



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

Final Report

August, 2015



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INTRODUCTION

The Region II 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 21st 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 II 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

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 21st Century

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

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 providers 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 providers. 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 providers of public transportation services, including intercity bus service, in rural and small urban areas.

DEMOGRAPHICS

Demographics

OVERVIEW

West Virginia's Region II is comprised of Lincoln, Logan, Mason, and Mingo Counties. Point Pleasant has an estimated population of 4,349 and is the largest city in the area. The Region II Planning and Development Council (PDC) is the planning organization that oversees transportation planning and development within the region. The map in Exhibit II.1 provides a depiction of the area included in this study.








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.

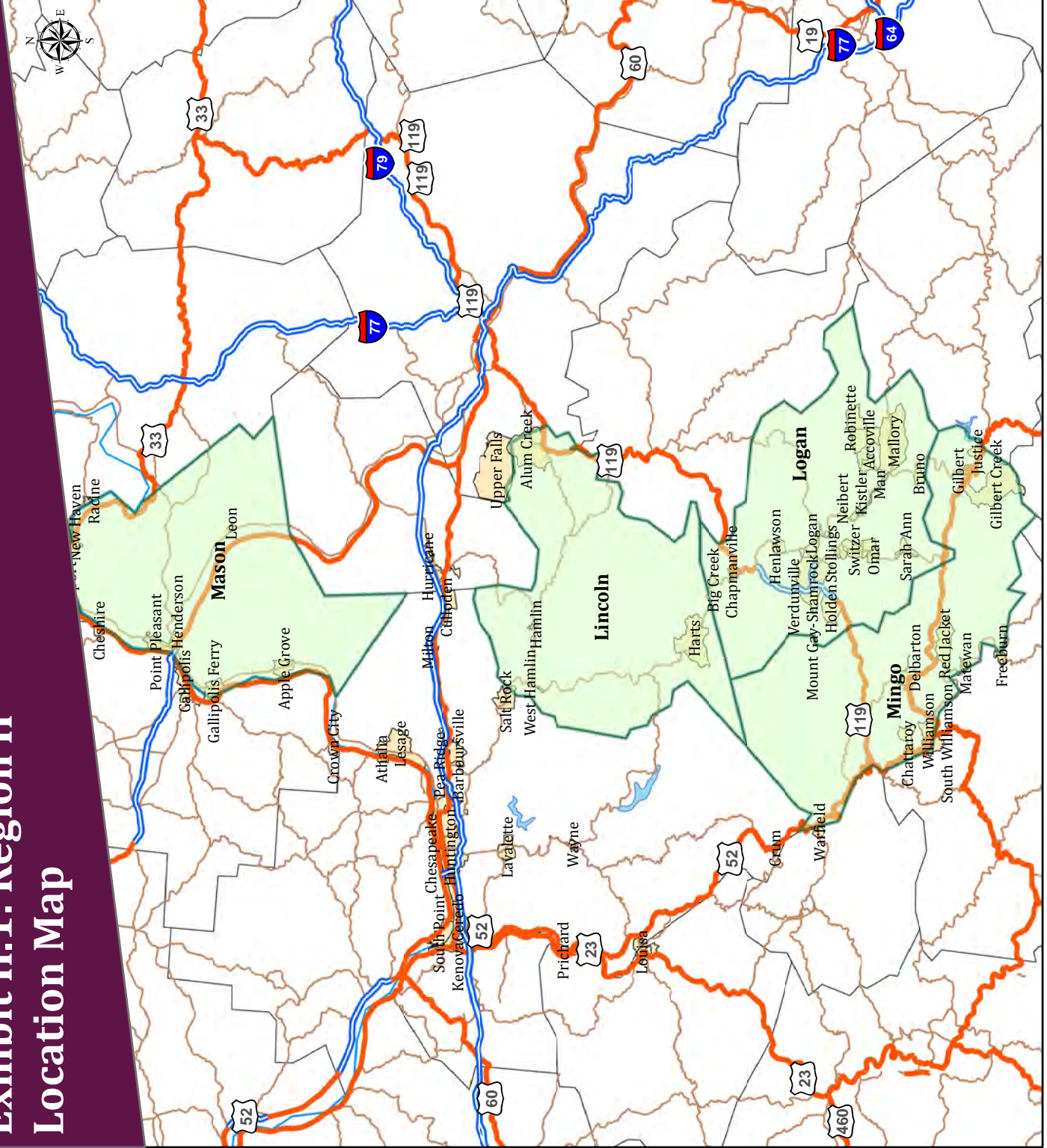
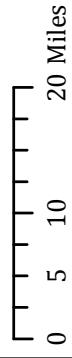
The data provided in the following section has been gathered from multiple sources including the U.S. Census Bureau's 2013 American Community Survey (ACS) Five-Year Estimates and the State of West Virginia. These sources are used to ensure that the most current and accurate information is presented. 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 II Location Map

Coordinated Public Transit- Human Service Transportation Plan Region II

Legend

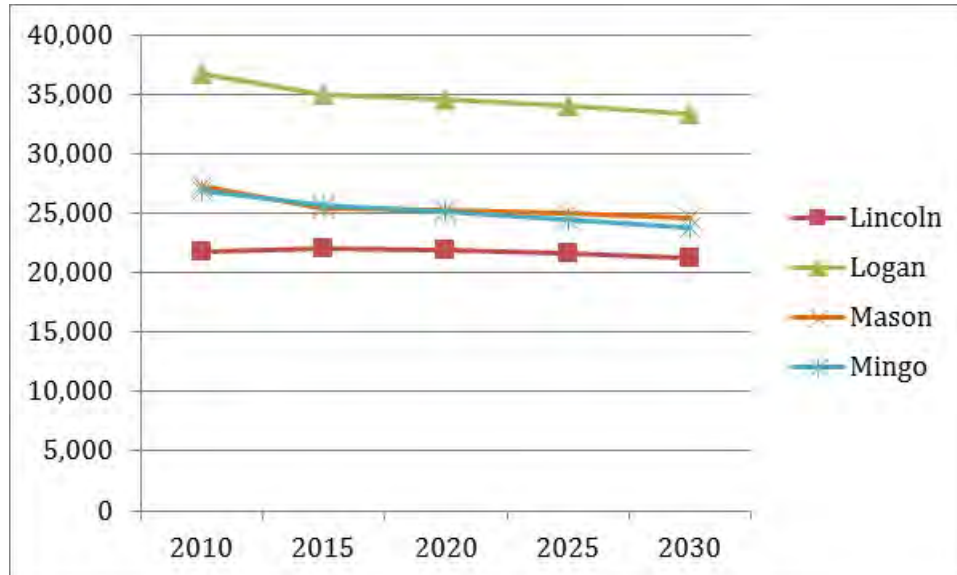
-  Region II
-  Interstate
-  Highway
-  Major Road
-  Cities/Towns
-  Rivers
-  Lakes



POPULATION PROJECTIONS

The West Virginia University (WVU) Regional Research Institute projects the region's population will fall slightly to 108,167 by the end of 2015, a 4 percent decrease from the year 2010 population. The Institute projects an 8.6 percent decrease for the Region for the next 20 years. The most significant decrease in population will occur in Mingo County. The projected population of the area in 2030 is 102,968. Exhibit II.2 shows population trends between 2010 and 2030 for each county.

Exhibit II.2
Projected 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 is concentrated around Point Pleasant, Hamlin, Logan, and Williamson. All of these areas had the highest population per square mile, with block groups ranging from between 1,855 to 3,365 persons per square mile. Chapmanville, Williamson, Rossmore, Henderson, New Haven, and Mason have block groups of moderate population densities ranging from 259.9 to 803.8 people per square mile. The remaining portions in the region have population densities ranging from low (109.5 to 259.8) to very low (14.5 to 109.4).

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.

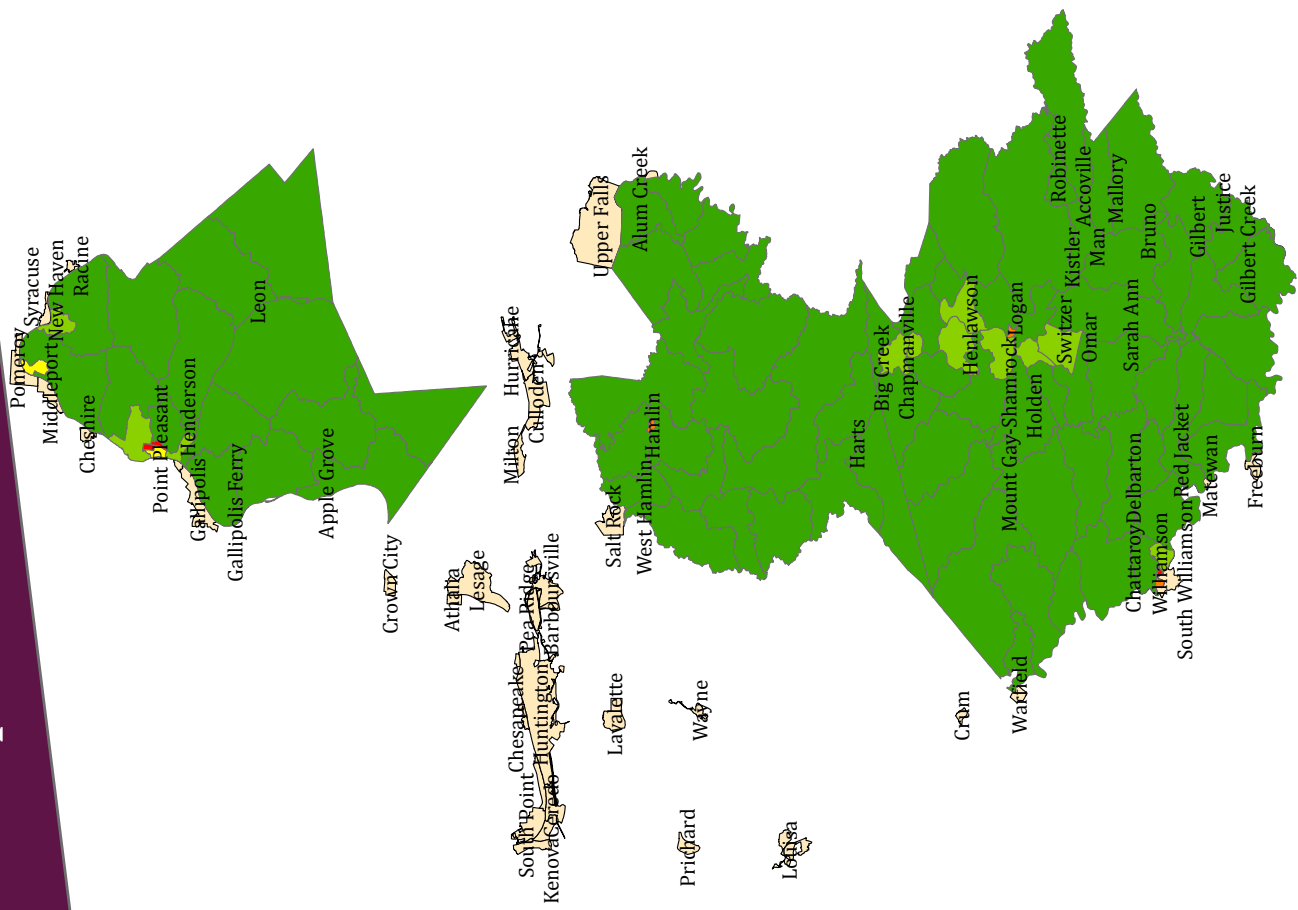
There is a trend occurring in the United States relating to the aging of the population. The two age cohorts with the largest percentage of growth over the last decade were the 50-54 year old cohort and the 45-49 year old cohort. People in these two age groups were primarily born during the post-WWII “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.

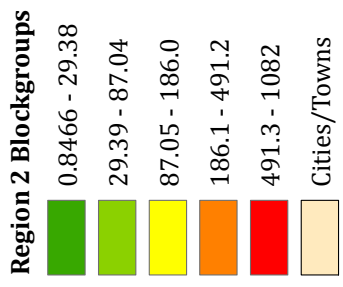
Exhibit II.4 illustrates the population density of persons over 65 years of age by block group. The concentrations of this age group mimic the densities of the overall population. Point Pleasant, Hamlin, Logan, and Williamson had the highest densities of older adults. These block groups with individuals 65 and over have densities higher than 186.1 people per square mile.

