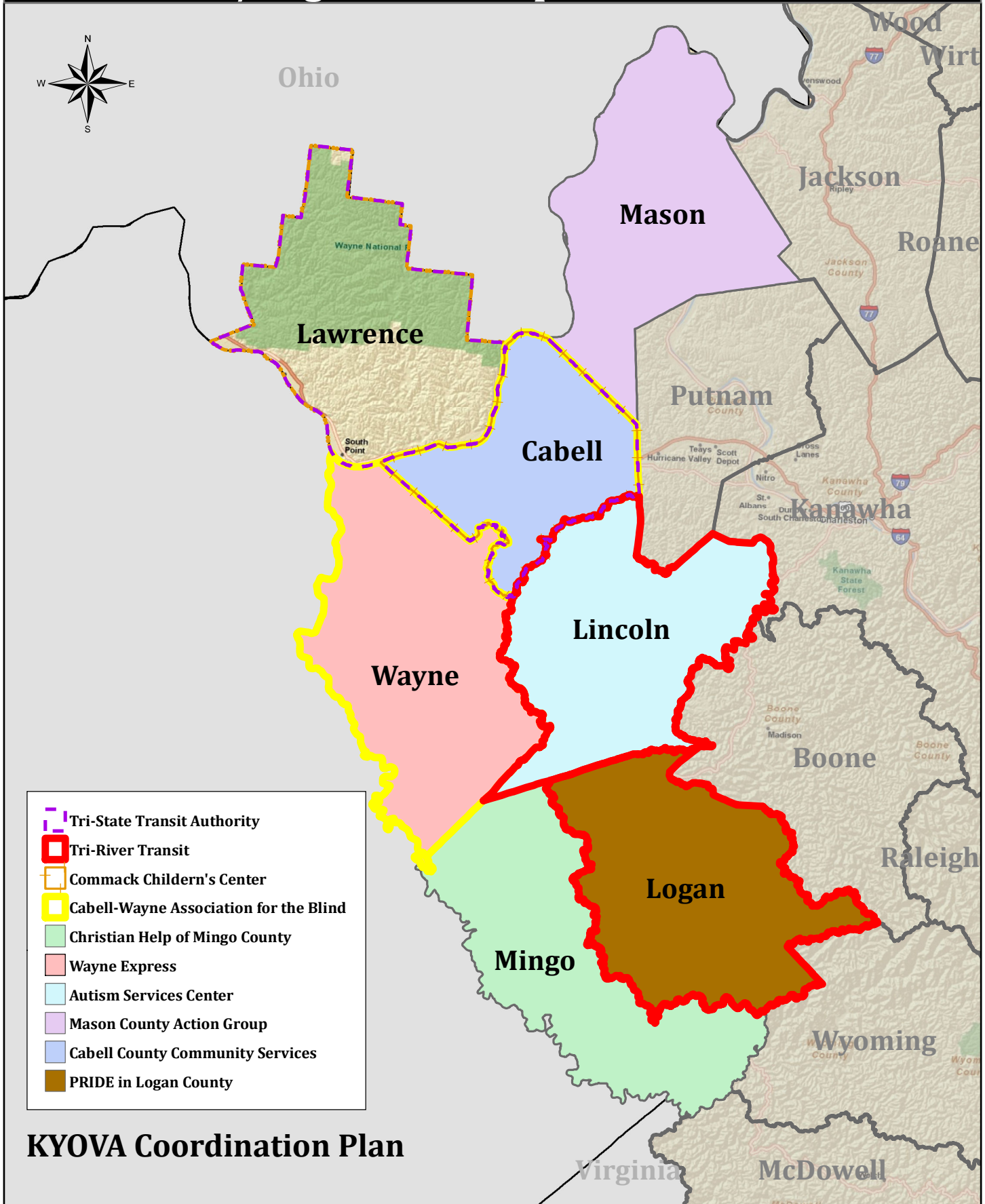
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
Cabell County							
Cabell County Community Services, Inc.	Human Service Agency	Seniors - 60 and older	Cabell County	Door-to-Door Demand Response	7:00 AM to 5:00 PM Monday – Friday Occasional Saturday if needed	1 Van	Section 5310, Title III B, State and County Funds
Cabell-Wayne Association of the Blind	Human Service Agency	Blind or Visually Impaired	Cabell and Wayne County	Door-to-Door Demand Response	7:00 AM to 5:00 PM Monday – Friday Occasional Saturday if needed	<ul style="list-style-type: none"> • 2 Buses • 2 Vans • 3 Mini Vans 	Section 5310, Self Sufficient For Operating Funds
Cammack Children’s Center	Human Service Agency	Client Transportation	Cabell County	Door-to-Door Demand Response	24 hours, 7 Days a Week	<ul style="list-style-type: none"> • 1 Sedan • 8 Mini Cans • 1 Jeep 	Information Not Provided
Mountaineer Hearse & limousine	Taxi	General Public	Cabell and Kanawha County	Curb-to-Curb	Information Not Provided	Information Not Provided	Information Not Provided
Mountain State Center for Independent Living	Human Service Agency	Client Transportation	Cabell and Wayne County	Door-to-Door Demand Response	8:00 AM to 5:00 PM Monday – Friday	3 Vans	Information Not Provided

Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
Cabell County							
River Cities Limo Services	Taxi	General Public	Cabell County	Curb-to-Curb	Information Not Provided	Information Not Provided	Information Not Provided
Taxi Service, Inc.	Taxi	General Public	Cabell County	Curb-to-Curb	Information Not Provided	Information Not Provided	Information Not Provided
Tri-State Transit Authority	Public Transit	General Public	Cabell and Lawrence Counties	Fixed Route and Curb-to-Curb Demand Response	5:45 AM to 11:15 AM Monday – Saturday Service level is reduced after 7:00 PM and on weekends.	<ul style="list-style-type: none"> • (2) 24-Passenger Trolleys • (3) 32-Passenger Lift Equipped Buses • (14) 29-Passenger Lift Equipped Buses • (10) 26-Passenger Lift Equipped Buses 	Passenger Fares, Section 5307, Section 5310, Section 5316, Non-Emergency Medical, Property Tax Levy, Advertising Revenue, and ARRA
Prestera	Human Service Agency	Program Trips and Group Home Services for Prestera Individuals with Disabilities	Boone, Cabell, Clay, Kanawha, Lincoln, Mason, Putnam, and Wayne Counties	Demand Response	7:30 AM – 7:00 PM Monday-Friday	<ul style="list-style-type: none"> • 8 Town Cars • 58 Vans 	Section 5310, Donations, Medicaid, United Way

Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
Lawrence County							
Lawrence County Port Authority	Public Transit	General Public	Ashland, KY Huntington, WV	Fixed Route and Curb-to-Curb Demand Response	6:00 AM to 6:30 PM Mon – Fri	<ul style="list-style-type: none"> • (2) 30 ft. Buses • (3) 23 ft. Buses • 7 Vans 	Passenger Fares, Section 5307, Section 5310, Contract Revenue, Advertising Revenue, and ARRA

Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
Wayne County							
Cabell-Wayne Association of the Blind	Human Service Agency	Blind or Visually Impaired	Cabell and Wayne County	Door-to-Door Demand Response	7:00 AM to 5:00 PM Monday – Friday Occasional Saturday if needed	<ul style="list-style-type: none"> • 2 Buses • 2 Vans • 3 Mini Vans 	Section 5310, Self Sufficient for Operating Funds
Wayne X-Press	Public Transit	General Public	Wayne County	Route Deviated and Door-to-Door Demand Response	4:15 AM to 12:55 AM Monday – Sunday Service level is reduced after 6:30 PM and on weekends.	<ul style="list-style-type: none"> • 17 Vans • 5 Mini Vans 	Passenger Fares, Section 5311, Section 5310, Wayne County Commission
Prestera	Human Service Agency	Program Trips and Group Home Services for Prestera Individuals with Disabilities	Boone, Cabell, Clay, Kanawha, Lincoln, Mason, Putnam, and Wayne Counties	Demand Response	7:30 AM – 7:00 PM Monday-Friday	<ul style="list-style-type: none"> • 8 town cars • 58 Vans 	Section 5310, Donations, Medicaid, United Way

Exhibit III.7 KYOVA/Region II Transportaion Providers



Needs and Gaps

IV. UNMET TRANSPORTATION NEEDS AND GAPS ANALYSIS

OVERVIEW

This chapter provides documentation of the needs assessment and gap analysis procedures that were conducted as part of the planning process. Outreach and needs assessment activities were targeted to the general public and to organizations that serve individuals with disabilities, older adults, and people with low incomes. Outreach activities included the following:

- ◆ Two general public and stakeholder meetings:
 - (2/9/11) at the KYOVA Interstate Planning Commission Conference Room
 - (5/25/11) at the KYOVA Interstate Planning Commission Conference Room
- ◆ Standardized interviews with transportation providers and other key stakeholders:
 - 12 organizations were identified as public or human service agency transportation providers.
 - 12 one-on-one interviews were conducted.

General Public and Stakeholder Workshops

The RLS team conducted the initial outreach meeting to obtain input from stakeholders and the general public.

- ◆ The meeting was advertised in the Wayne County News, Williamson Daily News, Point Pleasant Register, Lincoln Journal, Logan Banner, Herald-Dispatch, and Ironton Tribune.
- ◆ Invitations were mailed to local public and private transportation providers, human service agencies, senior centers, and other private and non-profit organizations that have a mission to serve the targeted populations in each county. Copies of the organizations invited to participate in the meeting, newspaper announcements, and invitations are provided in the Appendix.
 - Invitations to the meeting were distributed via the U.S. Postal Service and e-mail to over 35 organizations.
 - The general public was informed about the meetings through newspaper announcements posted in all of the widely distributed newspapers in each county.

31 individuals from 17 organizations and the general public attended the workshops. Participants included public transportation providers, human service agencies, schools, private providers, the general public, and planning organizations. Organizations represented at the meeting are listed below:

- ◆ TTA
- ◆ Christian Help of Mingo County
- ◆ Pretera Center
- ◆ Wayne X-Press
- ◆ TriRiver Transit
- ◆ KYOVA

- ◆ WEDOT
- ◆ I-LC CAO
- ◆ Region II PDC
- ◆ LCPA
- ◆ Pride Community Services
- ◆ RW Armstrong
- ◆ Professional Transportation
- ◆ CAO
- ◆ CCCSO
- ◆ WV DOH
- ◆ Tri-State Airport

The same list of stakeholders was invited to the second regional workshop. The meeting focused on prioritization of transportation goals and refinement of implementation objectives and strategies to address those goals over a four-year planning period.

Throughout the public meetings, interviews, and existing service analysis, stakeholders identified several unmet transportation needs and gaps in services within the KYOVA region. A list of identified issues is provided below. These needs and gaps included the lack of services or the need for additional service in certain geographic areas or at certain times of the day and weekends, improved communication and coordination among transportation providers, elimination of duplicative tasks among providers, and the lack of easy to obtain information regarding transportation options that are available in the KYOVA region.

The existing transportation providers and other planning and resource agencies are commended by all stakeholders for their efforts to serve the region and meet every person's most vital transportation needs. Careful planning is the secret to their long history of success. The following list is not intended to criticize any transportation providers, but rather, it is intended to update the unserved or underserved aspects of the public, private, non-profit, and human service agency transportation network so that the local stakeholders have the necessary information to establish and prioritize their goals for improved coordinated transportation over the next four years. Some of the current unmet needs and service gaps are repeated from the 2007 coordination plan.

Unmet Transportation Needs and Gaps in Service

- ◆ Access to Transportation (Geographic Coverage)
 - Expanded intercity bus service to provide transportation options beyond the region.
 - Additional Amtrak service to complement existing service into Huntington.
 - County-wide demand response service for the general public in Cabell County.
 - Expanded service up to a 50-mile radius of Huntington to meet Cabell County non-emergency medical needs.
 - Non-emergency medical needs that cannot be provided through the current route structure.
 - Service to unserved areas and to under-served populations.

- ◆ Capacity Issues
 - A pool of vehicles for transportation providers to choose from so that they can use the most appropriate size vehicle for each trip.
 - Continued increase for lift-equipped vehicles as demands on transportation providers and the older adult population increases.
 - Eliminate low vehicle usage for the continued receipt of Section 5310 funded vehicles and to meet more service needs.

- ◆ Days/Hours of Transportation Service Operations
 - Saturday service on the Huntington-Ironton-Proctorville route.
 - Transportation to employment and employment training activities covering all hours and days of the week.
 - More transportation available for trips to appointments.
 - Increased frequency of Huntington-Ironton route operating under contract with the Lawrence County Port Authority.

- ◆ Transportation information sharing and availability
 - Improved communication regarding transportation options in region.
 - Improved communication with community leaders regarding the need for transportation services.
 - A structured communication and information sharing process for human service agencies, their clients, and the general public.
 - A single source for disseminating information to agency clients and the general public including such information as service hours, fares, schedules, or passenger eligibility.

- ◆ Cooperation and Coordination
 - Greater coordination among regional transportation providers.
 - Methods that will encourage/allow border county transportation providers to work together to implement a network of transportation services .
 - A process to enhance resource sharing and to minimize duplication of operational activities such as vehicle maintenance, training, scheduling, grant applications, and advertising.

- ◆ Escalating operating costs and lack of funding
 - Explore opportunities for transportation providers to control costs and find additional revenue.
 - Utilize new approaches to provide necessary transportation funding.

Challenges to Coordinated Transportation

- ◆ The KYOVA region area has a long time practice of human service agencies providing their client transportation in an independent manner. Agencies apply for and receive their own vehicles with little regard for the repercussions of that practice. Meetings with agency representatives revealed that while the agencies understand the benefits of coordinated transportation and several express the desire to move toward a more coordinated approach to service provision, they are also reluctant to compromise their control of the transportation services. Preserving service independence was cited by stakeholders as a need going forward.

Providers, often considering their clientele to be “special” and needing personal care, are unconvinced a coordinated system could provide this level of personal service.

- ◆ Public officials and the general public are not knowledgeable of the available transportation services and how these services could be enhanced through a more coordinated approach. While there are some indications that this may be changing, to date no agency has accepted a leadership role in this endeavor. No single individual has accepted the role of “champion” of the coordinated transportation cause, a step that is very important to achieving coordination.
- ◆ The current economic climate creates a challenge to moving toward coordination. The future Federal public transportation budget, along with transportation operating funds from human service programs, is yet to be determined. Change is difficult, particularly in a situation where the economic impact cannot be confirmed. History has shown that coordination often results in decreased transportation costs, with the savings typically used to provide or purchase additional service.
- ◆ Most human service agencies are not aware of the actual or fully allocated cost of providing transportation and the advantages that could be realized through coordination. It is time consuming to explore the advantages, benefits, and actual consequences of resource sharing, and most human service agencies lack the staff to allow them to undertake such an effort.
- ◆ Agencies are often reluctant to embrace coordination and trip sharing due to their understanding that Federal and/or state regulation prevent this practice. In nearly all situations, these are myths rather than actual prohibitive regulations.
- ◆ It is often difficult to obtain large enough numbers of participating agencies to actually realize benefits from coordination. This is often true in rural areas when the number of providers as well as the number that will participate in the coordination arrangement is small.
- ◆ Coordination requires funding from various sources. It is often a challenge to find local funds to cover expenses and/or match that is not covered by state or Federal funds.

While there are challenges to implementing coordination among varied transportation providers, services, and funding sources, it is important to note that transportation coordination is successfully implemented throughout the country, and certain aspects of coordination already exist in the region. Therefore, issues such as guidelines for the use of funding and vehicles, unique needs presented by different populations served, etc. should challenge, but not stop, a coordination effort.

There are many resources available to assist communities as they coordinate transportation, including but not limited to United We Ride (www.unitedweride.com) and the Community Transportation Association of America (www.ctaa.org). For more information about coordinated transportation opportunities in West Virginia, transportation providers should contact the West Virginia Department of Transportation, Division of Public Transit.

The next chapter outlines coordinated transportation goals that were identified by the local stakeholders.

Goals

V. COORDINATED GOALS

COORDINATED TRANSPORTATION GOALS FOR THE KYOVA REGION

The general concept of coordination in the KYOVA region has widespread support from local human service agencies, planning organizations, and transportation providers. Bringing new levels of coordination into reality will require these supporters to take action. Human service agencies, public and private transportation providers, and neighborhood organizations throughout the region are becoming increasingly aware of the benefits of sharing transportation resources and coordinating to create efficiencies that will permit them to utilize their limited resources to benefit the most people. Stakeholders have demonstrated a willingness to work together through trip referrals and joint fuel purchasing arrangements. By coordinating the existing resources and implementing new projects that will fill the gaps in service, stakeholders can improve access to jobs, education, medical trips, and the overall quality of life for the citizens of the region.

