



**Region IX  
Coordinated Public Transit-Human Services  
Transportation Plan Update**

**Final Report**

**July, 2015**



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# HSTP

## COORDINATED HSTP UPDATE

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### INTRODUCTION

The Region IX Coordinated Public Transit-Human Services Transportation Plan (HSTP) Update has been developed in response to requirements set forth by Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP-21). MAP-21 is a Federal transportation law that became effective on October 1, 2012, as a reauthorization of surface transportation programs. MAP-21 requires the establishment of a locally developed coordinated public transit-human services transportation plan for all Federal Transit Administration programs in underserved populations. This plan updates the 2011 Region IX Coordinated HSTP. It identifies and addresses transportation needs of individuals with disabilities, older adults, individuals with low incomes, and the general public. The plan also provides an overview of local transportation service providers and goals and strategies to address the identified unmet needs and gaps in services, in each geographic area.

#### Purpose

The purpose of this plan is to update the 2011 plan and to promote adequate utilization of Federally funded resources to promote mobility of older adults, individuals with disabilities, people with low incomes, and the general public. The coordinated planning effort is intended to result in the elimination of unnecessary service duplications, improved use of local, State, and Federal transportation dollars, and an overall improvement in transportation services provided within the study area.

#### Methodology

Local stakeholder and public participation measures were important to the development of the plan. The planning process involved public meetings, a public survey, demographic analysis, and an inventory of available transportation services. All public meetings and the survey were advertised in local newspapers. Invitations were also mailed to community stakeholders. Mailed invitations included flyers to be posted in public places to assist with the outreach and notification process. Transportation stakeholder organizations that were unable to attend the meetings were offered an opportunity to participate in an interview to discuss transportation resources and needs.

Unmet transportation needs and gaps in services were identified through input gathered from public outreach efforts, demographic analysis, and stakeholder inventory. Based on those needs and gaps in services, a series of goals, objectives, and strategies were developed. Local transportation stakeholders prioritized goals and strategies during the second public meeting.

## ACRONYMS

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# Acronyms

**ADA:** Americans with Disabilities Act

**FTA:** Federal Transit Administration

**HSTP:** Coordinated Public Transit-Human Services Transportation Plan/Update

**MAP-21:** Moving Ahead for Progress in the 21<sup>st</sup> Century

**Mobility Management (MM):** Mobility management is a strategic approach to service coordination and customer service which enhances the ease of use and accessibility of transportation networks. Mobility management starts with the creation of partnerships among transportation providers in a particular region, so as to expand the range of viable options that communities have for transportation. When implemented, mobility management will move transit agencies toward collaboration with other transportation providers.

**LIFE:** Legislative Initiative for the Elderly (LIFE) Programs

**NEMT:** Non-emergency Medical Transportation

**Title III-B:** Title III-B of the Older Americans Act. The Older Americans Act is created by the U.S. Department of Aging, and it authorizes grants to States for community planning and services programs.

**WV DOT/DPT:** West Virginia Department of Transportation/Division of Public Transit

# Funding

## POTENTIAL COORDINATED TRANSPORTATION FUNDING PROGRAMS

**Federal Section 5310 – Enhanced Mobility of Seniors and Individuals with Disabilities:** Section 5310 is a formula grant program administered by the West Virginia Department of Transportation/Division of Public Transit. The program is intended to enhance the mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services. Capital grants require a 20% local match. Local match may be derived from any non-U.S. Department of Transportation Federal program, State programs, or local contributions or grants. Mobility Management and purchase of capital equipment is eligible for 80% funding through the Section 5310 program.

**Eligible Recipients:**

- ◆ States (for all areas under 200,000 in population) and designated recipients.
- ◆ Subrecipients: States or local government authorities, private non-profit organizations, or operators of public transportation that receive a grant indirectly through a recipient.

**Federal Section 5311 – Rural Area Program:** Section 5311 is a formula grant program administered by the West Virginia Department of Transportation/Division of Public Transit. Section 5311 funds may be used for eligible planning, capital, and operating expenses needed to provide efficient and coordinated public transportation service in non-urbanized areas. Job Access and Reverse Commute projects are also eligible under the program. Projects must provide for the maximum feasible coordination of public transportation resources assisted under this section with transportation services assisted by other Federal sources, and must provide the maximum feasible participation of private operators. Capital grants require a 20% local match. Operating grants require a 50% local match. Local match may be derived from any non-U.S. Department of Transportation Federal program, State programs, or local contributions or grants. Mobility Management and purchase of capital equipment is eligible for 80% funding through the Section 5311 program.

**Eligible Recipients:**

- ◆ Designated State agencies and Indian Tribes may apply directly to the Federal Transit Administration (FTA) for grants.
- ◆ Eligible subrecipients may include State agencies, local public bodies and agencies thereof, nonprofit organizations, Indian Tribes, and operators of public transportation services, including intercity bus service, in rural and small urban areas.

# Demographics

## **DEMOGRAPHIC ANALYSIS**

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### **OVERVIEW**

West Virginia's Region IX is comprised of Berkeley, Jefferson, and Morgan Counties. Martinsburg has an estimated population of 17,418 and is the largest city within Region IX. The Eastern Panhandle Regional Planning and Development Council is the planning organization that oversees transportation planning and development operations within the region. As such, Eastern Panhandle is responsible for coordinating the development of transportation plans and programs in the area. The map in Exhibit II.1 provides a depiction of the region.

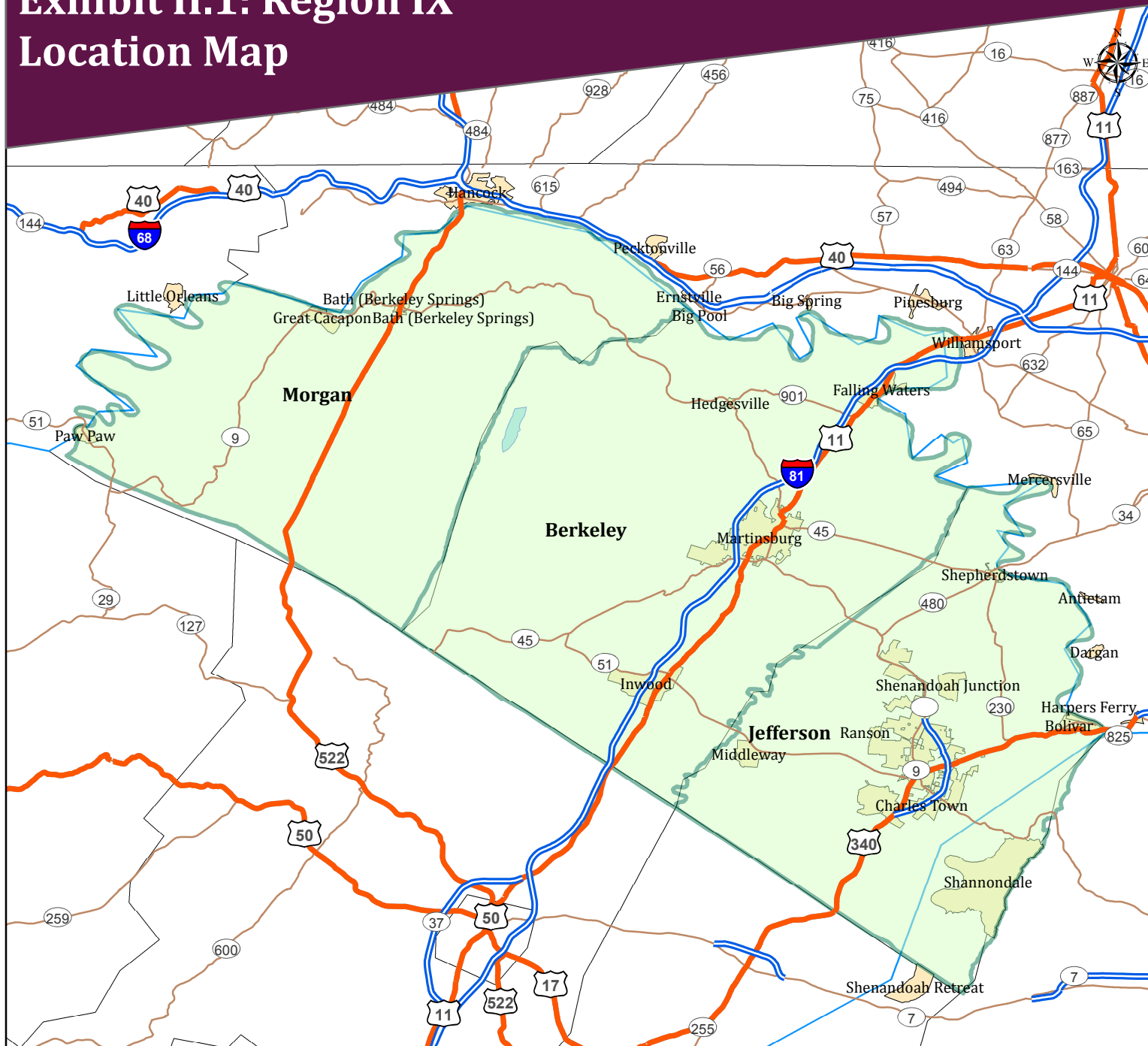
The demographics of an area are a strong indicator of demand for transportation service. Relevant demographic data was collected and is summarized in this section.

The data provided in the following section has been gathered from multiple sources including the U.S. Census Bureau's 2013 American Community Survey (ACS) Five-Year Estimates 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 census 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.










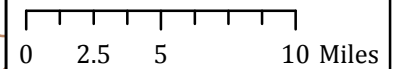
# Exhibit II.1: Region IX Location Map

## Coordinated Public Transit- Human Service Transportation Plan Region IX



### Legend

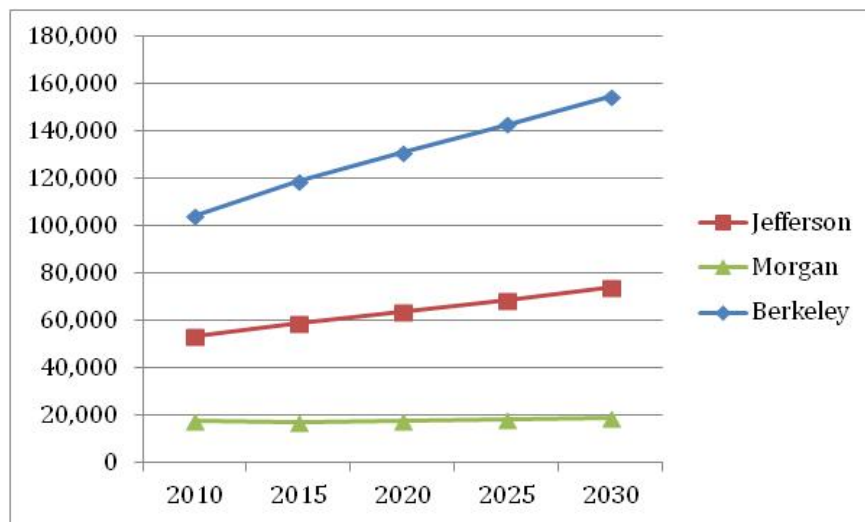
-  Interstate
-  Highway
-  Major Road
-  Region IX
-  Cities/Towns
-  Rivers
-  Lakes



## POPULATION PROJECTIONS

The West Virginia University (WVU) Regional Research Institute projects the region's population will continue to increase. It is estimated that by 2015 the region will see an 11 percent increase in population from the year 2010. From 2020 to 2030, it is estimated that the population will continue to increase; the projected population by 2030 is 247,455. The Institute projects a 41 percent increase for the Region for the next 20 years. The most significant increase in population will occur in Berkeley County. Exhibit II.2 shows population trends between 2010 and 2030 for each county.

**Exhibit II.2**  
**Population Trends, 2010-2030**



Source: WVU Regional Research Institute

## POPULATION DENSITY

Exhibit II.3 illustrates the population density per square mile for the region. As illustrated, population densities are centered on Martinsburg and Ranson. The Martinsburg area has the highest population per square mile, with block groups ranging from between 7,026 to 11,970 persons per square mile. Other block groups in Martinsburg and Ranson have block groups of moderately high population densities ranging from 3,871 to 7,025 people per square mile. The remaining portions in the region have population densities ranging from low to very low.

## OLDER ADULT POPULATION

Older adults are most likely to use transportation services 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, transportation services are 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. These baby boomers are now reaching the age of 65 and are becoming more likely to use transportation services if they are 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. The concentrations of this age group mimics the densities of the overall population. Martinsburg and Ranson/Charles Town had the highest densities of older adults. These block groups with individuals 65 and over have densities higher than 458.2 people per square mile.

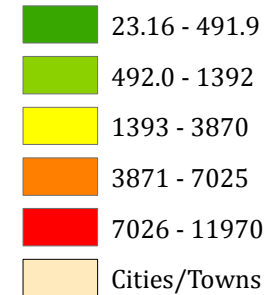
# Exhibit II.3: Region IX Population Density



## Coordinated Public Transit- Human Service Transportation Plan Region IX

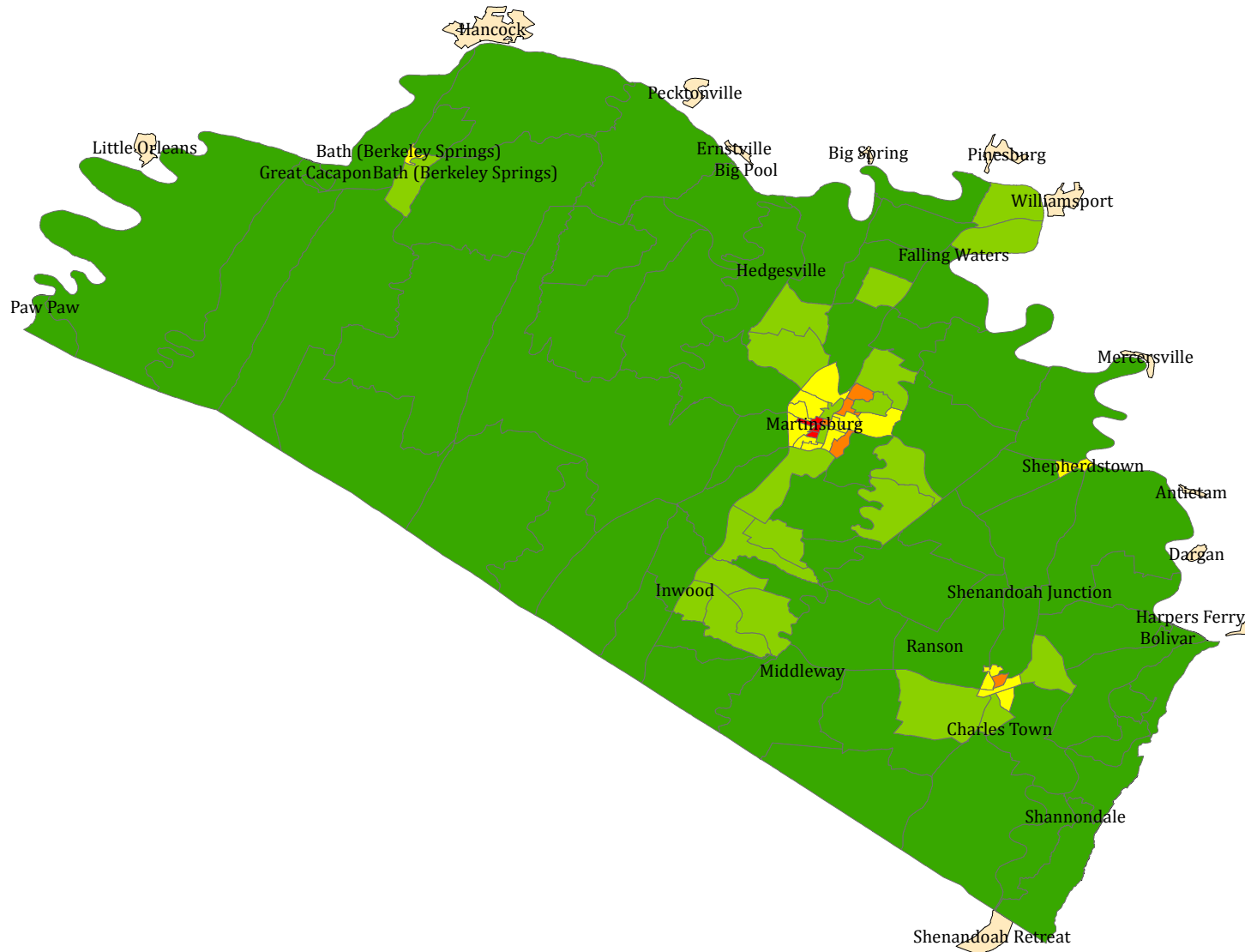
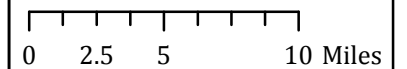
### Legend

#### Region IX Blockgroups



Source: 2013 ACS  
Five-Year Estimates

Population Per  
Square Mile



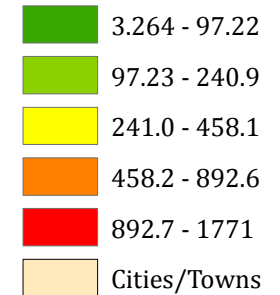
# Exhibit II.4: Region IX Older Adult Population Density



## Coordinated Public Transit- Human Service Transportation Plan Region IX

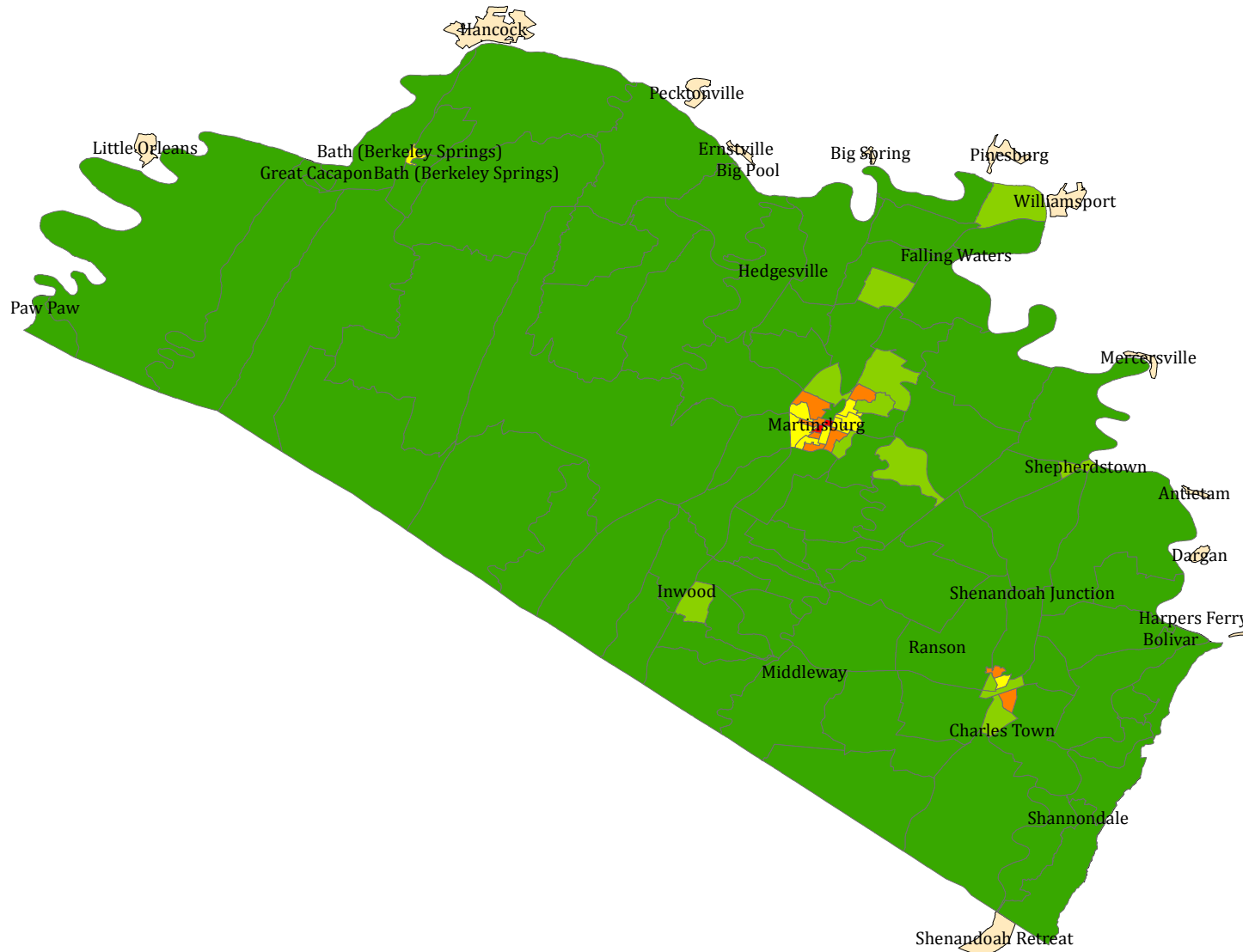
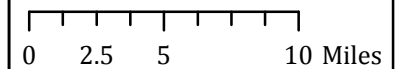
### Legend