Exhibit II.4: Region II Older Adult Population Density

Coordinated Public Transit- Human Service Transportation Plan Region II

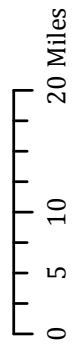


Legend



Source: 2013 ACS
Five-Year Estimates

Population Per
Square Mile



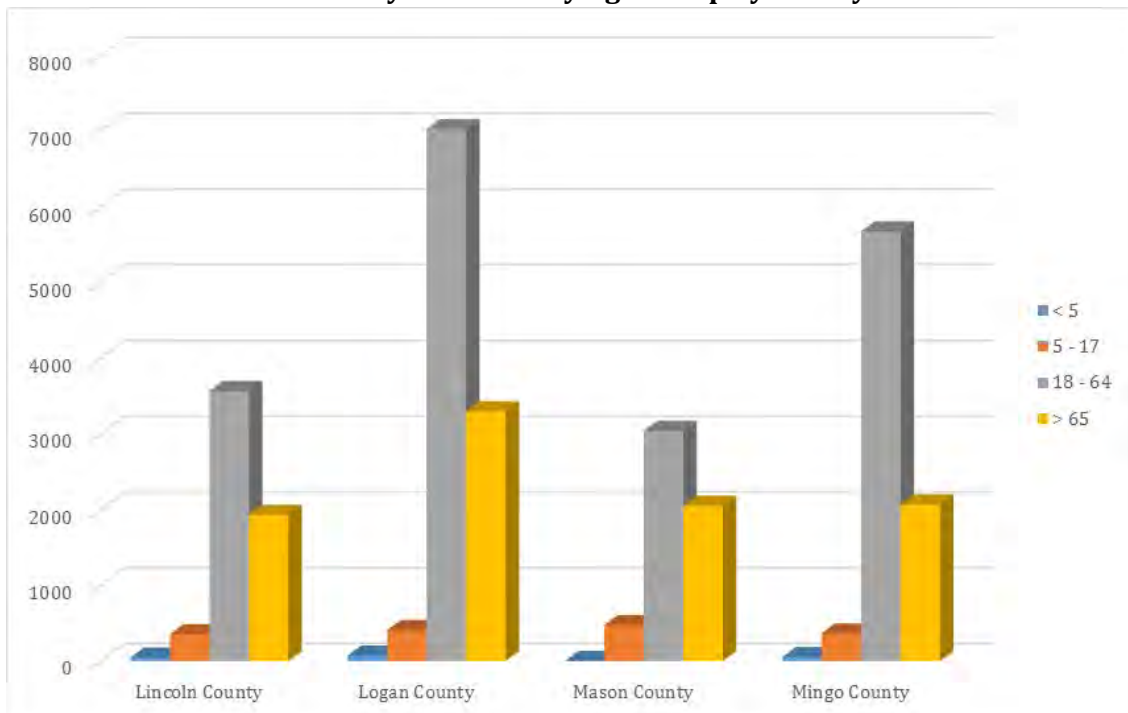
INDIVIDUALS WITH DISABILITIES

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 II 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 Logan County. The total disabled population estimate for Logan County is 10,807. Mingo County has an estimated 8,162 disabled people while Lincoln and Mason Counties have 5,903 and 5,570 respectively.

Exhibit II.5
Disability Incidence by Age Group by County

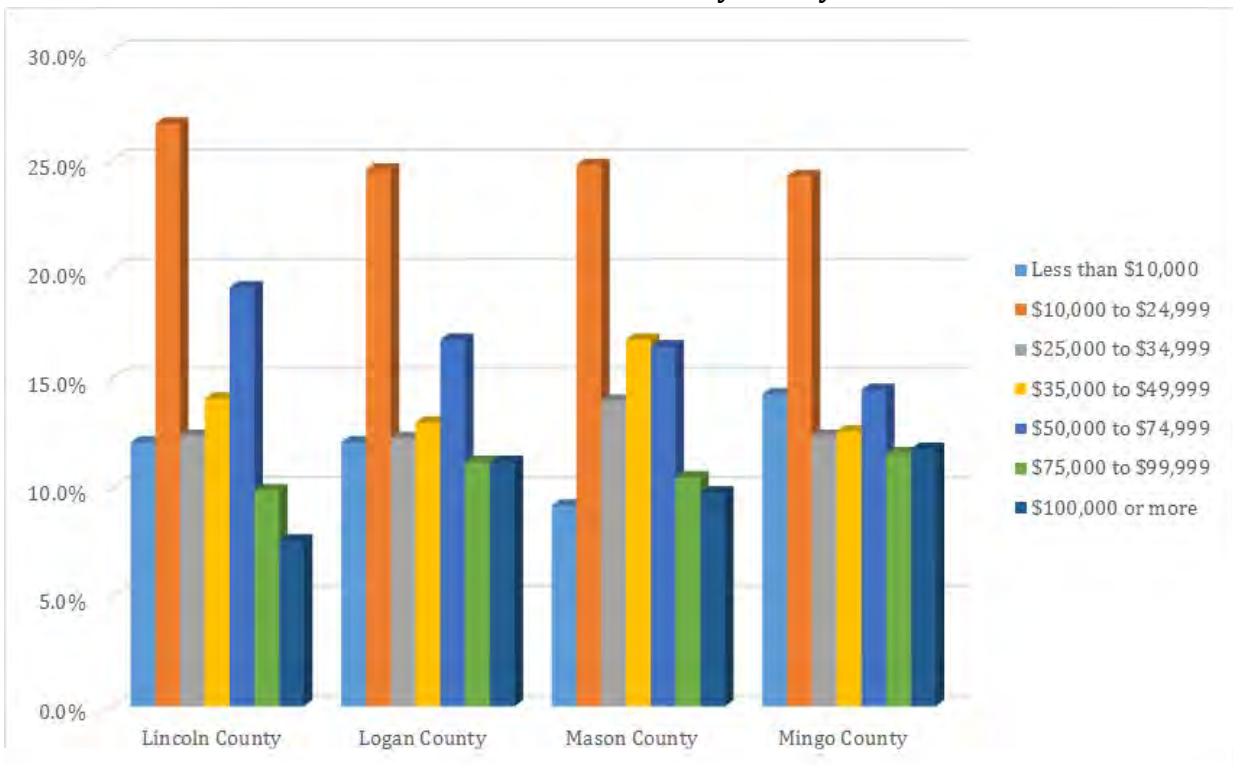


Source: 2013 ACS Five-Year Estimates

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 44,551 households in Region II. Of those households, about 50 percent earn less than \$35,000 annually. Of the households earning less than \$35,000, some 13 percent earned between \$25,000 and \$34,999. Another 25 percent earned between \$10,000 and \$24,999 and about 12 percent earned less than \$10,000 per year. The median household income for each area 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**

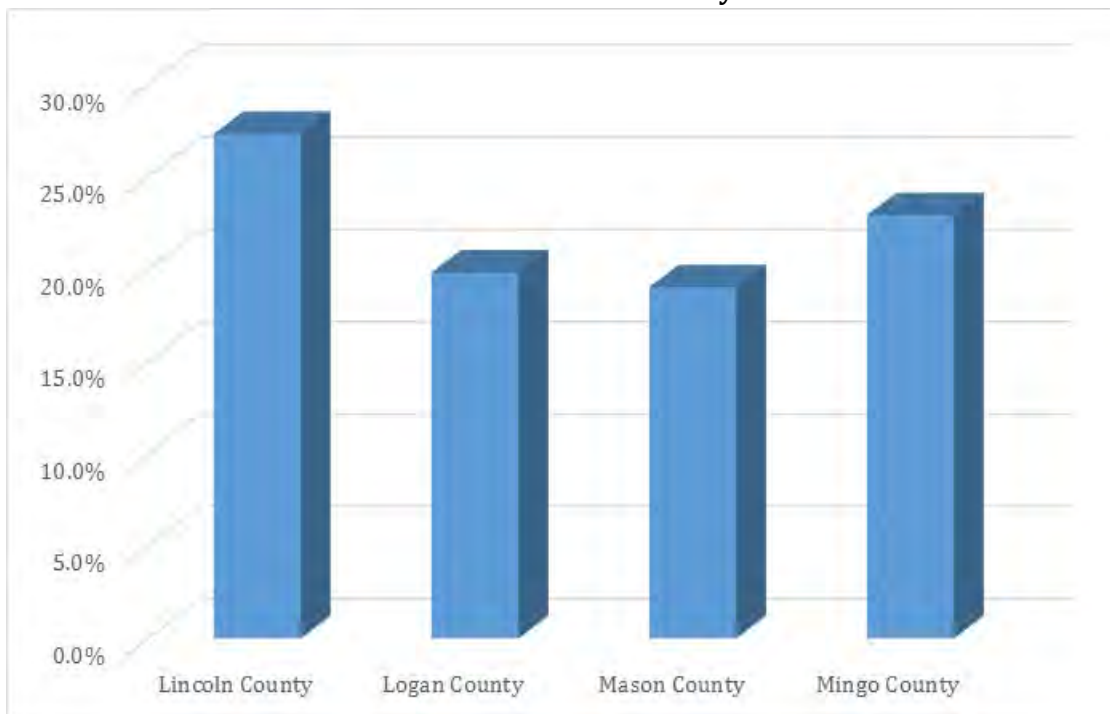
County	Median Income
Lincoln County	\$35,487
Logan County	\$36,999
Mason County	\$38,411
Mingo County	\$35,955

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. Lincoln County has the highest percent of population living below the poverty level with 27.3 percent. Mingo County had the second highest percentage of population living in poverty with 22.9 percent. Logan and Mason Counties had 19.8 percent and 19 percent of the population living below the poverty level respectively.

**Exhibit II.8
Percent Below Poverty**

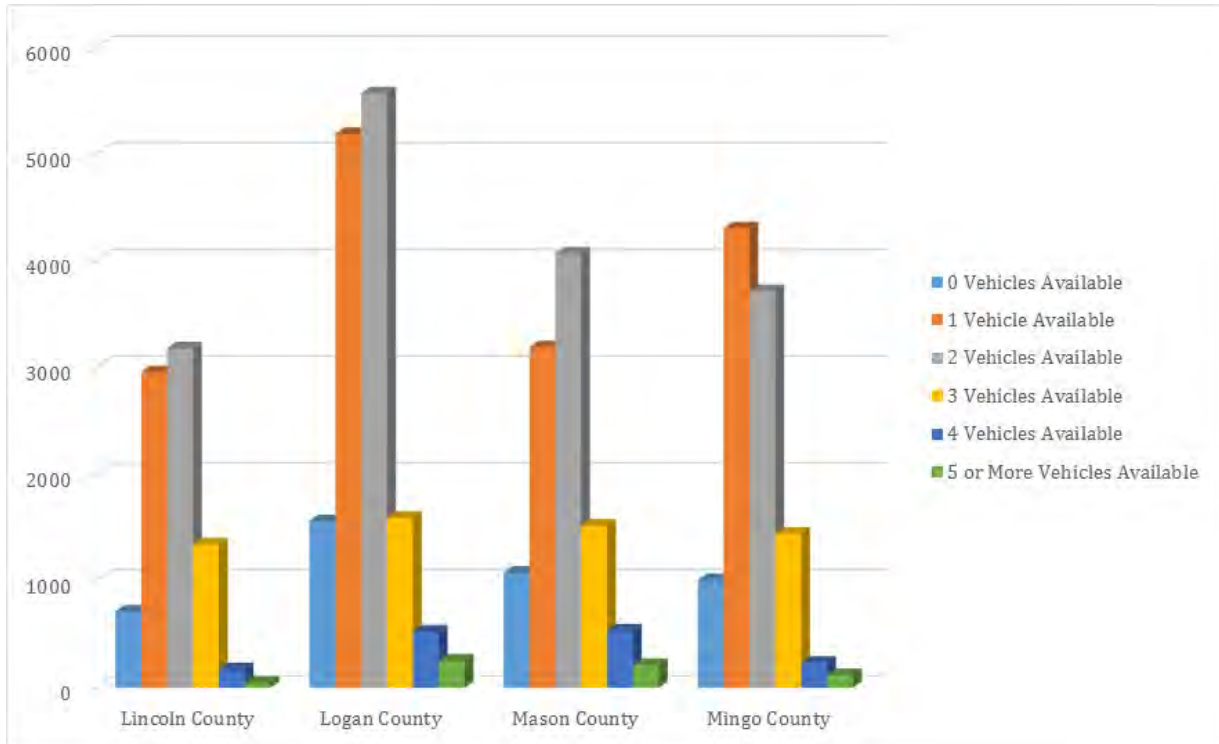


Source: 2013 ACS Five-Year Estimates

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 4,361 households in the region that have no available vehicle. This is 9.8 percent of all the households in the region. An additional 15,647 or 35.1 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