Hesitation to become fully involved in a coordinated transportation concept may come from the fear that some potential participating agencies may lose their autonomy and ability to preserve the necessary services for their consumers while sharing resources. Some have not yet been able to obtain a clear understanding of the actual commitment that would be required from all parties in order to make the end result worth the effort. Opportunities for improving transportation services must, therefore, nurture a trusting relationship between participating organizations by clarifying objectives and costs, ultimately guiding the participants toward a more coordinated approach to transportation and mobility throughout the KYOVA region.

Seven primary goals expressed by the participating stakeholders are described in this chapter. Each goal is supported by the input provided by participants, including the general public, private and public entities, and participating organizations either through local stakeholder meetings, previous planning studies, or one-on-one interviews. These goals, along with corresponding strategies, were developed for KYOVA in conjunction with those developed for West Virginia Region II. Additional goals may be added throughout the implementation phases as needs and resources change and develop.

Table V.1 on the following page provides a matrix relating each goal to the identified unmet transportation needs and gaps in service. A description of each goal is provided in the paragraphs that follow.

**Exhibit V.1
Matrix of Goals and Unmet Needs**

Goals	Categories of Unmet Transportation Needs/Gaps					
	Access to Transportation	Capacity Issues	Days/Hours of Transportation Services	Information Sharing	Cooperation and Coordination	Lack of Funding
Goal #1- Improve Communications				X	X	
Goal #2 - Hire A Mobility Manager	X			X	X	X
Goal #3 - Improve Service Areas, Days, and Hours	X	X	X			
Goal #4 - Control Operating Costs						X
Goal #5 - Acquire an Adequate Number of Vehicles	X	X				
Goal #6 - Improve Intercity Transportation	X		X			
Goal #7: Economic Development	X		X	X	X	X

GOAL #1: Improve communications among public transportation providers, human service agencies and private transportation providers with the intention of improving the delivery of transportation services and reducing unnecessary duplication through the shared use of vehicles and other resources across the region.

To establish a successful coordinated transportation network throughout the region, it is imperative that an adequate communications network exists among transportation providers. Prioritizing improved communications as the first goal illustrates how fundamental this is to achieving service coordination. Communication is essential to achieving a successful coordinated network because all parties must understand expectations, the resources, and services that each offers, and the overall benefits of coordination to the providers and their constituents. Good communications is the foundation for a successful coordination effort.

Furthermore, the region's transportation providers and stakeholder organizations that transport and represent older adults, individuals with disabilities, and people with low incomes must effectively communicate to enable them to share services and information. The stakeholders cited the need to coordinate such tasks as vehicle maintenance, advertising, training, grant applications, and bulk purchases. They should share information such as service schedules, hours of operation, seat availability, and eligibility requirements. Through collaboration on any one of these areas, there are opportunities to reduce service duplication, reduce service costs per passenger, and increase service efficiency.

GOAL #2: Hire a mobility manager to manage a coordinated multi-county transportation service network comprised of the operations and infrastructures of multiple service providers in partnership with each other.

Mobility management is focused on the management of transportation resources to more effectively and efficiently meet transportation needs by providing a wide range of service options through the use of various transportation service providers. Mobility managers serve as policy coordinators and operations service brokers, in essence serving a travel agent type role for public and human service transportation. A mobility manager can help communities develop coordination plans, programs, and policies, and build local partnerships. In their brokerage role, mobility managers can coordinate transportation services among all customer groups, working with human service agencies that coordinate the travel and trip planning needs of individuals who receive human service program assistance. Typically a mobility manager would develop and operate a transportation call center to coordinate travel information, manage eligibility requirements, and arrange customer travel. It is important to note that mobility management is an eligible capital expense under the FTA Section 5310, Section 5316, and Section 5317 FTA programs.

GOAL #3: Extend service areas, service days and hours, and enhance public transportation services in the most rural portions of the region, thereby increasing the availability of services for senior citizens, individuals with disabilities, people with low incomes, and other transportation disadvantaged individuals.

The stakeholders participating in this study repeatedly cited the need for additional transportation services, particularly in the more rural areas. There are many individuals that do not meet the eligibility guidelines for human service programs. The lack of affordable general public transportation makes it difficult for this segment of the population to maintain employment or to attend training and necessary appointments. In addition to this population, those that qualify for transportation under human service programs often face the reality that there is no transportation for the days and hours that they need. This greatly impacts the ability for these individuals to get to work and travel to other job-related activities or medical appointments.

GOAL #4: Control escalating operating costs and address lack of transportation funding.

While the cost of vehicle maintenance has continued to decline due to improved preventative maintenance practices and more dependable vehicles, gasoline prices continue to rise with the average cost per gallon approaching \$4 in West Virginia. These rising fuel costs have a tremendous impact on provider operating budgets and the volume of service that they can afford to provide. Providers can reduce fuel costs through collaborative bulk fuel purchasing and consolidation of service provision through trip sharing practices.

There is also the problem of lack of funding for transportation operations. Coordination provides the opportunity to assist transportation providers in decreasing their operating costs through the elimination of duplicative tasks such as vehicle maintenance, training, purchasing and trip scheduling.

GOAL #5: Ensure there are an adequate number of vehicles to enable providers to use an appropriately sized vehicle to meet riders' needs while minimizing costs and provide a volume of lift-equipped vehicles that will continue to meet the transportation needs of the ever-increasing older adult population.

Stakeholders noted their concern for situations where, often, there are not an adequate number of vehicles available for service to allow providers to use an appropriately-sized vehicle for a given trip. Utilizing a suitable vehicle also assists in controlling rising operating costs. This issue can be addressed through coordination and vehicle sharing among agencies.

An additional concern was the greatly increasing number of senior citizens that will need lift-equipped vehicles to meet their mobility needs. The elderly often need to use the lift platform due to their limited mobility even if they are not using a wheelchair.

GOAL #6: Provide additional intercity transportation options in the region.

The stakeholders cited the need for additional intercity transportation service in the region to provide service options for travel beyond the local area. This could be provided in the form of additional intercity bus or Amtrak service along with out-of-county trips provided by regional providers.

Goal #7: Address any economic development opportunities that could benefit from the support of transportation service provided by private, public, non-profit, or human service agency operators.

Goal #7 is intended to provide an opportunity for transportation providers to develop new or expanded service structures to support employment and economic development opportunities that exist at the time of this plan, as well as new opportunities that develop between 2012 and 2016.

GOALS AND STRATEGIES

Goals, objectives, and implementation strategies are offered in this report as a guideline for local/regional leaders in the coordination effort as well as the specific organizations that provide or purchase transportation.

Administrative amendments to the plan are possible should new opportunities or stakeholder organizations present themselves after it is adopted. If amendments cannot be resolved at the local/regional level, parties may appeal to the West Virginia Department of Public Transit (DPT). Appeals to the DPT must be made only if an issue cannot be resolved at the local level.

The Coordination Strategies section in the following chapter offers a detailed description that outlines the strategies, implementation timeframe, responsible party(ies), performance measure(s), and priority for implementation of each of the above noted coordination goals. The implementation timeframes/milestones are defined as follows:

- ◆ Immediate – Activities to be achieved within 6 months.
- ◆ Near-term – Activities to be achieved within 6 to 12 months.
- ◆ Mid-term – Activities to be achieved within 13 to 24 months.
- ◆ Long-term – Activities to be achieved within 2 to 4 years.
- ◆ Ongoing – Activities that either have been implemented prior to this report, or will be implemented at the earliest feasible time and will require ongoing activity.

Objectives and implementation strategies are offered in this chapter as a guideline for leaders in the coordination effort as well as the specific parties responsible for implementing each objective.

VI. COORDINATION OBJECTIVES AND STRATEGIES

OBJECTIVES AND STRATEGIES FOR THE KYOVA REGION

Objectives and strategies identified in this document have the support of participating stakeholders. Implementation timeframes and responsibilities may vary with the realities of staffing levels and financial resources. Local stakeholders have established the objectives and strategies as a plan. Implementation will be determined by availability of financial resources at the local, state, and federal levels. Additional strategies may be added to the plan by stakeholders, as necessary.

Transportation stakeholders and the general public were invited to a public meeting to rate the priority of each of the following strategies. The average priority level of all votes is indicated following each strategy. The priority rating sheets are included in the Appendix.

GOAL #1: Improve communications among public transportation providers, human service agencies, private transportation providers and the general public with the intention of improving the delivery of transportation services, reducing unnecessary duplication through the shared use of vehicles and other resources across the region.

Objective - Ensure all human service agencies throughout the region are knowledgeable about the transportation services available from the various transportation providers.

Strategy 1.1: Following its adoption, distribute the updated Coordinated Public Transit-Human Services Transportation Plan to stakeholders who were invited to participate and any elected officials, older adult facilities, human service agencies, medical facilities, schools, non-profits, for-profit agencies, and major employers that serve older adults, individuals with disabilities, people with low incomes, and the general public.

Implementation Time Frame:

Immediate (within 6 mos.)

Staffing Implications:

No additional staff required.

Priority Level:

High

Implementation Budget:

Expenses for printing and postage (up to \$100).

Potential Grant Funding Sources: Local Grants

Responsible Parties:

The responsible party to implement this strategy is KYOVA.

Performance Measures:

- ◆ Number of documents distributed (electronically or mail) to community stakeholders.
- ◆ Updated mailing list is established and saved for use when updating the plan.
- ◆ Number of new organizations added to the mailing list.

Strategy 1.2: Develop a Regional **County-by-County Community Resource Guide** to explain the transportation resources available in each county. Include contact information, eligibility requirements, hours of operation, scheduling process, service area, and passenger fares for each organization. Distribute to all agencies, businesses, schools, and organizations for use by staff members and to open communication opportunities.

Include information about the benefits of coordinating transportation specific to each county.

Resources: West Virginia Department of Transportation, Division of Public Transit, Equipment Inventory Report by Agency; 2010 West Virginia Transportation Providers Directory; West Virginia State Summit and West Virginia Transportation Caucuses website www.ridein55.com; United Way, Chambers of Commerce, existing agency databases, and this report.

<u>Implementation Time Frame:</u> Ongoing updates	<u>Staffing Implications:</u> Use volunteers or students to compile and organize the guide.
<u>Priority Level:</u> Moderate	<u>Implementation Budget:</u> Minimal expense for labor, printing, and postage.
Potential Grant Funding Sources: Potential applications to Section 5316 if providers advertise the use of transportation by workers with non-traditional schedules. Potential application for 5317 if strategy is implemented as a mobility management function. A 50% local match is required. Local match may be derived from any non-DOT transportation funding source.	

Responsible Parties:

The responsible party to implement this strategy is KYOVA.

Performance Measures:

- ◆ Resource Guides are developed and printed.
- ◆ Resource Guides are distributed to 100% of transportation providers in each county and posted on transportation websites.
- ◆ The amount of duplicative transportation services decreases and new, shared services are developed (i.e., new contracts between agencies and/or new referrals).

Strategy 1.3: Having a forum in which to discuss mobility issues, whether they are barriers, improvements, or observations, is vital to the continued development of a coordinated transportation system. It is vital that a Regional Transportation Advisory Committee (RTAC) be organized to carry out the tasks as outlined in this document. Once in place, the group can study this plan, assign tasks to members, and work toward implementing the strategies and tasks described herein.

The RTAC should establish annual goals and objectives that are monitored during the calendar year. If any goal appears to be faltering, the RTAC can review the situation and work to get it back on track. There are times when goals must be adjusted to meet circumstances that arise. This should be done when necessary.

Until a decision is made regarding Goal #2 (Create a Mobility Manager office), those interested in organizing the RTAC should appoint an agency to lead the RTAC. Once a decision is made, permanent arrangements regarding the oversight of the RTAC can be made, including bylaws, policies and procedures, and agreements.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> Use volunteers or students to send agendas and set up meetings.
<u>Priority Level:</u> High	<u>Implementation Budget:</u> Minimal expense for labor, printing, and postage.
Potential Grant Funding Sources: Applicable expense as a function of improving transportation for older adults, individuals with disabilities, people with low income, and the general public. This is an eligible expense under Section 5316 with 50% local match. The local match may be derived from local, state, or any non-DOT Federal funding source.	

Responsible Parties:

The responsible party to implement this strategy is KYOVA.

Performance Measures:

- ◆ Formation of a Regional Technical Advisory Committee (RTAC).
- ◆ Tasks are assigned and moved toward implementation.
- ◆ By-laws and other institutional documents (i.e., Memoranda of Understanding/Agreement) are written, presented, and approved by the participating agencies.

Strategy 1.4: Implement a centralized call center where anyone can call a single number to request a trip; the scheduler/dispatcher at the center will assign the trip to the most appropriate provider. The call center must be managed by a neutral party to ensure that all parties maintain the highest level of trust in the coordination effort. Hiring a Mobility Manager to oversee trip coordination and development of the call center will facilitate implementation of this strategy.

<u>Implementation Time Frame:</u> Mid-term (13 to 24 mos.)	<u>Staffing Implications:</u> Call center staffing.
<u>Priority Level:</u> Moderate	<u>Implementation Budget:</u> Cost of developing the RFP. Contract for the call center operations. Technology, if necessary.
Potential Grant Funding Sources: Potential funding through Section 5316/JARC. Local match required at 50% operating and/or 20% capital.	

Responsible Parties:

The responsible parties to implement this strategy are KYOVA and TTA.

Performance Measures:

- ◆ Local transportation providers agree to consolidate trip scheduling at the call center (while maintaining their desired level of autonomy).
- ◆ An RFP is developed and distributed.
- ◆ An acceptable bid is received, evaluated, and approved.
- ◆ Call center is implemented.
- ◆ Increase in the number of passengers per mile and hour for participating providers.

- ◆ Decrease in the cost per mile and hour per participating providers.

Goal #2: Hire A Mobility Manager.

Objective A – Establish an office that oversees the coordination of transportation services throughout the region and meets the needs of the various communities within the area. Hire a Mobility Manager (MM) to be responsible for development of a coordinated human service agency and public transportation program for the region.

Strategy 2.1: The MM will work under the general supervision of an existing agency or transportation provider to-be-determined. The MM will report on a regular basis to the Regional Technical Advisory Committee (RTAC).

The MM will be responsible for providing leadership through the implementation of strategies outlined in this document, as well as community outreach, development of agreements for coordinated services, working one-on-one with each organization to develop coordinated transportation alternatives, meeting with state legislators and state-level human service agencies, and other related duties that represent the coordinated transportation goals of the participating organizations.

<u>Implementation Time Frame:</u> Mid-term (13 to 24 mos.)	<u>Staffing Implications:</u> Mobility Manager, if hired.
<u>Priority Level:</u> Moderate	<u>Implementation Budget:</u> Salary and office space for MM required. Administrative costs typically range from \$50K to \$90K.
Potential Grant Funding Sources: Mobility Management is an eligible item for Section 5310, Section 5316 and 5317 funding. Local match of 20% is required from any non-U.S. DOT transit dollars. Non-DOT funds are eligible local match.	

Responsible Parties:

The responsible party to implement this strategy is TTA.

Performance Measures:

- ◆ Secure local match for a MM (match for multiple years is preferred).
- ◆ Lead agency to hire and manage the MM is designated.
- ◆ MM job description is developed.
- ◆ MM is hired.

Objective B – Educate the public and share information between agencies about the region’s available transportation resources, eligibility requirements, hours of operation, and service areas.

Strategy 2.2: Develop and operate a one-stop traveler information center to coordinate transportation information on all travel modes and manage eligibility regulations and arrangements for customers among supporting organizations.

<u>Implementation Time Frame:</u> Long-term (2 to 4 yrs.)	<u>Staffing Implications:</u> MM time, if hired. Agency staff time to update their own program information.
<u>Priority Level:</u> Low	<u>Implementation Budget:</u> Salary for MM. Potential savings if shared agreements are established.
Potential Grant Funding Sources: Mobility management activities are eligible for Section 5310, Section 5316 and 5317 funding. Local match required at 50% operating and/or 20% capital.	

This strategy could build on the information collection process for Strategy 1.2.

An information center will be posted on an existing website for all providers and the public to access. Transportation providers will be responsible for working with the MM to update information on the site.

Responsible Parties:

The responsible party to implement this strategy is KYOVA.

Performance Measures:

- ◆ Number of schedules shared.
- ◆ Information center established with information from all organizations.
- ◆ Ridership changes.
- ◆ Number of unnecessary duplications of transportation service in the region that have been eliminated.

Strategy 2.3: Develop a website that is Bobby compliant (Bobby software is used to scan websites to determine if formatting is acceptable for “reader” software so that the

computer can “read” the website to persons with visual impairments). The website could be utilized by transit users to find out information regarding available transit services and schedules. It could also have a password-protected section available only to the providers, where they could share schedules and possibly transport each other’s clients for regional and out-of-county medical trips.