#### Region IX Blockgroups



Source: 2013 ACS  
Five-Year Estimates

Population Per  
Square Mile



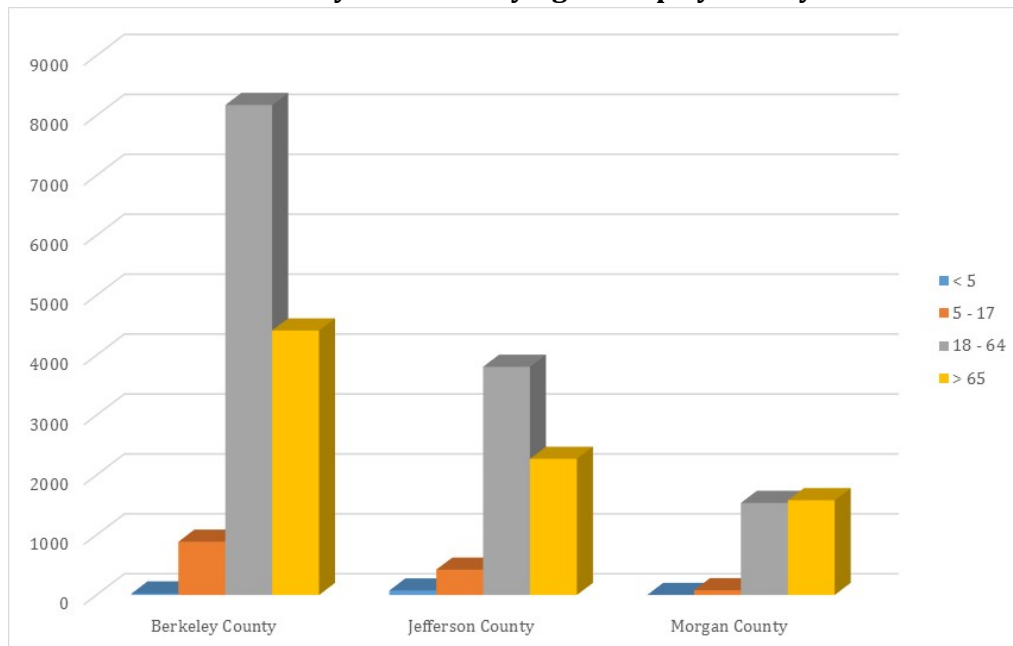
## INDIVIDUALS WITH DISABILITIES

Enumeration 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 Americans with Disabilities Act implementing regulations, which is found in 49 CFR Part 37.3. This definition, when applied to transportation services 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 U.S. Census offers no method of identifying individuals as having a transportation related disability. The best available data for Region IX is available through the 2013 ACS Five-Year Estimates of individuals with a disability. Exhibit II.5 is intended to provide a comparison of the disabled population in each county within the region.

The chart identifies the highest population of individuals with a disability reside in Berkeley County. The total disabled population estimate for the county is 13,507. Jefferson County has an estimated 6,581 individuals with a disability while Morgan County has 3,198.

**Exhibit II.5**  
**Disability Incidence by Age Group by County**

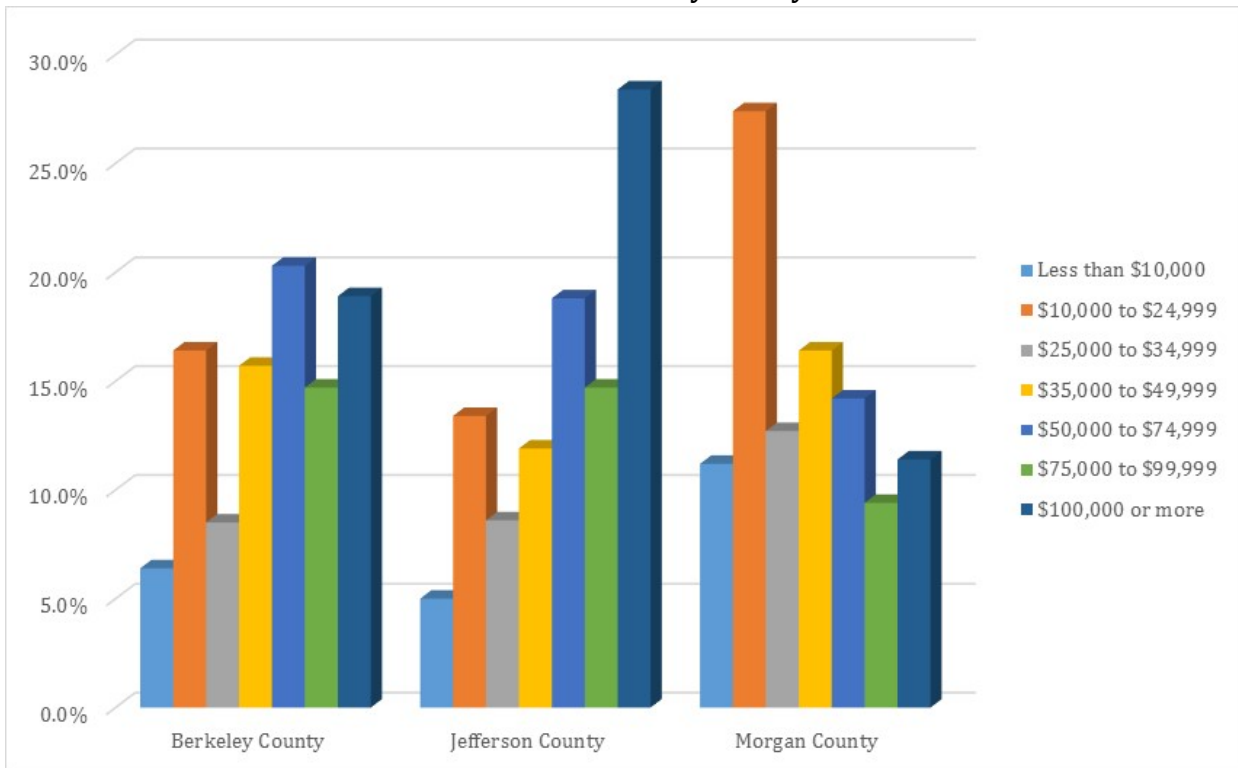


Source: 2013 ACS Five-Year Estimates

## HOUSEHOLD INCOME

Exhibit II.6 illustrates the household incomes for the study area according to the 2013 ACS Five-Year Estimates. According to the survey, there are a total of 67,679 households in Region IX. Of those households, about 32 percent earn less than \$35,000 annually. Of the households earning less than \$35,000, some nine percent earned between \$25,000 and \$34,999. Another 17 percent earned between \$10,000 and \$24,999 and about seven percent earned less than \$10,000 per year. The median household income for each county is shown in Exhibit II.7.

**Exhibit II.6**  
**Household Income by County**



Source: 2013 ACS Five-Year Estimates

**Exhibit II.7  
Median Household Income**

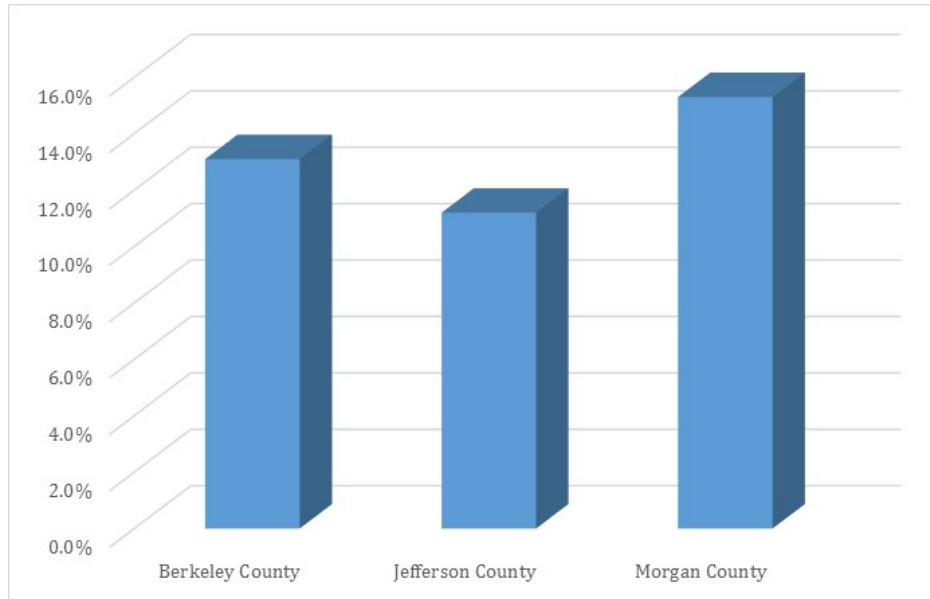
County	Median Income
<b>Berkeley</b>	\$53,515
<b>Jefferson</b>	\$65,304
<b>Morgan</b>	\$36,046

Source: 2013 ACS Five-Year Estimates

**POVERTY STATUS**

Exhibit II.8 illustrates the percentage of the population in each County that is living below the poverty level. Morgan County has the highest percent of population living below the poverty level with 15.3 percent. Berkeley County had 13.1 percent of the population living below the poverty level while Jefferson County had 11.2 percent.

**Exhibit II.8  
Percent Below Poverty**



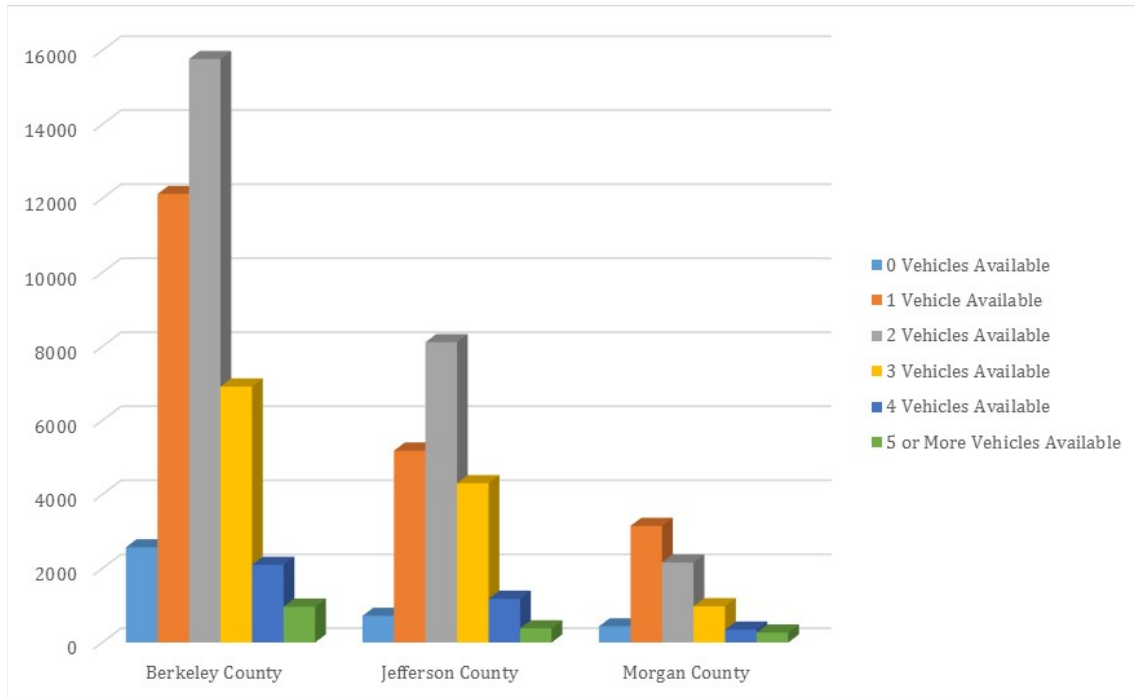
Source: 2013 ACS Five-Year Estimates

**ZERO VEHICLE HOUSEHOLDS**

The number of vehicles available to a housing unit is also used as an indicator of demand for transit service. There are 3,729 households in the region that have no available vehicle. This is 5.5 percent of all households in the region. An additional 20,458 or 30.2 percent of households in the region have only one vehicle. Exhibit II.9 shows vehicle availability by the number of households in each county.



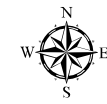
**Exhibit II.9  
Zero Vehicle Households**



Source: 2013 ACS Five-Year Estimates

Exhibit II.10 illustrates the percentage of housing units that have no available vehicle, according to 2013 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are around Martinsburg. Over 24.34 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 14.7 to 24.33 percent of zero vehicle households can be found around Martinsburg, Paw, and Charles Town. The remaining block groups have moderate to very low percentages of zero vehicle households.

# Exhibit II.10: Region IX Zero Vehicle Households

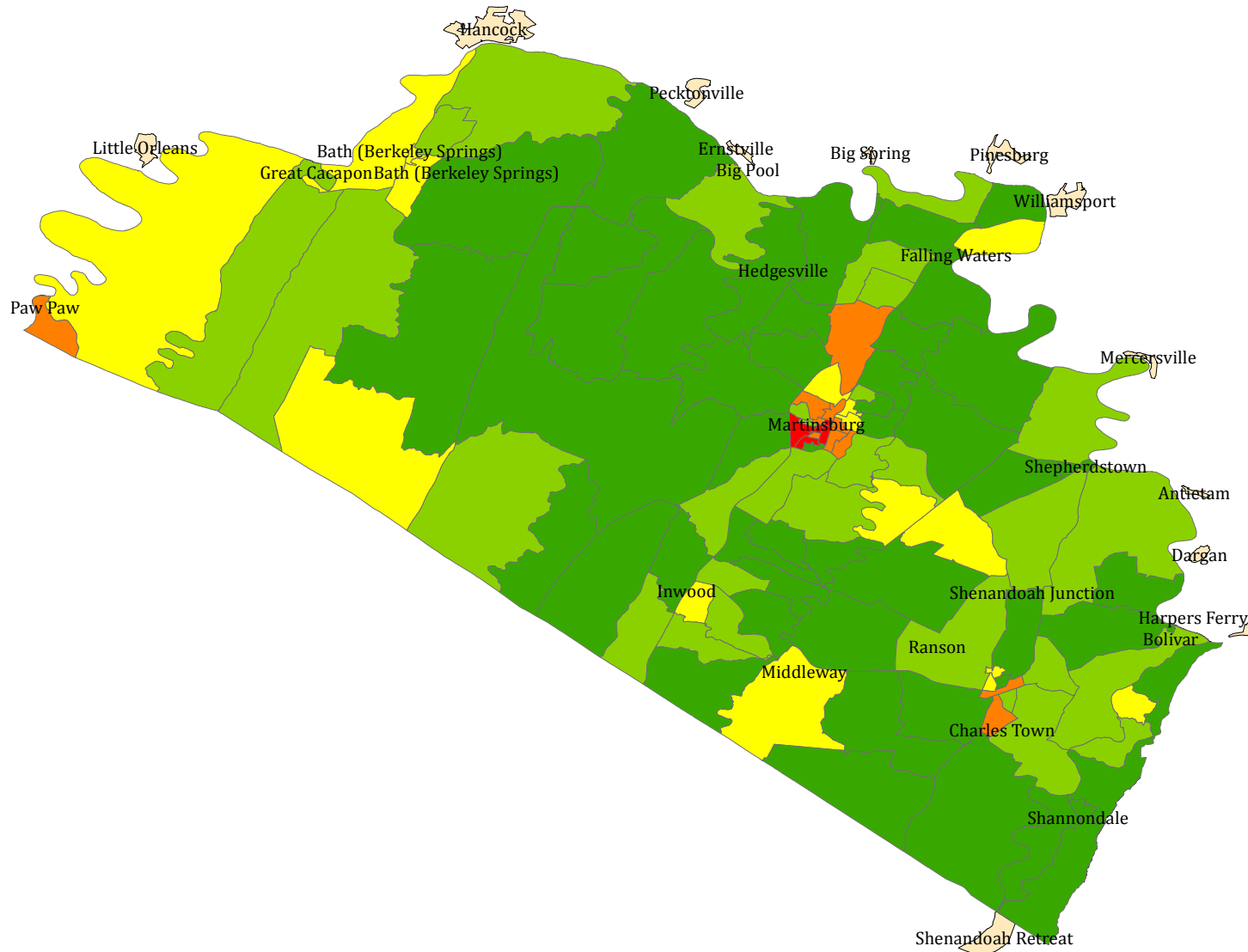


## Coordinated Public Transit- Human Service Transportation Plan Region IX

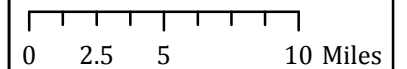
### Legend

#### Region IX Blockgroups

- 0% - 2.76%
- 2.77% - 7.64%
- 7.65% - 14.69%
- 14.7% - 24.33%
- 24.34% - 37.54%
- Cities/Towns



Source: 2013 ACS  
Five-Year Estimates



## LIMITED ENGLISH PROFICIENCY (LEP) POPULATION

At the time of the 2013 ACS Five-Year Estimates, Region IX had a total population of 177,445, of which 166,324 were individuals age 5 years and older. Of this population, 95 percent speak only English, while the remaining five percent speak other languages, either in addition to or instead of English. People who speak English “not well” or “not at all,” which represent the LEP population, accounted for 0.8 percent of Region IX’s total population. This compares to the State of West Virginia LEP population of 0.3 percent. Exhibit II.11 shows the amount of LEP population in each county.

**Exhibit II.11**  
**LEP Population**

County	Population 5 and Over	Speak Only English	Total LEP	Percent LEP
Berkeley County	98,753	93,912	836	0.8%
Jefferson County	50,877	47,793	442	0.9%
Morgan County	16,694	16,358	53	0.3%
<b>Region IX Total</b>	<b>166,324</b>	<b>158,063</b>	<b>1,331</b>	<b>0.8%</b>

Source: 2013 ACS Five-Year Estimates

Like West Virginia overall, the largest share of the LEP population in Region IX speak Spanish or Spanish Creole as their primary language. Statewide, 0.3 percent of the LEP population ages five (5) and older are Spanish-speaking. In Region IX, 0.9 percent of the LEP population ages five (5) and older speak Spanish as their primary language. Exhibit II.12 shows the top 5 languages spoken in Region IX other than English.