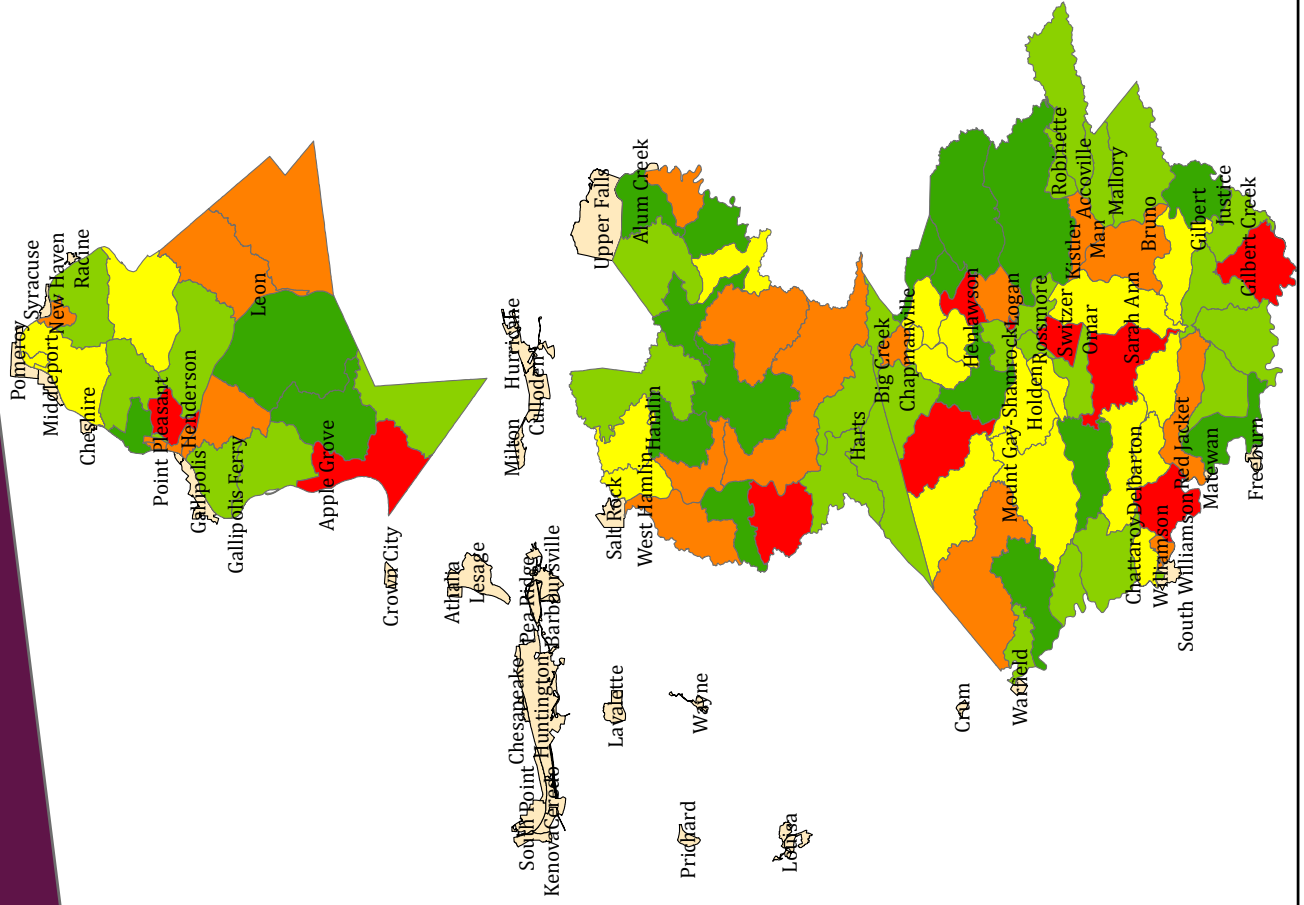


Source: 2013 ACS Five-Year Estimates

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 scattered throughout the four county region. Over 19.68 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 12.38 to 19.67 percent of zero vehicle households can also be found throughout the region.

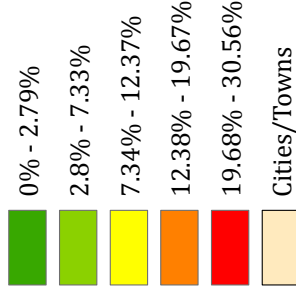
Exhibit II.10: Region II Zero Vehicle Households

Coordinated Public Transit- Human Service Transportation Plan Region II



Legend

Region 2 Blockgroups



Source: 2013 ACS
Five-Year Estimates

Percent Households
with Zero Vehicles
Available



LIMITED ENGLISH PROFICIENCY (LEP) POPULATION

At the time of the 2013 ACS Five-Year Estimates, Region II had a total population of 111,833, of which 105,491 were individuals age 5 years and older. Of this population, 98.8 percent speak only English, while the remaining 1.2 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 0.1 percent of Region II’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
Lincoln County	20,342	20,156	14	0.1%
Logan County	34,525	34,123	60	0.2%
Mason County	25,770	25,442	9	0.0%
Mingo County	24,854	24,542	47	0.2%
Region II Total	105,491	104,263	130	0.1%

Source: 2013 ACS Five-Year Estimates

Much like West Virginia overall, the largest share of the LEP population in Region II speak Spanish as their primary language. Statewide, 0.3 percent of the LEP population ages five (5) and older are Spanish-speaking. In Region II, 0.2 percent of the LEP population ages five (5) and older speak Spanish as their primary language. Exhibit II.12 shows the top five languages spoken in Region II 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	German	Tagalog	Chinese	Korean
Lincoln County	20,342	89	0	0	0	9
Logan County	34,525	48	0	17	34	5
Mason County	25,770	31	105	0	0	0
Mingo County	24,854	44	7	38	0	0
Region II Total	105,491	212	112	55	34	14

Source: 2013 ACS Five-Year Estimates

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OVERVIEW

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

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

The ultimate goal for organizations in Region II 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. Service providers create new efficiencies so that their programs can provide more service with the existing level of funding and/or expand in the most appropriate areas. If services are to be expanded in the future, additional funding will be necessary. This document outlines several coordination strategies to be explored that can be accomplished through coordination of existing resources as well as strategies that can only be implemented with additional funding.

Certain coordinated transportation stakeholders are eligible for additional funding through the Federal Transit Administration's (FTA) Section 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.

INVENTORY OF SERVICES AND KEY STAKEHOLDERS

Key public and human service agency transportation stakeholders in Region II 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. In the Appendix is a list of stakeholder organizations that were invited to participate in the interviews and stakeholder/public meetings. A list of organizations that were represented at the stakeholder/public meeting is also provided in the Appendix.

The consulting team used the West Virginia Division of Public Transit Survey for updating of the West Virginia Transportation Providers Directory 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. Stakeholders that provide transportation services described their programs and resources. Other organizations that purchase trips from a third party provider or arrange transportation on behalf of their consumers expressed several common interests regarding the unmet transportation needs of their consumers and the general public in Region II.

The following paragraphs describe the transportation provided by each of the participating organizations. The organizations that participated in the survey and/or interview with the consulting team are listed below:

- ◆ Autism Services Center
- ◆ Mason County Action Group Inc.
- ◆ PRIDE Community Services, Inc.
- ◆ Christian Help, Inc. of Mingo County
- ◆ Tri River Transit Authority
- ◆ Prestera Center for Mental Health Services
- ◆ Logan-Mingo Area Mental Health, Inc.
- ◆ Lincoln County Opportunity Company, Inc.
- ◆ H-N-H Taxi
- ◆ Logan Emergency Services Ambulance Service Authority
- ◆ MTS Ambulance

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

TRI RIVER TRANSIT AUTHORITY

The Tri River Transit Authority provides public transportation services to residents of Lincoln, Logan and Boone Counties in southwestern West Virginia. This agency provides deviated route and demand response transportation. Deviated route service means that in addition to boarding the bus

at the specified stops listed on the bus schedule, passengers can request to be picked up or dropped off up to ¾ of a mile off the bus route. These routes include:

- ◆ Logan - Madison - Omar
- ◆ Logan - Ranger - Barboursville
- ◆ Man – Logan - Madison
- ◆ Omar – Logan - Madison
- ◆ Clothier - Madison - Southridge
- ◆ Whitesville - Charleston - Southridge
- ◆ Wharton - Madison - Southridge-Charleston
- ◆ West Hamlin - Hamlin
- ◆ Hamlin – Yawkey – Southridge

Tri River Transit Authority operates 13 vans and three buses, all accessible, as well as three plain minivans.

The following table provides a summary of Tri River Transit Authority service statistics:

Tri River Transit Authority	
Programs:	Transportation
Client Eligibility:	General Public
Hours/Days of Service:	4:15 AM to 6:30 PM Monday – Saturday
Mode of Services:	Deviated Route and Curb-to-Curb Demand Response
Annual Trips Provided:	87,304 ¹
Annual Revenue Hours:	24,000
Annual Transportation Cost:	\$998,000
Cost per Passenger Trip	\$11.84
Funding Sources for Transportation:	Passenger Fares, Contract Revenue, Section 5311, State Funding, County Contributions, Advertising Revenue, and Non-Emergency Medical Transportation (NEMT)

¹Source: Tri River website (April, 2015)

Fare Structure and Eligibility

Tri River Transit Authority routes are open to the general public. The base fare is \$1.00 if boarding at a regular bus stop, an additional \$1.00 for crossing each zone boundary. Curb to curb service is available for \$2.00 plus an additional \$1.00 zone charge. These trips must be reserved in advance. Non-Emergency Medical Transportation (NEMT) passengers who do not have a Medical Card pay separate rates that are based on a person’s income.

Scheduling

Individuals may schedule a curb-to-curb trip by calling the agency at least the day before the trip is needed. Persons may board at the specified stops listed on the bus schedules without an advance reservation. Passengers can request to be picked up or dropped off up to 3/4 of a mile off the bus route.

Coordination

Tri River Transit Authority provides some contract service for agencies located within Logan, Lincoln, and Boone Counties.

Funding

The Tri River Transit Authority utilizes a variety of funding sources to operate its transportation services. These include Federal Transit Administration Section 5311 funds which comprise just under one half of its operating revenues. The next largest sources of revenue are State of West Virginia funds and Medicaid funding. Other revenue sources include local contributions, advertising revenue, fares and other system generated revenues.

PRESTERA CENTER FOR MENTAL HEALTH SERVICES

The Prestera Center for Mental Health Services is a non-profit organization that focuses on providing services to individuals with mental health and other disabilities. The Center provides transportation for its consumers to and from program activities. Transportation is also provided at group homes located throughout the counties in Region II. Group home vehicles are operated by the staff working at the group home and may be used for any purpose, including but not limited to shopping, social, and medical appointments. The Prestera Center organization has over 50 locations throughout the region that are available to serve those most in need in Boone, Cabell, Clay, Kanawha, Logan, Lincoln, Mason, Putnam, and Wayne counties.

The following table provides a summary of transportation provided by Prestera Center for Mental Health Services.

Prestera Center for Mental Health Services	
Programs:	Transportation, Addiction Recovery, Adult Services, Child Services, Intellectual Rehabilitation, and Crisis Support
Client Eligibility:	Individuals with Mental Health Disorders and Individuals in Addiction Recovery
Hours/Days of Service:	6:30 AM to 7:00 PM Monday – Friday
Mode of Services:	Door-to-Door Demand Response
Transportation Staff:	2 Dispatchers/Schedulers 1 Transit Coordinator 30 Drivers
Annual Trips Provided:	This information is not tracked by Prestera Center because transportation is part of the consumer's program and not a separate expense
Annual Transportation Cost:	Transportation expenses are not tracked separately from other program expenses and could not be estimated
Cost per Passenger Trip	This information is not tracked by Prestera Center
Funding Sources for Transportation:	Section 5310, Donations, Non-Emergency Medical Transportation (NEMT), and United Way

Schedule and Service Area

Transportation services are operated in each of Prestera's program activity centers and group home locations. Currently, the center has 79 vehicles, four of which were purchased with Section 5310 funds. The hours of transportation are Monday through Friday 6:30 AM to 7:00 PM. Transportation services are provided door-to-door. Vehicles are spread out throughout their nine-county region. The director estimates that between eight and ten new vehicles are purchased for the program every year.

Fare Structure and Eligibility

There is no fare or accepted donations for passengers. Transportation expenses are included in the consumer's treatment program and are not billed separately.

Scheduling

Passengers are required to call 24 hours in advance for a trip that is not a re-occurring trip to and from a program. Vehicles that are maintained at the group homes are scheduled as needed; these vehicles are utilized similar to how a 'family car' for any household would be scheduled. If a resident needs to go somewhere and the vehicle and driver are available, the Prestera employee will provide the trip. If the vehicle is needed for an appointment, Prestera Center suggests reserving it at least 24 hours in advance.