<u>Implementation Time Frame:</u> Mid-term (13 to 24 mos.)	<u>Staffing Implications:</u> None
<u>Priority Level:</u> Moderate	<u>Implementation Budget:</u> Cost of website development, hosting, and maintenance. Staff time involved.
<p>Potential Grant Funding Sources: Potential applications to Section 5316 if providers advertise the use of transportation by workers with non-traditional schedules. Potential application for Section 5317 funding if strategy is implemented as a mobility management function. A 50% local match is required. Local match may be derived from any non-DOT transportation funding source.</p>	

Responsible Parties:

The responsible party to implement this strategy is KYOVA.

Performance Measures:

- ◆ Website is developed.
- ◆ Number of visitors to the website.
- ◆ Increase in ridership.

GOAL #3: Extend service areas, service days and hours, and enhance public transportation services across the region, particularly in the most rural portions, thereby increasing the availability of services for senior citizens, persons with disabilities, low income individuals, and other transportation disadvantaged individuals.

Objective – Improve transportation availability in rural areas for people and families with low incomes who are also older adults or have a disability.

Strategy 3.1: Continue to support the programs offered through the Bureau of Senior Services, Area Agencies on Aging, organizations serving individuals with disabilities, and the local senior centers in each county. Support for these programs includes new and replacement wheelchair accessible vehicles, and additional operating dollars for the transportation programs, enabling them to extend service areas and operating schedules.

Implementation Time Frame:

Mid-term (13 to 24 mos.)

Staffing Implications:

None.

Priority Level:

Moderate

Implementation Budget:

Continued support for senior center transportation.

Potential Grant Funding Sources: Section 5310. A 20% local match is required for capital purchases. Also, local foundations and state and Federal grant programs such as the Older Americans Act.

Responsible Parties:

The responsible parties to implement this strategy are KYOVA and the West Virginia Department of Transportation, Division of Public Transit.

Performance Measures:

- ◆ Number of individuals served by senior centers.
- ◆ Cost per passenger, mile, and hour.
- ◆ Quality of life for eligible passengers.

Strategy 3.2: Tri-State Transit Authority should evaluate the feasibility of providing the following service priorities:

- ◆ Countywide demand response service in Cabell County.
- ◆ Additional trips on Huntington – Charleston route.
- ◆ Expand service into Wayne County to better coordinate transfers between TTA, Wayne X-Press, and City of Ashland Bus Service.
- ◆ Provide minimum headway of one-hour on all routes.
- ◆ Extend fixed route service into new Amazon facility and the Mountwest Community and Technical College.
- ◆ Operate one-hour headway on Ironton – Huntington – Proctorville route.

Initiate U-Pass program with Marshall University.

<u>Implementation Time Frame:</u> Mid-term (13 to 24 mos.)	<u>Staffing Implications:</u> None.
<u>Priority Level:</u> Moderate	<u>Implementation Budget:</u> To be determined.
Potential Grant Funding Sources: Section 5316 and Section 5317. A 20% local match is required for capital purchases. A 50% local match is required for operating grants.	

Responsible Parties:

The responsible party to implement this strategy is TTA.

Performance Measures:

- ◆ Extended service initiated.
- ◆ Number of additional individuals served.
- ◆ Cost per passenger, mile, and hour.

Strategy 3.3: Establish a transit center in the City of Kenova that can be used by Wayne X-Press, TTA and City of Ashland Bus Service to meet and transfer passengers.

<u>Implementation Time Frame:</u> Long-term (2-4 yrs.)	<u>Staffing Implications:</u> To be determined.
<u>Priority Level:</u> Low	<u>Implementation Budget:</u> To be determined.
Potential Grant Funding Sources: Section 5311, Section 5316 and Section 5317. A 20% local match is required for capital purchases.	

Responsible Parties:

The responsible party to implement this strategy is TTA.

Performance Measures:

- ◆ Facility constructed.
- ◆ Number of trips provided in-out of facility

Strategy 3.4: Implement a vanpool type of service for individuals who are below the poverty level to utilize for employment related activities (including job-seeking, interviews, education and training classes, taking children to day-care, and maintaining employment). Parameters for the program must include limited service area and hours of operation that meet the highest level of need. Passenger fares will be on a donation basis.

<u>Implementation Time Frame:</u> Long-Term (2 to 4 yrs.)	<u>Staffing Implications:</u> Driver(s) and a part-time program manager.
<u>Priority Level:</u> Low	<u>Implementation Budget:</u> Salary for driver(s) and program manager. Capital for vehicle purchase.
Potential Grant Funding Sources: Section 5316 - JARC. Local match required at 50% operating and/or 20% capital.	

Responsible Parties:

The responsible party to implement this strategy is TTA.

Performance Measures:

- ◆ Program is implemented.
- ◆ Program is advertised.
- ◆ Number of individuals who gain employment due to newly available transportation.
- ◆ Number of passengers served.
- ◆ Cost per passenger, mile, and hour.
- ◆ Quality of life for eligible passengers.

GOAL #4: Control escalating operating costs and fuel budgets and address lack of funds for public transportation.

Objective A – Establish fuel savings options for transportation providers that are not eligible for reduction/reimbursement of fuel sales tax programs.

Strategy 4.1: Establish a fuel-purchasing consortium for non-profit agencies in the region. All agencies should be solicited to maximize the number of gallons of fuel purchased each month. As more gallons of fuel are consumed, the cost per gallon decreases. The consortium can meet with the various service station owners in their local service area and determine which company would give the best price based upon the total estimated number of gallons of fuel that would be consumed by the agencies each month. Potential fuel providers must be able to provide itemized billings to identify each participating agency and its vehicles. A central office (Mobility Manager, if hired) would receive the invoices and process the fuel invoice as well as payments from the consortium agencies. Agencies will agree to promptly pay for fuel consumption to ensure availability.

It is also recommended the consortium fuel contract be visited annually to ensure the best price is being realized by all involved agencies.

<u>Implementation Time Frame:</u> Mid-term (13 to 24 mos.)	<u>Staffing Implications:</u> Staff time to negotiate.
<u>Priority Level:</u> High	<u>Implementation Budget:</u> Salary for staff to develop the consortium and negotiate prices.
Potential Grant Funding Sources: Mobility management activities, such as planning the consortium are eligible for Section 5317 and 5316 funding. Local match required at 50% operating and/or 20% capital. Fuel costs would be absorbed by individual participating agencies.	

Responsible Parties:

The responsible party to implement this strategy is TTA and the Greater Huntington Airport Authority.

Performance Measures:

- ◆ Number of agencies added to the consortium.
- ◆ Participating agency’s fuel cost savings compared to last 12 months.
- ◆ Number of miles traveled versus fuel costs.

Objective B – Address the problem of escalating and unavailable vehicle insurance, which can be an obstacle in the provision of coordinated public transportation service.

Strategy 4.2: The RTAC should work with the other regions across the state and the West Virginia Public Transit Association toward the development of a statewide insurance pool that can be used by the state’s public transportation providers to procure affordable vehicle insurance.

<u>Implementation Time Frame:</u> Mid-term (13 to 24 mos.)	<u>Staffing Implications:</u> None
<u>Priority Level:</u> Moderate	<u>Implementation Budget:</u> None
Potential Grant Funding Sources: No additional funding is required.	

Responsible Parties:

The responsible party to implement this strategy is the West Virginia Department of Transportation.

Performance Measures:

- ◆ Development of an insurance pool.
- ◆ Number of providers utilizing insurance pool.

Objective C – Reduce no-shows in an effort to keep operating costs down and make the most efficient use of existing capacity.

Strategy 4.3: Reducing the no-show rate for transportation providers is largely an internal action. Each transportation provider should create and/or enforce its passenger no-show policy with consequences for violating the policy to include temporary suspension of service. Collectively, the organizations should include their no-show policies on the one-stop information site so that each coordination partner agency and

potential passengers are fully aware that they must abide by the policy of the organization that provides the trip.

<u>Implementation Time Frame:</u> Long-Term (2 to 4 yrs.)	<u>Staffing Implications:</u> Staff time to develop and share the policy.
<u>Priority Level:</u> Low	<u>Implementation Budget:</u> Salaries to develop policy.
Potential Grant Funding Sources: No additional funding is required.	

Responsible Parties:

The responsible parties to implement this strategy are the agencies that provide demand response transportation.

Performance Measures:

- ◆ Number of miles and hours spent on no-shows, annually, per transportation provider.
- ◆ Number of new no-show policies developed.
- ◆ Organizations share their no-show policies with partner coordinating agencies.
- ◆ Number of no-shows after the policies are developed/enforced.

Objective D – Establish a joint purchasing agreement to enable various transportation providers to take advantage of the bulk purchase of goods and services.

Strategy 4.4: Participating agencies can collaborate to purchase various supplies and equipment, as well as vehicle maintenance and training. Joint purchasing will be most effective if managed by a single entity.

To begin the process, agencies willing to be involved in the joint purchasing agreement will meet to discuss the various goods and services needed by each agency and their current procedure for acquiring these items. Items to be purchased in bulk will be determined along with the procurement procedure. Arrangements must be mutually beneficial to all agencies involved in the process and purchasing.

<u>Implementation Time Frame:</u> Mid-term (13 to 24 mos.)	<u>Staffing Implications:</u> No additional staffing.
<u>Priority Level:</u> Moderate	<u>Implementation Budget:</u> Potential savings if agreements are established.
Potential Grant Funding Sources: No additional funding is required.	

Responsible Parties:

The responsible party to implement this strategy is the Regional Transportation Advisory Committee (RTAC).

Performance Measures:

- ◆ Number of participating organizations.
- ◆ Volume of goods and services purchased through joint purchasing process.
- ◆ Savings attributable to joint purchasing.

GOAL #5: Ensure there are an adequate number of vehicles to enable providers to use an appropriately sized vehicle to meet rider's needs while minimizing costs and provide a volume of lift-equipped vehicles that will continue to meet the transportation needs of the ever - increasing older adult population.

Objective –Implement a plan for ride sharing/trip sharing when feasible to reduce unnecessary duplication of service. Ride sharing will include non-emergency medical transportation (NEMT) for Medicaid eligible individuals. This objective also satisfies Goal #4 to control operating and fuel expenses as demand for services and fuel prices increase.

Strategy 5.1: When one participating agency has a vehicle operating with empty seats, the opportunity to develop trip sharing is present. Trip sharing can save on vehicle wear and tear as well as fuel costs. It is suggested that the Mobility Manager establish a mechanism to collect the data necessary to implement this strategy. A database of agencies and their estimated travel patterns and seat availability is suggested as a starting point.

By matching unfilled seats with another participant's clients, vehicle capacity is maximized and fuel costs can be reduced as well as other vehicle costs. This results in reducing the overall costs of each one-way trip provided. It also offers agencies the opportunity to provide transportation services to clients that would not otherwise be available.

<u>Implementation Time Frame:</u> Mid-term (13 to 24 mos.)	<u>Staffing Implications:</u> Staff time to coordinate trips.
<u>Priority Level:</u> Moderate	<u>Implementation Budget:</u> Salary, or partial salary, for the time required for the scheduler to coordinate trips.
Potential Grant Funding Sources: Mobility management activities are eligible for Section 5317 and 5316 funding. Local match required at 50% operating and/or 20% capital. Fuel costs would be absorbed by individual participating agencies.	

Responsible Parties:

The responsible party to implement this strategy is the Mobility Manager.

Performance Measures:

- ◆ Number of passengers sharing trips.
- ◆ Number of miles traveled versus fuel and operating costs compared to providing the trips with separate vehicles.
- ◆ Participating agency’s fuel cost savings compared to last 12 months.

Strategy 5.2: Participating agencies can also collaborate to share vehicles during otherwise idle or down times. Sharing vehicles offers an opportunity for participants to serve more passengers while curtailing both capital and operating costs. Vehicle sharing arrangements are helpful when an agency needs more capacity and another agency is not using its vehicles.

Details regarding secure parking and operating the vehicles must be worked out between participating organizations in advance.

Once an operations agreement is reached, the idle times of participating agencies should be documented. When a partner agency is seeking a vehicle, it will contact the Operations Manager or designated person at another partner agency to determine if a vehicle meets its needs (i.e., accessible, seating capacity, etc) is available. Written agreements between all participating organizations must be established in advance. It is the responsibility of the participating organizations to ensure that insurance coverage is appropriate for sharing.

<u>Implementation Time Frame:</u> Mid-term (13 to 24 mos.)	<u>Staffing Implications:</u> Additional staff time to establish agreements, but minimal staffing implications once the agreements are established.
<u>Priority Level:</u> Low	<u>Implementation Budget:</u> No additional costs.
Potential Grant Funding Sources: No additional funding necessary.	

Responsible Parties:

The responsible party to implement this strategy is the RTAC.

Performance Measures:

- ◆ Number of organizations that enter into vehicle sharing agreements.
- ◆ Number of trips provided through these agreements and during evenings and on weekends for older adults, individuals with disabilities, people with low incomes, and the general public.
- ◆ Number of miles traveled through these agreements.
- ◆ Number of hours a vehicle is used in provision of transportation services.

Strategy 5.3: Develop Memorandums of Understanding/Contracts with applicable transportation service providers within the region. The MOU/Contracts should be specific as to the coordination that will occur, such as services to be provided, vehicles to be shared, maintenance provided or any other shared service functions. It should be recognized that for some agencies, it is necessary to retain a vehicle(s) for special client needs that can best be provided by the agency instead of the local community transportation system.

<u>Implementation Time Frame:</u> Mid-term (13 to 24 mos.)	<u>Staffing Implications:</u> None.
<u>Priority Level:</u> Moderate	<u>Implementation Budget:</u> Continued support for senior center transportation.
Potential Grant Funding Sources: No additional funding necessary.	

Responsible Parties:

The responsible party to implement this strategy is KYOVA.

Performance Measures:

- ◆ Number of organizations that develop Memorandums of Understanding or enter into contracts with service providers in the region.

Strategy 5.4: Eligible human service agencies and transportation providers should continue to apply for and receive new and replacement lift-equipped vehicles through the Section 5310 program to ensure that the same or better levels of self-sufficiency are sustained for all people. Planned coordination of received equipment should have priority consideration for receiving the capital grant.

<u>Implementation Time Frame:</u> Near-term (6 to 12 mos.)	<u>Staffing Implications:</u> None
<u>Priority Level:</u> High	<u>Implementation Budget:</u> Local match
Potential Grant Funding Sources: Section 5310 funding. Local match required at 20% for capital.	

Responsible Parties:

The responsible parties to implement this strategy are all eligible agencies that provide demand response transportation.

Performance Measures:

- ◆ Section 5310 applications submitted.
- ◆ Number of lift-equipped vehicles procured.
- ◆ Number of trips provided with equipment.

GOAL #6: Provide additional intercity transportation options in the region and beyond.

Objective – Improve mobility and the quality of life for older adults, individuals with disabilities, people with low incomes, and the general public.

Strategy 6.1: Evaluate the feasibility of additional intercity bus service in the region. Currently there is only one intercity bus route in the region that operates from Ashland, Kentucky to Charleston, through Huntington. The state is required to expend 15% of its annual Section 5311 authorization on intercity bus service unless it can document that the intercity bus funds should be used to meet other public transportation needs in the state. The region should work with the state to determine the possibility for additional intercity bus service in the area.

<u>Implementation Time Frame:</u> Mid-term (13 to 24 mos.)	<u>Staffing Implications:</u> Part-time program manager.
<u>Priority Level:</u> Moderate	<u>Implementation Budget:</u> To be determined.
Potential Grant Funding Sources: Section 5311(f) - Local match required at 50% operating and/or 20% capital.	

Responsible Parties:

The responsible parties to implement this strategy are KYOVA and the West Virginia Department of Transportation.

Performance Measures:

- ◆ Intercity bus service evaluation is completed.
- ◆ Section 5311(f) application completed if eligible.
- ◆ Service is initiated if funded.
- ◆ Ridership on intercity bus project.

Strategy 6.2: The stakeholders cited the need for additional Amtrak service to compliment the current service into Huntington. Evaluate the current level of Amtrak service in the region followed by a coalition of state and local representatives meeting with Amtrak officials to discuss the level of service through the region and the feasibility of increasing the service in the future.

<u>Implementation Time Frame:</u> Long-term (2 to 4 yrs.)	<u>Staffing Implications:</u> None initially.
<u>Priority Level:</u> Low	<u>Implementation Budget:</u> Salary for program manager. Capital for vehicle purchases.
Potential Grant Funding Sources: Section 5316 - JARC. Local match required at 50% operating and/or 20% capital.	

Responsible Parties:

The responsible party to implement this strategy is KYOVA and the office of Congressman Rahall.

Performance Measures:

- ◆ Amtrak service evaluation/meeting is completed.
- ◆ Progress is made for additional service.

Goal #7: Address any economic development opportunities that could benefit from the support of transportation service provided by private, public, non-profit, or human service agency operators.