**Exhibit II.12**  
**Languages Spoken at Home**

County	Population 5 and Over	Top 5 Languages Spoken Other Than English				
		Spanish or Spanish Creole	Vietnamese	Chinese	French	Serbo-Croatian
Berkeley County	98,753	1,231	230	138	40	95
Jefferson County	50,877	806	0	44	82	0
Morgan County	16,694	59	0	7	3	0
<b>Region IX Total</b>	<b>166,324</b>	<b>2,096</b>	<b>230</b>	<b>189</b>	<b>125</b>	<b>95</b>

Source: 2013 ACS Five-Year Estimates

## MAJOR TRIP GENERATORS

The term “trip generator” is used to describe locations where concentrations of people are likely to live (apartment complexes, nursing homes, etc.) or where people are likely to meet their shopping, child care, health care, educational, or employment needs. The most common trip origins and destinations in Region IX have been identified below. Additionally, there are a significant number of people, including older adults, who travel to destinations in different states (Maryland, Virginia, Pennsylvania), especially for employment purposes.

### **Human Service Agencies**

- ◆ Berkeley Senior Services
- ◆ Jefferson County Council on Aging
- ◆ Senior Life Services of Morgan County
- ◆ Unemployment Plaza
- ◆ Veterans Administration Center
- ◆ Morgan County War Memorial Hospital
- ◆ Dayspring, Inc.

### **Medical Facilities**

- ◆ West Virginia University (WVU) Robert C. Byrd Health Sciences Center, Eastern Division
- ◆ City Hospital (Martinsburg)
- ◆ Jefferson Memorial Hospital (Ranson)
- ◆ War Memorial Hospital
- ◆ Veterans Affairs Medical Center (Martinsburg)
- ◆ Autumn Acres Personal Care (Berkeley Springs)
- ◆ Canterbury Center (Shepherdstown)
- ◆ Heartland of Martinsburg
- ◆ Eastern Panhandle Free Clinic

### **Educational Facilities**

- ◆ James Rumsey Technical Institute
- ◆ Shepherd University
- ◆ Community and Technical College of Shepherd
- ◆ WVU Robert C. Byrd Health Sciences Center (Kearneysville)
- ◆ Mountain State University (Martinsburg)
- ◆ Valley College of Technology (Martinsburg)
- ◆ American Public University System
- ◆ Fairmont State University Gaston Caperton Center (Clarksburg)

### **Shopping**

- ◆ Martinsburg Mall
- ◆ Walmart (Berkeley County)
- ◆ Walmart (Jefferson County)
- ◆ Walmart (Morgan County)
- ◆ Food Lion (Morgan County)
- ◆ Charles Town Center
- ◆ The Commons (Berkeley County)

### **Miscellaneous**

- ◆ Caperton Train Station (Martinsburg)
- ◆ Charles Town Courthouse (Charles Town)
- ◆ Aiken Center (Shepherd University Martinsburg Center, Valley College, Social Security office, miscellaneous restaurants and shopping) (Martinsburg)

# Services

## EXISTING SERVICES

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### OVERVIEW

The inventory of service provider capabilities and the structure of transportation resources 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 to participate in the inventory aspects of this Plan, which included 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, people with low incomes, and the general public. 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 Region IX 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 programs can provide additional service within the existing level of funding. If services are to be expanded in the future, additional funding will be necessary.

Certain coordinated transportation stakeholders are eligible for additional funding through the Federal Transit Administration's (FTA) Section 5310 Program, Enhanced Mobility for Seniors and Individuals with Disabilities and Section 5311 Program, Rural Area Formula Grants. Criteria for eligible applicants to the Section 5311 program are as follows:

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

Criteria for eligible applicants to Section 5310 are as follows:

- ◆ Private, non-profit 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, non-profit corporations exist within their jurisdiction for the provision of elderly and disabled transportation.

Organizations that are not eligible applicants for Section 5310 may still benefit from the program 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.

Key public and human service agency transportation stakeholders in Region IX were invited to participate in public stakeholder/general public meetings with the West Virginia Division of Public Transit and RLS consulting team to discuss the existing transportation resources utilized for their consumers. The Appendix contains a list of stakeholder organizations that were invited to participate in the interviews and stakeholder/public meetings.

The consulting team used the West Virginia Division of Public Transit Survey for updating of the inventory of Section 5310 and public transit operators, as well as a standard set of questions for individual stakeholder one-on-one interviews (email, phone call, face-to-face) to promote consistency in the findings. All local stakeholders that provide transportation services, including public, private, and non-profit services were included in the inventory.

The organizations that participated in the meetings, survey and/or interview with the consulting team are listed below:

- ◆ All Star Limousine
- ◆ Berkeley County Council
- ◆ Berkeley Senior Services
- ◆ Blue Cab of Martinsburg
- ◆ Canterbury Center
- ◆ Catholic Charities West Virginia/Promise House Family Resource Center
- ◆ Community Taxi Service, LLC
- ◆ Detailed Destinations
- ◆ Eastern Panhandle Free Clinic
- ◆ Eastern Panhandle Planning and Development Council
- ◆ Eastern Panhandle Transit Authority (EPTA)
- ◆ Eastridge Health Systems
- ◆ Faith in Action/Good Shepherd Caregivers
- ◆ Hagerstown/Eastern Panhandle MPO
- ◆ Jefferson County Council on Aging
- ◆ Jefferson County Health Department
- ◆ Patient Transportation
- ◆ RESA 8 Head Start/Pre-Kindergarten
- ◆ Senior Life Services of Morgan County
- ◆ The Journal
- ◆ West Virginia Coalition to End Homelessness
- ◆ West Virginia Department of Transportation Division of Public Transit

## **INVENTORY OF TRANSPORTATION PROVIDERS**

The following paragraphs describe the transportation-related services provided by these organizations.

### **Berkeley Senior Services**

Berkeley Senior Services is a private, nonprofit organization that provides services for adults age 60 years and older, individuals with disabilities, veterans, individuals with low-incomes, and the general public.

The agency provides transportation primarily for medical appointments and to nutrition sites. Medical transportation services are available to Berkeley County residents for appointments within the county. Approximately half of the trips provided by the senior center are for medical appointments and health maintenance.

Priority is given to those individuals aged 60+ and disabled who live in senior housing.

Nutrition transportation services are provided for adults age 60 and older to and from the Senior Center for lunch and socialization. Lunches are provided Monday through Friday with transportation serving different areas of Berkeley County on certain days of the week. Approximately half of the trips provided by the senior center are for nutrition.

Transportation is provided from 8:00 AM to 4:00 PM, Monday through Friday in a door-to-door manner. Passengers are permitted to travel with their personal care attendants or escorts at no additional cost.

Berkeley Senior Services operates six (6) vehicles; five (5) of them are lift-equipped. The vehicles were procured with Section 5310 funds. In 2014 the transportation program provided approximately 10,000 one-way passenger trips.

There are six (6) part-time drivers employed by the agency. Volunteers are also utilized to provide transportation services. Drivers and a dispatcher/scheduler report to the Executive Director. There is no use of personal staff vehicles for client transportation.

In 2014, the agency's total transportation operating budget was approximately \$161,670. The majority of this amount was received from Federal, State, and local funding sources.

### **Fare Structure and Eligibility**

The transportation program charges a fare for individuals under the age of 60 according to their monthly income. Passengers age 60 and older that are on a monthly income are asked to make a donation for transportation service. Most of the trips are subsidized with Title III-B of the Older Americans Act or Medicaid funds.

**Scheduling**

Individuals may schedule a trip by calling the agency between the hours of 8:00 AM and 4:00 PM. While most trip requests require a 24-hour advance notice, trips to medical appointments require passengers to call in their trip request at least five days in advance.

**Coordination**

Berkeley Senior Services coordinates its information and referral and driver training with other agencies. There is no coordination of transit operations with other providers. The agency noted that restrictions on the use of vehicles and liability insurance concerns are impediments to further coordination in the area.

**Funding**

Financial support for the transportation program is primarily provided by Title III-B of the Older Americans Act, Medicaid, United Way, and local funding. The agency is also a recipient of Section 5310 capital assistance.

**Needs**

The agency noted that its greatest need is for expanded fixed route and paratransit service in Berkeley County. Additional out-of-state transportation service is also needed.

<b>Berkeley Senior Services</b>	
<b>Programs:</b>	Transportation, nutrition, health, recreational, medical
<b>Client Eligibility:</b>	60 years and older, individuals with disabilities, people with low incomes
<b>Hours/Days of Service:</b>	8:00 AM to 4:00 PM, Monday – Friday
<b>Mode of Services:</b>	Door-to-Door Demand Response
<b>Transportation Staff:</b>	1 Transportation Director 1 Dispatcher/Scheduler 6 Drivers
<b>Annual Trips Provided:</b>	10,000
<b>Annual Transportation Costs:</b>	\$161,670
<b>Average Cost Per Trip:</b>	\$13.02
<b>Transportation Funding Sources:</b>	Title III-B, Medicaid, United Way, Section 5310, Local Funding



**Canterbury Center**

Canterbury Center is a nursing home located in Shepherdstown, West Virginia. The nursing home serves patients with no geographic boundaries, but service is primarily concentrated in Jefferson County.

The agency provides transportation for nursing home clients and those trips are further limited by trip purpose. Approximately 95 percent of trips are provided for health or medical purposes. The remaining five percent of trips are for client recreation trips.

Canterbury Center is a Non-emergency transportation provider. The nursing home both provides transportation and purchases transportation on behalf of clients from other service providers.

Transportation is provided with one (1) leased, wheelchair accessible vehicle. The vehicle has capacity for three (3) to four (4) passengers per trip.

Various staff who are trained in CPR, First Aid, and Bloodborne Pathogens operate the agency’s vehicle to provide patient transportation.

**Fare Structure and Eligibility**

Nursing home patients are eligible for transportation. Patients do not pay a separate fare for transportation service.

**Scheduling**

Transportation is available on weekdays and is scheduled as needed by patients.

**Coordination**

No coordination activities are known.

**Funding**

Financial support for the transportation program is primarily provided by general patient fees.

**Needs**

The nursing home indicated that it needs additional access to CPR and First Aid training resources.

<b>Canterbury Center</b>	
<b>Programs:</b>	Nursing home, transportation
<b>Client Eligibility:</b>	Nursing home patients
<b>Hours/Days of Service:</b>	8:00 AM to 4:00 PM,

	Monday – Friday
<b>Mode of Services:</b>	Demand Response
<b>Transportation Staff:</b>	Utilize various trained staff members, as needed

**Eastern Panhandle Transit Authority (EPTA)**

EPTA is the name of the public transportation system operated by the Eastern Panhandle Transit Authority. EPTA operates primarily in Martinsburg and Berkeley County, while also providing service in the Ranson, Charles Town, Harpers Ferry, and Jefferson County areas, in Jefferson County. Service is provided for Shepherd University and the Shepherd University Circulator operates two runs per day between Martinsburg and Shepherdstown and leaves Martinsburg at 7:00 AM and 3:00 PM. EPTA also runs a commuter service for the Maryland Area Regional Commuter (MARC) train station.

<b>Eastern Panhandle Transit Authority (EPTA)</b>	
<b>Programs:</b>	Public Transportation
<b>Client Eligibility:</b>	General Public
<b>Hours/Days of Service:</b>	5:00 AM to 8:20 PM, Monday - Friday and 9:00 AM to 5:30 PM on Saturdays
<b>Mode of Services:</b>	Deviated-Fixed Route Curb-to-Curb Demand Response
<b>Transportation Staff:</b>	1 Executive Director 1 Director of Operations 1 HR Generalist 1 Director of Marketing 1 Controller 1 Exec. Admin. Assistant 1 Coordinator/Dispatcher 1 Community Liaison 2 Mechanics 18 Full-Time Bus Operators 13 Part-Time Bus Operators
<b>Annual Trips Provided:</b>	156,000

<b>Annual Operating Budget:</b>	\$1.8 Million
<b>Average Cost per Trip:</b>	\$11.54
<b>Transportation Revenue Sources:</b>	FTA Sections 5307, 5339, 5310, Contracts, Local Contributions, Passenger Fares

**Fare Structure and Eligibility**

EPTA uses a zone fare structure. The base boarding fare is \$2 for a trip that originates and terminates in the same zone without crossing into another zone during the trip. The base fare is increased by \$0.50 each time another zone is crossed, even if the same zone is crossed more than once.

EPTA also has half-price fares available to passengers with disabilities and seniors. The public can complete the half-fare application and the Physicians application on the EPTA website at [www.eptawv.com](http://www.eptawv.com).

*Note: Shepherd University students with a valid Student ID can ride the Shepherd University Circulator free of charge.*

Eastern Panhandle Transit Authority accepts Visa, Master Card, Discover and American Express credit cards. Our passengers are able to call our office at 304-263-0876 and purchase their passes over the phone or process the passes through our website.

The different options are: Monthly Passes, which can be purchased for \$60.00, \$10.00 punch Cards, \$2.50 or 1.00 tickets. Currently passes will be mailed, or distributed to bus drivers on designated routes (credit card payments must be made before 3 pm to have pass available next day on bus). With each transaction there is a processing fee, all transactions are processed through WViPay.com.

There are four zones.

- Zone 1- Martinsburg
- Zone 2- Berkeley County
- Zone 3- Jefferson County
- Zone 4- Bolivar/Harpers Ferry

**Scheduling**

EPTA service is operated as a deviated-fixed route, with buses deviating up to ¾ of a mile off the regular route for any passenger that requests the service by 3:00 PM the previous day. Five deviated-fixed routes are operated. The EPTA system schedule is available on the system’s website, [www.eptawv.com](http://www.eptawv.com).

Demand response service is provided between the Inwood and Hedgesville areas of Berkeley County.

### **Coordination**

The Eastern Panhandle Transit Authority (EPTA) has been designated to serve as the lead coordination agency in Berkeley and Jefferson Counties in accordance with Federal Transit Administration (FTA) Circular C 9070.1G.

### **Funding**

The agency is a recipient of Sections 5310 and 5339 funds, but relies mainly on Section 5307 funds. Funds are also obtained through contract services, fares, and local contributions.

### **Needs**

There is a great need for service expansion due to the direct correlation to the region's population increase. The areas of concentration are medical trips, employment, commuting, student, and senior transportation.

### **Jefferson County Council on Aging**

Jefferson County Council on Aging is a private, nonprofit organization that provides services for adults age 60 and older and individuals with disabilities. The agency is located in Ranson.

The agency's transportation program provides service to nutrition sites, medical appointments and social and recreational activities. Transportation services are provided for older adults and individuals with disabilities regardless of age. The agency is an authorized Medicaid non-emergency medical transportation (NEMT) provider.

Transportation services are provided from 8:00 AM to 4:00 PM. Passengers must make an advance trip reservation. Transportation is provided in both a curb-to-curb and door-to-door method, depending on the mobility level/ability of the passenger.

Jefferson County Council on Aging currently operates a modest fleet consisting of eight (8) vehicles.

The agency's funding sources are primarily Title III-B of the Older Americans Act and Medicaid, and also local support from Jefferson County. Two (2) of the vehicles in the agency's current fleet were purchased with FTA Section 5310 funds.

The agency would like to see expanded fixed route and paratransit service (EPTA), longer service hours, more days of service, and more service to the County's rural areas. Lack of funding is seen as a major obstacle to coordination and mobility. Unmet capital needs include a lift-equipped van for trips to medical appointments that do not require a larger vehicle and additional drivers to cover route expansions.

Jefferson County Council on Aging	
<b>Programs:</b>	Transportation, non-emergency transportation, nutrition
<b>Client Eligibility:</b>	Adults age 60 and older, individuals with disabilities
<b>Hours/Days of Service:</b>	8:00 AM to 4:00 PM, Monday - Friday
<b>Mode of Services:</b>	Curb-to-Curb and Door-to-Door Demand Response
<b>Transportation Staff:</b>	1 Supervisor 4 Bus Aides for Passengers 1 Full-Time Driver 4 Part-Time Drivers
<b>Annual Trips Provided:</b>	18,000 (apprx.)
<b>Transportation Funding Sources:</b>	Title III-B, Section 5310, Medicaid, Jefferson County, Passenger Donations, and Direct Life Funding

**Senior Life Services of Morgan County**

Senior Life Services of Morgan County is a private, non-profit state-certified provider of services to the senior citizens and individuals with disabilities of Morgan County, including transportation services. Programs are funded by various agencies, including West Virginia Department of Health and Human Resources (DHHR), West Virginia Bureau of Senior Services, West Virginia Department of Transportation/Division of Public Transit, Upper Potomac Area Agency on Aging, United Way of Berkeley and Morgan Counties, private foundation grants, and gifts and donations.

Transportation is provided for older adults and individuals with disabilities of any age throughout Morgan County, Monday through Friday from 7:30 AM to 3:30 PM. There are no restrictions by trip purpose or limited number of rides per month, and passengers are not required to be clients of the agency. Approximately 15 percent of annual trips are for medical and health purposes and another 10 percent are for dialysis or other recurring and frequent health maintenance trips. Another 32 percent of trips are for individuals going to/from a mental health day treatment program. The remaining trips are for income maintenance, recreation, shopping, and human service agency visits.

The agency is a non-emergency medical transportation provider (NEMT). NEMT and all other transportation is provided in-house; no service is purchased from other transportation operators.

Senior Life Services currently operates a fleet of eight (8) vehicles. The agency has received Section 5310 funds for the purchase of vehicles in the past.

At the time of this inventory, there were one (1) full-time and three (3) part-time drivers working at the Berkeley Springs Senior Center, along with a part-time driver at the Paw-Paw Senior Center that only transports non-emergency medical trips.

Most of the transportation is provided on a subscription basis, with a limited amount of last-minute demand response service. Passengers are asked to call as far in advance as possible. Passengers are referred to medical transportation providers, when applicable. Most of the passengers with a disability are not seniors, and Medicaid or Section 5310 contracted services are the typical source of payment for those trips.

The Senior Life Services of Morgan County transportation program receives funding from the Federal Transit Administration Section 5310 Program via the West Virginia Division of Public Transit (DPT) to purchase transportation vehicles and contracted services funding to purchase transportation services for seniors and individuals with disabilities in Morgan County.

The Senior Life Services of Morgan County’s transportation program is also funded via Medicaid NEMT reimbursements, West Virginia Lottery Funds, donations, and fares. The transportation program also offers private pay “sliding scale” rates based on family income. Passengers are encouraged to make donations toward the cost of the transportation service.

<b>Senior Life Services of Morgan County</b>	
<b>Programs:</b>	Transportation, non-emergency medical transportation, nutrition
<b>Client Eligibility:</b>	Adults 60 and older and individuals with disabilities
<b>Hours/Days of Service:</b>	6:30 AM to 3:30 PM, Monday - Friday
<b>Mode of Services:</b>	Door -to-door demand response
<b>Transportation Staff:</b>	1 Supervisor 1 Full-Time Driver 3 Part-Time Driver (one in Paw Paw)
<b>Transportation Revenue Sources:</b>	Medicaid, WV Lottery Funds, Donations, Fares, Section 5310

## **OTHER STAKEHOLDERS**

### **Intercity Bus Service**

The counties in Region IX are not served by intercity bus. The closest Greyhound stations are in Hagerstown and Frederick, Maryland.

### **Rail Service**

The region is served by Amtrak with the Capital Limited, a route connecting Washington, D.C. to Chicago, with a stop in Martinsburg. The Martinsburg Caperton Station is located on the CSX main line at 229 East Martin Street. The station is a restored railroad hotel. The Capital Limited stops in Martinsburg once daily in each direction; 5:45 PM westbound and 11:20 AM eastbound. EPTA's Blue, Red and Green bus routes originate and terminate at the station.

Martinsburg is also served by the Maryland Transit Administration (MTA) Maryland Area Regional Commuter (MARC). MARC Train Service is a commuter rail system whose service area includes Harford County, Maryland; Baltimore City; Washington D.C.; Brunswick, Maryland; and Frederick, Maryland in addition to Martinsburg which is the western end point for Brunswick Line. The MARC Train service operates Monday through Friday only. Eastbound service originates in Martinsburg with a train departing at 5:25 AM and 6:30 AM, while the westbound train terminates in Martinsburg with arrivals at 6:50 PM, 7:46 PM, and 9:14 PM.