Coordination

Prestera Center cooperates with the various aging programs that also provide transportation in the region such as Wayne County Community Services and Lincoln County Senior Program. Both of these senior programs coordinate with Prestera Center to pick up Prestera's consumers who live within their service areas. Also, the TTA bus stop is located on the Prestera Center property, and consumers are encouraged to utilize public transportation whenever possible. Prestera Center considers the agency's transportation service to be a last resort that is saved for consumers who do not live on the bus line or are not able to manage fixed route public transportation.

Funding

The Center received funding from the Federal Transit Administration Section 5310 Program via the West Virginia DPT to purchase all four of its accessible vehicles. Other funding for transportation is derived from Non-Emergency Medical Transportation, Title III-B, Bureau of Senior Services, Lottery Funds, Kanawha County Commission, foundation contributions and grants from charitable organizations.

CHRISTIAN HELP, INC. OF MINGO COUNTY

Christian Help, Inc. of Mingo County is a faith-based, non-profit assistance agency that serves primarily the low-income population of Mingo County. Programs include transportation, a food pantry, a free clothing store, and financial assistance for utility terminations, medicines, rental assistance, and other basic needs. Christian Help, Inc. of Mingo County offices are located at Virginia & Lincoln Streets, Kermit, WV, 25674. The agency provides transportation for low income persons, older adults, and individuals with disabilities to medical appointments, grocery stores, social service and government offices.

Mission Statement: To respond to situations of emergency or need with immediacy and simplicity, respecting the dignity of all, in the spirit of Jesus Christ.

The following table provides a summary of Christian Help, Inc. of Mingo County's transportation.

Christian Help, Inc. of Mingo County	
Programs:	Transportation, Food Pantry, Clothing Store, Emergency Financial Assistance with Utilities, Medicines, and Rent
Client Eligibility:	Low-Income Persons, Older Adults, Individuals with Disabilities
Hours/Days of Service:	8:00 AM to 5:00 PM Monday – Friday
Mode of Services:	Door-to-Door Demand Response
Transportation Staff:	1 Full-Time Dispatcher (Drives as Needed) 2 Full-Time Drivers 1 Part-Time Driver
Annual Trips Provided:	9,592
Annual Transportation Cost:	\$111,591
Cost per Passenger Trip	\$11.63
Funding Sources for Transportation:	Section 5310, Donations, and Other Grant Funds

Schedule and Service Area

Transportation services are provided for Mingo County residents to destinations in and out of the county. The majority of the trips are to medical appointments and for shopping purposes.

Five vehicles are used to provide the transportation services. One is wheelchair accessible. The hours of transportation are Monday through Friday 8:00 AM to 5:00 PM. Transportation services are provided door to door. Drivers assist passengers as needed.

Fare Structure and Eligibility

Christian Help, Inc. of Mingo County does not charge fares and, while it accepts donations, it has no suggested donation amount. Donations can either be mailed to the agency or given to the drivers. In 2015, approximately \$2,007 in donations was collected from passengers for their transportation services.

Scheduling

Passengers are asked to call the dispatcher to schedule their transportation at least 24 hours in advance, though they can schedule trips months in advance. If there is room in the schedule, trips can be scheduled later than the 24-hour time period.

Coordination

Christian Help, Inc. of Mingo County participates in driver training with other agencies. It also coordinates with the local Department of Health and Human Resources (DHHR), doctors, hospital, and mental health agencies to provide transportation for their clients.

Funding

Christian Help, Inc. of Mingo County 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 Mingo County. Additional operating funds are provided through local foundations and donations.

PRIDE COMMUNITY SERVICES, INC.

PRIDE Community Services, Inc. is a non-profit organization that supports many programs for elderly, disabled and low income individuals. PRIDE offices are located at 699 Stratton Street, Logan, WV, 25601. The Senior Citizens Services Program provides transportation for older adults to the PRIDE center for daily congregant meals. Weekly trips are provided to local grocery stores and post offices. Informal routes pick up older adults from various areas of the county, PRIDE Community Services, Inc. also provides transportation services as part of its Head Start Program. Head Start eligible children are transported from their homes to local Head Start Centers throughout Logan County.

PRIDE Community Services, Inc.	
Programs:	Transportation, Senior Nutrition, In-Home Care, Child & Adult Food Care Program, Case Management, Head Start, Healthy Homes, Housing, Supportive Services for Veteran Families (SSVSF), Weatherization, Residential Energy Assistance Program (REAP), Volunteer Income Tax Assistance Program (VITA), and Right From The Start
Client Eligibility:	Varies by Program
Hours/Days of Service:	8:30 AM to 4:30 PM Monday – Friday

Mode of Services:	Door-to-Door Demand Response
Transportation Staff:	1 Full-Time Director 1 Part-Time Director 5 Full-Time Drivers 3 Part-Time Drivers
Annual Trips Provided:	Senior Trips: 4,200; Head Start Trips: 14,032
Annual Transportation Cost:	Senior: \$108,000; Head Start: \$176,000
Cost per Passenger Trip	\$22.00
Funding Sources for Transportation:	Grants, Donations, Title III-B, Section 5310, CSBG, Administration for Children & Families Office of Head Start

Schedule and Service Area

Transportation services are operated throughout Logan County, WV using various modes of transportation including vans, buses, passenger vehicles, and school buses. The hours of transportation are Monday through Friday, 8:30 AM – 4:30 PM for senior services; times vary for Head Start based upon school scheduling. Transportation services are provided door to door. Drivers assist passengers, as needed.

Fare Structure and Eligibility

While there is no set fare for passengers, donations are welcome. A donation box is located on each vehicle to collect passenger donations. There is a suggested sliding scale donation based upon income.

Scheduling

For transportation to and from the Senior Center, general fixed routes are followed, based on passenger locations. In the event that a senior passenger is not able to participate on the route, he or she is asked to call and inform the staff as soon as possible. Head Start bus routes are operated on fixed routes established at the start of each school year based on student locations. Head Start eligible children who require transportation outside of these fixed routes can be reimbursed for providing their own transportation to and from Head Start Centers.

Coordination

While there is no formal coordination of transportation trips, PRIDE does refer callers to other agencies they believe can meet the transportation needs of the caller. Most referrals are made to Tri River Transit. A bus stop is conveniently located in front of the PRIDE Center.

PRIDE takes transportation referrals from Logan-Mingo Area Mental Health, Inc. for older adults. When there is room in the transportation schedule, trips are provided. If PRIDE is not able to transport the passenger, they are referred to Tri River Transit Authority.

Because the Head Start Program for Logan County is operated by PRIDE, the Senior Program coordinates with it in several ways. Fleet cards are used to purchase fuel in an attempt to lower fuel costs. In addition, driver training is consolidated, when possible. When necessary, other PRIDE employees fill in for absent drivers. These actions are taken in an effort to reduce the overall costs for both programs.

The PRIDE Director of Senior Programs indicated that greater coordination among transportation providers and additional service hours would improve the transportation options currently available in Logan County. Offering scheduled transportation stops throughout the rural areas of Logan County would open doors for many citizens living in these areas who must rely on family, friends, and neighbors for their transportation needs.

PRIDE believes local elected officials, agency administrators and other community leaders are supportive of efforts to improve the transportation options in Logan County. PRIDE shares with others in the community the needs of their clients, which includes improved transportation options. Additionally, PRIDE participated in the 2011 Region II Coordinated Public Transit Human Service Transportation Plan.

Funding

PRIDE received funding from the Federal Transit Administration (FTA) Section 5310 via the West Virginia Department of Transportation, Division of Public Transit to purchase its transportation vehicles. Various grant sources, such as Title III-B of the Older Americans Act, and donations support the transportation program.

AUTISM SERVICES CENTER

Autism Services Center is a non-profit organization that provides services to individuals with autism and other developmental disabilities as well as their caregivers. The Center is located at 1005 B State Rt. 10 N, in West Hamlin. Transportation is provided by the Center for its clients from the Center to sites within Lincoln County, though occasionally trips are provided to destinations in Huntington, WV. Trips are provided to educate Center clients on the resources available to them within their community.

Center clients use Tri River Transit and Tri-State Transit Authority for daily transportation to and from the Center. Transportation costs are the responsibility of the client’s family or caregiver.

Autism Services Center	
Programs:	Transportation, Adult Day Programs, Educational, and Social Activities
Client Eligibility:	Adults with Autism and Other Disabilities
Hours/Days of Service:	9:00 AM – 3:00 PM, Monday – Friday
Mode of Services:	Curb-to-Curb Demand Response
Transportation Staff:	Staff Members Drive, As Needed
Annual Trips Provided:	4,239 Estimated Trips
Annual Transportation Cost:	\$2,875 Estimated Cost
Cost per Passenger Trip	\$.68
Funding Sources for Transportation:	Agency Budget, Section 5310, and Medicaid

Schedule and Service Area

The transportation service is provided with one van that is wheelchair accessible. The hours of transportation vary according to the activities planned but are provided within agency operating hours of Monday through Friday 9:00 AM to 3:00 PM. The vehicle is a 2005 Ford E350, with 2 wheelchair positions. The vehicle had 31,986 miles at the time of the site visit.

Fare Structure and Eligibility

Clients are not charged a fare to ride the vehicle.

Scheduling

The transportation schedule is set based upon the community activities planned by the Center staff.

Coordination

While there is no formal coordination of transportation trips, the Center does refer clients to other agencies they believe can meet the transportation needs. Most referrals are made to Tri River Transit and the Tri-State Transit Authority.

The Center, on occasion, assists its clients with scheduling medical appointment transportation with Tri River Transit. They also provide an aide to Tri River Transit to assist their clients on and off the vehicle that transports them to and from the Center.

The Center staff believes greater coordination among transportation providers and additional service hours would improve the transportation options currently available in Lincoln County. Improved communications with community leaders about the need for transportation services is also needed.

Funding

The Center funds its transportation services from its general fund budget.

MASON COUNTY ACTION GROUP, INC.

Mason County Action Group, Inc. (MCAG) is a non-profit organization that provides services for adults age 60 and older. Their offices are located at 101 2nd Street, Point Pleasant, WV, 25550. The MCAG provides transportation for older adults to and from medical appointments. Trips are also provided to local grocery stores.

Mission Statement: "Promoting independence, dignity and well-being for the clients we serve."

Mason County Action Group, Inc.	
Programs:	Transportation, senior nutrition, In-home care
Client Eligibility:	Senior Citizens 60 and Older
Hours/Days of Service:	8:00 AM to 3:00 PM Monday – Friday
Mode of Services:	Door-to-Door Demand Response
Transportation Staff:	1 Part-Time (10%) Director 1 Part-Time (10%) Assistant 1 Part-Time (30 hrs./wk.) Driver 1 Full-Time Driver/Coordinator
Annual Trips Provided:	N/A

Annual Transportation Cost:	\$35,000
Cost per Passenger Trip	N/A
Funding Sources for Transportation:	Donations, Title III-B, Medicaid, Non-Emergency Medical Transportation (NEMT), Bureau of Senior Services

Schedule and Service Area

The transportation service is operated throughout Mason County, WV using three vans, one of which is wheelchair accessible. The hours of transportation are Monday through Friday 8:00 AM to 3:00 PM. Transportation services are provided door to door. Drivers assist passengers as needed, for example, the driver will assist passengers by setting groceries inside the door of their home.

Fare Structure and Eligibility

Standard fares are not charged, however, there is a suggested sliding scale donation based upon income.

Scheduling

Passengers are encouraged to call at least 72 hours in advance to schedule their transportation. If there is room in the schedule, the coordinator will accommodate a trip request made after the 72-hour period.

Coordination

MCAG staff stated there is no public transportation or private taxi operators in Mason County. Pretera provides NEMT transportation services for their clients living in Mason County. The Pleasant Valley Hospital provides transportation from its nursing home and rehabilitation center to the hospital.

When MCAG receives transportation requests they cannot provide, they refer callers to Pretera (if eligible). MCAG also receives referrals for transportation services from the hospital and Pretera.

MCAG drivers are included in driver training that is provided in Jackson County by another agency. The agency would be interested in the joint purchasing of vehicles and equipment, if possible.

Greater coordination among transportation providers and additional service hours would improve the transportation options currently available in Mason County. As mentioned earlier, with few transportation providers in the county, coordinating those services may offer additional transportation options to more people. Meeting with border county transportation providers to

devise ways to work together to implement a network of transportation services would be of interest to MCAG staff.

Offering transportation services to the more rural areas of Mason County would open doors for many citizens living in these areas who must rely on family, friends, and neighbors for their transportation needs. It is difficult to provide these services to rural areas that require long distance travel to areas where there are few residents. However, this would provide a link to medical and shopping destinations that is currently unavailable.

Funding

The Mason County Action Group, Inc. received funding from the Federal Transit Administration (FTA) Section 5310 via the West Virginia Department of Transportation, Division of Public Transit to purchase vehicles in the past. Various grant sources, such as Title III-B, Medicaid, and donations support the transportation program.