Objective – Support employment opportunities and economic development by providing transportation to and from work or job training and education opportunities.

Strategy 7.1: Work-related and economic development transportation services will be developed, as appropriate. Potential strategies include carpools, car loan programs such as Wheels-to-Work, vanpools, employer-sponsored transportation, route expansions, and/or service area expansions. Expanded hours of service to accommodate shift work will be implemented, as appropriate.

<p><u>Implementation Time Frame:</u> Mid-term (12-24 mos.) and Ongoing</p>	<p><u>Staffing Implications:</u> Additional staff may be required for service expansions.</p>
<p><u>Priority Level:</u> High</p>	<p><u>Implementation Budget:</u> Capital expenses associated with vehicle purchase. Operating expenses associated with service expansions.</p>

Potential Grant Funding Sources: Section 5310, Section 5311, Section 5307/5309, and Section 5316 (JARC) are potential Federal resources. Contact the West Virginia DPT to determine eligibility. Local match of 20% is required for all capital purchases and 50% for operating with the above noted programs. Local match may be derived from any non-U.S. DOT Funding program, local government, donations, grants, and contracts for service with employers or other organizations.

Responsible Parties: All public, private, and human service agency transportation providers in the region. If hired, the mobility manager will explore potential transportation opportunities that support employment and economic development.

Performance Measures:

- ◆ Opportunities to improve transportation to work and work-related activities are explored and documented.
- ◆ Employers are approached and informed about the benefits of providing or contributing to public and coordinated shared-ride transportation for employees.
- ◆ Number of employment related trips provided, if service is implemented.
- ◆ Number of individuals who are able to gain and sustain employment because of reliable transportation.

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APPENDIX

Appendix

PUBLIC OUTREACH

Focus Group

Stakeholder and General Public Meetings

Date: Meeting 1: 2/9/11 Meeting 2: 5/25/11

Location: KYOVA

Invitations Distributed

U.S. Mail: Meeting 1: 1/19/10

Email: Meeting 2: 5/10/11

Web Posting:

Newspaper Notice: Wayne County News, Williamston Daily News, Point Pleasant Register, Lincoln Journal, Logan Banner, Herald-Dispatch, Ironton Tribune

Radio/TV PSAs:

Other:

Distributed in local community/senior centers, etc.

Information was provided in alternative formats, upon request.

Events were open to all individuals, including hearing impaired.

Information was provided in alternative formats, upon request.

Interpreters provided, upon request.

Number of Attendees (by location & date): Meeting 1: 15 (KYOVA 2/9/11) Meeting 2: 17 (KYOVA 2/25/11)

Invitation letter and mailing list attached.

Copies of flyers, brochures, etc.

Copy of Public Notice from each newspaper in which it appeared

Copy of email invitation and mailing list attached.

Sign-in Sheets attached.

Copy of web posting (if available)

Focus Group Summary Included in Report

Surveys

Date(s) Surveys Were Distributed:

U.S. Mail

Web Posting

E-mail Upon request

Other (please specify):

Newspaper Notice:

Radio/TV PSAs:

Distributed in local community/senior centers, etc.

Information was provided in alternative formats, upon request.

Number of Surveys Distributed:

Number of Surveys Returned:

Listing of Survey Recipients attached

Other Outreach Efforts

Flyers or Brochures in

Senior Centers

Community Centers

City/County Offices

Other:

Teleconferences – Consultants called organizations to request follow-up information. Organizations that did not participate, but major transportation providers, were contacted by telephone to verify that they received the invitation/meeting notice.

Miscellaneous Meetings, Conferences, etc.:

If other activities include meetings, conferences, etc., please indicate the following information for each event:

First Meeting Announcement

The West Virginia Division of Public Transit and the KYOVA Interstate Planning Commission are conducting a regional coordinated public transit-human services transportation plan meeting for Cabell, Lawrence (Ohio), Lincoln, Logan, Mason, Mingo & Wayne Counties. **The meeting will be held on February 9, 2011 from 11:00 AM to 1:00 PM at the KYOVA Interstate Planning Commission Conference Room, 720 Fourth Avenue, Huntington, WV 25701.** The agenda includes a discussion of the content of the current locally developed coordinated transportation plan, unmet transportation needs, existing coordination efforts, and an action plan for improving coordination efforts in the region over the next four years (2012-2016).

In August of 2005, Congress passed the Safe, Accountable, Flexible and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU), reauthorizing the surface transportation act. As part of this reauthorization, grantees under the Elderly and Disabled Transportation Program (5310), Job Access and Reverse Commute (JARC – 5316), and New Freedom Initiative (NFI – 5317), are required to meet certain requirements in order to receive funding.

One of the SAFETEA-LU requirements is that projects planning to apply for funding from the programs listed above must be part of a “locally developed coordinated public transit-human services transportation plan.” This plan must be developed through a process that includes representatives from public, private, and non-profit transportation services, human services providers and the general public. The existing plan must be updated to include transportation and mobility strategies for the next four years.

Agencies who receive or intend to receive funding under Sections 5310, 5316, or 5317 programs must participate in coordination planning and development.

Please RSVP by February 4, 2011 to Saleem Salameh at 304-529-3347 or ssalameh@ntelos.net. Lunch will be served.

Interested parties unable to attend may send their comments in advance to:

Second Meeting Announcement

The West Virginia Division of Public Transit and the KYOVA Interstate Planning Commission are conducting a regional coordinated public transit-human services transportation plan meeting for Cabell, Lawrence (Ohio), Lincoln, Logan, Mason, Mingo & Wayne Counties. **The meeting will be held on May 25, 2011 from 11:00 AM to 1:30 PM at the KYOVA Interstate Planning Commission Conference Room, 720 Fourth Avenue, Huntington, WV 25701.** The agenda includes a discussion of the content of the current locally developed coordinated transportation plan, unmet transportation needs, existing coordination efforts, and an action plan for improving coordination efforts in the region over the next four years (2012-2016).

In August of 2005, Congress passed the Safe, Accountable, Flexible and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU), reauthorizing the surface transportation act. As part of this reauthorization, grantees under the Elderly and Disabled Transportation Program (5310), Job Access and Reverse Commute (JARC – 5316), and New Freedom Initiative (NFI – 5317), are required to meet certain requirements in order to receive funding.

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Agencies who receive or intend to receive funding under Sections 5310, 5316, or 5317 programs must participate in coordination planning and development. Other organizations or individuals from the general public who want to see the transportation in Cabell, Lawrence (Ohio), Lincoln, Logan, Mason, Mingo & Wayne Counties improve are strongly encouraged to participate in this meeting.

Please RSVP by May 20, 2011 to Saleem Salameh at 304-529-3347 or ssalameh@ntelos.net. Lunch will be served.

STAKEHOLDER CONTACT LIST

Contact	Agency	Phone	Address	City	State	Zip
Pam Mollett	LCBMRDD		604 Carlton Davidson Lane	Coal Grove	OH	45638
Rita M. Pauley	Area Agency on Aging (Ohio)	1-800-582-7277 ext. 210	160 Dorsey Drive (PO Box 500, F32-URG)	Rio Grande	OH	45674-0500
Marilyn Howard	Ironton-Lawrence County Community Action Organization, Inc.	740-532-3534	305 North 5th Street	Ironton	OH	45638
Ralph Kline	Ironton-Lawrence County Community Action Organization, Inc.	740-532-3534	305 North 5th Street	Ironton	OH	45638
Donald Myers	LCDJFS	740-532-3324	P.O. Box 539	Ironton	OH	45638-0530
Paul Davis	TTA	304-529-6094	1120 Virginia Avenue, West	Huntington	WV	25779
Mike	Autism Services Center		P.O. Box 507	Huntington	WV	25710-0500
	Cabell-Wayne Association of the Blind		38 Washington Avenue	Huntington	WV	25701
	Cabell County Community Services Organization		724 Tenth Avenue	Huntington	WV	25701
	Cammack Childrens Center		64 West 6th Avenue	Huntington	WV	25701
	Mountain State Centers for Independent Living		821 Fourth Avenue	Huntington	WV	25701
Kim Spaulding	Prestera Center		3375 US Route 60, East	Huntington	WV	25705
	Taxi Services, Inc.	304-529-2544	125 West 8th Ave.	Huntington	WV	25701
	Southwestern Community Acton Council Inc. - Head Start Program		1100 Monroe Avenue	Huntington	WV	25704
	TriRiver Transit		P.O. Box 436	West Hamlin	WV	25571
	Lincoln County Opportunity Company, Inc.		360 Main Street	Hamlin	WV	25523
	Logan County Emergency Ambulance Services Authority	304-752-0917	26 1/2 Main Street	Logan	WV	25601

	Logan-Mingo Area Mental Health, Inc.	304-792-7130	P.O. Box 176	Logan	WV	25601
	P.R.I.D.E in Logan County		P.O. Box 1346	Logan	WV	25601
	L.A. Taxi	304-752-1114	P.O. Box 1406	Logan	WV	25601
	Mason County Action Group		101 2nd Street	Point Pleasant	WV	25550
	Christian Help, Inc. of Mingo County	304-393-4251	P.O. Box 1257	Kermit	WV	25674
	Coalfield Community Action Partnership, Inc.	304-235-1701	P.O. Box 1406	Williamson	WV	25661
	JANFORCO, LLC	276-322-4423	612 Canary Circle	Bluefield	VA	24605
	Cimarron Coach of VA, Inc.		P.O. Box 70	Falls Mills	VA	24613
	Wayne County Community Services Organization, Inc.	304-429-0070	3609 Hughes Street	Huntington	WV	25704
Jackie Pierron	Advantage Home Health Care, Inc.	(740) 354-5671	1656 Coles Blvd.	Portsmouth	OH	45662
Crystal Ratliff	Carealot, Inc.	(740) 596-8408	31051 Industrial Park	McArthur	OH	45651
Angie Todd	G&P Meals and Transportation	(740) 532-4044	2740 South 8 th Street	Ironton	OH	45638
Tina Adkins	Tender Touch Transport LTD	(740) 286-1908	1151 Karr Road	Jackson	OH	45640
	Unity 1 Home Healthcare, LLC	(740) 351-0500	221 Market Street	Portsmouth	OH	45662
Mike Payne	Ironton-Lawrence County Community Action Organization, Inc.	740-532-3534	305 North 5th Street	Ironton	OH	45638
Chuck Williams	MTS Ambulance/Classy Limo	304-523-1000	2431 Greenup Avenue	Ashland	KY	41101
	Yellow Cab	304-529-7131	125 West 8th Avenue	Huntington	WV	25701
	Mountaineer Hearse & Limousine	304-343-1505	407 Hunt Avenue	Charleston	WV	25302
	River Cities Limo Services	304-525-0999	245 Washington Avenue	Huntington	WV	25701
Robert Parker	WVSC-Metro AAA	304-729-6864	500 Westmoreland Office Center, Suite 201-A	Dunbar	WV	25064

INVITATIONS

Meeting 1 Invitation

A Workshop to Update the Regional
Public Transit-Human Services Transportation
Plan

Recognizing that coordinating transportation services is essential for our Seniors, Citizens with Disabilities, Individuals and Families living below the Poverty Level, and the General Public to access employment, education, health services, and community programs,

West Virginia Division of Public Transit and the
KYOVA Interstate Planning Commission
Cordially Invite You to Attend the Workshop.

Come and provide your input and insights to discuss unmet transportation needs, gaps in transportation services, and recommended strategies to improve transportation and mobility options in and around Cabell, Lawrence (Ohio), Lincoln, Logan, Mason, Mingo, and Wayne counties.

All are invited! Applicants for Section 5310 (Elderly Persons and Persons with Disabilities), 5316 (Job Access/Reverse Commute, and 5317 (New Freedom Initiative) must participate in the planning effort.

Charles Glover from RLS & Associates, Inc. will facilitate the meeting
February 9, 2011 from 11:00 a.m. to 1:00 p.m.

At

KYOVA Interstate Planning Commission
Conference Room
720 Fourth Avenue
Huntington, WV 25701

Please RSVP by February 4, 2011 to Saleem Salameh at 304.529.3347 or
ssalameh@ntelos.net * Lunch will be served

January 6, 2011

RE: February 9, 2011 Public and Stakeholder Meeting to Update the KYOVA/Region II Planning and Development Council Coordinated Public Transit-Human Services Transportation Plan

Dear Friend of Transportation:

The West Virginia Department of Transportation, Division of Public Transit, is coordinating the federally mandated update of the KYOVA/Region II SAFETEA-LU Coordinated Public Transit-Human Services Transportation Plan. To initiate this update, **you are invited to attend a public and stakeholder workshop on Wednesday, February 9, 2011 from 11:00 AM to 1:00 PM at the KYOVA Interstate Planning Commission Conference Room. The address is 720 Fourth Avenue, Huntington, WV, 25701. Lunch will be provided.**

To provide a little history on SAFETEA-LU and the coordinated plan, in August of 2005, Congress passed the Safe, Accountable, Flexible and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU), reauthorizing the surface transportation act. As part of this reauthorization, grantees under the Elderly and Disabled Transportation Program (5310), Job Access and Reverse Commute (JARC – 5316), and New Freedom Initiative (NFI – 5317), are required to meet certain requirements in order to receive funding (beginning in Fiscal year 2007 and beyond).

One of the SAFETEA-LU requirements is that projects planning to apply for funding from the programs listed above *must* be part of a “locally developed coordinated public transit-human services transportation plan.” This plan must be developed through a process that includes representatives from public, private, and non-profit transportation services, human services providers and the general public. The KYOVA/Region II plan developed in 2006 met this requirement; however, these plans must be updated every four or five years. Participation in the update will be considered in future applications for funding.

You are receiving this invitation because you represent a local, county, or state government agency, non-profit organization, for-profit business, or advocacy group which provides services to, or advocates for individuals who have public or specialized (elderly, persons with disabilities and/or low income) transportation needs.

You or someone from your organization was invited to participate in the original coordinated transportation plan in 2006. Your input was valuable then, and we hope that you will participate this year to update the needs assessment, involve new organizations in the planning effort, and develop new strategies to improve transportation and mobility options for your consumers and the general public. The update will be a valuable opportunity to work creatively to develop realistic and

achievable coordinated transportation alternatives for the next four years (2012 – 2016). It will also be a great opportunity to learn from the successes of programs that were funded and implemented following the 2006 planning effort.

Your participation is the most critical element of the planning process. We truly hope that you or someone from your organization will be able to attend! We understand that your schedules are busy, especially this time of year. The enclosed agenda will be followed during the meeting to ensure that your time is productive.

The meeting will be facilitated by Charles Glover of RLS & Associates, Inc. Please **R.S.V.P.** your attendance at the meeting by calling Saleem Salameh at 304.529.3357 or email Mr. Salameh at ssalameh@ntelos.net. Please also indicate with your R.S.V.P. any special assistance or accommodations you may require at the meeting.

Please post and/or distribute the enclosed meeting announcement to invite any appropriate transportation stakeholder that should be part of the planning effort in your county.

We look forward to seeing you on Wednesday, February 9, 2011 at 11:00 AM!

Attachments

**KYOVA/REGION II COORDINATED PUBLIC TRANSIT-HUMAN SERVICES PLAN UPDATE
WORKSHOP AGENDA**

Wednesday, February 9, 2011

11:00 AM to 1:00 PM

**KYOVA Interstate Planning Commission
720 Fourth Avenue, Huntington, WV**

- **Registration, Introductions, and Welcome**
- **Purpose and Overview**
 - Highlights of existing transportation and coordination activities*
 - KYOVA/Region II 2007 Coordinated Public Transportation and Human Services Transportation Plan*
 - SAFETEA-LU Programs and Funding Requirements*
- **Defining Coordinated Transportation and Understanding It's Benefits**
 - *What is Coordinated Transportation?*
 - *Success Stories – Nationally and Statewide?*
- **Discuss Coordinated Transportation Goals and Priorities for the Region**
 - What are we trying to achieve through coordinating transportation resources?*
 - What are we trying to preserve through coordinating transportation resources?*
 - What are we trying to avoid through coordinating transportation resources?*
 - What are we trying to eliminate through coordinating transportation resources?*
- **Discuss Mobility and Coordination Strategies for the Region**
 - What are the unmet needs, gaps, and duplications in the existing transportation services and who do they impact the most?*
 - How can the local organizations overcome the needs, gaps, and duplications?*
- **Rating Implementation of Suggested Strategies**
 - Is there a foundation for the strategy? Does support already exist?*
 - Is the strategy financially feasible?*
 - Will the strategy create the foundation for future actions?*
 - Is progress possible within the next 6 months, 1 year, 4 years?*
- **Next Steps**

Meeting 2 Invitation

A Workshop to Update the Regional Public Transit-Human Services Transportation Plan

Recognizing that coordinating transportation services is essential for our Seniors, Citizens with Disabilities, Individuals and Families living below the Poverty Level, and the General Public to access employment, education, health services, and community programs,

West Virginia Division of Public Transit and the
KYOVA Interstate Planning Commission
Cordially Invite You to Attend the Workshop.