### **Faith in Action/Good Shepherd Caregivers**

Good Shepherd Caregivers is a private, non-profit organization that is entirely funded by donations, private grants, and contributions. Good Shepherd Caregivers is one of 600 Faith In Action programs across the nation. The agency uses volunteers to provide transportation for medical appointments, shopping and other purposes necessary to independent living. The agency's mission is to support the independent living of older adults and people with disabilities in Jefferson County. The organization focuses on escorted transportation services that other agencies are unable to provide.

### **Catholic Charities West Virginia/Promise House Family Resource Center**

The Promise House Family Resource Center (FRC) is a program offered by Catholic Charities. Promise House FRC serves the City of Martinsburg and Berkeley County. The Promise House is a one-stop assistance center to provide comprehensive services to individuals and low-income families. The agency partners with several local social service organizations to achieve its mission.

### **RESA 8 Head Start/Pre-Kindergarten**

The RESA 8 Head Start/Pre-Kindergarten is an organization currently offering services to the citizens of Berkeley, Jefferson, and Morgan Counties. Current services include child care partnerships, health & nutrition, family & community partnerships, early childhood development & health services, program design & management, and disability services.

Head Start student transportation services are provided throughout Jefferson, Morgan, and Berkeley Counties, weekdays from 7:00 AM to 5:00 PM.

RESA 8 Head Start/Pre-Kindergarten currently operates 24 vehicles.

RESA 8 Head Start/Pre-Kindergarten is currently funded by Federal Health and Human Services grants and local school system funding programs.

RESA 8 Head Start/Pre-Kindergarten transportation delivers transportation services in support of the pre-school Special Education Program in Berkeley County. Each school day, RESA 8 transports three- and four-year old students with special needs to and from school. The agency is committed to providing the safest and most efficient service to the children that they serve.

The RESA 8 Head Start/Pre-Kindergarten Transportation Staff is composed of sixteen (16) full-time and six (6) part-time drivers who are fully screened, trained, and certified. The program also employs aides that assist with transportation. All employees are subject to background screening and controlled substance testing that meets or exceeds all federal, state and school district requirements. The departmental staff receives training which focuses on the safety, security and understanding of the children they transport. All employees must maintain all licensing and certification requirements of all governing agencies.

### **Frederick K. Garrett (dba Blue Cab of Martinsburg)**

Blue Cab of Martinsburg is a private taxi company providing general public and non-emergency medical transportation. The company operates 24 hours a day, 7 days a week. The vehicle fleet includes three minivans that are not wheelchair accessible. The staff includes four (4) full-time drivers.

### **Patient Transportation**

Patient Transportation is a private transportation company serving Berkeley County. Trip purposes include health maintenance (mostly dialysis), social services, mental health (day treatment), and sheltered workshop destinations. The fleet includes six (6) minivans. The company operates weekdays between 6:00 AM and 6:00 PM. Saturday transportation is provided for dialysis appointments. The staff includes three (3) full-time and six (6) part-time drivers.



### **Community Taxi Service, LLC**

Community Taxi Service is a private taxi operator in Ranson. The company operates two (2) vehicles and provides on-demand service 24 hours a day, 7 days a week. The company employs three (3) part-time drivers.

### **TKA, LLC (dba All Star Limousine)**

All Star Limousine is a private transportation company in Jefferson County that provides service statewide for any purpose. The company operates a fleet of three (3) vehicles. Transportation is available 24 hours a day, 7 days a week, by appointment.

### **Detailed Destinations**

Detailed Destinations is a private transportation company with interstate licensing. Transportation is available for the general public. Common trip purposes include social visits, recreation, and shopping. Service is operated with a fleet of eight (8) vehicles, one of which is lift-equipped. Transportation is available 365 days per year. The company employs two (2) full-time and seven (7) part-time drivers.

## SUMMARY OF TRANSPORTATION SERVICES

The matrix in Exhibit III.1 shows the available services by county in Region IX. The matrix identifies public transportation, transportation for older adults, and transportation for individuals with disabilities.

**Exhibit III.1  
Region IX Available Services**

County	Public	Older Adults	Individuals with Disabilities	Commuter Rail	Veterans	Amtrak
<b>Berkeley County</b>	X	X	X	X	X	X
<b>Jefferson County</b>	X	X	X		X	
<b>Morgan County</b>		X	X			

An inventory of transportation providers was created at the onset of this study. Exhibit III.2 identifies the organizations that provide transportation in each county. This list is arranged by county and includes public, private, and non-profit organizations. Within the table, the number of vehicles, types of services, service area, and funding sources are identified for each provider. In some cases, where information is noted as not available, additional data was requested but not provided.

There are over 67 passenger transportation vehicles in the three-county region that are operated by public, private, and non-profit agencies, not including volunteers, school buses, and commuter rail. Exhibit III.3 outlines the times of the day when vehicles are typically being utilized and identifies the majority of transportation services are available on weekdays between 8:00 AM and 3:30 PM. Weekend and evening transportation is available on a more limited basis.

**Exhibit III.2: Region IX Transportation Providers**

<b>Berkeley County</b>							
<b>Name</b>	<b>Service Type</b>	<b>Passenger Eligibility</b>	<b>Service Area</b>	<b>Service Description</b>	<b>Hours of Service</b>	<b>Fleet Information</b>	<b>Funding</b>
<b>Berkeley Senior Services</b>	Human Service Agency	Older Adults, Individuals with Disabilities, People with Low Incomes, & Veterans	Berkeley County	Demand Response	8:00 AM - 4:00 PM Monday - Friday	2 Minivans 1 12-Pass. Lift-Equipped Van 1 10-Pass. Lift-Equipped Van 2 8-Pass. Lift-Equipped Vans	Title III-B, Medicaid, United Way, Local Funding, Section 5310
<b>Detailed Destinations</b>	Private Taxi	General Public	Berkeley, Jefferson, and Morgan Counties and Interstate (between WV and MD)	Immediate Response	24 hrs. a day	4 Sedans 1 15-Pass Van 1 Medium Duty Bus 1 4-Wheel Drive Vehicle 1 Trolley (wheelchair accessible)	Passenger Fares
<b>Eastern Panhandle Transit Authority (EPTA)</b>	Public Transportation	General Public	Berkeley and Jefferson Counties	Deviated Fixed Route and Demand Response	5:00 AM - 8:20 PM, Monday - Friday and 9:00 AM - 5:30 PM on Saturday	4 15-Pass Vans 5 Light Duty Buses 7 Medium Duty Buses 2 4-Wheel Drive Vehicles	Sections 5307, 5339, and 5310, Local Contributions, Passenger Fares, Contracts
<b>All Star Limousine</b>	Private Taxi	General Public	Statewide	Immediate Response	24 hrs. a day	1 Sedan 1 15-Pass Van 1 Limousine	Passenger Fares

<b>Berkeley County</b>							
<b>Name</b>	<b>Service Type</b>	<b>Passenger Eligibility</b>	<b>Service Area</b>	<b>Service Description</b>	<b>Hours of Service</b>	<b>Fleet Information</b>	<b>Funding</b>
<b>Patient Transportation</b>	Non-Emergency Medical	Medicaid or Private Pay	Berkeley County	Demand Response	6:00 AM-6:00 PM, Monday-Friday and On-Demand for Dialysis on Saturdays	6 Minivans	Medicaid and Passenger Fares
<b>Blue Cab of Martinsburg</b>	Private Taxi	Medicaid or General Public	Statewide	Immediate Response	24 hrs. a day	3 Minivans	Medicaid and Passenger Fares
<b>VIP Limousine Service</b>	Taxi	General Public	Berkeley, Jefferson, and Morgan Counties	Immediate Response	Not Reported	Not Reported	Passenger Fares
<b>RESA 8 Head Start/Pre-Kindergarten</b>	Head Start	Head Start/Pre-Kindergarten Students	Berkeley, Jefferson, and Morgan Counties	School/Head Start Routes	7:00 AM – 5:00 PM, Monday-Friday	4 9-24 passenger school buses 20 25-60 passenger school buses	Head Start Program

Jefferson County							
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
<b>All Star Limousine</b>	Private Taxi	General Public	Statewide	Immediate Response	24 hrs. a day	1 Sedan 1 15-Pass. Van 1 Limousine	Passenger Fares
<b>Canterbury Center</b>	Nursing Home	Residents	Jefferson County	Demand Response	8:00 AM-4:00 PM Monday-Friday	1 Wheelchair Accessible Van	Resident Fees
<b>Detailed Destinations</b>	Private Taxi	General Public	Berkeley, Jefferson, and Morgan Counties and Interstate (between WV & MD)	Immediate Response	24 hrs. a day	4 Sedans 1 15-Pass. Van 1 Medium Duty Bus 1 4-Wheel Drive Vehicle 1 Trolley (WC)	Passenger Fares
<b>Eastern Panhandle Transit Authority (EPTA)</b>	Public Transportation	General Public	Berkeley and Jefferson Counties	Deviated Fixed Route and Demand Response	5:00 AM - 8:20 PM, Monday - Friday and 8:00 AM - 5:30 PM on Saturday	4 15-Pass Vans 5 Light Duty Buses 7 Medium Duty Buses 2 4-Wheel Drive Vehicles	Sections 5307, 5339, and 5310, Medicaid, Contracts, Local Contributions, Passenger Fares
<b>Blue Cab of Martinsburg</b>	Private Taxi	Medicaid and General Public	Statewide	Immediate Response	24 hrs. a day	3 Minivans	Passenger Fares and Medicaid

<b>Good Shepherd Caregivers</b>	Volunteer	Seniors and Individuals With Disabilities	Jefferson County	Demand Response	Any Time Monday - Sunday	Volunteers Use Their Personal Vehicles	Donations, Faith Based Support, Foundation Support, Fundraising
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Jefferson County							
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
<b>Jefferson County Council on Aging</b>	Human Service Agency	Older Adults and Individuals with Disabilities	Jefferson County	Demand Response	8:00 AM - 4:00 PM Monday - Friday	3 Section 5310 Wheelchair Accessible Buses 1 12-Pass. Van 1 Minivan 2 4-Wheel Drive Vehicles 1 Car	Title III-B, Medicaid, Local, Funding, Section 5310, Passenger Donations, and Direct Life Funding
<b>Community Taxi</b>	Private Taxi	General Public	Berkeley, Jefferson, and Morgan Counties	Immediate Response	24 hrs. a day	1 Sedan 1 Minivan	Passenger Fares
<b>RESA 8 Head Start/Pre-Kindergarten</b>	Head Start	Head Start/Pre-Kindergarten Students	Berkeley, Jefferson, and Morgan Counties	School/Head Start Routes	7:00 AM – 5:00 PM, Monday-Friday	4 9-24 passenger school buses 20 25-60 passenger school buses	Head Start Program

<b>Morgan County</b>							
<b>Name</b>	<b>Service Type</b>	<b>Passenger Eligibility</b>	<b>Service Area</b>	<b>Service Description</b>	<b>Hours of Service</b>	<b>Fleet Information</b>	<b>Funding</b>
<b>Detailed Destinations</b>	Private Taxi	General Public	Berkeley, Jefferson, and Morgan Counties and Interstate (between WV & MD)	Immediate Response	24 hrs. a day	4 Sedans 1 15-Pass. Van 1 Medium Duty Bus 1 4-Wheel Drive Vehicle 1 Trolley (wheelchair accessible)	Passenger Fares
<b>Blue Cab of Martinsburg</b>	Private Taxi	General Public and Medicaid	Statewide	Immediate Response	24 hrs. a day	3 Minivans	Passenger Fares and Medicaid
<b>All Star Limousine</b>	Private Taxi	General Public	Statewide	Immediate Response	24 hrs. a day	1 Sedan 1 15-Pass Van 1 Limousine	Passenger Fares
<b>Senior Life Services of Morgan County</b>	Human Service Agency	Older Adults and Individuals with Disabilities	Morgan County	Demand Response	7:30 AM - 3:30 PM Monday - Friday	4 15-Pass Vans 1 Minivan 1 Sedan 1 Station Wagon 1 Four-Wheel Drive Vehicle	Title III-B, Medicaid, United Way, LIFE, Local Funding, Donations, and Section 5310
<b>RESA 8 Head Start/Pre-Kindergarten</b>	Head Start	Head Start/Pre-Kindergarten Students	Berkeley, Jefferson, and Morgan Counties	School/Head Start Routes	7:00 AM – 5:00 PM, Monday-Friday	4 9-24 passenger school buses 20 25-60 passenger school buses	Head Start Program

**Exhibit III.3: Region IX 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	9:00	10:00
<b>Berkeley Senior Services</b>																				
1																				
2																				
3																				
4																				
5	Backup																			
6	Backup																			
<b>Eastern Panhandle Transit Authority (EPTA)</b>																				
1																				
2																				
3																				
4																				
5																				
6																				
7																				
8																				
9	Backup																			
10	Backup																			
11	Backup																			
12	Backup																			
13	Backup																			
14	Backup																			
15	Backup																			
16	Backup																			
17	Backup																			
18	Backup																			
<b>Jefferson County Council on Aging</b>																				
1																				
2																				
3																				
4																				
5																				
<b>Senior Life Services of Morgan County</b>																				
1																				
2																				
3	Backup																			
4	Backup																			
5	Backup																			



**Exhibit III.3: Region IX 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	9:00	10:00
6 Backup																				
7 Backup																				
8 Backup																				

# Needs & Gaps

## ASSESSMENT OF UNMET NEEDS AND GAPS IN SERVICES

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### INTRODUCTION

This chapter provides documentation of the needs assessment and gaps analysis procedures that were conducted for the planning process. Needs assessment activities were targeted to the general public through a public survey process. The general public, organizations that serve individuals with disabilities, older adults, and people with low incomes, and the clients of those organizations were invited to participate in two public meetings facilitated during the planning process. Outreach activities included the following:

- ◆ Two general public and stakeholder meetings advertised through mail, email, word-of-mouth, meetings, and newspaper announcements:
  - October 14, 2014 at Shepherd University, Martinsburg Center, Martinsburg, WV
  - November 18, 2014 at Shepherd University, Martinsburg Center, Martinsburg, WV
- ◆ Standardized interviews with stakeholders to update inventory data and information about unmet needs and changes in service since the previous coordination plan.
- ◆ Public surveys available at public libraries in each county and on-line. The public survey opportunity was also advertised in newspaper announcements.

### PUBLIC AND STAKEHOLDER INVOLVEMENT

#### **Public and Stakeholder Meetings**

Fifty-eight (58) individuals representing public, private, non-profit, and faith-based organizations were invited to attend the meetings. The meetings were also announced to the general public through local newspapers. Sixteen organizations attended the workshops. Participants included public transportation providers, human service agencies, and planning organizations. Each agency and organization was encouraged to invite their consumers to attend the meetings and review draft plans. Organizations represented at the meeting are listed below:

- ◆ Berkeley County Council
- ◆ Berkeley Senior Services
- ◆ Canterbury Center
- ◆ Catholic Charities West Virginia/Promise House Family Resource Center
- ◆ Eastern Panhandle Free Clinic
- ◆ Eastern Panhandle Planning and Development Council
- ◆ Eastern Panhandle Transit Authority (EPTA)
- ◆ Eastridge Health Systems
- ◆ Hagerstown/Eastern Panhandle MPO
- ◆ Jefferson County Council on Aging

- ◆ Jefferson County Health Department
- ◆ Senior Life Services of Morgan County
- ◆ The Journal
- ◆ West Virginia Coalition to End Homelessness
- ◆ West Virginia Department of Transportation, Division of Public Transit

During the first meeting, the facilitator dedicated a portion of the time to defining coordinated transportation and explaining its potential benefits. Basic coordinated transportation aspects were outlined for stakeholders who were becoming involved for the first time, as well as a discussion of the successful results and challenges experienced during and after the 2011 Coordinated Public Transit-Human Services Transportation Plan.

Following the introductory presentation, the workshop members were asked to identify unmet transportation needs, gaps in service, and mobility issues for Berkeley, Jefferson, and Morgan Counties. Discussions focused on transportation for the general public, including older adults, individuals with disabilities, and people with low incomes. Participants were asked to identify unmet transportation needs, progress since the previous plan was developed, and new goals to meet the identified needs. Transportation unmet needs, gaps, duplications, and challenges discussed during the meeting are included in the summary of unmet needs and gaps in services.

### **Public Survey**

In addition to the local meetings which were advertised and open to the public, the study also included distribution of surveys at each County Public Library and online. Paper surveys were available for a minimum of two months. Online surveys were available for six months. The survey opportunity was advertised through announcements at local libraries and postings in local newspapers. A copy of the public survey questions is provided in the Appendix.

In total, 28 individuals from Region IX participated in the public survey. Survey results are summarized in Table IV.1 and IV.2.

**Table IV.1: Public Survey Results Summary**

Topic	County		
	Berkeley	Jefferson	Morgan
Total Surveys Received by County:	2	9	17
How do you manage your transportation needs?			
Drive your own car	50%	0%	71%
Walk or ride a bicycle	50%	33%	12%
Ride with family or friends	50%	11%	41%
Use an agency transportation service	0%	22%	12%
Use public transportation	50%	67%	0%
What do you need but cannot do because you do not have transportation?			
Go to Work	0%	11%	20%
Go to Medical Appointments	0%	67%	60%
Shop to Feed Yourself or Family	0%	78%	80%
Go to School (Vocational or College)	0%	0%	0%
Do Errands (Shopping or Other)	0%	33%	60%
Go to Appointments	0%	22%	60%
Attend Social Outings	100%	22%	60%
Attend Sunday Religious Functions	100%	33%	20%
Do you have any transportation Limitations?			
No	100%	72%	67%
Yes. Need access to wheelchair accessible vehicles	0%	28%	33%
Is there someone with a disability in your households that limits his or her mobility?			
No	50%	29%	57%
Yes	50%	71%	43%
Would you utilize any of the following resources for updates on this topic in the future?			
Twitter	0%	0%	17%
Facebook	100%	50%	67%
WV Department of Transportation/DPT	0%	25%	0%
Local Agency or Transit System Website	0%	0%	0%
Text Messages	0%	25%	33%
Email	100%	25%	33%
Other Social Media	0%	0%	0%

**Table IV.2: Demographic Breakdown of Survey Results**

Topic	County		
	Berkeley	Jefferson	Morgan
Total Surveys Received by County:	2	9	17
<b>Age</b>			
Under Age 15	0%	0%	0%
15 – 24 Years	0%	0%	6%
25 – 64 Years	100%	100%	47%
65 Years or Older	0%	0%	47%
<b>Which of the following best represents your heritage?</b>			
White (non-Hispanic)	100%	100%	100%
Black or African American	0%	0%	0%
Latino or Hispanic	0%	0%	0%
East Asian or Asian American	0%	0%	0%
South Asian or Indiana American	0%	0%	0%
Middle Eastern or Arab American	0%	0%	0%
Native American or Alaska Native	0%	0%	0%
<b>Approximate Annual Household Income</b>			
Less than \$10,000	0%	0%	57%
\$10,000 - \$15,000	0%	100%	22%
\$15,000 - \$20,000	0%	0%	0%
\$20,000 - \$30,000	100%	0%	21%
\$30,000 - \$40,000	0%	0%	0%
\$50,000 - \$60,000	0%	0%	0%
\$60,000 - \$85,000	0%	0%	0%
\$85,000 or More	0%	0%	0%
<b>Is English your primary language?</b>			
Yes	100%	100%	100%
No	0%	0%	0%

## **Summary of Unmet Needs and Gaps in Services**

### **Morgan County**

- ◆ Agencies have difficulty scheduling door-to-door transportation services for clients.
- ◆ Changes in DHHR Funded transportation through Medicaid is making transportation inaccessible for lower income clients due to the price of regional transport.
- ◆ Certain geographic conditions are extreme, out-of-the-way, up rocky paths, and involve a lot of dead head miles. Transportation providers are unable to serve those locations on a regular basis.
- ◆ Longer hours of operation are needed for transportation services. But, limited operating budgets do not allow for expansions that include late-night transports.
- ◆ It is difficult for transportation providers to secure the necessary local funding to sustain and expand transportation services.
- ◆ Public transportation into Morgan County is needed for all residents and visitors, including older adults and individuals with disabilities.
- ◆ A marketing campaign is needed to change the public misperception of the type of “people” who use the bus.
- ◆ Morning transit connections to the MARC train are needed.
- ◆ More bus shelters are needed.