LOGAN-MINGO AREA MENTAL HEALTH, INC.

Logan-Mingo Area Mental Health, Inc. is a treatment facility in Logan, West Virginia which specializes in mental health and substance abuse services. They provide outpatient options for those who enroll. Agency programs cater to particular demographics, such as adolescents and DUI/DWI offenders. Payment is accepted at this facility through self-payment, Medicaid, Medicare, private health insurance, and military insurance.

The following table provides a summary of Logan-Mingo Area Mental Health’s service statistics:

Logan-Mingo Area Mental Health, Inc.	
Programs:	Mental Health Services
Client Eligibility:	Program Clients Only
Hours/Days of Service:	7:30 AM -- 5:30 PM, Monday – Friday Weekends As Needed
Mode of Services:	Curb-to-Curb Demand Response
Annual Trips Provided:	87,304
Annual Transportation Cost:	\$998,000
Cost per Passenger Trip	\$11.84

Funding Sources for Transportation:	Self-Payment, Medicaid, Medicare, Private Health Insurance, Military Insurance, and Section 5310
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Schedule and Service Area

Transportation services are operated in Logan and Mingo Counties. Currently, the agency has ten vehicles, seven of which are wheelchair accessible. The hours of transportation are Monday through Friday 7:30 AM to 5:30 PM and service is provided on weekends as needed. Transportation services are provided curb-to-curb.

Fare Structure and Eligibility

Services are direct billed to the client or are billed to Medicaid, Medicare, and insurance companies. Transportation expenses are included in the consumer’s treatment program.

Scheduling

Passengers are required to call 24 hours in advance for a trip that is not a re-occurring trip to and from a program.

Funding

Logan-Mingo Area Mental Health, Inc. 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 Logan and Mingo Counties. Other funding sources include self-payment, Medicaid, Medicare, and private or military health insurances.

OTHER TRANSPORTATION STAKEHOLDERS

MTS Ambulance

MTS Ambulance is a private transportation company providing ambulance services to Cabell, Wayne, Lincoln, Mason, Mingo, Putnam, Kanawha, and Boone Counties. Services are available 24 hours a day, 7 days a week utilizing 17 total vehicles. MTS Ambulance employs 60 full-time drivers and 10 part-time drivers. Transportation is available to the public but must be for medical purposes only. MTS is a non-emergency medical transportation (NEMT) provider.

Lincoln County Opportunity Company, Inc.

The Lincoln County Opportunity Company, Inc. is a non-profit agency providing transportation services to seniors, disabled, and low income in Lincoln County. Transportation is for medical purposes, but some shopping and grocery trips are provided if possible. No fare structure is in place,

but donations are encouraged. Lincoln County Opportunity Company, Inc. is a non-emergency medical transportation (NEMT) provider.

H-N-H Taxi

H-N-H Taxi is a private company providing taxi services in Mingo County. Services are available 24 hours a day, 7 days a week. The majority of the trips provided are employment and recreational trips. Transportation is provided utilizing one non-accessible minivan and 4 full-time drivers.

Logan Emergency Ambulance Service Authority (L.E.A.S.A.)

The Logan Emergency Ambulance Service Authority was established by the Logan County Commission to meet the need for quality ambulance services in the county. L.E.A.S.A. provides 24 hour, 7 day a week transportation to Logan County residents. Non-emergency medical transports are provided from 8:30 AM to 11:30 PM.

VEHICLE UTILIZATION

From the transportation provider interviews, a vehicle utilization chart was developed to provide an overview of when services are being provided in Region II. Exhibit III.1 outlines the times when vehicles are being utilized and identifies 7:30 AM to 5:00 PM as the core services areas for transportation in the region.

INTERCITY SERVICES

No intercity services or connections are currently provided in Region II.

SUMMARY OF TRANSPORTATION SERVICES

The matrix in Exhibit III.2 shows the available services by county. The matrix identifies public transportation, senior transportation, transportation for individuals with disabilities, and intercity transportation.

Exhibit III.2: Transportation Services

County	Public Transportation	Senior Transportation	Transportation for Individuals with Disabilities	Intercity Transportation
Lincoln	X	X	X	
Logan	X	X	X	
Mason		X	X	
Mingo		X	X	

Exhibit III.3 identifies the organizations that provide transportation in Region II. The list is arranged by county and includes public, private, and non-profit organizations. Within the table the number of vehicles, the types of services, the service area, and funding sources are identified for each provider. In some cases, where information is noted as not available, additional data was not provided by that agency.

There are over 121 passenger transportation vehicles in the study area that are operated by 7 public and non-profit agencies, not including private limousine, intercity, school buses, or taxi companies. The majority of transportation services are available on weekdays between 7:30 AM and 5:00 PM. Weekend and evening transportation is available on a more limited basis. All of the identified vehicles are used for transportation of older adults, people with low incomes, and/or individuals with disabilities, and the general public, many of who are consumers of the organizations identified as transportation stakeholders. School buses are not included in the inventory.

Exhibit III.3

Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
Mason County							
Mason County Action Group, Inc.	Human Service Agency	Older Adult Clients - 60 and older	Mason County	Door-to-Door Demand Response	8:00 AM - 3:00 PM, Monday - Friday	2 Vans 1 Accessible Van	NEMT, Title III, Donations and Other Grants
Prestera Center for Mental Health Services	Human Service Agency	Program Trips and Group Home Services for Prestera Individuals with Disabilities	Boone, Cabell, Clay, Kanawha, Logan, Lincoln, Mason, Putnam, and Wayne Counties	Demand Response	6:30 AM - 7:00 PM Monday-Friday	79 Vehicles (4 are Accessible)	Section 5310, Donations, Medicaid, United Way

Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
Mingo County							
Christian Help, Inc. of Mingo County	Human Service Agency	Low Income Persons, Older Adults, and Individuals with Disabilities	Mingo County	Door-to-Door Demand Response	8:00 AM - 5:00 PM Monday - Friday	5 Vehicles (1 Accessible)	Section 5310, Donations, and Other Grants
Logan-Mingo Area Mental Health, Inc.	Human Service Agency	Program Clients	Logan and Mingo Counties	Curb-to-Curb Demand Response	7:30 AM - 5:00 PM Monday - Friday Weekends, As Needed	3 Accessible Buses 4 Accessible Vans 2 Vans 1 Mini Van	Self-Payment, Medicaid, Medicare, Private Health Insurance, Section 5310, and Military Insurance

Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
Logan							
PRIDE Community Services, Inc.	Human Service Agency	Older Adult Clients - 60 and Older, Low Income, and Individuals with Disabilities	Logan County	Route Deviated, Door-to-Door Demand Response	8:30 AM - 4:30 PM Monday - Friday	6 Vans (4 are Accessible)	Grants, Donations, Title III-B, Section 5310, and CSBG

Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
Tri River Transit Authority	Public Transit	General Public	Lincoln, Logan, and Boone Counties	Express Routes to Charleston and Huntington and Route-Deviation within Service Area	4:15 AM – 6:30 PM Monday-Saturday	3 Accessible Buses 3 Mini Vans 13 Accessible Vans 1 Jeep	Passenger Fares, Contract Revenue, Section 5311, State Funds, NEMT, Co. Contributions, and Advertising Revenue
Prestera Center for Mental Health Services	Human Service Agency	Program Trips and Group Home Services for Prestera Individuals with Disabilities	Boone, Cabell, Clay, Kanawha, Logan, Lincoln, Mason, Putnam, and Wayne Counties	Demand Response	6:30 AM – 7:00 PM Monday – Friday	79 Vehicles (4 are Accessible)	Section 5310, Donations, Medicaid, and United Way
Logan-Mingo Area Mental Health, Inc.	Human Service Agency	Program Clients	Logan and Mingo Counties	Curb-to-Curb Demand Response	7:30 AM – 5:00 PM Monday – Friday Weekends, As Needed	3 Accessible Buses 4 Accessible Vans 2 Vans 1 Mini Van	Self-Payment, Medicaid, Medicare, Private Health Insurance, Section 5310, and Military Insurance

Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
Lincoln County							
Autism Services Center	Human Service Agency	Center Clients	Lincoln County	Curb-to-Curb Demand Response	9:00 AM - 3:00 PM Monday-Friday (services provided as directed by program - not daily)	1 Accessible Van	Agency Budget and Medicaid
Tri River Transit Authority	Public Transit	General Public, NEMT	Lincoln, Logan, and Boone Counties	Express Routes to Charleston and Huntington and Route-Deviation within Service Area	4:15 AM – 6:30 PM Monday-Saturday	3 Accessible Buses 3 Mini Vans 13 Accessible Vans 1 Jeep	Passenger Fares, Contract Revenue, Section 5311, State Funds, NEMT, Co. Contributions, Advertising Revenue
Prestera Center for Mental Health Services	Human Service Agency	Program Trips and Group Home Services for Prestera Individuals with Disabilities	Boone, Cabell, Clay, Kanawha, Logan, Lincoln, Mason, Putnam, and Wayne Counties	Demand Response	6:30 AM – 7:00 PM Monday – Friday	79 Vehicles (4 are Accessible)	Section 5310, Donations, Medicaid, and United Way

Needs & Gaps

ASSESSMENT OF UNMET NEEDS AND GAPS IN SERVICES

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:
 - September 17, 2014 at Tri River Transit
 - November 7, 2014 at Tri River Transit
- ◆ 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

Thirty-eight individuals representing public, private, non-profit, and faith-based organizations were invited to attend the meetings. Meetings were also announced in local newspapers. Seven organizations attended the workshops. Participants included public transportation providers, human service agencies, and planning organizations. Organizations represented at the meetings are listed below:

- ◆ PRIDE Community Services, Inc.
- ◆ Prestera Center for Mental Health Services
- ◆ Tri River Transit Authority
- ◆ Christian Help, Inc. of Mingo County
- ◆ Logan-Mingo Area Mental Health, Inc.
- ◆ Mason County Action Group, Inc.
- ◆ 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 Lincoln, Logan, Mason, and Mingo 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, 31 individuals from Region II participated in the public survey.

Table IV.1: Public Survey Results Summary

Topic	County			
	Lincoln	Logan	Mason	Mingo
Total Surveys Received by County:	0	9	0	22
How do you manage your transportation needs?				
Drive your own car	N/A	22%	N/A	68%
Walk or ride a bicycle	N/A	11%	N/A	9%
Ride with family or friends	N/A	44%	N/A	14%
Use an agency transportation service	N/A	22%	N/A	9%
Use public transportation	N/A	11%	N/A	5%
What do you need but cannot do because you do not have transportation?				
Go to Work	N/A	0%	N/A	14%
Go to Medical Appointments	N/A	86%	N/A	29%
Shop to Feed Yourself or Family	N/A	71%	N/A	19%
Go to School (Vocational or College)	N/A	14%	N/A	19%
Do Errands (Shopping or Other)	N/A	14%	N/A	24%
Go to Appointments	N/A	57%	N/A	19%
Attend Social Outings	N/A	57%	N/A	67%
Attend Sunday Religious Functions	N/A	57%	N/A	14%
Do you have any transportation Limitations?				
No	N/A	22%	N/A	63%
Yes. Need access to wheelchair accessible vehicles	N/A	33%	N/A	0%

Topic	County			
	Lincoln	Logan	Mason	Mingo
Is there someone with a disability in your household that limits his or her mobility?				
No	N/A	56%	N/A	52%
Yes	N/A	44%	N/A	48%
Would you utilize any of the following resources for updates on this topic in the future?				
Twitter	N/A	0%	N/A	13%
Facebook	N/A	100%	N/A	75%
WV Department of Transportation/DPT	N/A	50%	N/A	13%
Local Agency or Transit System Website	N/A	0%	N/A	0%
Text Messages	N/A	0%	N/A	13%
Email	N/A	0%	N/A	0%
Other Social Media	N/A	0%	N/A	13%

Table IV.2: Demographic Breakdown of Survey Results

Topic	County			
	Lincoln	Logan	Mason	Mingo
Total Surveys Received by County:	0	9	0	22
Age				
Under Age 15	N/A	0%	N/A	0%
15 – 24 Years	N/A	0%	N/A	14%
25 – 64 Years	N/A	33%	N/A	50%
65 Years or Older	N/A	67%	N/A	36%
Which of the following best represents your heritage?				
White (non-Hispanic)	N/A	100%	N/A	100%
Black or African American	N/A	0%	N/A	0%
Latino or Hispanic	N/A	0%	N/A	0%
East Asian or Asian American	N/A	0%	N/A	0%
South Asian or Indiana American	N/A	0%	N/A	0%
Middle Eastern or Arab American	N/A	0%	N/A	0%
Native American or Alaska Native	N/A	0%	N/A	0%
Approximate Annual Household Income				
Less than \$10,000	N/A	0%	N/A	59%
\$10,000 - \$15,000	N/A	56%	N/A	36%
\$15,000 - \$20,000	N/A	0%	N/A	0%
\$20,000 - \$30,000	N/A	44%	N/A	5%

Topic	County			
	Lincoln	Logan	Mason	Mingo
\$30,000 - \$40,000	N/A	0%	N/A	0%
\$50,000 - \$60,000	N/A	0%	N/A	0%
\$60,000 - \$85,000	N/A	0%	N/A	0%
\$85,000 or More	N/A	0%	N/A	0%
Is English your primary language?				
Yes	N/A	100%	N/A	100%
No	N/A	0%	N/A	0%

Summary of Unmet Needs and Gaps in Services

In each county, there is a substantial need for transportation to/from life-sustaining services.