Come and provide your input and insights to discuss unmet transportation needs, gaps in transportation services, and recommended strategies to improve transportation and mobility options in and around Cabell, Lawrence (Ohio), Lincoln, Logan, Mason, Mingo, and Wayne counties.

All are invited! Applicants for Section 5310 (Elderly Persons and Persons with Disabilities), 5316 Job Access/Reverse Commute, and 5317 (New Freedom Initiative) must participate in the planning effort.

Charles Glover from RLS & Associates, Inc. will facilitate the meeting
May 25, 2011 from 11:00 a.m. to 1:30 p.m.

At
KYOVA Interstate Planning Commission
Conference Room
720 Fourth Avenue
Huntington, WV 25701

Please RSVP by May 20, 2011 to Saleem Salameh at 304.529.3347 or ssalameh@ntelos.net *
Lunch will be served

The West Virginia Division of Public Transit and the KYOVA Interstate Planning Commission are conducting a regional coordinated public transit-human services transportation plan meeting for Cabell, Lawrence (Ohio), Lincoln, Logan, Mason, Mingo & Wayne Counties. **The meeting will be held on May 25, 2011 from 11:00 AM to 1:30 PM at the KYOVA Interstate Planning Commission Conference Room, 720 Fourth Avenue, Huntington, WV 25701.** The agenda includes a discussion of the content of the current locally developed coordinated transportation plan, unmet transportation needs, existing coordination efforts, and an action plan for improving coordination efforts in the region over the next four years (2012-2016).

In August of 2005, Congress passed the Safe, Accountable, Flexible and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU), reauthorizing the surface transportation act. As part of this reauthorization, grantees under the Elderly and Disabled Transportation Program (5310), Job Access and Reverse Commute (JARC – 5316), and New Freedom Initiative (NFI – 5317), are required to meet certain requirements in order to receive funding.

One of the SAFETEA-LU requirements is that projects planning to apply for funding from the programs listed above *must* be part of a “locally developed coordinated public transit-human services transportation plan.” This plan must be developed through a process that includes input from public, private, and non-profit transportation services, human services providers and the general public.

Agencies who receive or intend to receive funding under Sections 5310, 5316, or 5317 programs must participate in coordination planning and development. Other organizations or individuals from the general public who want to see the transportation in Cabell, Lawrence (Ohio), Lincoln, Logan, Mason, Mingo & Wayne Counties improve are strongly encouraged to participate in this meeting.

Please RSVP by May 20, 2011 to Saleem Salameh at 304-529-3347 or ssalameh@ntelos.net. Lunch will be served.

Interested parties unable to attend may send their comments in advance to:

Charles Glover, Senior Associate
RLS & Associates, Inc.
6012 Fordland Dr.
Raleigh, NC 27606
919-233-1552 (office)
919-971-5668 (mobile)
cgllover2@nc.rr.com

KYOVA/REGION II COORDINATED PUBLIC TRANSIT-HUMAN SERVICES PLAN UPDATE
2ND WORKSHOP AGENDA

May 25, 2011

11:00AM to 1:30 PM

KYOVA Interstate Planning Commission

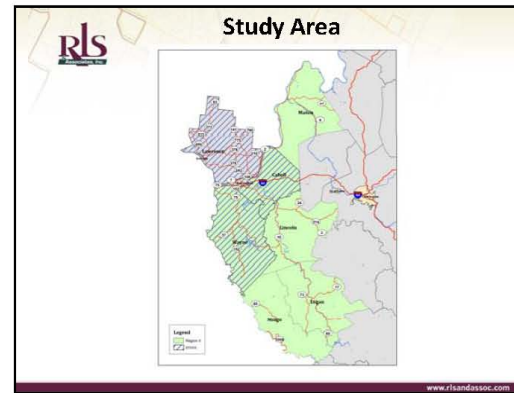
Conference Room

720 Fourth Avenue

Huntington, WV 25701

- **Registration, Introductions, and Welcome**
- **Purpose and Overview**
 - Discuss and refine coordinated public transit and human services transportation goals and implementation strategies for the next four years.*
- **Funding Review (Eligibility and Purpose of SAFETEA-LU Programs)**
 - Review the intent of Federal Transit Administration's programs:
Section 5310 (Transportation for Elderly and Persons with Disabilities);
Section 5316 (Job Access and Reverse Commute; and,
Section 5317 (New Freedom Initiative).*
- **Review the Transportation Needs Assessment and Goals**
 - *Review the results from the first meeting for the KYOVA/Region II plan.*
 - *Outline unmet transportation needs, gaps and duplications in service for older adults, individuals with disabilities, people with low incomes, and the general public.*
- **Select Coordinated Transportation Strategies**
 - *RLS & Associates, Inc. will present a range of coordinated transportation strategies for the region.*
 - *Stakeholders will select strategies for implementation.*
 - *Stakeholders will discuss priorities for implementation.*
 - *Stakeholders will discuss responsible parties for each phase of implementation.*
- **Rating Implementation of Suggested Strategies**
 - *Is there a foundation for each strategy? Does support already exist?*
 - *Is each strategy financially feasible?*
 - *Will each strategy create the foundation for future actions?*
 - *Is progress possible within the next 6 months, 1 year, 4 years?*
- **Next Steps**
 - *Stakeholders will review the Draft Final Coordinated Public Transit-Human Services Transportation Plan Update.*
 - *Following the review, the plan must be locally adopted.*

MEETING 1 PRESENTATION - ADDED AS HANDOUTS WITH FOUR SLIDES TO A PAGE



RLS **Plan Requirements**

REQUIREMENTS ARE A RESULT OF:

- 2003 General Accounting Office Report identifying:
 - 62 Different Federal Funding Programs
 - 8 Different Federal Funding Agencies
 - Little or No Coordination & Duplication of Programs and Resources
- Refined through FTA's United We Ride Initiative to Expand Access to Programs, Increase Services, and Encourage Cooperation

www.rlsandassoc.com

RLS

What is a Coordinated Public Transit-Human Services Transportation Plan?

- Locally Developed
- Public, Private, Non-Profit Services
- Older Adults
- Individuals with Disabilities
- People with Low-Incomes
- General Public
- Section 5310, 5316, 5317

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RLS

FUNDING REQUIREMENTS

www.rlsandassoc.com

RLS **Funding Recipients: 2000 to 2007**

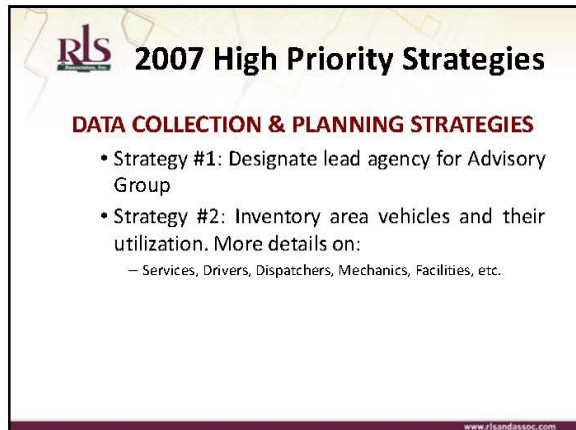
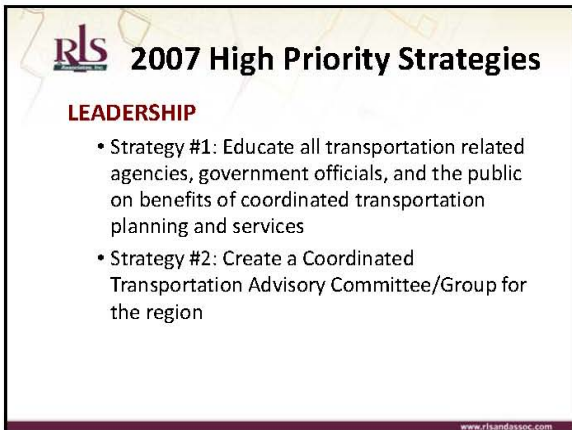
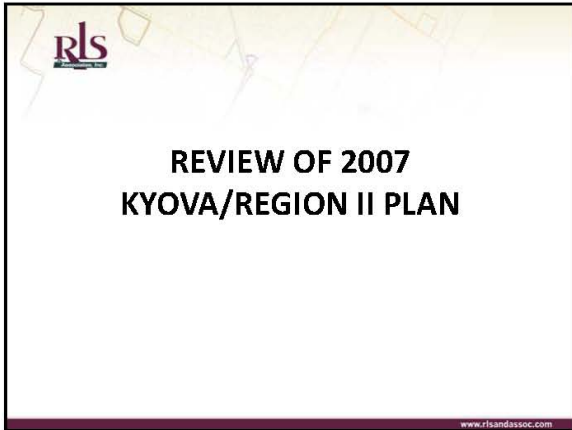
5310 PROJECTS

Autism Services Center CCCSO
 PRIDE in Logan County Mason County Action

New Projects since 2007 Plan:

Christian Help
 Cabell Wayne Association of the Blind

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2007 High Priority Strategies

CUSTOMER SERVICE STRATEGIES

- Strategy #1: Ensure transportation planning discussions include the needs of disabled and senior passengers in the next five (5) years
- Strategy #5: Ensure coordination project materials are available in accessible formats.

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2007 High Priority Strategies

FUNDING STRATEGIES

- Strategy #1: Explore opportunities to share trips
 - Emphasis on out-of-region and out-of-state trips
- Strategy #2: Explore additional funding sources to increase region services.
- Strategy #3: Create a common data reporting system for easier communication among agencies.

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2007 High Priority Strategies

TRANSPORTATION SERVICES STRATEGIES

- Strategy #5: Expand capacity of existing services to meet demand
 - Through trip sharing
 - Using agency vehicles during “down time”
- Strategy #6: Increase general public service in Rural Areas of Region
 - Especially Mason and Mingo Counties
 - Mason County Action Group, Inc. & Mingo Community Action Partnership and other agencies provide general public in both counties

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2007 High Priority Strategies

TRANSPORTATION SERVICES STRATEGIES

- Strategy #7: Share out-of-region and out-of-state agency trips
 - Group trips to Ohio, Kentucky, and other areas of West Virginia
 - Share cost of trip among agency clients

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2007 UNMET NEEDS

- ADDITIONAL OPERATING FUNDS
- TURFISM STANDS IN WAY OF COORDINATION
- LACK OF MAINTENANCE SERVICES
- INADEQUATE TRANSPORTATION SERVICES
- UNDER UTILIZED VEHICLES IN REGION

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What is Coordinated Transportation?

BENEFITS

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Success Stories

JOB ACCESS FOR INDIVIDUALS WITH DISABILITIES

- Louisville TARC – Paratransit Trips
 - Service to UPS – Outside of the ADA Service Area.
 - Important because Jobs and Housing for Individuals with Developmental Disabilities Moved to Suburbs

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Success Stories

JOB ACCESS FOR INDIVIDUALS WITH LOW INCOMES

Danville-Urbana-Champaign

- Round-Trips between Two Urbanized Areas to Connect with Local Bus Service in Each City and Enhance Employment Opportunities

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Success Stories

CAPITAL PROJECTS

- **ACCESS Johnson County, Indiana**
 - Purchased Improved Dispatch Software and Corresponding Hardware, with Auto-Scheduling Features.

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KYOVA INTERSTATE PLANNING COMMISSION & REGION II UNMET TRANSPORTATION NEEDS

CABELL, LINCOLN, LOGAN, MASON, MINGO, WAYNE (WV), LAWRENCE (OH) COUNTIES

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KYOVA & REGION II TRANSPORTATION STRATEGIES

ACHIEVE – PRESERVE

AVOID - ELIMINATE

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Rating Implementation

SUGGESTED STRATEGIES

- Is There A Foundation for the Strategy?
- Does a Support Structure Exist?
- Is the Strategy Financially Feasible?
- Is Progress Possible in 6 Months, 2 Years...?

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 **Next Steps**


Gather Input from Stakeholders and Public

- Develop Implementation Plan

2nd Stakeholder/Public Meeting

- Locally Adopted Plan

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 **Questions?**

FOLLOW UP QUESTIONS:

- RLS & Associates, Inc.
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(937) 299-1055 Fax
– cglover2@nc.rr.com
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www.rlsandassoc.com

MEETING 2 PRESENTATION - ADDED AS HANDOUTS WITH FOUR SLIDES TO A PAGE

RLS
Associates, Inc.
Moving Public Transportation
Into the Future

**West Virginia KYOVA/Region II
Coordinated Public Transit-Human
Services Transportation Plan Update**

4/13/11 www.rlsandassoc.com

Meeting Purpose & Overview

Planning Process Overview

- Discuss Unmet Transportation Needs, Gaps, and Duplications

Prioritize Goals

- Select or Prioritize Strategies

4/13/11

What is a Coordinated Public Transit-Human Services Transportation Plan?

- Congressional Legislation
- Locally Developed
- Public, Private, Non-Profit Transportation Services for:
 - *Older Adults*
 - *Individuals with Disabilities*
 - *People with Low-Incomes*
 - *General Public*
- Section 5310, 5316, 5317

4/13/11

Unmet Transportation Needs and Gaps in Service

- Access to Transportation (Geographic Coverage):
 - Expanded intercity bus and Amtrak service
 - Expanded Tri-River Transit service in Mingo County
 - Expand General Public and NEMT Services in Cabell County
 - Provide general public transportation service in Mason County
 - Scheduled stops in rural Logan County

4/13/11

Unmet Transportation Needs and Gaps in Service

- Capacity Issue
 - Create a vehicle pool
 - Continued increase for lift-equipped vehicles
 - Eliminate low vehicle usage for the continued receipt of Section 5310

4/13/11

Unmet Transportation Needs and Gaps in Service

- Days/Hours of Transportation Service:
 - Additional service hours in Logan County, Lincoln County, Mason County, and Mercer County
 - Saturday service on Huntington-Ironton-Proctorville route
 - Transportation to employment
 - More transportation available for trips to appointments
 - Increase frequency of Huntington-Ironton route operating under contract with the Lawrence County Port Authority

4/13/11

Unmet Transportation Needs and Gaps in Service

- Inter-Agency Information Sharing:
 - Improved communication with agencies
 - Improved communication with community leaders
 - Structured communication and information sharing process.
- Cooperation and Coordination:
 - Transportation providers need an impartial process for sharing resources and operational activities without jeopardizing the level of funding that is currently dedicated to any single organization.

4/13/11

Unmet Transportation Needs and Gaps in Service

- Lack of Funding:
 - Explore opportunities for transportation providers to control costs and find additional revenue
 - Utilize new approaches to provide necessary transportation funding

4/13/11

Challenges to Coordination

- Fear of losing control over certain aspects of their service
- Lack of knowledge
- Fully Allocated Costs
- Agency participation
- Economic climate

4/13/11

Coordinated Transportation Goals, Objectives and Strategies

GOAL #1: Improve communication between the public transportation providers, non-profit agencies, and for-profit companies with the intent to fill gaps and reduce unnecessary duplication of transportation services in each county and throughout the region

4/13/11

Goal #1: Improve Communication.

◦ **Objective:** Ensure all human service agencies throughout the region are knowledgeable about transportation services available from the various transportation Providers.

Strategy 1.1: Distribute the Updated Coordinated Public Transit-Human Services Transportation Plan.

Strategy 1.2: Develop and Distribute a Regional County-by-County Resource Guide.

Strategy 1.3: Organize RTAC

Strategy 1.4: Implement a Centralized Call Center

4/13/11

Coordinated Transportation Goals, Objectives and Strategies

GOAL #2: Hire a Mobility Manager



4/13/11

Goal #2: Hire a Mobility Manager.

- o **Objective A:** Establish an office that oversees the coordination of transportation services throughout the region and meets the needs of various communities

Strategy 2.1: Hire a Mobility Manager

4/15/11

Goal #2: Hire a Mobility Manager.