### **Jefferson County**

- ◆ Transportation is needed for clients in Jefferson County to get to the main office in Martinsburg by 7:00 AM.
- ◆ There is a very long time gap between drop-off and pick-up times.
- ◆ Routes are inaccessible to people in certain rural areas.
- ◆ Adults with disabilities are not able to understand the process of transferring from one line to the next. Additional assistance is needed to train passengers and potential passengers.
- ◆ There is no public transit to the health department.
- ◆ In extreme weather conditions, transit should be available to community members needing access to warming/cooling centers.
- ◆ Pick-up from an appointment is often needed much later than the business/operating hours of the transportation providers.
- ◆ Transportation providers do not travel to Shannondale, West Virginia for client transport due to road conditions, but there is a need for services to and from that area.
- ◆ No funding is available to allow for expansions of routes or hours of operations.

### **Berkeley County**

- ◆ Opportunities to participate in community service activities are limited by lack of transportation.
- ◆ Youth involvement with after school activities is limited by lack of transportation.
- ◆ Access to medical treatments is limited by lack of transportation for individuals who do not drive.
- ◆ Increased frequency of transportation service is needed from downtown to The Commons.
- ◆ Transportation to the Blue Ridge CTC is needed.
- ◆ Transportation to the Back Creek area is needed.
- ◆ Transportation in the evenings for 2<sup>nd</sup> and 3<sup>rd</sup> shifts is needed.

- ◆ More subsidized fares for low-income or the working poor are needed.
- ◆ Limited funding is available to improve or expand transportation services and options.
- ◆ Improvements are needed with the new MTM Medicaid brokerage. Stakeholders find the brokerage system to be disorganized, time consuming and confusing to riders.
- ◆ After school activities transportation is needed for middle and high school students.
- ◆ More runs to Shepherdstown are needed.
- ◆ Transportation to Hagerstown and Winchester is needed (i.e., hospitals, doctor office complexes, and large employers).
- ◆ People in wheelchairs need wheelchair accessible transportation options.
- ◆ There is not enough operating funding available to transportation providers to cover current costs or to expand services.
- ◆ Individuals with vision or hearing limitations need user-friendly transportation resources.
- ◆ Regular transportation to and from North and South Berkeley County is needed.
- ◆ Public transportation to Blue Ridge CTC or public libraries in Inwood, Hedgesville, and Spring Mills is needed.
- ◆ Public transit is needed five-days per week with at least a limited Saturday schedule (more hours of service are needed).
- ◆ Funding resources are limited for community service agencies to purchase public transit tickets on behalf of consumers.
- ◆ Sunday service is needed, at least for older adults and individuals with disabilities, possible also for the general public.
- ◆ Transportation for patients being discharged from medical clinics is needed. These trips require an immediate response (rather than advance reservation) and a short ride time for the passenger.

### **Region-wide**

- ◆ Routes do not have enough vehicles/or large enough vehicles to pick up all requested rides.
- ◆ Routes are not frequent enough to help people get to and from medical appointments or work. Passengers sometimes have to sit for hours to get a ride home.
- ◆ Wheelchair accessible vehicles with capacity for more than one wheelchair at a time are needed.
- ◆ Additional staff are needed to support all of the responsibilities of drivers (i.e., counting fares, logging trips, etc.).
- ◆ Schedules should be reviewed/revised to allow more time for drivers to get from one stop to another.
- ◆ Some local governments see benefits more than others and reflects in financial participation. More consistency would help to support regional transportation services.
- ◆ Morgan County is a very rural community located 25 miles from major destinations.

In the second regional meeting participants focused on prioritization of transportation goals and refinement of implementation objectives and strategies to address those goals over a four-year planning period. The results of that discussion are included in the Goals and Priorities Chapter of this plan.

## **Coordinated Transportation Challenges**

- ◆ Limited and inconsistent levels of funding were considered to be the primary challenge to addressing the needs identified during this planning process. Transportation providers, in particular, indicated that they could work together to implement solutions to limited transportation options for medical, employment, education, and any other purpose. However, additional funding would be needed to expand and enhance their current levels of service.
- ◆ Transportation providers are unable to meet all needs within their existing resources and capacities.
- ◆ Transportation needs, demands, and the level of need in each county is unique. It is a challenge to develop a network of transportation services that is most appropriate for the wide range of geographic, demographic, and socio-economic conditions of this region. The challenges are compounded by the differences in priorities placed on transportation services by each local community's elected officials. Different priority levels are often tied to differing levels of support by local governments and agencies.



# Priorities & Goals

## **COORDINATED TRANSPORTATION PRIORITIES AND GOALS**

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### **PROGRESS SINCE THE 2011 COORDINATION PLAN**

The EPTA is working on the following coordinated transportation goals.

- ◆ Improving and enhancing the availability of transportation options to workers at distribution centers on the GM Access Rd. Improvements include adding trips and coordinating transportation schedules with shift changes.
- ◆ The EPTA is working to improve transportation options and services to the Veterans Administration for retired veterans. However, the EPTA is finding that there is limited funding available for subsidized bus passes.
- ◆ Similarly, the EPTA is working to implement bus passes into its fare structure that will make transportation more affordable for low-wage earners.

### **UPDATED COORDINATED TRANSPORTATION GOALS – 2015 THROUGH 2019**

The general concept of coordination for the counties in Region IX has support from local human service agencies, senior centers, members of the general public, agency consumers, planning organizations, and public transportation providers. Bringing new levels of coordination into reality, however, will require these supporters to take action. By coordinating the existing resources and implementing new projects that will fill the identified unmet needs and gaps in service, stakeholders can improve access to jobs, education, medical appointments and treatments, as well as recreational and social activities. Coordinating may not reduce the cost of operating transportation, but it is likely to result in more transportation options within the limits of the existing financial resources and improvement of the overall quality of life for the people who live in the region and the state.

Opportunities for improving transportation services must 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 counties, the region, and the state. Furthermore, one organization or a team of organizations must take the lead by implementing coordinated transportation activities and accomplishing the goals stated in this plan and any future amendments.

Eight goals are listed below. Each goal and priority is supported by the input provided by participating individual stakeholders, including the general public, public transportation providers, local stakeholders, the planning organizations, the WV DOT/DPT, and participating human service agencies and senior centers. The goals are not listed in order of priority, but the priority level is assigned to sub-categories within each goal.

*In addition to the eight goals listed below, the Region IX participants would like to see the West Virginia DOT/DPT keep enhancements and expansions of the Section 5310 program as a goal. This includes purchasing replacement and expansion vans, communication equipment and the purchase of transportation services under the contracted services program.*

Goals identified in this chapter must align with the identified unmet transportation needs and gaps in services for the geographic area included in this plan. Requests for funding through the programs encompassed in MAP-21 or future reauthorizations must align with the goals and strategies identified in this chapter. Additional goals or strategies may be added through an amendment to this plan. Furthermore, organizations that did not have or take the opportunity to participate in this plan may be added through an amendment. Plan amendments may be facilitated at the regional level; however, West Virginia DOT/DPT has the authority to override regional decisions regarding addition of goals or participants to the plan.

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 and the identified unmet needs that correspond to the goals is provided in the paragraphs that follow the matrix.

**Table V.1: Goals and Needs Matrix**

Goals	Categories of Unmet Transportation Needs/Gaps						
	Access to Transportation from Rural Areas (Geographic)	Access to Medical Treatments	Additional Funding for Operating Transit	Extended Service Hours	Access to Wheelchair Accessible Vehicles	Transportation to Gain and Sustain Employment	Improve Public Education about Transportation Needs
Goal #1 Improve Communication Among Agencies			X				X
Goal #2 Control Operating and Fuel Budgets	X		X	X	X		
Goal #3 Improve Transportation Opportunities for All People					X	X	X
Goal #4 Advocate for Revised Funding Regulations that Support Coordination	X	X	X	X		X	
Goal #5 Collaborate on Transportation Related to the Affordable Care Act	X	X			X		
Goal #6 Coordinate the	X	X		X	X		

Goals	Categories of Unmet Transportation Needs/Gaps						
	Access to Transportation from Rural Areas (Geographic)	Access to Medical Treatments	Additional Funding for Operating Transit	Extended Service Hours	Access to Wheelchair Accessible Vehicles	Transportation to Gain and Sustain Employment	Improve Public Education about Transportation Needs
Use of Vehicles to Reduce Duplication							
Goal #7 Extend Service Areas, Days, and Hours in Rural Areas	X	X		X	X	X	
Goal #8 Improve Transportation for Morgan County	X	X			X	X	X

**Goal #1: Improve Communication among Agencies with the Intent to Fill Gaps and Reduce Duplication in Each County.**

Objectives:

- ◆ Develop new coordinated transportation partnerships that lead to improved cost efficiency.
- ◆ Develop new partnerships that lead to securing the necessary local match to purchase more vehicles through the Section 5310 Program.

**Goal #2: Control Operating and Fuel Budgets.**

Objectives:

- ◆ Develop performance measures and achieve the highest possible standards of service effectiveness and efficiency.
- ◆ Implement contract opportunities that improve cost efficiency.
- ◆ Investigate shared fueling opportunities.
- ◆ Implement bulk procurements for common purchases.
- ◆ Implement a volunteer service exchange.

**Goal #3: Improve Transportation Opportunities for All People.**

Objectives:

- ◆ Provide wheelchair accessible transportation with vehicles that have capacity for more than one wheelchair per trip.
- ◆ Secure funding to allow transportation providers to subsidize fares for individuals with low incomes.
- ◆ Improve access to medical appointments for all people in the region.

**Goal #4: Advocate for State and Federal Level of Program Administration to Revise Funding Regulations in Favor of Coordinated Transportation.**

Objectives:

- ◆ Secure additional funding for bus passes and tickets that are subsidized for individuals with low incomes, older adults, and individuals with disabilities.
- ◆ Enhance the availability of transportation options for veterans.
- ◆ Expand available funding for transportation services.

**Goal #5: Collaborate and Facilitate Transportation Endeavors Related to the Affordable Care Act.**

Objectives:

- ◆ Implement methods for sharing trip and travel patterns among providers to reduce unnecessary duplication, especially for long-distance trips.

**Goal #6: Coordinate the Use of Vehicles to Reduce Duplication in Service.**

Objectives:

- ◆ Improve the frequency of service from downtown Berkeley to The Commons.
- ◆ Improve transportation options to the Blue Ridge CTC.
- ◆ Improve transportation options to the Back Creek area.
- ◆ Provide regular transportation services to/from North and South Berkeley County.
- ◆ Expand capacity on routes where demand is exceeding available capacity on vehicles.
- ◆ Increase the frequency of service to help people get to/from medical appointments, work, and other locations in a reasonable amount of time and without extensively long waits for the return trip home.

**Goal #7: Extend Service Areas, Days, and Hours, and Enhance Service in Most Rural Portions of the Region.**

Objectives:

- ◆ Implement service that is appropriate for rural areas where poor road conditions exist.
- ◆ Implement public transit to the Health Department.
- ◆ Provide an emergency transportation plan and service to assist community members during extreme weather who need access to warming/cooling centers.
- ◆ Secure funding for expansions of routes or hours of operation for public and human service agency operators.

**Goal #8: Improve Transportation for Morgan County Residents.**

Objectives:

- ◆ Implement transportation services in extremely rural portions of the county.
- ◆ Reduce the cost of regional transportation for non-Medicaid eligible trips through coordinated transportation.

## GOALS AND STRATEGIES

Goals, objectives, and implementation strategies are offered in this report as a guideline for local/regional leaders in the coordinated transportation 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 DOT/DPT. Appeals to the DOT/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 of strategies, implementation timeframes, responsible party(ies), performance measure(s), and priority for implementation of each of the above noted goals. The implementation timeframes/milestones are defined as follows:

- ◆ Near-Term – Activities to be achieved within 12 to 24 months.
- ◆ Mid-Term – Activities to be achieved in 2 to 3 years.
- ◆ Long-Term – Activities to be achieved within 3 to 4 years, or longer.
- ◆ On-Going – Activities to be monitored and implemented on an on-going basis over several years and beyond the horizon of this plan.

## ACTION STEPS

### **Goal #1: Improve communication among agencies with the intent to fill gaps and reduce duplication in each county.**

#### **Action Steps:**

#### **Step 1: Section 5310 grant recipients will seek to coordinate or contract with other providers.**

Coordinated transportation agreements and formal contracts between public transit operators, senior centers, and human service agencies will be negotiated. The contract negotiations will build trusting relationships between organizations so that the organizations can work together to reduce unnecessary duplication of services (i.e. multiple vehicles from multiple agencies serving the same neighborhoods at the same time). Contract agreements would lead to more efficient service for consumers (such as filling otherwise empty seats), and more cost-effective service for providers. Contract agreements could also lead to shared maintenance activities that would ultimately improve cost-efficiency and vehicle safety. It will be important for the agencies in the area to meet regularly (e.g., quarterly) in order to facilitate coordination as part of this step.

**Step 2: Coordinate with private operators.** Explore the possibility of creating a Memorandum of Understanding agreement with private Taxi companies for Medical discharges and same-day trip requests. Consider using qualified Taxi companies as the transportation provider. To ensure

wheelchair vehicles are available to the taxi provider, human service agency or public transit vehicles to be disposed of could be sold or leased at low cost to the taxi provider. Note that the taxi drivers should also have completed the required Passenger Assistance Training.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Section 5310 Recipients Coordinate or Contract with Other Public or Non-Profit Organizations	Section 5310 Recipients in all counties	Immediate	<ul style="list-style-type: none"> <li>▪ EPTA and Section 5310 recipients work together to analyze potential contract or coordination opportunities for service.</li> <li>▪ Number of trips coordinated between Section 5310 recipients and other organizations increased by at least 5% per year.</li> <li>▪ EPTA and Section 5310 recipients discuss and implement a program for maintenance. Maintenance costs are reduced or remain stagnant for partnering providers.</li> </ul>
Step 2: Coordinate with Private Operators	Section 5310s and EPTA will coordinate with private operators	Near-Term and On-going	<ul style="list-style-type: none"> <li>▪ Number of trips per month and year referred to private taxi operators for medical discharges and same-day trips.</li> <li>▪ Number of wheelchair accessible vehicles available and used by private taxi operators under the MOU(s).</li> </ul>

**Goal #2: Control operating and fuel budgets.**

**Action Steps:**

**Step 1: Transportation providers will develop and monitor common performance measures in units of miles, hours, and passenger trips.** It is a proven fact that expenses that are measured are managed. For that reason, transportation providers throughout all counties in the region will begin to measure their common units such as annual vehicle miles, annual vehicle hours of operation, and number of passenger trips. With these factors, agencies will then report on their cost of providing transportation in terms of miles driven, hours operating each vehicle, and number of passenger trips that are served. Participating agencies will compare their performance statistics to other peer agencies in the region and the state. They may also compare performance of their own programs from year to year. Establishing realistic performance goals and taking steps to make changes when those goals are not met will work to control operating budgets as well as assist with grant writing and short- or long-range financial planning.



**Step 2: Investigate contract opportunities that might be more cost effective than operating service in-house.** Similar to Steps 1 and 2 under Goal 1, public transit and human service agency transportation providers will investigate opportunities to contract with each other or with private operators when contracted services are more cost effective. The first step in this process is to begin measuring each agency’s cost per mile and hour of service and also the cost per passenger trip. Then, work with other organizations on an individual basis to determine if that organization (public or private) may be able to provide certain trips at a lower cost per unit compared to in-house service. During the investigation process, it is critical to discuss and understand insurance and policy requirements and work together to overcome each challenge that is presented. There are numerous examples of successful contracts across West Virginia and the country. Contact the West Virginia Division of Public Transit for additional assistance, if needed.

**Step 3: Investigate opportunities for transportation providers to fuel vehicles at County fueling stations.** Economies in bulk fuel purchases could be achieved if transportation providers are able to share fueling stations and fuel purchases. Public transit providers should explore the possibility of establishing an agreement with County fueling stations so that public transit can receive fuel discounts for which the County is eligible. It is possible that non-profits may not be eligible to use County fueling stations. However, the potential opportunity will be explored through conversations with County officials and planners.

**Step 4: Explore opportunities for making coordinated bulk procurements.** Coordinated procurements of fuel, tires, office supplies, and other essentials of providing passenger transportation can result in a savings that will add up to significant amounts over time. The challenge often comes with developing a schedule for these procurements that meets the needs of all participating agencies. Coordinated transportation stakeholders in the region will work together to communicate in advance any plans to make major procurements. If other agencies are able to join in on the procurement, arrangements will be made. Ideally, the bulk procurement will result in savings for all participating agencies. Savings can be applied to other operating costs.

**Step 5: Implement a volunteer service exchange.** Local coordinated transportation stakeholders in each county will work with faith-based volunteer groups to provide escorts and/or potential volunteer administrative staff or drivers (if minimum qualifications required by funding sources and agency policies can be met). Explore the Department of Health and Human Services (DHHS) required employment possibilities.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Common Performance Measures	Section 5310 and 5307 transportation providers	Immediate	<ul style="list-style-type: none"> <li>▪ Quantifiable performance measures are established.</li> <li>▪ Number of agencies that participate in the new performance measures.</li> </ul>

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
			<ul style="list-style-type: none"> <li>▪ Measures indicate useful information for transportation providers. Agencies improve performance by 5% (at least) each year.</li> <li>▪ Cost efficiency and service effectiveness improve by at least 5% each year.</li> </ul>
Step 2: Investigate Contract Opportunities	Public, non-profit, and private transportation providers	Near-Term	<ul style="list-style-type: none"> <li>▪ Number of meetings between agencies to discuss potential contract opportunities.</li> <li>▪ Number of new contracts established.</li> <li>▪ Number of trips provided through new contracts.</li> <li>▪ Cost per trip, mile, and/or hour saved through contracting.</li> </ul>
Step 3: County Fueling Opportunities	EPTA and Counties	Mid-Term	<ul style="list-style-type: none"> <li>▪ Amount of money saved through shared fueling stations between County and public transit.</li> </ul>
Step 4: Bulk Procurements	Public and agency transportation providers	Near-Term	<ul style="list-style-type: none"> <li>▪ Number of bulk purchases coordinated between agencies.</li> <li>▪ Amount of money saved through bulk purchases each year.</li> </ul>
Step 5: Volunteer Service Exchange	All participating organizations	Near-Term	<ul style="list-style-type: none"> <li>▪ Policies and procedures for a volunteer program are established.</li> <li>▪ Insurance for the volunteer program is purchased.</li> <li>▪ Number of volunteer drivers committed to the program.</li> <li>▪ Number of trips provided by volunteers.</li> <li>▪ Number of evening, weekend, and same-day trips provided by volunteer drivers.</li> <li>▪ Passenger and volunteer driver satisfaction with the program.</li> </ul>

**Goal #3: Improve transportation opportunities for all people.**

**Action Steps:**

**Step 1: Develop subsidized fares for individuals with low incomes and employees who are new or re-entering the workforce.** Affordable transportation is recognized in West Virginia and across the country as one of the most important aspects of gaining and sustaining employment. For that reason, participating organizations will work together to establish a program to subsidize passenger fares for individuals who meet locally established maximum income guidelines and who are new to, or re-entering the workforce. The program may be supported by a combination of grants or contributions from local, state, or national organizations and individuals. A combined ‘pot’ of money that is shared by all participating transportation providers will be administered and managed by a central agency. Eligibility for the program will be the responsibility of a central agency. The administrator of the subsidized pass and eligibility may be one agency, or separate entities may work together to manage the program.