- ◆ None of the counties in Region II are able to meet demand for transportation requests for recurring medical, education, and employment trips that involve multiple travel days each week.
- ◆ In all counties of Region II, transportation after medical procedures and upon release from the hospital is needed. These trips are a challenge for transportation providers to schedule because: (1) they are short-notice trip requests; and (2) drivers are not trained as Emergency Medical Technicians (EMTs) and often the riders need assistance and/or medical help.
- ◆ Transportation options suitable for frail individuals are needed in all counties because these individuals cannot tolerate the long-distance travel and long wait times for pick-ups which are a common part of rural demand-response transportation services.
- ◆ Attendants or escorts are needed to assist some riders from place to place within the facility and then back to the door to ride the transit vehicles.
- ◆ Accessible vehicles, both replacement and expansion, are needed throughout the region. Replacement vehicles are needed to help agencies control maintenance and operating costs, while also ensuring a safe ride. Expansion vehicles are needed so that providers can meet the demand for transportation and/or expand the level of service offered.
- ◆ Expanded and extended transportation operating schedules and service areas are needed to enable low income individuals, individuals with disabilities, and those who are under the age of 60 to have access to work, recreation, and other activities.
- ◆ Weekend transportation and extended service hours are needed for dialysis and other medical transportation.
- ◆ All counties need more service provided to rural areas and to the outlying areas of each county for employment, shopping, and medical appointments.
- ◆ More connections are needed between neighboring counties and from rural areas to more populated areas.
- ◆ On-demand service is needed for appointments or emergencies for which an individual cannot plan ahead.
- ◆ Additional qualified transportation employees are needed.
- ◆ Additional public and elderly transportation options are needed in Mingo County.
- ◆ More frequent driver training opportunities are needed in Logan and Mingo Counties.

- ◆ Additional resources to provide long-distance medical trips are needed.
- ◆ A central location is needed for information on non-emergency medical transportation providers.
- ◆ Additional runs of existing transportation routes are needed in order to prevent excessive wait times for trips.
- ◆ A central location for the public to call for transportation information is needed to improve the public's knowledge of what is available to them.
- ◆ More appropriately sized vehicles are needed.

In the second regional meeting on November 7, 2014, 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 funding and operating revenue were considered to be the primary challenges to addressing the needs identified during this planning process. Transportation providers, in particular, indicated that they would be willing to work together to implement solutions to limited transportation options for medical, employment, education, and any other purpose, if additional funding were available to expand and enhance their current levels of service. Additional funding is essential to increasing coordinated efforts for long distance medical trips.
- ◆ The Medicaid brokerage system is proving to be a challenge to providers. Many providers in Region II have opted not to establish agreements with the Medicaid broker. The providers that have opted to provide Medicaid transportation such as Tri River Transit and Prestera have encountered scheduling and communication issues with the broker.
- ◆ Some transportation providers in the region are only able to provide services to their own agency clients. These eligibility requirements often exclude many sectors of the public which are in need of transportation.
- ◆ Region II is a very rural area resulting in low productivity and low cost-effectiveness. Many of the rural roads are narrow, curvy and have multiple inclines making them difficult to navigate with larger vehicles.

Priorities & Goals

COORDINATED TRANSPORTATION PRIORITIES AND GOALS

PROGRESS SINCE 2011 COORDINATION PLAN

Since the 2011 Coordinated Public Transit-Human Services Transportation Plan Update, communication among partners has improved slightly. Transportation services to the region have increased due to the expansion of services offered by Tri River Transit and Christian Help of Mingo County volunteer transportation program.

While Region II should be commended for their accomplishments, recurring unmet needs still stand. Limited trip sharing occurs between agencies and counties, often due to the distance that must be traveled among counties. Consistent employment transportation and long distance medical transportation are still an unmet need going forward.

Moving forward, Region II will focus on decreasing transportation unmet needs and gaps by eliminating eligibility requirements and by planning and coordinating transportation to underserved areas and populations.

UPDATED COORDINATED TRANSPORTATION GOALS – 2015 THROUGH 2019

The general concept of coordination for the counties in Region II has support from local human service agencies, senior centers, 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, and medical appointments and treatments. Coordinated transportation 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.

In addition to the goals listed individually in the plan, the Region II 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.

Six goals are listed below. Each goal and priority is supported by the input provided by participating stakeholders, including the general public, public transportation providers, local stakeholders, 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.

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 an 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 (Geographic)	Medical Transportation	Appropriate Vehicle Fleet	Service Hours	Passenger Eligibility	Information Dissemination	Driver and Aide Training	
Goal #1 Improve Communication Among Public Transportation Providers, Non-Profits, and For-Profits	X	X	X	X	X	X	X	
Goal # 2 Provide Additional Transportation Options in the Region and Beyond	X	X	X	X	X			
Goal #3 Ensure Vehicles Are Appropriately Sized to Meet Consumers' Needs			X					
Goal #4 Establish an Affiliation and/or Membership with Statewide Transit Organizations						X		

Goal #5 Remove the Barriers of Eligibility, Accessibility, & Affordability	X	X	X		X	X	X	
Goal #6 Central Trip Coordination Center	X		X		X			X

Goal #1: Improve Communication Among Public Transportation Providers, Non-Profits, and For-Profits.

Objectives:

- ◆ Provide an easy method for transportation stakeholders to discuss issues and communicate important information that will improve access to the transportation network in each county, the region, and beyond the region. Communication will also provide a tool for sharing strategies to reduce administrative costs such as those associated with hiring employees, training, and creating/updating policies.
- ◆ Increase awareness of available transportation services and unmet needs.
- ◆ Increase funding opportunities.

Goal #2: Provide Additional Transportation Options in the Region and Beyond.

Objectives:

- ◆ Improve access to transportation in rural areas.
- ◆ Provide connections to community resources for people in rural areas.
- ◆ Provide employment transportation from rural areas to more populated areas.
- ◆ Provide extended service hours, days, and areas to better service transportation disadvantaged populations.
- ◆ Fill the identified transportation gaps.
- ◆ Operate accessible vehicles in each county to improve and expand access by individuals with disabilities and older adults.
- ◆ Reduce eligibility restrictions to increase access for people under age 60 and individuals without disabilities.
- ◆ Provide the necessary assistance to frail, disabled, and individuals with memory issues needing assistance when human service agency and public transportation and agencies cannot afford to provide that level of care.
- ◆ Expand Section 5310 or Section 5311 transportation in Mingo County.

Goal #3: Ensure Vehicles Are Appropriately Sized to Meet Consumers' Needs.

Objectives:

- ◆ Secure vehicles that will allow for safe and efficient transportation of consumers.
- ◆ Ensure availability of accessible vehicles in each area of the region.

Goal #4: Establish an Affiliation/Membership with Statewide Transit Organizations.

Objectives:

- ◆ Increase awareness of unmet transit needs and barriers to transportation throughout Region II and the state.
- ◆ Utilize the influence and voice of the statewide organization to make positive funding and legislative change for rural transit.

Goal #5: Remove the Barriers of Eligibility, Accessibility, and Affordability from Transportation.

Objectives:

- ◆ Open additional transportation options for individuals with low-incomes who do not meet the eligibility requirements of human service agency programs. These individuals often ‘fall through the cracks’ of the transportation network in each county and are left with few or no mobility options.
- ◆ Procure both new and replacement wheelchair accessible vehicles throughout the region to sustain or improve the level and quality of transportation services. A planned and coordinated asset management program will be useful in ensuring transportation providers receive vehicles in a timely manner.

Goal #6: Establish a Central Trip Coordination Center for All Transportation Providers in the Region.

Objectives:

- ◆ Implement methods for sharing trip and travel patterns among providers to reduce unnecessary duplications and plan for future service changes.
- ◆ Coordinate transportation services, transfer points, and shared rides.
- ◆ Establish one, centralized place for the public to get information on all transportation services in each county to improve awareness of mobility options.

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:

1. Immediate Implementation (6 mos. to 1 Year)
2. Near-Term Implementation (1 to 2 Years)
3. Mid-Term Implementation (2 to 3 Years)
4. Long-Term Implementation (3 to 4+Years)

ACTION STEPS

Goal #1: Improve Communication Among Public Transportation Providers, Non-Profits, and For-Profits.

Action Steps:

Step 1: Establish a regional Transportation Advisory Board (TAB) with quarterly meetings.

Create a forum to continue the discussion about unmet transportation needs, gaps in services, and approaches to improve mobility options. It is vital that a coalition of organizations representing the transportation and quality of life interests of older adults, individuals with disabilities, people with low incomes, and the general public is created to fill the leadership role for coordination in the region. The TAB should establish annual coordinated transportation goals and objectives that are monitored, at least quarterly, throughout the year. If any goal appears to be faltering, the TAB can review the situation and work together to get it back on track or work together to adjust the goal.

Step 2: Create a secure Facebook, or similar online page. Creation of this type of on-line media could be a useful tool in addition to face-to-face regional TAB coordination meetings, and could promote on-going information sharing, providing a forum to answer questions and share successes and challenges with other participating stakeholder organizations in the region. Face-to-face meetings are beneficial and should remain a goal. However, the realities are that all stakeholders have busy schedules and it is sometimes difficult to bring everyone together. At times, meeting or talking via secure on-line pages is an appropriate alternative to in-person meetings.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Regional TAB	Section 5310 and 5311 transportation providers	Near- Term and On-going	<ul style="list-style-type: none"> ▪ Formation of a Regional TAB. ▪ Tasks are assigned to participants and moved toward implementation. ▪ Number of TAB meetings.
Step 2: Social Media	Regional TAB participants	Near- Term and On-going	<ul style="list-style-type: none"> ▪ Secure Facebook, or similar, page is created. ▪ Number of agencies participating. ▪ Number of issues addressed, questions answered, successes/challenges shared, etc. ▪ Positive feedback from participants about usefulness of the page.

Goal #2: Provide Additional Transportation Options in the Region and Beyond.

Action Steps:

Step 1: Coordinate and/or contract with other area providers. Section 5310 providers will seek to coordinate with or provide contract services to other providers to secure the necessary 20% local match for Section 5310 funding for contracted service/purchase of transportation service.

Step 2: Encourage involvement of local employers. Section 5310 and Section 5311 providers will negotiate with local employers to encourage them to supplement the cost of transportation for employees using public transit. Providers will offer advertising to employers in exchange for providing funds. Funds acquired from employers can be used as local match.

Step 3: Negotiate with local and regional healthcare professionals. Transportation providers will negotiate with local and regional medical facilities or groups of doctors in order to come to an understanding of the operating hours and service limitations faced by transportation providers.

Step 4: Coordinate and/or contract with private providers. Explore the possibility of creating a Memorandum of Understanding agreement with private providers, such as taxi companies, to provide the most cost-effective transportation during the extended hours and days needed.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Coordinate with Other Providers	Section 5310 providers	Mid-Term	<ul style="list-style-type: none"> ▪ Specialized transportation providers secure the necessary local match for Section 5310 grants. ▪ Number of trips provided by specialized transportation providers during the new hours and days of service for the general public, people with disabilities, older adults, and individuals with low income. ▪ Number of trips for purposes that meet the identified needs.
Step 2: Employers	Public and/or human service agency providers	Immediate	<ul style="list-style-type: none"> ▪ Public and specialized transportation providers secure the match required for eligibility for more federal funding. ▪ Number of trips provided for employment purposes per year. ▪ Decrease in level of unmet demand for employment trips.

Step 3: Medical Professionals	Public and/or human service agency providers	Immediate	<ul style="list-style-type: none"> ▪ Number of medical professionals/facilities contacted and information presented. ▪ Number of additional trips provided as a result of negotiated trip/appointment times. ▪ Number of additional passengers serviced as a result of negotiated trip/appointment times.
Step 4: Private Providers	Public and/or human service agency providers; private providers	Long Term	<ul style="list-style-type: none"> ▪ Number of trips per month/year provided for purposes that meet the identified needs. ▪ Number of wheelchair accessible vehicles available and used by private taxi providers under the MOU(s).