- o **Objective B:** Educate the public and share information between agencies about the Region's available transportation resources, eligibility requirements, hours of operation, and service areas


Strategy 2.2: One-Stop Traveler Information Center

Strategy 2.3: Develop a Bobby Compliant Website

4/15/11

Coordinated Transportation Goals, Objectives and Strategies

GOAL #3: Improve Service areas, Days, and Hours



4/15/11

Goal #3: Improve Service areas, Days, and Hours

- o **Objective:** Improve transportation availability in rural areas for people and families with low incomes who are also older adults or have a disability

Strategy 3.1: Continue to Support Human Service Organizations

Strategy 3.2: Tri-River Transit should evaluate expanding service

Strategy 3.3: Tri-State Transit Authority should evaluate expanding service

4/15/11

Goal #3: Improve Service areas, Days, and Hours

- o **Objective:** Improve transportation availability in rural areas for people and families with low incomes who are also older adults or have a disability

Strategy 3.4: Establish a transit center in the City of Kenova

Strategy 3.5: Implement a Vanpool for employment

Strategy 3.6: Create a wheels-to-work program

4/13/11

Coordinated Transportation Goals, Objectives and Strategies

GOAL #4: Control Operating and Fuel Budgets



4/13/11

Goal #4: Control Operating and Fuel Budgets

- o **Objective A:** Establish fuel savings options for transportation providers that are not eligible for reduction/reimbursement of fuel sales tax programs

Strategy 4.1: Establish a Fuel Consortium

4/13/11

Goal #4: Control Operating and Fuel Budgets

- o **Objective A:** Establish fuel savings options for transportation providers that are not eligible for reduction/reimbursement of fuel sales tax programs

Strategy 4.1: Establish a Fuel Consortium

4/13/11

Goal #4: Control Operating and Fuel Budgets

- o **Objective B:** Address the problem of escalating and unavailable vehicle insurance which can be an obstacle in the provision of coordinated public transportation service

Strategy 4.2: Establish a Statewide Insurance Pool

4/13/11

Goal #4: Control Operating and Fuel Budgets

- o **Objective C:** Reduce no-shows in an effort to keep operating costs down and make the most efficient use of existing capacity

Strategy 4.3: Reduce the No-Show Rate with Policy Development / Enforce

4/13/11

Goal #4: Control Operating and Fuel Budgets


- o **Objective D:** Establish a joint purchasing agreement to enable various transportation providers to take advantage of the bulk purchase of goods and services

Strategy 4.4: Joint Purchasing Agreements

4/13/11

Coordinated Transportation Goals, Objectives and Strategies

GOAL #5: Acquire an Adequate Number of Vehicles



4/13/11

Goal #5: Acquire an Adequate Number of Vehicles

Objective: Implement a plan for ride sharing/trip sharing when feasible to reduce unnecessary duplication of service. This objective also satisfies Goal #4 to control operating and fuel expenses

- Strategy 5.1: Trip Sharing
- Strategy 5.2: Share Vehicles during Idle or Down-Time
- Strategy 5.3: Develop Coordination MOUs
- Strategy 5.4: Apply for lift-equipped vehicles through the Section 5310

4/13/11

Coordinated Transportation Goals, Objectives and Strategies

GOAL #6: Improve Intercity Transportation Options



4/13/11

Goal #6: Improve Intercity Transportation Options

Objective: Improve mobility and the quality of life for older adults, individuals with disabilities, people with low income, and the general public

- Strategy 6.1: Evaluate the feasibility of additional intercity bus service
- Strategy 6.2: Evaluate the feasibility of additional Amtrak service

4/13/11

Coordinated Transportation Goals, Objectives and Strategies

GOAL #7: Improve Transportation Services in Mason County



4/13/11

Goal #7: Acquire an Adequate Number of Vehicles

◦ **Objective:** Improve transportation availability in Mason County to improve the quality of life for older adults, individuals with disabilities, people with low income, and the general public

Strategy 7.1: Evaluate the feasibility of initiating general public transportation service in Mason County

Strategy 7.2: Implement a vanpool for Mason County

4/13/11

Rating Implementation

SUGGESTED STRATEGIES

- Nominate Responsible Parties for Each Strategy.
- Prioritize Implementation of Strategies.

4/13/11

Next Steps

Refine the Implementation Plan.

- Review and Comment on Draft Plan.

Adopt the Final Plan.

- Begin Implementation of Strategies.

4/13/11

Questions?

FOLLOW UP QUESTIONS:

- RLS & Associates, Inc.
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4/13/11

MEETING 1 SIGN IN SHEETS

Coordinated Transportation Plan for West Virginia Region II and KYOVA

February 2010
Sign-In-Sheet

Please Print

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Paula Smith Tri-River Transit	P.O. Box 436 Hunting, WV 25523	304-834-2944	trtpaula@zoominternet.net
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Coordinated Transportation Plan for West Virginia Region II and KYOVA

February 2010
Sign-In-Sheet

Please Print

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Coordinated Transportation Plan for West Virginia Region II and KYOVA

February 2010
Sign-In-Sheet

Please Print

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MEETING 2 SIGN IN SHEETS

Coordinated Transportation Plan for West Virginia KYOVA/Region II

May 25, 2011
Sign-In-Sheet

Please Print

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Dean Rice	KYOVA		drice@ntelas.net
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Jennifer Woodall	TTA	304 529 6094	jwoodall@tta-wv.com

Coordinated Transportation Plan for West Virginia KYOVA/Region II

May 25, 2011
Sign-In-Sheet

Please Print

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Coordinated Transportation Plan for West Virginia KYOVA/Region II

May 25, 2011
Sign-In-Sheet

Please Print

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STAKEHOLDER SURVEY

West Virginia Coordinated Public Transit-Human Services Transportation Plan Transportation Resource Survey

Instructions to Survey Respondent – The Safe, Accountable, Flexible, Efficient Transportation Act, a Legacy for Users (SAFETEA-LU) was enacted in August 2005 and provides guaranteed funding for Federal surface transportation programs through FY 2010. Re-authorization for SAFETEA-LU is pending. SAFETEA-LU requires the establishment of a locally-developed, public transit – human services transportation coordination plan (HSTC) in order for an applicant to access three specific funding programs; Section 5310 Elderly and Individuals with Disabilities, Section 5316 Job Access Reverse Commute (JARC), and Section 5317 New Freedom. In response to this requirement, the West Virginia Department of Transportation/Division of Public Transit is embarking on a thorough planning process to update the Coordinated Public Transit-Human Services Transportation Plan for 10 regions in the state. It is our intent to identify strategies that encourage more efficient use of available transportation services that bring enhanced mobility to older adults, individuals with disabilities, people with low incomes, and the general public.

As part of this planning process, we must develop current and complete inventories of transportation services available throughout our community. Please complete the following survey to the best of your ability. If you have any questions regarding this survey, please contact Matt Conover via email at mconover@rlsandassoc.com, or via telephone at (937) 299-5007.

ORGANIZATION CHARACTERISTICS AND SERVICES PROVIDED

The first set of questions has to do with the general characteristics of your organization and the general nature of the services provided.

1. Identification of Organization:

- a. Respondent's Name: _____
- b. Name of Lead Transportation Person (if different) _____
- c. Organization: _____
- d. Street Address: _____
- e. City: _____ State: _____ Zip: _____
- f. Work Phone: _____ Fax _____
- g. Respondent's E-mail: _____
- h. Respondent's Website Address: _____

2. Your agency is a (check the appropriate response):

- a. Governmental body
- b. Private nonprofit organization
- c. Public nonprofit organization
- d. Private, for-profit business
- d. Public Transit System
- e. Other (Specify) _____

3. What segments of the population does your organization serve? (Check all that apply)

- a. Older adults who are registered consumers of your agency
- b. Older adults who may or may not be registered consumers of your agency
- c. Individuals with disabilities (registered consumers only)
- d. Individuals with disabilities (general public)
- e. People with low incomes (registered consumers only)
- f. People with low incomes (general public)
- g. Students (Pre-school, Head Start)
- h. Students (K – 12, College, University)
- i. General public (no age, income, or other eligibility requirements)
- j. At-risk youth
- k. Veterans
- l. Other _____

4. Please describe your organization's primary mission and its goals.

5. Does your agency provide transportation?

Yes No

6. Please characterize the transportation services your agency provides:

Percent of transportation that is provided directly by your agency/organization? ____

Percent of transportation that is purchased from other providers? ____

7. What are the daily hours and days of operation for your transportation services? Check days and list hours of operation in the space provided.

	Mon	Tues	Wed	Thu	Fri	Sat	Sun
Transportation service begins:	_____	_____	_____	_____	_____	_____	_____
Transportation service ends:	_____	_____	_____	_____	_____	_____	_____

8. What mode of transportation service do you provide?

a. Transportation service is provided on a set route and schedule (fixed route, deviated route, school-type route).

b. Transportation service is provided on a response to individual or group travel requests.

9. How do clients/customers access your transportation services? (Choose one of the following options)

There are no advance reservation requirements.

Clients/customers must make an advance reservation (*e.g.*, by telephone, facsimile internet, arrangement through a third party, etc).

How far in advance are reservations made (per policy)? _____

10. What level of passenger assistance do your drivers provide? (Select any of the following options that apply)

- Curb-to-curb (*i.e.*, drivers will assist passengers in and out of vehicle only).
- Door-to-door (*i.e.*, drivers will assist passengers to the entrance of their origin or destination).
- Drivers are permitted to assist passengers with a limited number of packages.
- Drivers are permitted to assist passengers with an unlimited number of packages.
- We provide personal care attendants or escorts to those passengers who require such services.
- Passengers are permitted to travel with their own personal care attendants or escorts.

11. Do you charge a fare?

- Yes No

If yes, what is the fare structure? _____

12. Do you request donations from passengers?

- Yes No

If yes, please describe the process for requesting donations and the amount collected:

13. What is your annual ridership? _____

14. How many unduplicated passenger trips did your agency provide between January 1 and December 31, 2010 (estimates are okay)? (A trip equals one person traveling in one direction. If a passenger completes a round trip, record this as two passenger trips.)

How many one-way passenger trips? _____
How many were provided directly by your agency/organization? _____
How many were purchased from another provider? _____
Who were they purchased from? _____
What percentage of trips required wheelchair lift-equipped vehicles? _____

15. If more transportation funding were available, what would be your top three projects (capital and operating)?

16. Please list the number of transportation-related personnel from the following list at your agency/organization.

Executive Director/Manager: _____
 Clerical/Staff: _____
 Drivers: _____
 Maintenance Crew: _____
 Dispatchers/Schedulers: _____
 Other: _____

17. Does your agency use volunteers for transportation-related tasks?

Yes No

If yes, in what capacity are volunteers used? _____

18. Do your staff members use personal vehicles to provide transportation for the agency's consumers/clients?

Yes No

19. If the agency maintains a fleet rooster, please request a copy. If not, please complete the following table to the best of your ability:

<u>Vehicle Type</u>	Number of Vehicles				Were Federal or State Grant Funds Used to Purchase?
	Total Number	# of Seats	# of Wheelchair Tie-Downs	Year Purchased	
a) Sedans					
b) Station wagons					
c) Minivans					
d) Standard 15-					

passenger vans					
e) Light-duty bus (body-on-chassis type construction seating between 16-24 passengers)					
f) Medium duty bus (body-on-chassis type construction seating over 22 passengers with dual rear wheel axle)					
g) School bus (yellow school bus seating between 25 and 60 students)					
h) Medium or heavy duty transit bus					
i) Other (Describe):					

20. Please indicate the number of passenger trips your agency purchased from other public or private operators between January 1 and December 31, 2010.

Name of Provider:	Number of Trips:
_____:	_____
_____:	_____
_____:	_____
_____:	_____
_____:	_____

21. What are the beginning and ending dates of your organization's fiscal year?

Beginning: _____ Ending: _____

22. What is your annual operating and capital budget for transportation services (please include only transportation services and not costs of other agency services).

Total Operating Budget for Transportation (FY 2010): _____

Total Capital Budget for Transportation (FY 2010): _____

23. Please check the items included in your transportation budget:

- Personnel
- Depreciation
- Fuel
- Overhead/Indirect Costs
- Insurance
- Maintenance
- Other (please specify): _____

24. What are your transportation operating revenues?

Category	Actual, FY 2010
Transportation Operating Revenues - List Individually	
a) Fares Collected from Passengers Through Cash, or Tickets/Tokens Purchased by Passengers (Include Client Fees and/or General Public Fares Here)	
b) Revenues Collected From Vouchers purchased by Third Parties	
c) Donations	
d) Local Government Appropriations	
e) State Government Appropriations	
f) Grants Directly Received by Organization	
1) (Specify)	
2) (Specify)	
3) (Specify)	
g) Private Charitable Foundation (Specify)	
h) Medicaid	
i) United Way	
j) Fundraising	
k) Other (list)	
Total Transportation Revenues - Total	

25. What are your transportation operating and capital expenses?

Category	Actual, FY 2010
----------	-----------------

Transportation Operating Expenses - List Individually	
a) Transit Operation Expenses	
1) Transportation administration	
2) Transportation operations	
3) Transportation maintenance (facilities and equipment)	
Total Operating Expenses	
b) Transportation Capital Expenses	
Total Transportation Operating and Capital Expenses	

ASSESSMENT OF NEEDS/COORDINATION

**26. Which of the following activities are you currently coordinating with other agencies?
(Please check all that apply.)**

- Information and Referral
- Client files
- Financial administration (i.e., pay checks, invoices)
- Grant applications
- Vehicle sharing
- Shared backup vehicles
- Joint purchasing of vehicles and equipment
- Vehicle specification
- Trip sharing
- Driver training
- Driver sharing
- Marketing
- Fuel purchasing
- Routing and scheduling
- Shared maintenance
- Dispatching
- Insurance purchasing
- Escort services (people who ride with older adults or individuals with disabilities)
- Trip booking
- Service brokerage
- Service consolidation
- Other (please specify)

27. What elements of the existing transportation network provide the most useful personal mobility options in your service area (select one)?

- Public transit
- Taxis and other private providers
- Non-profit/Human Service Agency transportation
- School buses
- Families, friends, and neighbors
- Carpool/Vanpool
- Bike and pedestrian amenities
- Travel Training
- Other (please define): _____

28. In your assessment, what enhancements are most needed to improve personal mobility

in your service area (select all that apply)?

- Greater coordination among providers.
- Expanded Fixed Route and paratransit service.
- Longer hours and/or more days of service.
- Centralized scheduling and dispatch.
- Enhanced communication and advocacy.
- Expanded youth services and programs.
- Improved transit facilities.
- Improved pedestrian facilities.
- Enhanced safety and security on transit vehicles and in transit facilities.
- Service to and within rural areas.
- Loosening of eligibility restrictions.
- Lower fares on existing services.
- Other (Define): _____

29. What issues, if any, have your coordination efforts encountered (check all that apply)?

- Statutory barriers to pooling funds
- Restrictions placed on the use of vehicles
- Liability/insurance concerns
- Turf issues among providers
- Billing/accounting issues
- Unique characteristics of client populations
- Other (Define): _____

30. In your opinion, what do you see as the greatest obstacle(s) to coordination and personal mobility in your service area (check only one)?

- Statutory barriers to pooling funds.
- Restrictions placed on the use of vehicles.
- Liability/insurance concerns.
- Turf issues among providers.
- Lack of funding.
- Unique client characteristics/inability to mix clients on-board vehicles.
- Other (Define): _____

31. In your opinion, what enhancements are most needed to improve the coordination of

public transit and human service transportation in your service area?

32. Did your governing board actively participate in the previous Coordinated Transportation Plan?

How did they participate? _____

33. In your opinion, what is the level of support for coordinated transportation planning among elected officials, agency administrators, and other community leaders?

34. Other issues, concerns, or information relevant to coordinated transportation?

PUBLIC SURVEY

West Virginia Coronation Plan

1. How you manage your transportation needs? (Please check all that apply.)

- You drive your own vehicle.
- You walk or ride a bicycle to get where ever you need to go.
- You have a family member or friend to take you where you need to go.
- You use an agency transportation service to take you where you need to go.
- You use public transportation to take you where you need to go.

Please write in the name of the agency or public transportation system.

2. How do you use public transportation? (Please check all that apply.)

- You don't use public transportation because it is not available where you live.
- You don't use public transportation because you don't know how to use it.
- You don't use public transportation because it does not go where you need to go.
- You don't use public transportation because you *don't know* if it is available in the area where you live.
- You don't use public transportation because it is not available when you need it (late at night, Sundays, etc.).
- You don't use public transportation because you can't afford it.

3. What your transportation needs? (Please check all that apply.)

- You need to go to work.
- You need to go to medical appointments.
- You need to shop to feed yourself or your family (go to grocery stores, other nutrition sites, such as food banks, etc.)
- You need to go to school (vocational school, community college, university, etc.).
- You need to do errands (shopping, library, etc.)
- You need to go to other appointments (social service, legal, etc.)
- You need to attend social outings.
- You need to attend Sunday religious services.

4. Do you have any transportation limitations? (Please check all that apply.)

- You can't work because you don't have reliable transportation.
- You don't go to medical appointments because you don't have reliable transportation.

- You find it difficult to feed yourself or your family because you don't have reliable transportation.
- You're not able to further your education because you don't have reliable transportation.
- You're not able to do errands because you don't have reliable transportation.
- You're not able to go to other appointments (social service, legal, etc.) because you don't have reliable transportation.
- You can't participate in social outings because you don't have reliable transportation.
- You can't attend Sunday religious services because you don't have reliable transportation.