A common pass that is recognized by all participating agencies will be created. Agencies will bill the managing central agency for reimbursement after a passenger uses the subsidized fare pass. This process will require recordkeeping and billing processes by drivers and managers at all participating transportation provider agencies.

**Step 2: Continuously evaluate service styles to assure the most effective method of service delivery.** Using the performance measures established under Goal #2, the participating transportation providers will continuously evaluate their service styles and make changes to improve service effectiveness and cost efficiency. For example, if a particular portion of the service area for a Senior Center has very low productivity and high mileage, that Senior Center will meet with other transportation providers (public and private) to discuss contracting opportunities if the other provider can operate the service in a more cost effective manner without sacrificing the customer’s level of service (within a reasonable amount). Some sacrifices may be necessary in order to provide the best service for the greatest number of people.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Subsidized Pass	Any interested transportation provider and local, State, or entities that could provide grants or contributions	Immediate	<ul style="list-style-type: none"> <li>▪ Local transportation providers, agencies that serve individuals with low incomes, and employers meet to discuss the potential for the program and create a plan.</li> <li>▪ Funding sources to support the subsidized passes are identified.</li> <li>▪ Funding to support the program is secured.</li> <li>▪ Number of individuals who receive the pass increases each year.</li> </ul>

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
			<ul style="list-style-type: none"> <li>Number of trips/rides taken per year by individuals receiving the subsidy.</li> </ul>
Step 2: Continuous Evaluation of Service Effectiveness	Section 5310 and 5307 transportation providers	Near-Term and On-going	<ul style="list-style-type: none"> <li>Performance measures are established and monitored by each transportation provider.</li> <li>Transportation providers respond to indicators revealed by the performance measures by planning for and changing service styles (to include coordination, trip sharing, service mode changes, etc.).</li> <li>Cost per trip, mile, hour improves following changes.</li> <li>Customer satisfaction is maintained or improves (based on informal surveys and feedback).</li> </ul>

**Goal #4: Advocate for State and Federal-level of program administration to revise funding regulations in favor of coordinated transportation.**

**Action Steps:**

**Step 1: Develop educational material for legislators to educate them in the importance of transportation services (county commissioners, town councils, city managers, and others).**

Each applicable human service and public transportation provider will present the summary of performance measure results to the respective State office that administers and manages their program regulations, along with the documented unmet needs and gaps in service.

The agencies that receive Section 5310 and/or 5307 funding, and any other agency that wishes to participate, will present similar summaries of performance measures, unmet needs and gaps in services to local officials and administrators. The informational materials will help build an understanding of the number of organizations providing transportation and the areas of duplication or gaps in services that could be overcome through coordinating service between two or more agencies that receive public money for operations and/or capital.

This strategy creates a foundation for improving the administrators' and local officials' understanding of the actual cost of providing transportation and the barriers created by funding regulations that prohibit trip sharing for non-program eligible consumers.

**Step 2: Pursue public/private partnerships (e.g., Wal-Mart, retail, businesses, foundations).**

Seek to build partnerships with local businesses and foundations to improve the visibility of public transportation services and the benefits of transportation service that is robust enough to help support a workforce for existing businesses and promote economic development/attract new businesses.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Educate Officials and Administrators	Transportation providers, local officials, and program administrators at the local and State level	Mid-Term	<ul style="list-style-type: none"> <li>▪ Number of annual presentations and/or correspondence to/with administrators and officials.</li> <li>▪ Administrators and officials relax funding restrictions so that more trips can be coordinated.</li> <li>▪ Number of trips per year shared between agencies.</li> </ul>
Step 2: Public/Private Partnerships	Transportation providers and local business managers	Mid-Term	<ul style="list-style-type: none"> <li>▪ New partnerships are developed between transportation providers and businesses in each county.</li> <li>▪ Public and private transportation services are promoted as a local asset in informational materials produced by local governments that are focused on economic development.</li> </ul>

**Goal #5: Collaborate and facilitate transportation endeavors related to the Affordable Care Act.**

**Action Steps:**

**Step 1: Communicate among providers on long distance medical transportation in hopes of coordinating trips/trip sharing.** Organizations representing or serving individuals who are eligible for Medicaid and the new Medicaid transportation broker (MTM) will collaborate toward achieving cost savings for Medicaid eligible non-emergency medical transportation (NEMT) trips. Quality of service will be the top priority while improved cost effective coordinated or collaborated transportation options are sought.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Communicate for	All organizations that provide Medicaid	Near-Term	<ul style="list-style-type: none"> <li>▪ Stakeholders take measures to ensure a high-level of quality in</li> </ul>

improving NEMT Trips	eligible non-emergency medical transportation		<p>transportation service provided through the brokerage.</p> <ul style="list-style-type: none"> <li>Stakeholders participate in statewide efforts to determine the most appropriate recommendations for improvement in the statewide Medicaid NEMT brokerage.</li> </ul>
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**Goal #6: Coordinate the use of vehicles to reduce duplication in service.**

**Action Steps:**

**Step 1: Analyze service hours and areas to coordinate vehicles and schedules with the intention of avoiding duplication.** Transportation providers will work together (and with the Mobility Manager) to share trips and reduce duplication of service for all passengers. Strategies such as trip sharing and local/regional brokerage agreements will be explored. Providers will be reimbursed for the fully allocated cost for service when providing a trip for another agency.

The availability of capital funding for vehicles in the area is working to encourage unnecessary duplication of transportation services in some cases. It is likely that the duplication of services also results in higher overall operating expenses for programs that provide incidental transportation service and could otherwise contract with another organization for consumer trips.

The vehicle utilization table in this report illustrates the hours when vehicles operated by each of the participating organizations are ‘typically’ in service. Providers should review and update the utilization table as necessary and begin to work toward establishing opportunities to share vehicles rather than expanding an individual agency’s fleet.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Analysis of Transportation Service Hours and Geographic Service Areas	All organizations that provide transportation, especially agencies that receive Section 5310 funding for vehicles	Mid-Term	<ul style="list-style-type: none"> <li>Vehicle utilization information is utilized and updated.</li> <li>Insurance policies are appropriately negotiated, if necessary.</li> <li>Number of trips provided through coordinated transportation agreements or brokerage agreements.</li> <li>Overall annual capital and operating expenses per vehicle for participating organizations show</li> </ul>

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
			an improvement in cost effectiveness while customer service is sustained or improved.

**Goal #7: Extend service areas, days, and hours and enhance service in the most rural portions of the region.**

**Action Steps:**

**Step 1: Employment and healthcare shifts must be addressed to identify the need for expanding hours of service.**

Transportation providers will conduct a survey of employers and healthcare centers to identify the times of day when shift changes occur and the potential demand for employee transportation. Survey results will be compiled and presented to participating employers. Interested employers will work with EPTA or other transportation providers (public or private) to design employment-related transportation services.

**Step 2: Coordinate with faith-based organizations to develop a pilot coordinated transportation service.**

Establish a joint vehicle-use program for transportation providers and faith-based organizations to maximize vehicle utilization. Participating agencies and faith-based organizations will collaborate on the use of vehicles currently available.

The initial step in the process is for a lead entity to conduct an inventory of vehicles and/or drivers - at faith-based organizations. Compare the hours and days of service when a vehicle and/or driver may be available. Where schedules of vehicle/driver availability match shift changes, a plan will be proposed to use the faith based organization's resource for employee transportation. The organization providing vehicles and/or drivers will be reimbursed by the employer that benefits from the program or by passenger fares (similar to how passengers pay into a vanpool program) for the fully allocated cost of the trips provided.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Transportation for Shift Workers	Lead agency must be identified to conduct the research and compile the results. Also, local employers must participate in the survey and	Long-Term	<ul style="list-style-type: none"> <li>▪ Employer survey is conducted and 100% of employers participate.</li> <li>▪ Survey results are compiled into a report and the report is distributed to employers and local officials.</li> <li>▪ New employment transportation services are developed.</li> </ul>

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
	development of new transportation services		<ul style="list-style-type: none"> <li>▪ Number of employment-related trips provided per year as a result of the program.</li> <li>▪ Amount of funding provided by employers to partially or totally offset the cost of the transportation service expansion.</li> </ul>
Step 2: Pilot Project with Faith-Based Organizations	Lead agency must be identified to conduct the research and compile the results. Lead agency must also work with faith-based organizations to develop the pilot project and secure funding	Long-Term	<ul style="list-style-type: none"> <li>▪ Survey of resources is conducted and 100% of faith-based organizations participate.</li> <li>▪ Survey results are used to design a pilot project.</li> <li>▪ Funding structure for the program is developed.</li> <li>▪ Employers contribute to the revenue needed for the pilot program. Other funding is also secured, as needed.</li> <li>▪ Number of trips provided per year during the pilot project.</li> </ul>

**Goal #8: Improve transportation for Morgan County residents.**

**Action Steps:**

**Step 1: Identify gaps in service in Morgan County for public transit.**

A transportation needs assessment study is needed to identify the demand for transportation services and the most appropriate mode of service for Morgan County. The study should evaluate the potential impact of public and coordinated transportation services.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Needs Assessment Study for Morgan County	Morgan County, EPTA, agencies serving Morgan County, and WV DOT/DPT	Near-Term	<ul style="list-style-type: none"> <li>▪ Scope of work for a transit needs assessment study is created and approved.</li> <li>▪ A qualified entity is identified to conduct the study either through local decision or official procurement process, as appropriate.</li> <li>▪ Transportation study is completed.</li> </ul>



			<ul style="list-style-type: none"> <li>▪ Recommendations for the study are accepted and implementation is initiated.</li> <li>▪ If appropriate, public transportation is initiated in Morgan County.</li> </ul>
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**POTENTIAL FUNDING SCENARIOS**

Continuation of current transportation funding from Federal, State, and local transportation services is important for sustaining the existing level of services. Operating dollars provided through Federal Transportation Administration (FTA) Sections 5310, 5311, and 5307 programs require a 50 percent local match. Capital funding from the 5310 program requires a 20 percent local match for vehicles, communication equipment and purchase of transportation services (contracted services). Local match for operating and capital expenses may be derived from any non-U.S. Department of Transportation program, including Federal, State, and local programs and contributions.

Additional funding will be needed for service expansions that cannot be achieved through coordinated transportation efforts with existing resources. For additional funding, local transportation providers may solicit economic development and private employers or businesses to support transportation services to industry jobs that have or will be created in each county.

# CONCLUSIONS

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This plan was developed with strong participation from the stakeholder organizations and some participation from individuals not associated with the participating agencies. Inventory results indicate that there are transportation operators that serve older adults and individuals with disabilities throughout each county in the region. However, resources for public transportation are more limited, especially in Morgan County and the most rural areas of the entire region. A coordinated approach involving public, private, and human service agency providers would help to reduce gaps in service areas and unnecessary duplication of services.

Mobility strategies can be implemented in Region IX that will help to address the gaps in services for the non-NEMT eligible trips. The majority of transportation stakeholders in the region are concerned about the gaps in service availability in rural areas for non-NEMT service.

Additionally, human service agency transportation providers are encouraged to consider the impact and possibility of removing or reducing eligibility restrictions to enable mobility for the general public.

Additional recommended actions, such as expanding hours of service and implementing services to support employees will require additional funding. That funding may come from a combination of Federal, State, and local dollars. Local funding for a program can and should be derived from a variety of sources.

To enable success, there must be a level of flexibility to respond to changes. As circumstances change, this HSTP Update may be amended at the regional level; however, West Virginia DOT/DPT has the authority to override regional decisions regarding addition of goals or participants to the plan. Requests for funding through the programs encompassed in MAP-21 must align with the unmet needs and goals identified in this report. Additional goals or strategies may be added through an amendment to this plan. Organizations that did not have an opportunity to participate in this plan may be added through an amendment.



**West Virginia Region IX  
Coordinated Public Transit-Human Services  
Transportation Plan Update - Appendix**

**Prepared for the State of West Virginia  
Department of Transportation,  
Division of Public Transit**

**July, 2015**



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### **Appendix B: Signatures of Adoption**

## **Focus Group**

### *Stakeholder and General Public Meetings*

Date: Meeting 10/14/2014

Meeting 2: 11/18/2014

Location: Shepherd University, Martinsburg Center    Location: Shepherd University, Martinsburg Center

### *Invitations Distributed*

U.S. Mail: Meeting 1: 09/25/2014 Meeting 2: 10/28/2014

Email: Invitations emailed to Section 5310 and Section 5311 recipients

Web Posting:

Newspaper Notice: Morgan Messenger, Spirit of Jefferson, The Herald Mail, The Journal

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: 17

Meeting 2: 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): Announced at meetings and posted at Public Libraries

Newspaper Notice:

Radio/TV PSAs:

Distributed in local community/senior centers, etc.

Information was provided in alternative formats, upon request.

Number of Surveys Distributed: 100 paper (approximately) and also available on-line

Number of Surveys Returned: 21

## **Other Outreach Efforts**

Flyers or Brochures in

Senior Centers

- Community Centers
- City/County Offices
- Other: Public Libraries in each county

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:

## **NEWSPAPER MEETING 1**

The West Virginia Division of Public Transit is conducting a regional coordinated public transit-human services transportation plan meeting for Berkeley, Jefferson and Morgan Counties. The meeting will be on **October 14, 2014, 1:00 PM to 3:00 PM at Shepherd University, Martinsburg Center, 261 Aikens Center, Room 212, Martinsburg, WV**. The agenda includes a discussion of the content of the current plan, unmet transportation needs, existing coordination efforts, and an action plan for improving coordination efforts in the region over the next 4 years. The public is strongly encouraged to attend. Please also complete the public survey at <https://www.surveymonkey.com/s/WVMOBILITY> or at your local library. Agencies who receive or intend to receive funding under the Federal Transit Administration Section 5310 program must participate in coordination planning. RSVP by Oct. 13 to 800-684-1458. Light Refreshments served. Facility is accessible. If language translation or transportation to the meeting are needed, please call in advance.

# The Journal

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- Need to Know
- Sports
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## Local News

/ News / Local News /

« Crime Report for October 11...

NAACP invites city to take p...»

- Local News
- Breaking News
- Obituaries
- Opinion
- Living
- Real Estate
- Business
- Web Exclusives
- W.Va. News
- National News
- International News
- SUBMIT Your News
- Bullying: When Growing Up Hurts
- Need to Know

## Around the Region for October 11

October 11, 2014  
Journal News

Save |

### Art fundraiser event planned

BERKELEY SPRINGS - More than \$15,000 in incredible art and "experiences" will be given away at the "Art and Elegance" fundraiser event for the Morgan Arts Council.

Topped by a \$1,000 prize, participants will enjoy an evening themed as a speakeasy at the newly renovated Ice House. Incredible food, torch singers, gangsters, music and dancing provide guests an opportunity to flash back to a legendary era.

The event will begin at 6 p.m. Saturday, Nov. 1, with an artists' reception. Tickets are \$250 each and can be reserved by calling Jan Weinberg at 304-258-0781. Seating is limited and the event is always a sellout.

To view the art, go to [www.macicehouse.org](http://www.macicehouse.org).

### Berkeley Co. offices closed

MARTINSBURG-Berkeley County offices will be closed Monday in observance of Columbus Day. County offices will reopen Tuesday at their normal hours.

For additional information, please contact the Berkeley County Council Office at 304-264-1923.

### State to conduct public meeting

MARTINSBURG-The West Virginia Division of Public Transit is conducting a regional coordinated public transit-human services transportation plan meeting for Berkeley, Jefferson and Morgan counties.

The meeting will take place from 1 to 3 p.m. Tuesday, Oct. 14, at Shepherd University, Martinsburg Center, 261 Aikens Center, room 212.

The agenda includes a discussion of the content of the current plan, unmet transportation needs, existing coordination efforts and an action plan for improving coordination efforts in the region over the next four years. The public is strongly encouraged to attend.

Please also complete the public survey at [www.surveymonkey.com/s/WVMOBILITY](http://www.surveymonkey.com/s/WVMOBILITY) or at the local library. Agencies who receive or intend to receive funding under the Federal Transit Administration Section 5310 program must participate in coordination planning. RSVP by Oct. 13 to 800-684-1458. Light refreshments will be served. If language translation or transportation to the meeting is needed, please call in advance.

### AARP driving course offered

MARTINSBURG - The Berkeley County Senior Service Center will host an eight-hour AARP driving course from 9 a.m. to 1 p.m. Wednesday and Thursday. Alan Isaacs will instruct the class; he can be reached at 304-258-3427 to register. This class can be used to obtain a discount on driving insurance when both days are completed, as well as discussing ways to avoid an accident, and pointing out ways a driver can keep fit and alert as he or she ages. There is no age limit

## News, Blogs & Events

I am looking for:

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in:

- News, Blogs & Events
- Web
- EZToUse.com

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The Journal



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Search for homes in Martinsburg. Team Dana & Monika can help!

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Learn how new mobile trends create big opportunities in M&E industry.



## **NEWSPAPER MEETING 2**

The West Virginia Division of Public Transit is conducting a regional coordinated public transit-human services transportation plan meeting for Berkeley, Jefferson, and Morgan Counties. The meeting will be on **November 18, 2014, 1:00 PM to 3:30 PM at Shepherd University Martinsburg Center, 261 Aikens Center, Room 212, Martinsburg, WV 25404**. The agenda includes a discussion of the content of the current plan, unmet transportation needs, existing coordination efforts, and an action plan for improving coordination efforts in the region over the next 4 years. The public is strongly encouraged to attend. Please also complete the public survey at <https://www.surveymonkey.com/s/WVMOBILITY> or at your local library. Agencies who receive or intend to receive funding under the Federal Transit Administration Section 5310 Program must participate in coordination planning. RSVP by November 17 to 800-684-1458. Light refreshments served. Facility is accessible. If language translation or transportation to the meeting are needed, please call in advance.