Goal #3: Ensure Vehicles Are Appropriately Sized to Meet Consumers’ Needs.

Action Steps:

Step 1: Purchase Section 5310 replacement vehicles. Transportation providers will purchase replacement vehicles through the Section 5310 Program which have wheelchair and ambulatory accessibility.

Step 2: Develop a regional or multi-county vehicle replacement and expansion plan. Transportation providers will contribute to a regional vehicle replacement and expansion plan, which will aim to provide the vehicles necessary to achieve the goals and strategies outlined in this plan.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Replacement Vehicles	Section 5310 and 5311 transportation providers	Immediate	<ul style="list-style-type: none"> ▪ Number of accessible vehicles added to the fleet. ▪ Ratio of fleet accessibility is increased.
Step 2: Vehicle Replacement and Expansion Plan	Section 5310 and 5311 transportation providers	Immediate	<ul style="list-style-type: none"> ▪ Number of vehicles in regional fleet is increased. ▪ Age of vehicles in regional fleet is decreased. ▪ Percentage of capacity increase.

Goal #4: Establish an Affiliation/Membership with Statewide Transit Organizations.

Action Steps:

Step 1: Join State Associations and Taxi Associations.

The benefits of access to resources and strengthening the network among transportation providers and human service agencies can lead to significant improvements to transportation service operations as well as policy compliance, and shared staff training and/or administrative practices. Joining not only transit associations but also associations that serve transit disadvantaged individuals such as aging adults and individuals with disabilities will help to expand the awareness of unmet transportation needs and gaps in services. Networking in this manner will also improve opportunities for legislative change.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Join Associations	Transportation Providers and Agency Directors	Long-Term	<ul style="list-style-type: none"> ▪ Number of local organizations represented in associations. ▪ Number of times transportation is added to discussions and agendas for associations that are not transit-centric. ▪ Legislative impact is measured in terms of additional funding or revised policies pertaining to trip-sharing and coordinated transportation.

Goal #5: Remove the Barriers of Eligibility, Accessibility, and Affordability from Transportation.

Action Steps:

Step 1: Change public perception of public transit. It is common in rural areas for the public to perceive transportation as having eligibility requirements and therefore not open to them. Public transportation providers will advertise that the services provided are open to the public in an effort to reduce the unmet need for young adult transportation.

Step 2: Decrease eligibility limitations. Section 5310 transportation providers will review agency policies and regulations to determine if eligibility restrictions can be lifted or lessened to allow more of the public to benefit from the services provided.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Change Public Perception	Public transportation providers	Immediate	<ul style="list-style-type: none"> ▪ Increased advertising and interaction with the public. ▪ Percentage of increase in ridership. ▪ Percentage of decrease in unmet needs outlined in this plan. ▪ Trips per hour. ▪ Positive input from the community as measured by periodic public surveys, etc.
Step 2: Decrease Eligibility Limitations	All transportation providers	Immediate	<ul style="list-style-type: none"> ▪ Percentage of increase in ridership. ▪ Percentage of decrease in unmet needs outlined in this plan. ▪ Increase in trips per hour.

Goal #6: Establish a Central Trip Coordination Center for All Transportation Providers in the Region.

Action Steps:

Step 1: Establish a central trip coordination center for all transportation providers. A centralized point of contact to assist transportation providers with assigning trips to the most appropriate local transportation provider would be implemented. The center would be staffed with a Mobility Manager. The Mobility Manager would focus on addressing the unmet transportation needs and gaps in services through improved trip coordination and efforts to implement the necessary new services (e.g., volunteers, PCAs, use of private taxi services). The Mobility Manager will also assist with outreach and education to the community.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Central Trip Coordination Center	All coordinated transportation stakeholders. A single agency will need to take the lead in establishing the center and hiring the Mobility Manager.	Near-Term	<ul style="list-style-type: none"> ▪ Central trip coordination center is established. ▪ 20 percent of the cost of hiring and managing a Mobility Manager is secured through matching funds. Matching funds may come from any non U.S. DOT funding source. (Mobility Management is considered a capital expense and is eligible for 80% Federal funding.)

			<ul style="list-style-type: none"> ▪ Mobility Manager develops new beneficial transportation programs. ▪ Number of trips coordinated among providers increases. ▪ Community is satisfied with Mobility Management duties and accomplishments (based on survey feedback – survey administered by transportation stakeholders).
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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 the Federal Transportation Administration (FTA) 5311 program require a 50 percent local match. Capital funding from this program and from the Section 5310 program requires a 20 percent local match as does Section 5310 funding for contracted services/purchase of transportation services. It is noted that Mobility Management is considered a capital expense and is eligible for Federal funding at 80 percent. 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.

Conclusions

CONCLUSIONS

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 and intercity transportation are more limited. A coordinated approach involving public, private, and human service agency providers would help to lessen capacity restraints, thereby reducing gaps.

Additionally, human service agency transportation providers are encouraged to consider the impact and possibility of working with private transportation providers through contractual agreements as a cost-effective manner to expand the service area and days/hours for public transportation.

Continued participation in the effort through an active Regional Transportation Advisory Committee/Transit Advisory Board (TAB) is recommended. Also recommended is participation in statewide transit groups to facilitate information sharing and networking.

Additional recommended actions, such as expanding hours of service and acquiring additional vehicles, will require additional funding. That funding may come from a combination of Federal, State, and local dollars. Local support could come from a combination of all participating agencies contributing a small portion to the local match requirement.

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 the 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.

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

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

August, 2015

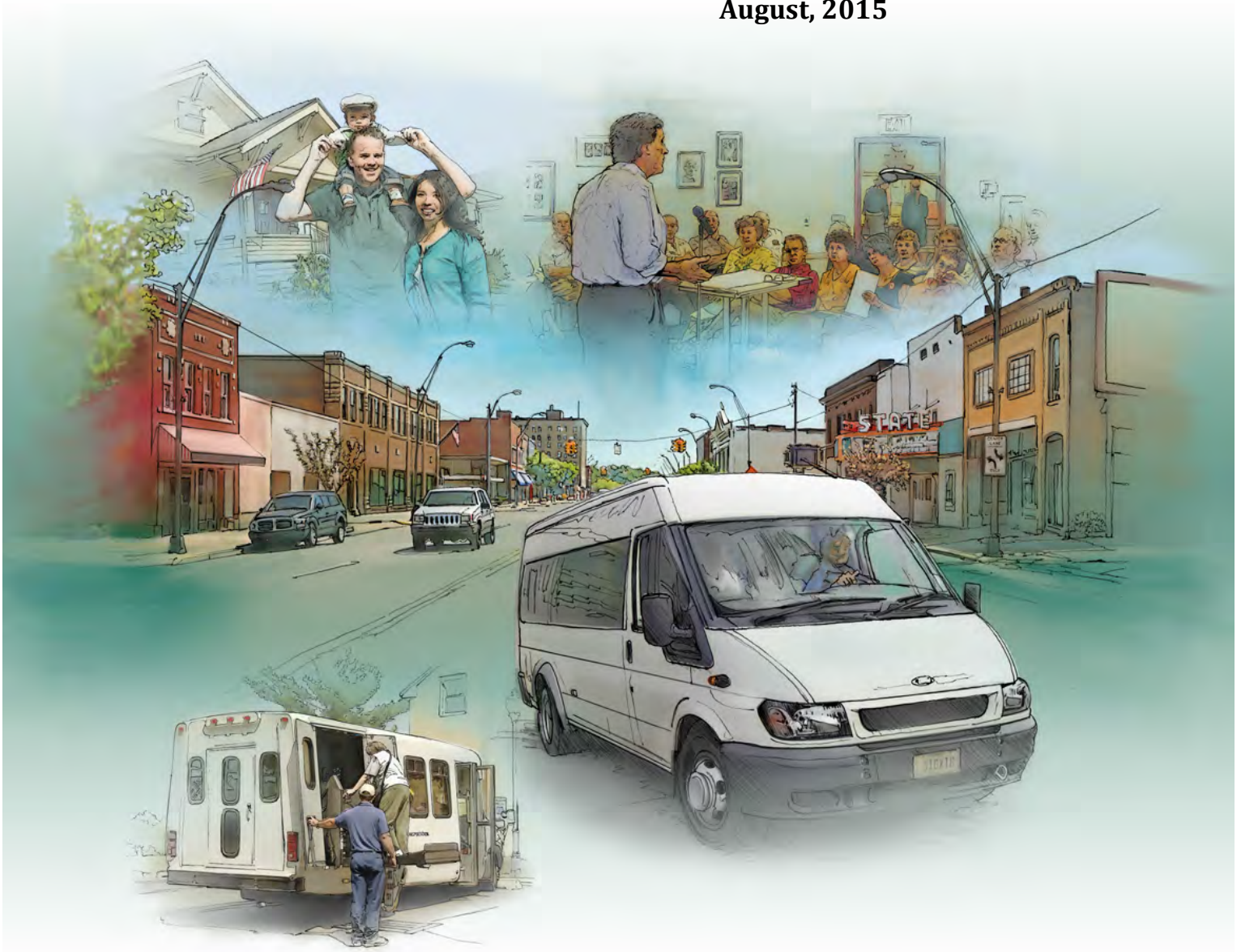


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Appendix B: Signatures of Adoption

Focus Group

Stakeholder and General Public Meetings

Date: Meeting 9/17/2014

Location: TriRiver Transit

Meeting 2: 11/7/2014

Location: TriRiver Transit

Invitations Distributed

U.S. Mail: Meeting 1: 08/22/2014 Meeting 2: 10/14/2014

Email: Invitations emailed to Section 5310 and Section 5311 recipients

Web Posting:

Newspaper Notice: Wayne County News, Williamson Daily News, Point Pleasant Register, Lincoln Journal, Logan Banner, and Herald-Dispatch

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: 6

Meeting 2: 9

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: 50 paper (approximately) and also available on-line

Number of Surveys Returned: 31

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:

MEETING 1 NEWSPAPER NOTICE

The West Virginia Division of Public Transit is conducting a regional coordinated public transit-human services transportation plan meeting for Lincoln, Logan, Mason, and Mingo Counties. The meeting will be on **September 17, 2014, 10:00 AM to 12:00 PM at TriRiver Transit, 753 Marconi Dr., Hamlin, WV 25523**. 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 September 16 to (800)684-1458. Light refreshments served. Facility is accessible. If language translation or transportation to the meeting are needed, please call in advance.

MEETING 2 NEWSPAPER NOTICE

The West Virginia Division of Public Transit is conducting a regional coordinated public transit-human services transportation plan meeting for Lincoln, Logan, Mason, and Mingo Counties. The meeting will be on **November 7, 2014, 10:00 AM to 12:00 PM at TriRiver Transit, 753 Marconi Dr., Hamlin, WV 25523**. 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 6 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 II Contact List