5. Please tell us why you would use public transportation:

- You feel using public transportation would save you money.
- You feel using public transportation is better for the environment.
- You have no other transportation options available to you.
- Other. Please explain:

6. What is the name of your city, village, or town?

7. How many people live in your home?

Number of adults:

Number of children (under the age of 18):

8. Please tell us your age:

- Under 15
- 16-24 years old
- 25-64 years old
- 65 years and older

9. Is there someone with a disability in your household?

- No
- Yes. (If yes, please describe.):

10. Are you employed?

- Yes
- No

11. What is your household income?

- Less than \$10,000 a year
- More than \$10,000 but less than \$15,000 a year

- More than \$15,000 but less than \$20,000 a year
- More than \$20,000 but less than \$25,000 a year
- More than \$25,000 but less than \$30,000 a year
- More than \$30,000 but less than \$35,000 a year
- More than \$35,000 but less than \$40,000 a year
- More than \$40,000 but less than \$45,000 a year
- More than \$45,000 but less than \$50,000 a year
- More than \$50,000 but less than \$55,000 a year
- More than \$55,000 but less than \$60,000 a year
- More than \$60,000 but less than \$65,000 a year
- More than \$65,000 but less than \$70,000 a year
- More than \$70,000 but less than \$75,000 a year
- More than \$75,000 but less than \$80,000 a year
- More than \$80,000 but less than \$85,000 a year
- More than \$85,000 a year

12. Thank you for taking the time to help us understand the transportation needs of West Virginia. Please use this space to share with us your comments or concerns about the transportation needs or services in your area:

STRATEGY RATING SHEETS

Strategy	Responsible Party(ies)	Implementation Timeframe	Priority Level (1-4 with 1 being high priority)	Eligible and/or Potential Funding Source					
				Local	None	5310 Capital	5316	5317	Other Federal or State Funding
Goal #1: Improve Communication.									
1.1: Distribute the updated Coordinated Plan	KYOVA Region II	ASAP	2/3						✓
1.2: Develop County-by-County Resource Guide	"	}	2/3	✓					✓
1.3: Organize the RTAC	"		2/3						
1.4: Implement a Centralized Call Center	Region II		3						✓
Goal #2: Hire a Mobility Manager.									
2.1: Hire a Mobility Manager	WVDPT		2						✓
2.2: One-Stop Traveler Information Center	Region II		2	-					-
2.3: Develop a Bobby Compliant Website		ASAP	2	✓		✓			✓
Goal #3: Goal #3 - Improve Service Areas, Days, and Hours .									
3.1: Continue to Support Human Service Organizations	ALL		2	✓					
3.2: Tri-River Transit should evaluate expanding service	TRT FTA		2/3	✓					✓
3.3: Tri-State Transit Authority should evaluate expanding service	TTA FTA		2/3	✓					✓
3.4: Establish a transit center in Kenova	TTA		2/3	✓					✓
3.5: Implement a Vanpool for employment	TTA		2/3	✓					✓

Strategy	Responsible Party(ies)	Implementation Timeframe	Priority Level (1-4 with 1 being high priority)	Eligible and/or Potential Funding Source					
				Local	None	5310 Capital	5316	5317	Other Federal or State Funding
3.6: Create a wheels-to-work program									
Goal #4: Control Operating Cost.									
4.1: Establish a Fuel Consortium									
4.2: Establish a Statewide Insurance Pool									
4.3: Reduce the No-Show Rate with Policy Development / Enforce		ASAP	1		✓				
4.4: Joint Purchasing Agreements		ASAP	1		✓				
Goal #5: Acquire an Adequate Number of Vehicles.									
5.1: Trip Sharing									
5.2: Share Vehicles during Idle or Down-Time									
5.3: Develop Coordination MOUs	Region II		3						
5.4: Apply for lift-equipped vehicles through the Section 5310						✓			
Goal #6: Improve Intercity Transportation Options.									
6.1: Evaluate the feasibility of additional intercity bus service	WVDOT		3						
6.2: Evaluate the feasibility of additional Amtrak service									

Strategy	Responsible Party(ies)	Implementation Timeframe	Priority Level (1-4 with 1 being high priority)	Eligible and/or Potential Funding Source					
				Local	None	5310 Capital	5316	5317	Other Federal or State Funding
Goal #7: Improve Transportation Services In Mason County.									
7.1: Evaluate the feasibility of initiating general public transportation service in Mason County	Mason Co.			✓		✓			✓
7.2: Implement a vanpool for Mason County	Mason Co.			✓		✓			✓

5316 JARC
5317

Strategy	Responsible Party(ies)	Implementation Timeframe	Priority Level (1-4 with 1 being high priority)	Eligible and/or Potential Funding Source					
				Local	None	5310 Capital	5316	5317	Other Federal or State Funding
Goal #1: Improve Communication.									
1.1: Distribute the updated Coordinated Plan	REGION II/ KYOVA	SPRING 2012	1						
1.2: Develop County-by-County Resource Guide	RP&DC COUNTY COMMISSION	SUMMER 2012	2						
1.3: Organize the RTAC	KYOVA		3						
1.4: Implement a Centralized Call Center	TTA	PLANNING GROUP ON-GOING	4						
Goal #2: Hire a Mobility Manager.									
2.1: Hire a Mobility Manager	TTA	2012...	1	✓			✓	✓	✓
2.2: One-Stop Traveler Information Center	RP&DC KYOVA	2012...	2	✓			✓	✓	✓
2.3: Develop a Bobby Compliant Website	DEPENDS ON 2.1		3	✓					✓
Goal #3: Goal #3 - Improve Service Areas, Days, and Hours .									
3.1: Continue to Support Human Service Organizations	DHHR/FTA "STATE \$"	A.S.A.P	3	✓					✓
3.2: Tri-River Transit should evaluate expanding service	✓	✓	2						5311
3.3: Tri-State Transit Authority should evaluate expanding service	✓	✓	1					✓	
3.4: Establish a transit center in Kenova	REVISED...	FEASIBILITY	4	✓					✓
3.5: Implement a Vanpool for employment	✓	FEASIBILITY	4	✓					✓

← KYOVAs

Strategy	Responsible Party(ies)	Implementation Timeframe	Priority Level (1-4 with 1 being high priority)	Eligible and/or Potential Funding Source					
				Local	None	5310 Capital	5316	5317	Other Federal or State Funding
3.6: Create a wheels-to-work program	501 (G)(3)	ON-GOING	3	✓			✓		✓
Goal #4: Control Operating Cost.									
4.1: Establish a Fuel Consortium	ALL	ASAP	1	✓			✓	✓	✓
4.2: Establish a Statewide Insurance Pool	✓	ASAP	2	✓					✓
4.3: Reduce the No-Show Rate with Policy Development / Enforce	INTERNAL (PROVIDUS)	ON-GOING	2						
4.4: Joint Purchasing Agreements	✓	RESEARCH	4						✓
Goal #5: Acquire an Adequate Number of Vehicles.									
5.1: Trip Sharing	ALL ✓	RESEARCH RTAC	3						
5.2: Share Vehicles during Idle or Down-Time	ALL ?? FEASIBILITY & POLICIES	✓	1						
5.3: Develop Coordination MOUs	✓	✓	2						
5.4: Apply for lift-equipped vehicles through the Section 5310	✓	✓	2			✓	✓	✓	
Goal #6: Improve Intercity Transportation Options.									
6.1: Evaluate the feasibility of additional intercity bus service	✓	✓	3						
6.2: Evaluate the feasibility of additional Amtrak service	✓	✓	4						

Strategy	Responsible Party(ies)	Implementation Timeframe	Priority Level (1-4 with 1 being high priority)	Eligible and/or Potential Funding Source					
				Local	None	5310 Capital	5316	5317	Other Federal or State Funding
Goal #7: Improve Transportation Services In Mason County.									
7.1: Evaluate the feasibility of initiating general public transportation service in Mason County	MASON CO. SR's ?	ON-GOING FESIBILITY	✓	✓		✓			✓
7.2: Implement a vanpool for Mason County	MASON county IL	ll	✓	✓		✓			✓

Strategy	Responsible Party(ies)	Implementation Timeframe	Priority Level (1-4 with 1 being high priority)	Eligible and/or Potential Funding Source					
				Local	None	5310 Capital	5316	5317	Other Federal or State Funding
Goal #1: Improve Communication.									
1.1: Distribute the updated Coordinated Plan	KYOVA								
1.2: Develop County-by-County Resource Guide	KYOVA								
1.3: Organize the RTAC	KYOVA								
1.4: Implement a Centralized Call Center									
Goal #2: Hire a Mobility Manager.									
2.1: Hire a Mobility Manager									
2.2: One-Stop Traveler Information Center									
2.3: Develop a Bobby Compliant Website									
Goal #3: Goal #3 - Improve Service Areas, Days, and Hours .									
3.1: Continue to Support Human Service Organizations									
3.2: Tri-River Transit should evaluate expanding service									
3.3: Tri-State Transit Authority should evaluate expanding service	Tri-State Transit Authority, Tri-State Airport Authority & local counties & cities	2012	1	}		?			}
3.4: Establish a transit center in Kenova	Kenova, Ceredo, TIA, Airport	2012	1	}		.			}
3.5: Implement a Vanpool for employment									

This is a good center to have @ the airport.

Strategy	Responsible Party(ies)	Implementation Timeframe	Priority Level (1-4 with 1 being high priority)	Eligible and/or Potential Funding Source					
				Local	None	5310 Capital	5316	5317	Other Federal or State Funding
3.6: Create a wheels-to-work program									
Goal #4: Control Operating Cost.									
4.1: Establish a Fuel Consortium	TBAA / TTA Co-purchase agreement		3	✓					
4.2: Establish a Statewide Insurance Pool									
4.3: Reduce the No-Show Rate with Policy Development / Enforce									
4.4: Joint Purchasing Agreements									
Goal #5: Acquire an Adequate Number of Vehicles.									
5.1: Trip Sharing									
5.2: Share Vehicles during Idle or Down-Time									
5.3: Develop Coordination MOUs									
5.4: Apply for lift-equipped vehicles through the Section 5310									
Goal #6: Improve Intercity Transportation Options.									
6.1: Evaluate the feasibility of additional intercity bus service									
6.2: Evaluate the feasibility of additional Amtrak service									

Strategy	Responsible Party(ies)	Implementation Timeframe	Priority Level (1-4 with 1 being high priority)	Eligible and/or Potential Funding Source					
				Local	None	5310 Capital	5316	5317	Other Federal or State Funding
3.6: Create a wheels-to-work program									
Goal #4: Control Operating Cost.									
4.1: Establish a Fuel Consortium	TSA/TTA Co-purchase agreement		3	✓					
4.2: Establish a Statewide Insurance Pool									
4.3: Reduce the No-Show Rate with Policy Development / Enforce									
4.4: Joint Purchasing Agreements									
Goal #5: Acquire an Adequate Number of Vehicles.									
5.1: Trip Sharing									
5.2: Share Vehicles during Idle or Down-Time									
5.3: Develop Coordination MOUs									
5.4: Apply for lift-equipped vehicles through the Section 5310									
Goal #6: Improve Intercity Transportation Options.									
6.1: Evaluate the feasibility of additional intercity bus service									
6.2: Evaluate the feasibility of additional Amtrak service									

Strategy	Responsible Party(ies)	Implementation Timeframe	Priority Level (1-4 with 1 being high priority)	Eligible and/or Potential Funding Source					
				Local	None	5310 Capital	5316	5317	Other Federal or State Funding
Goal #7: Improve Transportation Services In Mason County.									
7.1: Evaluate the feasibility of initiating general public transportation service in Mason County									
7.2: Implement a vanpool for Mason County									

Airport is seeking VARE Grant Funds through FAA Program to secure fuel efficient, hybrid vehicles & associated INFRASTRUCTURE. (2011 Program)

KYOVA

Strategy	Responsible Party(ies)	Implementation Timeframe	Priority Level (1-4 with 1 being high priority)	Eligible and/or Potential Funding Source					Other Federal or State Funding
				Local	None	5310 Capital	5316	5317	
Goal #1: Improve Communication.									
1.1: Distribute the updated Coordinated Plan									
1.2: Develop County-by-County Resource Guide									
1.3: Organize the RTAC									
1.4: Implement a Centralized Call Center									
Goal #2: Hire a Mobility Manager.									
2.1: Hire a Mobility Manager									
2.2: One-Stop Traveler Information Center									
2.3: Develop a Bobby Compliant Website									
Goal #3: Goal #3 - Improve Service Areas, Days, and Hours.									
3.1: Continue to Support Human Service Organizations	State/Federal	Now!	- ease the local match	✓		✓	✓	✓	WVDOT/FTA
3.2: Tri-River Transit should evaluate expanding service	Tri-River Transit	1-3 years	- connection to TTA	✓		✓			WVDOT
3.3: Tri-State Transit Authority should evaluate expanding service	TTA	1-2 years	① Expand Transit Service to Tri-state Airport ② Expand to Ceredo	Ceredo/Kenova		✓	✓	✓	CMAQ FUNDS
3.4: Establish a transit center in Kenova	TTA	within a year	③ Start Transit Service				✓	✓	CMAQ
3.5: Implement a Vanpool for employment	KYOVA/Region II	1-3 years	- Ridshare Program			✓	✓	✓	CMAQ FUNDS

operating Grant (50/50) for Area < 200,000
 = Large Area has the opportunity to capitalize maintenance.

Strategy	Responsible Party(ies)	Implementation Timeframe	Priority Level (1-4 with 1 being high priority)	Eligible and/or Potential Funding Source					
				Local	None	5310 Capital	5316 STP	5317 STP	Other Federal or State Funding
3.6: Create a wheels-to-work program									
Goal #4: Control Operating Cost.									
4.1: Establish a Fuel Consortium									
4.2: Establish a Statewide Insurance Pool									
4.3: Reduce the No-Show Rate with Policy Development / Enforce									
4.4: Joint Purchasing Agreements									
Goal #5: Acquire an Adequate Number of Vehicles.									
5.1: Trip Sharing	KYOVA/TTA (Cabela's, etc)	2-4 years	Rideshare Program	County		✓	✓	✓	STP/CMAA FUNDS
5.2: Share Vehicles during Idle or Down-Time									
5.3: Develop Coordination MOUs	KYOVA/TTA								
5.4: Apply for lift-equipped vehicles through the Section 5310						✓			
Goal #6: Improve Intercity Transportation Options.									
6.1: Evaluate the feasibility of additional intercity bus service	5311 F KYOVA/TTA								
6.2: Evaluate the feasibility of additional Amtrak service									

Strategy	Responsible Party(ies)	Implementation Timeframe	Priority Level (1-4 with 1 being high priority)	Eligible and/or Potential Funding Source					
				Local	None	5310 Capital	5316	5317	Other Federal or State Funding
Goal #7: Improve Transportation Services In Mason County.									
7.1: Evaluate the feasibility of initiating general public transportation service in Mason County									
7.2: Implement a vanpool for Mason County									

TTA Paul Davis

Strategy	Responsible Party(ies)	Implementation Timeframe	Priority Level (1-4 with 1 being high priority)	Eligible and/or Potential Funding Source					
				Local	None	5310 Capital	5316	5317	Other Federal or State Funding
Goal #1: Improve Communication.									
1.1: Distribute the updated Coordinated Plan	Kyova/Reg II	3-month	1						X
1.2: Develop County-by-County Resource Guide	"	"	1						X
1.3: Organize the RTAC	"	"	3						X
1.4: Implement a Centralized Call Center	"	2 years	4						X
Goal #2: Hire a Mobility Manager.									
2.1: Hire a Mobility Manager	TTA	2 years	4						X
2.2: One-Stop Traveler Information Center	Reg II	"	4						X
2.3: Develop a Bobby Compliant Website	Reg II	"	4						X
Goal #3: Goal #3 - Improve Service Areas, Days, and Hours.									
3.1: Continue to Support Human Service Organizations	Region II	2 years	2						?
3.2: Tri-River Transit should evaluate expanding service	TRT	"	1						?
3.3: Tri-State Transit Authority should evaluate expanding service	TTA	"	1						?
3.4: Establish a transit center in Kenova	TTA	"	3/4						?
3.5: Implement a Vanpool for employment	Region II	3 years	4						?