**Region IX Contact List**

<b>Company</b>	<b>Contact Name</b>	<b>Address</b>	<b>City State Zip</b>
American Red Cross – Kearneysville		1948 Wiltshire Road # 2	Kearneysville, WV 25430
BC Council	Elaine Mauck	400 Stephens Street	Martinsburg, WV 25401
Berkeley County Commissioners		400 W Stephen St # 208	Martinsburg, WV 25401
Berkeley County Health Department		800 Emmett Rousch Dr.	Martinsburg, WV 25401
Berkeley County Schools Central Office	Attention: Transportation Manager	401 South Queen Street	Martinsburg, WV 25401
Berkeley Senior Services	Linda Holtzapple, Executive Director	217 North High Street	Martinsburg, WV 25404
Berkeley Springs Rehab & Nursing	Attention: Transportation Manager	456 Autumn Acres Road	Berkeley Springs, WV 25411
Blue Ridge Care and Rehabilitation		1263 S George St.	Charles Town, WV 25414
Boys and Girls Club of America – Martinsburg		105 West John Street	Martinsburg, WV 25401
Bureau for Children and Families – Berkeley County		433 Mid-Atlantic Park	Martinsburg, West Virginia 25402
Bureau for Children and Families – Jefferson County		239 Willow Spring Drive	Charles Town, West Virginia 25414
Bureau for Children and Families – Morgan County		62 Regal Court	Berkeley Springs, West Virginia 25411
CCAP/Loaves and Fishes		336 South Queen Street	Martinsburg, WV 25401
Catholic Charities WV/ Promise House FRC	Kathie Campbell	244 South Queen Street	Martinsburg, WV 25401
Center for Diabetes, Endocrinology and Metabolism		2000 Foundation Way # 3100	Martinsburg, WV 25401
City Hospital, Inc.	Attention: Transportation Manager	2500 Hospital Drive	Martinsburg, WV 25401
City of Charles Town	David Mills, City Manager	P.O. Box 14	Charles Town, WV 25414
City of Martinsburg	Attn: Planning Department	232 North Queen Street, 2nd Floor	Martinsburg, WV 25401
City of Ranson	Andrew Blake, Esq.	312 S. Mildred St.	Ranson, WV 25438
Community Taxi Service, LLC	Attention: Transportation Manager	612 North Reymann Street	Ranson, WV 25438
Eastern Panhandle Free Clinic	Geri Sawyer	1212 North Mildred Street	Ranson, WV 25438
Eastern Panhandle Transit Authority	Executive Director - Cheryl Keyrouze	446 Novak Drive	Martinsburg, WV 25405
Eastern Panhandle Transit Authority	Elaine Bartoldson	446 Novak Drive	Martinsburg, WV 25405
EastRidge Health Systems	John Nagley, Executive Assistant	235 South Water Street	Martinsburg, WV 25401
EastRidge Health Systems	Saeed Hicks	235 South Water Street	Martinsburg, WV 25401
EastRidge Health Systems	Andrea Cosaus	235 South Water Street	Martinsburg, WV 25401
EastRidge Health Systems	Paula Breedon	270 Cumbo Rd	Martinsburg, WV 25403
HEPMPO	Matthew Mullenax	33 West Washington Street, 4th Floor, Suite 402	Hagerstown, MD 21740
Jefferson County Commissioners		124 East Washington Street	Charles Town, WV 25414
Jefferson County Council on Aging, Inc.	Amy Wellman, Executive Director	103 West Fifth Avenue	Ranson, WV 25438
Jefferson County Council on Aging, Inc.	Kim Hogbin	103 West Fifth Avenue	Ranson, WV 25438
Jefferson County Health Department	David Didden	1948 Wiltshire Rd # 1	Kearneysville, WV 25430
The Journal	Samantha Cronk	207 W. King Street	Martinsburg, WV 25401
KAMS Taxi	Attention: Transportation Manager	175 Prayer Lane	Martinsburg, WV 25405
Maryland Transit Administration	MARC Train Supervisor	6 St. Paul St.	Baltimore, MD 21202-1614
Morgan County Area Schools	Attention: Transportation Manager	247 Harrison Avenue	Berkeley Springs, WV 25411
Morgan County Commissioners	Bradley J. Close - President	77 Fairfax Street, Room 101	Berkeley Springs, WV 25411
Morgan County Head Start		50 Myers Road	Berkeley Springs, WV 25411

**Region IX Contact List**

<b>Company</b>	<b>Contact Name</b>	<b>Address</b>	<b>City State Zip</b>
Morgan County Health Department		187 South Green Street #2	Berkeley Springs, WV 25411
Mountain State University	Attention: Transportation Manager	609 S Kanawha Street	Beckley, West Virginia 25801
Mountaineer Community Health Center, Inc.		783 Winchester Street	Paw Paw, WV 25434
Panhandle Home Health, Inc.		208 Old Mill Road	Martinsburg, WV 25401
Patient Transportation	Attention: Transportation Manager	2000 Foundation Way, Suite 2100	Martinsburg, WV 25401
REM West Virginia, Inc.		312 West King Street	Martinsburg, WV 25401
RESA VIII Head Start	Attention: Transportation Manager	109 South College Street	Martinsburg, WV 25401
Senior Life Services of Morgan County	Linda Ruppert	106 Sand Mine Road, Suite 1	Berkeley Springs, WV 25411
Shenandoah Health Village Center		50 Mulberry Tree St.	Charles Town, WV 25414
Shenandoah Valley Medical Center		99 Tavern Road	Martinsburg, WV 25401
Silver Age Services		1000 North High Street	Martinsburg, WV 25404
Eastern Panhandle Regional Planning and Development Council-Region IX	Bill Clark, Executive Director	400 West Stephen Street, Suite 301	Martinsburg, WV 25401
United Way of the Eastern Panhandle		218 West King Street	Martinsburg, WV 25401
Upper Potomac AAA	Scott Gossard, Director	131 Providence Lane	Petersburg, WV 26847
Valley Medical Transport	Chris Rucker	295 Front Royal Pike	Winchester, VA 22602
VIP Limousine Service, Ltd.	Attention: Transportation Manager	210 East Piedmont Street	Keyser, WV 26726
West Virginia Coalition to End Homelessness	Allison Stur	P.O. Box 4697	Bridgport, WV 26330
West Virginia University Hospitals - East		2500 Hospital Dr.	Martinsburg, WV 25403
WV DOT, Division of Public Transit	Toni Boyd	1900 Kanawha Blvd. East, Bldg. 5, Rm. 906	Charleston, WV 25305-0432
MTM	Christina Meyer	16 Hawk Ridge Dr.	Lake Saint Louis, MO 63367

**Please Attend:**  
**A Public Workshop to Update the Regional  
Public Transit-Human Services  
Transportation Plan**

Recognizing that transportation services are essential for  
Seniors, People 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 Department of Transportation, Division of Public Transit  
Cordially Invites You to Attend a Public Workshop to Contribute to the  
Regional Plan.

Please 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  
Berkeley, Jefferson and Morgan Counties.

**All are invited!**

Organizations that are or plan to be applicants for Federal Transit  
Administration Section 5310 funding must participate in  
the planning effort.

Kelly Shawn from RLS & Associates, Inc. will facilitate the meeting

**October 14 from 1:00 PM to 3:00 PM at  
Shepherd University, Martinsburg Center  
261 Aikens Center, Room 212, Martinsburg, WV**

Please RSVP to Zach at 800-684-1458 \* Light Refreshments will be served.

\*Meeting Facility is Wheelchair Accessible

\*If transportation assistance or language translation services are needed,  
please call Zach at 800-684-1458 in advance, or notify your local agency so  
that they may coordinate with the meeting facilitators.



## WEST VIRGINIA DEPARTMENT OF TRANSPORTATION Division of Public Transit

1900 Kanawha Boulevard East • Building Five • Room 906  
Charleston, West Virginia 25305-0432 • (304) 558-0428  
FAX: (304) 558-0174 • TDD: (800) 742-6991

Dear Transportation Stakeholder:

The West Virginia Department of Transportation, Division of Public Transit (DPT) is initiating updates to the Coordinated Public Transit-Human Services Transportation Plan (December 2011). The update is necessary because of the impact that recent Federal legislation has had on the following Federal Transit Administration (FTA) grant programs:

- FTA Section 5316/Job Access Reverse Commute (JARC) and FTA Section 5317 were eliminated as stand-alone programs.
- FTA Section 5316/JARC was consolidated into FTA Section 5311 and FTA Section 5307, and is now a formula-based allocation.
- FTA Section 5317 was consolidated into FTA Section 5310 and is now a formula-based allocation.
- FTA Section 5310 is now an eligible resource for operating, as well as, capital dollars; whereas, it was previously only eligible for capital dollars.

On July 6, 2012, President Obama signed Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP-21), reauthorizing surface transportation programs through fiscal year (FY) 2014. The reauthorization took effect on October 1, 2012. MAP-21 included significant changes to the FTA grant programs included in your locally developed Coordinated Public Transit-Human Services Transportation Plan. An update to the needs assessment and strategies listed in the plan is necessary to bring the plans into compliance with MAP-21.

The DPT is working with RLS & Associates, Inc. to update the plans. A local meeting is scheduled for **October 14, 2014 from 1:00 p.m. to 3:00 p.m. at Shepherd University, Martinsburg Center, 261 Aikens Center, Room 212, Martinsburg, WV**. The meeting will be an opportunity to discuss unmet transportation needs, gaps in services, and goals and strategies for coordinated transportation to address unmet transportation needs, including but not limited to Section 5310 projects for the near future. **All grant applications for Section 5310 that will be submitted now through FY 2018 must be clearly stated in the recommended goals and strategies. Therefore, your participation in the process is required if you intend to apply for Section 5310 funding. If you submit an application for a project not included in the plan, it may not be approved due to the requirements set by MAP-21.** If you represent an agency, please encourage your clients to attend and provide input. If you are unable to attend the meeting, please contact Laura Brown, from RLS & Associates, Inc. at (813) 482-8828 or [lbrown@rlsandassoc.com](mailto:lbrown@rlsandassoc.com).

In addition to Section 5310 recipients, organizations that receive Section 5311 funding for public transportation, as well as, private and non-profit organizations, human service agencies, and private transportation operators that serve older adults, individuals with disabilities, people with low incomes, and the general public are strongly encouraged to attend. Your attendance is important to ensuring that transportation providers are fully aware of the local transportation needs, so that those needs, gaps and services are accurately addressed in the coordinated transportation plan update.

We look forward to seeing you at the local meetings.

Sincerely,

A handwritten signature in blue ink that reads "Susan L. O'Connell". The signature is fluid and cursive, with a long horizontal flourish at the end.

Susan O'Connell, Director  
WV DOT, Division of Public Transit

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**Open to the Public! All are Invited!**

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**Martinsburg, WV 25404**

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- FTA Section 5317 was consolidated into FTA Section 5310 and is now a formula-based allocation.
- FTA Section 5310 is now an eligible resource for operating, as well as capital dollars; previously, it was only eligible for capital dollars.

On July 6, 2012, President Obama signed Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP-21), reauthorizing surface transportation programs through fiscal year (FY) 2014. The reauthorization took effect on October 1, 2012. MAP-21 included significant changes to the FTA grant programs included in your locally developed Coordinated Public Transit-Human Services Transportation Plan. An update to the needs assessment and strategies listed in the plan is necessary to bring the plans into compliance with MAP-21.

The DPT is working with RLS & Associates, Inc. to update the plans. The second of two local public meetings is scheduled for **Tuesday, November 18, 2014 from 1:00 PM to 3:30 PM at Shepherd University, Martinsburg Center, 261 Aikens Center, Room 212, Martinsburg, WV 25404**. The meeting will be an opportunity to prioritize the recommended goals and strategies for coordinated transportation, including Section 5310 projects, for the near future. **All grant applications for Section 5310 funding that will be submitted now through FY 2018 must be clearly stated in the recommended goals and strategies. Therefore, your participation in the process is required if you intend to apply for Section 5310 funding. If you submit an application for a project not included in the plan, it may not be approved due to the requirements set by MAP-21.** If you represent an agency, please encourage your clients to attend and provide input. If you are unable to attend the meeting, please contact Laura Brown, RLS & Associates, Inc. at (813) 482-8828 or [lbrown@rlsandassoc.com](mailto:lbrown@rlsandassoc.com).



In addition to Section 5310 recipients, organizations that receive Section 5311 funding for public transportation, as well as, private and non-profit organizations, human service agencies, and private transportation operators that serve older adults, individuals with disabilities, people with low incomes, and the general public are strongly encouraged to attend. It is also strongly recommended that agencies serving older adults and individuals with disabilities encourage your clients to attend the meeting. Please do so by personal invitation, as well as, posting the enclosed flyer in places where the public and/or your clients gather. Participation is important to ensuring that transportation providers are fully aware of the local transportation needs, so that those needs and gaps in services are accurately addressed in the coordinated transportation plan update.

We look forward to seeing you at the local meetings.

Sincerely,

A handwritten signature in blue ink that reads "Susan O'Connell". The signature is written in a cursive, flowing style.

Susan O'Connell, Director  
WVDOT, Division of Public Transit

Coordinated Transportation Plan for West Virginia Region IX

October 14, 2014  
Sign-In-Sheet

Please Print

Name & Agency	Agency Address	Telephone	E-Mail
MAT MULLENK, HEPMP	33 W. WASHINGTON ST, SUITE 402 HARRISTOWN, MD 21740	(210) 313-2080	mmullenk@hepmpa.net
Cheryl Keyrouze EPTA	446 Novak Drive Martinsburg, WV 25405	518 583 7897	ckkeyrouze@gmail.com
Elaine Bartoldson EPTA	446 Novak Drive Martinsburg WV 25405	304-263-6876	ebaroldson@gmail.com
Kim Hogbin JCCOA JEFFERSON COUNTY COUNCIL ON AGING	103 W. 5th Ave. Ranson WV 25438	304-725-4044	jccooadministrative@frontier.com
SAREE HICKS EASTRIDGE HEALTH SYSTEMS	235 S. WATER ST Mtsbg, WV	304 283 8122 CELL 304 263 8954 EXT 7306	shicks@eastridgehs.org
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Allison Stur WV Coalition to End Homelessness	P.O. Box 4697 Bridgeport, WV 26330	304-620-7720	allisonstur@wvch.org

Coordinated Transportation Plan for West Virginia Region IX

October 14, 2014

Sign-In-Sheet

Please Print

Name & Agency	Agency Address	Telephone	E-Mail
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Paula Breeden East Ridge Health System	270 Combo Rd. Martinsburg WV 25403	304-754-7931 Ext 7201	pbreeden@eastridgehs.org
Kathie Campbell Catholic Charities WV Promise House FRC	224 S. Queen St Martinsburg WV 25401	304-267-8837	kcampbell@ccwvva.org
Samantha Cronk THE JOURNAL	207 N. King St. MARTINSBURG, WV 25401	304-263-8981 EXT. 132	scronk@journal-news.net
Geri Sawyer EASTCO PANHANDLE FREE CLINIC	1212 N. Milford St. Rawson, WV	304-724-6091	GSawyer@wvffcc.com

Coordinated Transportation Plan for West Virginia Region IX

October 14, 2014  
Sign-In-Sheet

Please Print

Name & Agency	Agency Address	Telephone	E-Mail
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Toni Boyd WV Div of Public Transit	Bldg 5, Room 906 1900 Kan Blvd E Charleston, WV 25305	304-558-0428	Toni.L.Boyd@wv.gov
David Didden Jefferson Co. Health Dept.	1948 Wiltshire Rd Kearneysville WV 25430	304 728 8416	david.didden@wv.gov
ELAINE S MARCIE BC Council	400 STEPHAN ST MARTINSBURG WVA	304-202 3779	CRIMOLA@YAHOO.COM 25401@YAHOO.COM
LINDA Holtzaple Berkeley Senior Services	217 N. High St	304 243-8873	Linda.dir@ BerkeleySeniorServices.org

# Name / Agency / Telephone

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 Elaine Bartoldson EPTA  
 Toni Boyd WV DOT Aviation  
 Amy Orndoff Berkeley Senior Services

MAT Mullenbax

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 of Morgan Co

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 Cindy Santmier  
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 West Virginia Coalition to End  
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 allisonstur@wvceh.org  
 ckkeyrouze@gmail.com  
 James.C.Beahm@wv.gov

# Meeting 1 Presentation



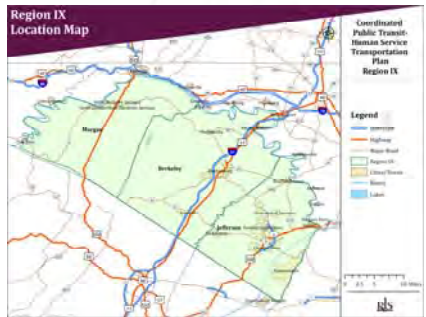
Moving Public Transportation  
Into the Future

## 2014 West Virginia Region IX Coordinated Public Transit-Human Services Transportation Plan Update

Presented October 14, 2014  
by Kelly Shawn, Senior Associate RLS & Associates, Inc.  
1018 Duke St. Alexandria, VA 22314

www.rlsandassoc.com

## Planning Area



## Meeting Objectives

- Review MAP-21
- Review Regional Coordination Progress Since 2011
- Update List of Unmet Transportation Needs & Gaps
- Develop Inventory of Transportation Resources
- Discuss Suggested Coordination Strategies

3

## Why Do We Do Coordination Plans?

### Why Were Plans Developed?

- ♦ Aim to Improve Transportation for People with Disabilities, Older Adults, and Individuals with Low Incomes
- ♦ The 2011 Plan is Out of Date with New Legislation and Must be Updated
- ♦ MAP-21 (Moving Ahead for Progress in the 21<sup>st</sup> Century) Requires that a Plan for Certain Funding Programs
  - FTA Section 5310

4

## Recent History of Coordinated Transportation Plans

- ◆ Regional Plans were Last Updated in 2011 to Satisfy SAFETEA-LU Legislation Requirements
  - Your Plan is Available for Download at <http://www.transportation.wv.gov/publictransit/Documents/Region%209%20Final%20Report.pdf>

5

## Recent History of Coordinated Transportation Plans

### Participants in the 2011 Region IX Plan

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>◆ Berkeley County Council</li> <li>◆ Berkeley Senior Services</li> <li>◆ City Hospital - Center for Diabetes, Endocrinology and Metabolism</li> <li>◆ Hagerstown/Eastern Panhandle Metropolitan Planning Organization</li> <li>◆ Jefferson County Council on Aging</li> <li>◆ PanTran Transit</li> <li>◆ Panhandle Home Health</li> <li>◆ Ret. Senior Volunteer Program</li> </ul> | <ul style="list-style-type: none"> <li>◆ Senior Community Employment Program</li> <li>◆ Senior Life Services of Morgan County</li> <li>◆ Shenandoah Community Health Center</li> <li>◆ Telamon Corporation</li> <li>◆ The Journal</li> <li>◆ Valley Medical Transport</li> <li>◆ West Virginia Department of Health and Human Resources</li> <li>◆ WVDOT Division of Public Transit</li> </ul> |
|---|--|

6

## Recent History of Coordinated Transportation Plans

- ◆ MAP-21 was Signed into Law on July 6, 2012; Effective October 1, 2012
  - Authorizes Programs through September 30, 2014

7

## Program Changes Summary SAFETEA-LU to MAP-21 (Source FTA)

New	Repealed	Consolidated	Modified
<ul style="list-style-type: none"> <li>• Safety Authority (5329)</li> <li>• State of Good Repair Grants (5337)</li> <li>• Asset Management (5326)</li> <li>• Bus and Bus Facilities Formula Grants (5339)</li> <li>• Public Transportation Emergency Relief (5324)</li> <li>• TOD Planning Pilot Grants (20005(b) of MAP-21)</li> </ul>	<ul style="list-style-type: none"> <li>• Clean Fuels Grants (5308)</li> <li>• Job Access and Reverse Commute (5316) [JARC]</li> <li>• New Freedom Program (5317)</li> <li>• Paul S. Sarbanes Transit in the Parks (5320)</li> <li>• Alternatives Analysis (5339)</li> <li>• Over-the-Road Bus (Sec. 3038 – TEA-21)</li> </ul>	<ul style="list-style-type: none"> <li>• Urbanized Area Formula Grants (5307) [JARC]</li> <li>• Enhanced Mobility of Seniors and Individuals with Disabilities (5310) [New Freedom]</li> <li>• Rural Area Formula Grants (5311) [JARC]</li> </ul>	<ul style="list-style-type: none"> <li>• Fixed Guideway Capital Investment Grants (5309)</li> <li>• Metropolitan and Statewide Planning (5303 &amp; 5304)</li> <li>• Research, Development, Demonstration, and Deployment (5312)</li> <li>• Technical Assistance and Standards (5314)</li> <li>• Human Resources and Training (5322)</li> </ul>

8



## Important Note About MAP-21 Program Changes

- ◆ The Elimination of Discretionary Programs (i.e., Section 5316 and 5317) Underscores the Need for Grantees to Carefully Prioritize the Needs of Their Systems and Align their Plans with the New Funding Streams for Formula Assistance Under MAP-21

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## Why it is Important to Participate

- ◆ #1 - To Stay Current on Unmet Transportation Needs and Prioritize Effective Solutions
- ◆ Recipients of Section 5310 Funding Must Certify that Projects Selected Are Included in the Locally Developed, Coordinated Public Transit-Human Services Transportation Plan

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## Current Section 5310 Funding Recipients in Region VII

### Section 5310

- Berkeley Senior Services
- Jefferson County Council on Aging
- Senior Life Services of Morgan County

11

## Why it is Important to Participate

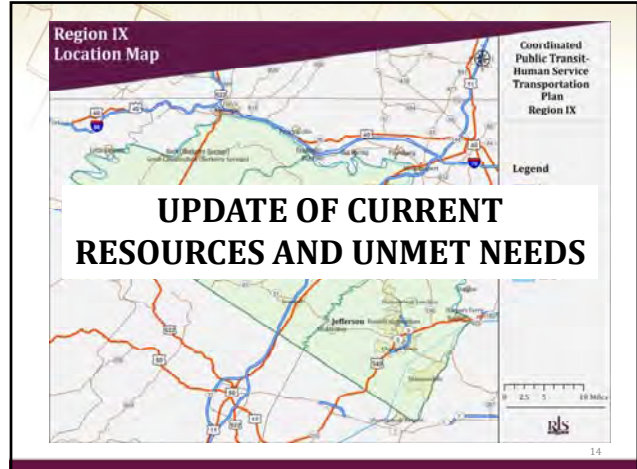
- ◆ Other Stakeholders (not Receiving Section 5310 funds) are Reminded that Local Match is Required for FTA Funded Programs
  - Local Match May be Derived from Non-DOT Transportation Funding Sources (i.e., DHHS, Veteran's Affairs, Local Government, Local Businesses, Non-Profits, and Others)

12

## Stakeholder Participation Goal in the 2014 Plan Update

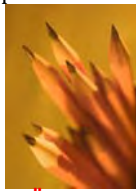
- ◆ Transportation Providers (public, private, non-profit, agency, etc.)
- ◆ Human Service Agencies and Other Organizations that Serve
  - Individuals with Disabilities
  - Older Adults
  - People with Low Incomes
  - General Public
- ◆ Regional Planning Council
- ◆ West Virginia DOT, DPT
- ◆ Local Citizens

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## Unmet Transportation Needs And Gaps In Services

Please Spend 5 Minutes Writing At Least 5 Challenges or Unmet Transportation Needs for People in Your County or the Region



**Please Be As Specific as Possible**  
**Instead of "Early Morning Transportation,"**  
**Say "Transportation for Medical Appointments in Braxton County between 5:00 AM and 7:00 AM"**

15

## Existing Resources

Who are the transportation providers in Each County Today (public, private, and non-profit)?