Strategy	Responsible Party(ies)	Implementation Timeframe	Priority Level (1-4 with 1 being high priority)	Eligible and/or Potential Funding Source					
				Local	None	5310 Capital	5316	5317	Other Federal or State Funding
3.6: Create a wheels-to-work program	KYOVA	5 years	4		?				
Goal #4: Control Operating Cost.									
4.1: Establish a Fuel Consortium	TTA	2 years	1						
4.2: Establish a Statewide Insurance Pool	WUDPT	2 years	2						X
4.3: Reduce the No-Show Rate with Policy Development / Enforce	WUDPT	2 year	2						X
4.4: Joint Purchasing Agreements	WUDPT	NW	4		X				
Goal #5: Acquire an Adequate Number of Vehicles.									
5.1: Trip Sharing	WUDPT	3 years	3						X
5.2: Share Vehicles during Idle or Down-Time	WUDPT	3 years	3						X
5.3: Develop Coordination MOUs	Region II	3 years	2						X
5.4: Apply for lift-equipped vehicles through the Section 5310	WUDPT	4 years	3			X			
Goal #6: Improve Intercity Transportation Options.									
6.1: Evaluate the feasibility of additional intercity bus service	WUDPT/TA/KAT	2	2			X			X
6.2: Evaluate the feasibility of additional Amtrak service	?	?	?						?

5316 JARC operating grant for night service,
5317 May look at applying vehicles under that program.
5310 Do not plan to apply.

Strategy	Responsible Party(ies)	Implementation Timeframe	Priority Level (1-4 with 1 being high priority)	Eligible and/or Potential Funding Source					
				Local	None	5310 Capital	5316	5317	Other Federal or State Funding
Goal #7: Improve Transportation Services In Mason County.									
7.1: Evaluate the feasibility of initiating general public transportation service in Mason County	Mason County	?	?	?	?	?	?	?	?
7.2: Implement a vanpool for Mason County	NU DPT	5 years							X

CCSO Inc / Roswell

NO Application

#1 priority
 Feedback
 To Rest of
 Plan incentive
 TO participants
 County
 Based
 County
 Based

Strategy	Responsible Party(ies)	Implementation Timeframe	Priority Level (1-4 with 1 being high priority)	Eligible and/or Potential Funding Source					
				Local	None	5310 Capital	5316	5317	Other Federal or State Funding
Goal #1: Improve Communication.									
1.1: Distribute the updated Coordinated Plan	5310 state Region II	ASAP	1						✓
1.2: Develop County-by-County Resource Guide	Region II	Aug 31	2						✓
1.3: Organize the RTAC	Region II	July 1	2						✓
1.4: Implement a Centralized Call Center	TTH	Dec 31, 2011	1						✓ 5316/5317
Goal #2: Hire a Mobility Manager.									
2.1: Hire a Mobility Manager	County Agency 1	Jan 2012	3			✓	✓	✓	
2.2: One-Stop Traveler Information Center	see Agency ad. Dev.		1 2 1			✓	✓	✓	FOR 211
2.3: Develop a Bobby Compliant Website			1 2 1			✓	✓	✓	
Goal #3: Goal #3 - Improve Service Areas, Days, and Hours.									
3.1: Continue to Support Human Service Organizations	WV Transit Assoc	ASAP	1	✓		✓	✓	✓	✓
3.2: Tri-River Transit should evaluate expanding service	TRT	Jan 1 2013	2						
3.3: Tri-State Transit Authority should evaluate expanding service	TTA	JAN 1 2013	2						
3.4: Establish a transfer center in Kenova	TTA		4						
3.5: Implement a Vanpool for employment	TTH		4						

FOR
in
211

What to expect?

* Goals - 1 & 2 looks like A need Entity

* Those who want to come Along do & the whole process become to your Benefit to become member of process. (incentive)

Strategy	Responsible Party(ies)	Implementation Timeframe	Priority Level (1-4 with 1 being high priority)	Eligible and/or Potential Funding Source					
				Local	None	5310 Capital	5316	5317	Other Federal or State Funding
3.6: Create a wheels-to-work program		<i>Delete</i>							
Goal #4: Control Operating Cost.									
4.1: Establish a Fuel Consortium	<i>TTA</i>	<i>ASAP</i>	<i>1</i>						<input checked="" type="checkbox"/>
4.2: Establish a Statewide Insurance Pool	<i>RTAC</i>		<i>3</i>						
4.3: Reduce the No-Show Rate with Policy Development / Enforce	<i>Individual Agency</i>		<i>1</i>						
4.4: Joint Purchasing Agreements	<i>the RTAC</i>		<i>3</i>						
Goal #5: Acquire an Adequate Number of Vehicles.									
5.1: Trip Sharing	<i>RTAC</i>	<i>2012/06</i>	<i>2</i>						<i>Existing</i>
5.2: Share Vehicles during Idle or Down-Time	<i>RTAC</i>		<i>4</i>						<i>Research Best Practices</i>
5.3: Develop Coordination MOUs									
5.4: Apply for lift-equipped vehicles through the Section 5310	<i>RTAC</i>		<i>1</i>						
Goal #6: Improve Intercity Transportation Options.									
6.1: Evaluate the feasibility of additional intercity bus service	<i>TTA</i>								
6.2: Evaluate the feasibility of additional Amtrak service	<i>Rahall Office</i>								

Combine

Strategy	Responsible Party(ies)	Implementation Timeframe	Priority Level (1-4 with 1 being high priority)	Eligible and/or Potential Funding Source					
				Local	None	5310 Capital	5316	5317	Other Federal or State Funding
Goal #7: Improve Transportation Services In Mason County.									
7.1: Evaluate the feasibility of initiating general public transportation service in Mason County	Mason Co Action Group 304-675-2369		2			/			/
7.2: Implement a vanpool for Mason County									

Drestere

Strategy	Responsible Party(ies)	Implementation Timeframe	Priority Level (1-4 with 1 being high priority)	Eligible and/or Potential Funding Source					
				Local	None	5310 Capital	5316	5317	Other Federal or State Funding
Goal #1: Improve Communication.									
1.1: Distribute the updated Coordinated Plan	Kyova	1yr	1						✓
1.2: Develop County-by-County Resource Guide	Kyova		1						
1.3: Organize the RTAC	Kyova		2						
1.4: Implement a Centralized Call Center	Call center add to		1						✓
Goal #2: Hire a Mobility Manager.									
2.1: Hire a Mobility Manager	individual County	6 months	1						
2.2: One-Stop Traveler Information Center									
2.3: Develop a Bobby Compliant Website									
Goal #3: Goal #3 - Improve Service Areas, Days, and Hours.									
3.1: Continue to Support Human Service Organizations									
3.2: Tri-River Transit should evaluate expanding service	TTA			✓					
3.3: Tri-State Transit Authority should evaluate expanding service	TTA			✓					
3.4: Establish a transit center in Kenova	TTA			✓					
3.5: Implement a Vanpool for employment									

Strategy	Responsible Party(ies)	Implementation Timeframe	Priority Level (1-4 with 1 being high priority)	Eligible and/or Potential Funding Source					
				Local	None	5310 Capital	5316	5317	Other Federal or State Funding
3.6: Create a wheels-to-work program	Strike, if								
Goal #4: Control Operating Cost.									
4.1: Establish a Fuel Consortium									
4.2: Establish a Statewide Insurance Pool	state DOT		3						✓
4.3: Reduce the No-Show Rate with Policy Development / Enforce	individual groups		2	✓					
4.4: Joint Purchasing Agreements	individual groups		2	✓					
Goal #5: Acquire an Adequate Number of Vehicles.									
5.1: Trip Sharing	mobility agr		2						✓
5.2: Share Vehicles during Idle or Down-Time	Strike, it do to insurance		3						
5.3: Develop Coordination MOUs									
5.4: Apply for lift-equipped vehicles through the Section 5310	state WV					yes (applying) 1/2011 (this year)			✓
Goal #6: Improve Intercity Transportation Options.									
6.1: Evaluate the feasibility of additional intercity bus service	Kyova								
6.2: Evaluate the feasibility of additional Amtrak service									

Strategy	Responsible Party(ies)	Implementation Timeframe	Priority Level (1-4 with 1 being high priority)	Eligible and/or Potential Funding Source					
				Local	None	5310 Capital	5316	5317	Other Federal or State Funding
Goal #7: Improve Transportation Services In Mason County.									
7.1: Evaluate the feasibility of initiating general public transportation service in Mason County	Senior Services		2	✓					
7.2: Implement a vanpool for Mason County	Senior Services		2	✓					

Strategy	Responsible Party(ies)	Implementation Timeframe	Priority Level (1-4 with 1 being high priority)	Eligible and/or Potential Funding Source					
				Local	None	5310 Capital	5316	5317	Other Federal or State Funding
Goal #1: Improve Communication.									
1.1: Distribute the updated Coordinated Plan	KYOVA	1/1/12	1			✓			
1.2: Develop County-by-County Resource Guide	KYOVA/ <i>Public Transit</i>	1/1/12	2			✓		✓	
1.3: Organize the RTAC									
1.4: Implement a Centralized Call Center	211 ?	1/1/12	1						State
Goal #2: Hire a Mobility Manager.									
2.1: Hire a Mobility Manager									
2.2: One-Stop Traveler Information Center	KYOVA	1/1/12	1						
2.3: Develop a Bobby Compliant Website									
Goal #3: Goal #3 - Improve Service Areas, Days, and Hours.									
3.1: Continue to Support Human Service Organizations	Public <i>Transit</i>	NOW	1	✓		✓			State
3.2: Tri-River Transit should evaluate expanding service	Tri-River Public Transit	ASAP	2	✓					
3.3: Tri-State Transit Authority should evaluate expanding service	Tri-River Public Transit	ASAP	2	✓					
3.4: Establish a transit center in Kenova	TIA	ASAP	4						
3.5: Implement a Vanpool for employment	TIA	ASAP							

ride share program

33
 Assess
 Value

Strategy	Responsible Party(ies)	Implementation Timeframe	Priority Level (1-4 with 1 being high priority)	Eligible and/or Potential Funding Source					
				Local	None	5310 Capital	5316	5317	Other Federal or State Funding
3.6: Create a wheels-to-work program									
Goal #4: Control Operating Cost.									
4.1: Establish a Fuel Consortium	Alb. Agency - <i>Public Transit Council</i>								
4.2: Establish a Statewide Insurance Pool	<i>Public Transit Council</i>	ASAP	1	✓		✓			State
4.3: Reduce the No-Show Rate with Policy Development / Enforce	<i>Ind. Agency</i>		2	✓					
4.4: Joint Purchasing Agreements									
Goal #5: Acquire an Adequate Number of Vehicles.									
5.1: Trip Sharing	<i>Ind. Agencies</i>		1	✓					
5.2: Share Vehicles during Idle or Down-Time									
5.3: Develop Coordination MOUs	<i>Reg II PD</i>	ASAP	1			✓			
5.4: Apply for lift-equipped vehicles through the Section 5310	<i>Ind. Agencies</i>	Summer 2011	1	✓		✓			State
Goal #6: Improve Intercity Transportation Options.									
6.1: Evaluate the feasibility of additional intercity bus service									
6.2: Evaluate the feasibility of additional Amtrak service									

Strategy	Responsible Party(ies)	Implementation Timeframe	Priority Level (1-4 with 1 being high priority)	Eligible and/or Potential Funding Source					
				Local	None	5310 Capital	5316	5317	Other Federal or State Funding
Goal #7: Improve Transportation Services In Mason County.									
7.1: Evaluate the feasibility of initiating general public transportation service in Mason County	Mason Co. <i>Simon Rogner</i>	ASAP	1	✓		✓			State
7.2: Implement a vanpool for Mason County	"	ASAP	1	✓		✓			State

Lewis and Clark County Port Authority

Strategy	Responsible Party(ies)	Implementation Timeframe	Priority Level (1-4 with 1 being high priority)	Eligible and/or Potential Funding Source					
				Local	None	5310 Capital	5316	5317	Other Federal or State Funding
Goal #1: Improve Communication.									
1.1: Distribute the updated Coordinated Plan	KYOVA	1 month	1						
1.2: Develop County-by-County Resource Guide	RLS	6 months	2						
1.3: Organize the RTAC	KYOVA	3 mo	4						
1.4: Implement a Centralized Call Center	Provider/ KYOVA	1 yr	3						
Goal #2: Hire a Mobility Manager.									
2.1: Hire a Mobility Manager	Provider	1 mo	1						
2.2: One-Stop Traveler Information Center	Provider	1 mo	2						
2.3: Develop a Bobby Compliant Website	RLS	6 mo	3						
Goal #3: Goal #3 - Improve Service Areas, Days, and Hours.									
3.1: Continue to Support Human Service Organizations	KYOVA/ Provider	10/11/12	1						
3.2: Tri-River Transit should evaluate expanding service	Provider	6 mo ?							
3.3: Tri-State Transit Authority should evaluate expanding service	TTA/ KYOVA	6 mo ?	2						
3.4: Establish a transit center in Kenova	Provider/KYOVA	?							
3.5: Implement a Vanpool for employment	Provider/Agency	6 mo	3						

Strategy	Responsible Party(ies)	Implementation Timeframe	Priority Level (1-4 with 1 being high priority)	Eligible and/or Potential Funding Source					
				Local	None	5310 Capital	5316	5317	Other Federal or State Funding
3.6: Create a wheels-to-work program	Provider/Employee	6 mo	4						
Goal #4: Control Operating Cost.									
4.1: Establish a Fuel Consortium	KYOVA	3 mo	1						
4.2: Establish a Statewide Insurance Pool	RLS	6 mo	3						
4.3: Reduce the No-Show Rate with Policy Development / Enforce	Provider	3 mo	4						
4.4: Joint Purchasing Agreements	Providers	3 mo	2						
Goal #5: Acquire an Adequate Number of Vehicles.									
5.1: Trip Sharing	Provider/Agency	1 mo	2						
5.2: Share Vehicles during Idle or Down-Time	Provider/Agency	1 mo	3						
5.3: Develop Coordination MOUs	KYOVA	3 mo	1						
5.4: Apply for lift-equipped vehicles through the Section 5310	Agency	1 yr	4			1.2			
Goal #6: Improve Intercity Transportation Options.									
6.1: Evaluate the feasibility of additional intercity bus service	KYOVA	6 mo	1						
6.2: Evaluate the feasibility of additional Amtrak service	KYOVA	6 mo	2						

Strategy	Responsible Party(ies)	Implementation Timeframe	Priority Level (1-4 with 1 being high priority)	Eligible and/or Potential Funding Source					
				Local	None	5310 Capital	5316	5317	Other Federal or State Funding
Goal #7: Improve Transportation Services In Mason County.									
7.1: Evaluate the feasibility of initiating general public transportation service in Mason County	Kyova/ Providence	6 mo	4						
7.2: Implement a vanpool for Mason County	Providence	3 mo	3						

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Strategy	Responsible Party(ies)	Implementation Timeframe	Priority Level (1-4 with 1 being high priority)	Eligible and/or Potential Funding Source				
				Local	None	5310 Capital	5316	5317
Goal #1: Improve Communication								
1.1: Distribute the updated Coordinated Plan			3					
1.2: Develop County-by-County Resource Guide			1					
1.3: Organize the RTAC			4					
1.4: Implement a Centralized Call Center			2					
Goal #2: Hire a Mobility Manager								
2.1: Hire a Mobility Manager		In Place	3					
2.2: One-Stop Traveler Information Center		7/11	1					
2.3: Develop a Bobby Compliant Website			2					
Goal #3: Goal #3 - Improve Service Areas, Days, and Hours								
3.1: Continue to Support Human Service Organizations			1					
3.2: Tri-River Transit should evaluate expanding service								
3.3: Tri-State Transit Authority should evaluate expanding service			2					
3.4: Establish a transit center in Kenova								
3.5: Implement a Vanpool for employment			3					

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Strategy	Responsible Party(ies)	Implementation Timeframe	Priority Level (1-4 with 1 being high priority)	Eligible and/or Potential Funding Source					Other Federal or State Funding
				Local	None	5310 Capital	5316	5317	
3.6: Create a wheels-to-work program			4						
Goal #4: Control Operating Cost:									
4.1: Establish a Fuel Consortium			1						
4.2: Establish a Statewide Insurance Pool			4						
4.3: Reduce the No-Show Rate with Policy Development / Enforce			3						
4.4: Joint Purchasing Agreements			2						
Goal #5: Acquire an Adequate Number of Vehicles:									
5.1: Trip Sharing			1						
5.2: Share Vehicles during Idle or Down-Time			1 2						
5.3: Develop Coordination MOUs			4						
5.4: Apply for lift-equipped vehicles through the Section 5310		Yes: participants to apply 1/year	3						
Goal #6: Improve Intercity Transportation Options:									
6.1: Evaluate the feasibility of additional intercity bus service			1						
6.2: Evaluate the feasibility of additional Amtrak service			2						

Strategy	Responsible Party(ies)	Implementation Timeframe	Priority Level (1-4 with 1 being high priority)	Eligible and/or Potential Funding Source					
				Local	None	5310 Capital	5316	5317	Other Federal or State Funding
Goal #7: Improve Transportation Services in Mason County.									
7.1: Evaluate the feasibility of initiating general public transportation service in Mason County			2						
7.2: Implement a vanpool for Mason County			1						