Morgan

Berkeley

Jefferson

16

## A Review of Goals from the 2011 Plan

1. Improve Communication Among Public Transportation Providers, Non-Profits, For-Profits with the Intent to Fill Gaps and Reduce Unnecessary Duplication in Each County
2. Control Operating and Fuel Budgets
3. Improve transportation opportunities for older adults, individuals with disabilities, and people with low incomes

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## Goals from the 2011 Plan (Continued)

4. Advocate for the Local, State, and Federal levels of program administration to revise funding regulations in favor of supporting operation of coordinated transportation
5. Collaborate and facilitate transportation endeavors related to the implementation of the regional Medicaid transportation brokerage approach

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## Goals from the 2011 Plan (Continued)

6. Coordinate the use of vehicles for human service agencies, older adult programs, individuals with disabilities, and public transportation
7. 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 transportation-disadvantaged individuals and enhancing economic development
8. Improve public transportation services in Morgan County

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## Goals from the 2011 Plan (Continued)

9. 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

20

### New Goals and Priorities

- ◆ What Progress Was Made On the 2011 Plan Goals?
  - Replacement Vehicles?
  - New Vehicles/Expanded Fleets?
  - Diversified Funding Sources?
  - Other?
  
- ◆ What are Preliminary Coordinated Transportation Goals and Priorities that You would Recommend for 2014-2018?

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### NEXT STEPS FOR THE PLANNING PROCESS

22

### Update Inventory and Needs Assessment

- ◆ RLS Interviews Transportation Providers
- ◆ Stakeholders Complete a Survey or Interview
- ◆ Distribute Public Needs Assessment Surveys:
  - On-line with Announcements on Vehicles and Posted at Agencies
  - Paper Copies Available Soon in Your Community
- ◆ Draft Inventory and Needs Assessment Report Issued

23

### Public Meeting #2

- ◆ Date: November 18
- ◆ Location: Here?
  
- ◆ Agenda: Discuss Proposed Strategies and Priorities
  - The Refined Priorities will go into the Final Plan

24

### Participation Reminder

- ◆ Participation in Meetings and Interviews is Required for Section 5310 Funding Eligibility –
  - Applications for Section 5310 Funding Must be Part of the Coordinated Transportation Plan.

25



### Questions?

#### **FOLLOW UP QUESTIONS:**

- RLS & Associates, Inc.
  - 1-800-684-1458 Phone
  - (937) 299-1055 Fax
  - [lbrown@rlsandassoc.com](mailto:lbrown@rlsandassoc.com)
  - [kshawn@rlsandassoc.com](mailto:kshawn@rlsandassoc.com)

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[www.rlsandassoc.com](http://www.rlsandassoc.com)

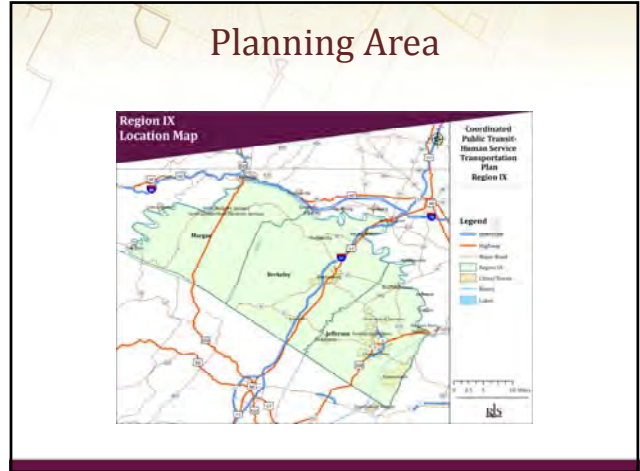


Moving Public Transportation  
Into the Future

**2014 West Virginia Region IX  
Coordinated Public Transit-Human  
Services Transportation Plan Update**

Presented November 18, 2014  
by Kelly Shawn, Senior Associate RLS & Associates, Inc.  
1018 Duke St. Alexandria, VA 22314

www.rlsandassoc.com



### Meeting Objectives

- Purpose of Plans
- Review of Transportation Needs Assessment & Goals
- Develop Coordination Transportation Strategies
- Rate and Prioritize Strategies
- Next Steps

3

**COORDINATED  
TRANSPORTATION  
UNMET NEEDS/GAPS,  
GOALS, PRIORITIES  
AND STRATEGIES**

## Purpose

- **Goals Must Be Directly Related to Unmet Transportation Needs and Gaps in Service**
- **Section 5310 Grant Application Projects Must Be Directly Related to Goals and Needs**
- **Goals and Strategies Must be Prioritized:**
  1. Immediate Implementation (6 mos. to 1 Year)
  2. Mid-Term Implementation (1 to 2 Years)
  3. Near-Term Implementation (2 to 3 Years)
  4. Long-Term Implementation (3 to 4+ Years)

5

## Goals Summary

- Goal 1:** Improve Communication Among Agencies with the Intent to Fill Gaps and Reduce Duplication in Each County
- Goal 2:** Control Operating and Fuel Budgets
- Goal 3:** Improve Transportation Opportunities for All People
- Goal 4:** Advocate for State and Federal Level of Program Administration to Revise Funding Regulations in Favor of Coordinated Transportation

6

## Goals Summary Continued

- Goal 5:** Collaborate and Facilitate Transportation Endeavors Related to the Implementation of the Affordable Care Act
- Goal 6:** Coordinate the Use of Vehicles to Reduce Duplication in Service
- Goal 7:** Extend Service Areas, Days, and Hours, and Enhance Service in Most Rural Portions of the Region
- Goal 8:** Improve Transportation for Morgan County Residents


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## Goal 1: Improve Communication

### UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED

- Operators in same area not communicating on coordination of service delivery, service expansion, vehicle usage.
- No coordination committee meetings except at renewal time.
- Potential for sharing resources, but no communication.


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 **Goal 1: Expand the Hours and Days of Transportation – All Counties**

Strategy 1.1: Section 5310 providers will seek to coordinate with or contract with other providers to secure the necessary 20% local match for Section 5310 contracted operating dollars

Immediate-term (6-12 months)	Mid-Term (1yr - 2yr)	Near-Term (2yr - 3yr)	Long-Term (3yr - 4+yr)
---------------------------------	-------------------------	--------------------------	---------------------------

9  
www.tlcom2assoc.com

 **Goal 1: Expand the Hours and Days of Transportation – All Counties**

- ♦ Strategies

Immediate-term (6-12 months)	Mid-Term (1yr - 2yr)	Near-Term (2yr - 3yr)	Long-Term (3yr - 4+yr)
---------------------------------	-------------------------	--------------------------	---------------------------

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**Goal 2: Control Operating and Fuel Budgets**

**UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED**

- ❑ Operating expenses go up but funding does not.
- ❑ Hard to recruit and retain under current budget
- ❑ Spike in fuel prices means less service.

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 **Goal 2: Control Operating and Fuel Budgets**

- ♦ Strategies

Immediate-term (6-12 months)	Mid-Term (1yr - 2yr)	Near-Term (2yr - 3yr)	Long-Term (3yr - 4+yr)
---------------------------------	-------------------------	--------------------------	---------------------------

12  
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### Goal 3: Improve Transportation Opportunities for All People

**UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED**

- ❑ Wheelchair Access for More than One Wheelchair per Vehicle
- ❑ More Subsidized Fares for Individuals with Low Incomes
- ❑ More Access to Medical Appointments

13



### Goal 3: Improve Transportation Opportunities for All People

- ♦ Strategies

Immediate-term  
(6-12 months)

Mid-Term  
(1yr - 2yr)

Near-Term  
(2yr - 3yr)

Long-Term  
(3yr - 4+yr)

14

[www.rlsmtaassoc.com](http://www.rlsmtaassoc.com)

### Goal 4: Advocate for Revised Funding Programs in Support of Coordinated Transportation

**UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED**

- ❑ Limited Funding Available for Bus Passes/Tickets
- ❑ Limited Veteran Transportation Options
- ❑ Limited Funding Available for Transportation Budgets
- ❑ No Insurance to Cover the Costs of Service
- ❑ Limited Local Funding Dedicated to Transit

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### Goal 4: Advocate for Revised Funding Programs in Support of Coordinated Transportation

- ♦ Strategies

Immediate-term  
(6-12 months)

Mid-Term  
(1yr - 2yr)

Near-Term  
(2yr - 3yr)

Long-Term  
(3yr - 4+yr)

16

[www.rlsmtaassoc.com](http://www.rlsmtaassoc.com)

### Goal 5: Collaborate Transportation Endeavors Related to the Affordable Care Act

**UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED**

- ?



### Goal 5: Collaborate Transportation Endeavors Related to the Affordable Care Act

- ♦ Strategies

Immediate-term  
(6-12 months)

Mid-Term  
(1yr - 2yr)

Near-Term  
(2yr - 3yr)

Long-Term  
(3yr - 4+yr)

### Goal 6: Coordinate the Use of Vehicles to Reduced Duplication & Increase Capacity/Frequency

**UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED**

- Frequency of Service from Downtown Berkeley to the Commons
- Transportation to Blue Ridge CTC
- Transportation to Back Creek Area
- Regular Transportation to/from North and South Berkeley County
- Routes are Not Large Enough to Pick Up All Requested Rides
- Routes are Not Frequent Enough to Help People Get to/from Doctors, Work, Etc.



### Goal 6: Coordinate the Use of Vehicles to Reduced Duplication & Increase Capacity/Frequency

- ♦ Strategies

Immediate-term  
(6-12 months)

Mid-Term  
(1yr - 2yr)

Near-Term  
(2yr - 3yr)

Long-Term  
(3yr - 4+yr)

### Goal 7: Extend Service Areas, Days, Hours, and Enhance Service in the Most Rural Portions of the Region

UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED

- ❑ Routes are Inaccessible to People in Certain Rural Areas
- ❑ No Public Transit to the Health Department
- ❑ In Extreme Weather, No Transit Available to Community Members Needing Warming/Cooling Centers
- ❑ Do Not Travel to Shannondale for Client Transportation Due to Road Conditions
- ❑ No Funding for Expansions of Routes or Hours of Operation
- ❑ Pick-up from Appointment is Much Later than Business Hrs

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### Goal 7: Extend Service Areas, Days, Hours, and Enhance Service in the Most Rural Portions of the Region

UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED

- ❑ Community Service Opportunities are Limited by Lack of Transportation (Berkeley)
- ❑ Youth Involvement in Afterschool Activities is Limited by Lack of Transportation (Berkeley)
- ❑ Transportation for 2<sup>nd</sup> and 3<sup>rd</sup> Shifts (Berkeley)
- ❑ Funding to Expand Services (Berkeley)
- ❑ Need for Sunday Service (Berkeley)
- ❑ Transportation to Libraries, CTC (Berkeley)

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### Goal 7: Extend Service Areas, Days, Hours, and Enhance Service in the Most Rural Portions of the Region

UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED

- ❑ Limited Transportation for Workers to Distribution Centers on GM Access Rd.
- ❑ Limited Transportation to VA for Retired Veterans

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### Goal 7: Extend Service Areas, Days, Hours, and Enhance Service in the Most Rural Portions of the Region

♦ Strategies

Immediate-term (6-12 months)	Mid-Term (1yr - 2yr)	Near-Term (2yr - 3yr)	Long-Term (3yr - 4+yr)
---------------------------------	-------------------------	--------------------------	---------------------------

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## Goal 8: Improve Transportation for Morgan County

### UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED

- ❑ Clients in Jefferson Need to Travel to Martinsburg by 7:00 AM
- ❑ Difficulty in Scheduling Door-to-Door Services
- ❑ Change in DHHR Funded Transportation through Medicaid is Making Regional Transport More Expensive
- ❑ Extreme Rural Places are Difficult to Serve on a Regular Basis

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## Goal 8: Improve Transportation for Morgan County

### UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED

- ❑ Hours of Operation, Low Salaries does Not Allow for Late Evening Transportation
- ❑ Problem Securing Local Funding
- ❑ Lack of Public Transportation
- ❑ Perception of the "People" who Use the Bus
- ❑ Morning Transit Connections to the MARC Train are Needed
- ❑ Bus Shelters are Needed

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## Goal 8: Improve Transportation for Morgan County

### ♦ Strategies

Immediate-term (6-12 months)	Mid-Term (1yr - 2yr)	Near-Term (2yr - 3yr)	Long-Term (3yr - 4+yr)
---------------------------------	-------------------------	--------------------------	---------------------------

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## NEXT STEPS

28

### Update Inventory and Needs Assessment

- ◆ RLS Continues Interviews Transportation Providers
- ◆ Distribute/Collect Public Needs Assessment Surveys:
  - Paper Copies Available in Your Community
- ◆ Draft Report Issued to Stakeholders for Review (via email)
- ◆ Final Plan Issued for Local Adoption.
  - Instructions will be provided for how to adopt the plans
  - Plans **must** be adopted at the local level

29



### Questions?

#### **FOLLOW UP QUESTIONS:**

- RLS & Associates, Inc.
  - 1-800-684-1458 Phone
  - (937) 299-1055 Fax
  - [lbrown@rlsandassoc.com](mailto:lbrown@rlsandassoc.com)
  - [kshawn@rlsandassoc.com](mailto:kshawn@rlsandassoc.com)

30

[www.rlsandassoc.com](http://www.rlsandassoc.com)

## 1. Transportation Survey

### 1. How do you manage your transportation needs? (Please select 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 provider

### 2. What do you need to do but cannot because you do not have transportation?

- Go to work
- Go to medical appointments
- Shop to feed yourself or your family (go to grocery stores, farmers markets, nutrition sites such as food banks, etc...)
- Go to school (vocational school, college, university, etc...)
- Do errands (shopping, library, etc...)
- Go to other appointments (social service, legal, etc...)
- Attend social outings
- Attend Sunday religious services

Other (please specify)

# Access to Transportation - WV Coordinated Transportation Plan Update

## 3. Do you have any transportation limitations? (Please select all that apply)

- You do not have transportation limitations
- You need access to wheelchair accessible vehicle.
- 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 services, legal, etc...) because you don't have reliable transportation
- You can't attend Sunday religious services because you don't have reliable transportation

Other (please specify)

## 2. Household Information

### 4. What is the name of the city, village, or town where you live?

### \*5. What county do you live in?

County

West Virginia

### 6. How many people live in your home?

Number of adults

Number of children (under the age of 18)

### 7. Please tell us your age.

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

## 8. Which of the following best represents your ethnic or racial heritage?

- White (non-Hispanic)
- Black or African American
- Latino or Hispanic American
- East Asian or Asian American
- South Asian or Indian American
- Middle Eastern or Arab American
- Native American or Alaska Native

Other (please specify)

## 9. Is there someone with a disability in your household that limits his or her mobility, or ability to drive or use other available transportation services?

- Yes
- No

## 10. What is your approximate 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



# Access to Transportation - WV Coordinated Transportation Plan Update

## 11. Is English your first or primary language?

- Yes
- No

## 12. If English is not your first language, what language do you speak at home?

- Spanish
- Korean
- Vietnamese
- Chinese or Mandarin

Other (please specify)

## 13. Would you utilize any of the following resources for updates on this topic in the future? (Please select all that apply.)

- Twitter
- Facebook
- WV Division of Public Transit Website
- Local Agency or Transit System Website
- Text Messages
- Email
- Other Social Media (please specify)

## 14. 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.

**Adoption and Approval of  
Your Regional Coordinated Public Transit-Human Services Transportation Plan  
Region IX**

The Regional Coordinated Public Transit-Human Services Transportation Plan Update for the Region IX study area, including Berkeley, Jefferson, and Morgan Counties, as completed in July 2015 must be locally adopted.

Your signature below indicates that the organization you represent or yourself is a participant in the coordinated transportation plan and that you adopt this Plan for coordinated transportation efforts for 2015-2019.

Name of Plan Participant: Joel Tuttle  
Title of Plan Participant: Executive Director  
Organization Representing: Senior Life Services of Morgan County, Inc.  
Or Senior, Individual With disability, Low Income or General Public Representative: \_\_\_\_\_

Joel Tuttle  
Signature

7/21/15  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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Name of Plan Participant: MATT MULLENAX

Title of Plan Participant: DIRECTOR

Organization Representing: HAGERSTOWN/EASTERN PANHANDLE MPO

Or Senior, Individual With disability, Low Income or General Public Representative: \_\_\_\_\_

  
\_\_\_\_\_  
Signature

7/20/15  
\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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Name of Plan Participant: Cheryl L. Keyrouze

Title of Plan Participant: Executive Director

Organization Representing: Eastern Panhandle Transit Authority

Or Senior, Individual With disability, Low Income or General Public Representative: \_\_\_\_\_

Cheryl L. Keyrouze  
Signature

8/27/15  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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Name of Plan Participant: Bill Clark

Title of Plan Participant: Executive Director

Organization Representing: Region 9 Planning and Economic Development Council

Or Senior, Individual With disability, Low Income or General Public Representative: \_\_\_\_\_

Bill Clark  
Signature

7-31-15  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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Name of Plan Participant: Linda Holtzapple

Title of Plan Participant: Executive Director

Organization Representing: Berkeley County Committee on Aging dba Berkeley Senior Services

Or Senior, Individual With disability, Low Income or General Public Representative: \_\_\_\_\_

  
Linda Holtzapple

Signature

08/02/2015

Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Adoption and Approval of  
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Name of Plan Participant: Amy Wellman  
Title of Plan Participant: Executive Director  
Organization Representing: Jefferson County Council on Aging  
Or Senior, Individual With disability, Low Income or General Public Representative: \_\_\_\_\_

Amy Wellman  
Signature

10/01/2015  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date