Contact	Agency	Phone	Address	City	State	Zip
	American Cancer Society		1700 MacCorkle Ave., SE, 3rd Floor	Charleston	WV	25314
John Woodall, Guyan Services Day Manager	Autism Services Center	304-824-7809	P.O. Box 39	West Hamlin	WV	25571
Mike Grady, Executive Director	Autism Services Center	304-525-8014	P.O. Box 507	Huntington	WV	25710
Executive Director	Chamber of Commerce		305 Main St.	Point Pleasant	WV	25550
Executive Director	Child and Family Development Program		1200 Main St.	Point Pleasant	WV	25550
Bernice Swisher, Transit Coordinator	Christian Help, Inc. of Mingo County	304-393-4251	P.O. Box 1257	Kermit	WV	25674
Sister Therese Carew, Executive Director	Christian Help, Inc. of Mingo County	304-393-4251	P.O. Box 1257	Kermit	WV	25674
Executive Director	Coalfield Community Action Partnership, Inc.	304-235-1701	P.O. Box 1406	Williamson	WV	25661
Executive Director	Coordinating Council for Independent Living		1428 W 3rd Ave	Williamson	WV	25661
	DHHS, Bureau for Children and Families	304-824-5811	P.O. Box 468	Hamlin	WV	25523
	DHHS, Bureau for Children and Families		195 Dingess St.	Logan	WV	25601
	DHHS, Bureau for Children and Families		710 Viand St.	Pt. Pleasant	WV	25550
	DHHS, Bureau for Children and Families		203 E. Third Ave.	Williamson	WV	25661
Donnie Matney	H-N-H Taxi	304-235-3539	5 Dans Branch Road	Williamson	WV	25661
President	L.A. Taxi	304-752-1114	P.O. Box 1406	Logan	WV	25601
	Lincoln County Health Department		P.O. Box 527	Hamlin	WV	25523
William Carpenter, Jr., Deputy Director	Lincoln County Opportunity Company, Inc.	304-824-3448	360 Main Street	Hamlin	WV	25523
	Logan County Emergency Ambulance Services Authority	304-752-0917	26 1/2 Main Street	Logan	WV	25601
	Logan County Health Department	304-792-8630	300 Stratton St.	Logan	WV	25601
Donna Cooke, CEO	Logan-Mingo Area Mental Health, Inc.	304-792-7130	P.O. Box 176	Logan	WV	25601
Tahnee Bryant, Funding Resource Program Mgr	Logan-Mingo Area Mental Health, Inc.	304-792-7130	P.O. Box 176	Logan	WV	25601
Renae Raffle, Executive Director	Mason County Action Group	304-675-2369	101 2nd Street, P. O. Box 12	Point Pleasant	WV	25550
	Mason County Health Department		216 5th St.	Point Pleasant	WV	25550
Executive Director	Mingo County Family Resource	304-235-5607	16 W 4th Ave #4	Williamson	WV	25661
	Mingo County Health Department	304-235-3570	P.O. Box 1096	Williamson	WV	25661
	Mingo County Social Services		815 Alderson St.	Williamson	WV	25661
Anne Weeks, President, CEO	Mountain State Centers for Independent Living	304-525-3324	821 Fourth Avenue	Huntington	WV	25701
Christina Meyer	MTM	636-695-5544	16 Hawk Ridge Dr.	Lake Saint Louis	MO	63367
Teresa Cornette, CEO	MTS Ambulance	304-523-1000	2431 Greenup Avenue	Ashland	KY	41101
Reginald Jones, Executive Director	P.R.I.D.E Community Services, Inc.	304-752-2585	P.O. Box 1346 699 Stratton St.	Logan	WV	25601
Vicky Browning, Aging Program Director	P.R.I.D.E Community Services, Inc.	304-752-6868	P.O. Box 1346 699 Stratton St.	Logan	WV	25601
Kim Yost, CEO	Prestera Center	304-525-7851	3375 US Route 60, East	Huntington	WV	25705
Kathy Elliott, Senior Project Administrator	Region II Planning and Development Council	304-529-3357	400 Third Ave.	Huntington	WV	25712
	Southwestern Community Acton Council Inc. - Head Start Program	304-697-4600	1100 Monroe Avenue	Huntington	WV	25704
Paula Smith, Executive Director	TriRiver Transit	304-824-2944	P.O. Box 436 753 Marconi Drive	Hamlin	WV	25523
Executive Director	Tug Valley Recovery Shelter		515 Harvey St.	Williamson	WV	25661
Executive Director	YMCA		400 Main St.	Point Pleasant	WV	25550
Toni Boyd	WV DOT, Division of Public Transit		1900 Kanawha Blvd. East, Bldg. 5, Rm. 906	Charleston	WV	25305

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 Lincoln, Logan, Mason, and
Mingo Counties.

All are invited!

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

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

Wednesday, September 17 from 10:00 AM to 12:00 PM at TriRiver Transit,
753 Marconi Drive Hamlin, WV 25523

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.

Please Attend:
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Lincoln, Logan, Mason, and Mingo Counties.

All are invited!

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

Julie Schafer from RLS & Associates, Inc. will facilitate the meeting:

**November 7, 2014, 10:00 AM to 12:00 PM at
TriRiver Transit, 753 Marconi Dr., Hamlin, WV 25523**

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 21st 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 **Wednesday, September 17, 2014 from 10:00 a.m. to 12:00 p.m. at TriRiver Transit, 753 Marconi Drive, Hamlin, WV 25523. All grant applications for Section 5310 that will be submitted now through FY 2018 must be clearly stated in the update. Therefore, your participation in the process is required. 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.

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, and so that those needs and gaps and services are accurately addressed in the coordinated transportation plan update.

We look forward to seeing you at the local meetings.

Sincerely,



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



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/New Freedom were eliminated as stand-alone programs.
- FTA Section 5316 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; previously, it was only eligible for capital dollars.

On July 6, 2012, President Obama signed Moving Ahead for Progress in the 21st 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 **Friday, November 7, 2014, 10:00 AM to 12:00 PM at TriRiver Transit, 753 Marconi Dr., Hamlin, WV 25523**. 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.

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 fluid and cursive, with a long horizontal flourish at the end.

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

Coordinated Transportation Plan for West Virginia Region II

September, 2014
Sign-In-Sheet

Please Print

Name & Agency	Agency Address	Telephone	E-Mail
Vicky Breeding Pride Community Services	P.O. Box 1344 644 Stratton Street Logan, WV 25601	304-752-6868	reggie reggie.pride@wvlogan.com
Mike Pardue Presteva Center Mental Health Serv.	3375 US Rt. 106 Huntington WV 25705	304 525-7851 ext. 1107	michael.pardue@presteva.org
Tanner Bryant LoganWingo Area Mt.	P.O. Box 176 Logan, WV 25601	304-792-7130 ext. 1042	tbryant@lwmh.org
Toni Boyd DOT, Division of Public Transit	Bldg L, Room 906 1900 Kan Blvd E Charleston, WV	304-558-0428	Toni.P.Boyd@wv.gov
Paula Smith Tri River Transit	P.O. Box 436 Hamlin, WV 25623	304-824-2944	trtpaula@zoominternet.net
Marian Krom Bernice Swisher CHRISTIAN HELP	P.O. Box 1257 Kernit, WV 25674	304 393-4251	chtransit17@yahoo.com

Sign-In Sheet
 2014 Coordinated Public Transit-Human Services Transportation Plan Update for Region II

Meeting 2
 November 7, 2014
 10am to 12pm Tri River Transit, 753 Marconi Dr.

Name	Organization	Address	E-mail	Phone Number
RENAE RIFFLE EXEC. DIR.	MASON COUNTY ACTION GROUP INC.	Address: PO BOX 12 City: LOANT SHERMAN Zip: 25350	masonseniors@owl.com	304-675-2369
Tahnee Bryant Logan-Mingo Area Mental Health	Logan-Mingo Area MHA Inc.	Address: P.O. Box 176 City: LOGAN, WV Zip: 25001	tbryant@lmcumh.org	304-792-7130 ext. 1042
Toni Boyd WV Div of Public Transit		Address: _____ City: _____ Zip: _____		
Sister Therese Carew	Christian Help	Address: P.O. Box 12517 City: Kermitt WV Zip: 25674	tcarew@christianhelpmingo.org	304-393 4251
Stephanie Mounts	PRIDE	Address: _____ City: _____ Zip: _____	stephanie.mounts@loganpride.com	304-752- 6868 X 353

Sign-In Sheet
 2014 Coordinated Public Transit-Human Services Transportation Plan Update for Region II
 Meeting 2

November 7, 2014
 10am to 12pm Tri River Transit , 753 Marconi Dr.

Name	Organization	Address	E-mail	Phone Number
Valley Diversity	Dude Community Services	Address: P.O. Box 1344 City: Logan, WV Zip: 25601		304-752-6668 off 335
Marian Kion	Christian Help	Address: PO Box 1257 City: Kermit WV Zip: 25674		304-393 4257
Ken Fitzwater	Protera Center	Address: 3375 US Rt 60 E City: Huntington WV Zip: 25905	Ken Fitzwater @protera.org	304-525-7851 X5007
Paula Smith	Tri River Transit	Address: PO Box 436 City: Hamlin WV Zip: 25523	tt@paula@zoominternet.net	304-884 2944
		Address: _____ City: _____ Zip: _____		

Meeting 1

RLS
Associates, Inc.

Moving Public Transportation
Into the Future

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

Presented September 17, 2014
By Julie Schafer, Associate RLS & Associates, Inc.
3131 Dixie Hwy. Suite 545 Dayton, OH 45439

www.rlsandassoc.com



Meeting Objectives

- Review MAP-21
- Review Regional Coordination Progress Since 2010
- Update List of Unmet Transportation Needs & Gaps
- Develop Inventory of Transportation Resources
- Discuss Suggested Coordination Strategies

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 21st Century) Requires that a Plan for Certain Funding Programs
 - FTA Section 5310

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%20IV%20Final%20Report.pdf>

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Recent History of Coordinated Transportation Plans

Participants in the 2011 Region II Plan

- ◆ Tri State Transit Authority.
- ◆ Christian Help of Mingo County.
- ◆ Prestera Center.
- ◆ Wayne Express.
- ◆ Tri River Transit.
- ◆ KYOVA.
- ◆ Pride Community Services.
- ◆ RW Armstrong.
- ◆ Autism Services Center.
- ◆ Tri-State Airport
- ◆ Region II Division of Primary Care
- ◆ Wayne County Community Services Organization, Inc.
- ◆ Mason County Action Group
- ◆ Cabell-Wayne Association of the Blind
- ◆ Cabell County Community Services Organization, Inc.
- ◆ Cortland Acres Association
- ◆ Professional Transportation
- ◆ West Virginia Department of Housing
- ◆ Ironton – Lawrence County Community Action Organization

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

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

9

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

10

Current Section 5310 Funding Recipients in Region II

Section 5310

- Autism Services Center
- Cabell –Wayne Association for the Blind
- Christian Help Center
- Mountain State Centers for Independent Living
- PRIDE Community Services
- Prester Center for Mental Health Service

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

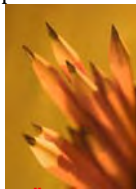
13

UPDATE OF CURRENT RESOURCES AND UNMET NEEDS

14

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 _____ 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)?

Cabell
Logan
Wayne
Mason
Mingo
Lincoln

16

Review of 2011 Goals

Goals	Categories of Unmet Transportation Needs/Gaps					
	Access to Transportation	Capacity Issues	Days/Hours of Transportation Services	Information Sharing	Cooperation and Coordination	Lack of Funding
Goal #1- Improve Communications				X	X	
Goal #2 - Hire A Mobility Manager	X			X	X	X
Goal #3 - Improve Service Areas, Days, and Hours	X	X	X			
Goal #4 - Control Operating Costs						X
Goal #5 - Acquire an Adequate Number of Vehicles	X	X				
Goal #6 - Improve Intercity Transportation	X		X			
Goal #7- Improve Transportation in Mason County	X		X			
Goal #8: Economic Development	X		X	X	X	X

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. Hire Mobility Manager

A Review of Goals from the 2011 Plan

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

Goals from the 2011 Plan

4. Control escalating operating costs and fuel budgets and address lack of funds for public transportation. Control Operating Costs and Diversify Revenue Sources
5. Ensure there are an adequate number of vehicles to enable providers to use an appropriately sized vehicle to meet rider’s needs while minimizing costs and provide a volume of lift-equipped vehicles that will continue to meet the transportation needs of the ever - increasing older adult population.

Goals from the 2011 Plan

6. Provide additional intercity transportation options in the Region and beyond.
7. Improve public transportation services in Mason County.

21

Goals from the 2011 Plan

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

22



Progress on 2011 Goals

- ◆ What Progress was Made on the 2011 Goals?
 - Mobility Manger Hired?
 - Communication Systems in Place?
 - Mason County Improvements?
 - Vehicles Secured?
 - Intercity Transit?
 - Economic Development?

23

New Goals and Priorities

- ◆ What are Preliminary Coordinated Transportation Goals and Priorities that You would Recommend for 2014-2018?

24

NEXT STEPS FOR THE PLANNING PROCESS

25

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

26

Public Meeting #2

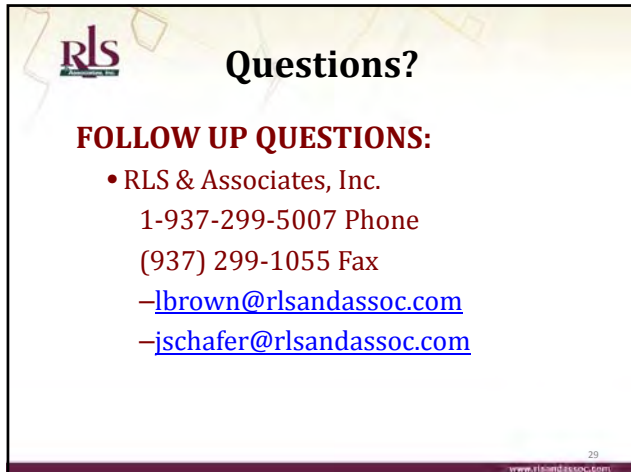
- ◆ Date: Week of October
- ◆ Location:
- ◆ Agenda: Discuss Proposed Strategies and Priorities
 - The Refined Priorities will go into the Final Plan

27

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.

28



RLS

Questions?

FOLLOW UP QUESTIONS:

- RLS & Associates, Inc.
1-937-299-5007 Phone
(937) 299-1055 Fax
-lbrown@rlsandassoc.com
-jschafer@rlsandassoc.com

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www.rlsandassoc.com



Moving Public Transportation
Into the Future

**West Virginia Region II
Coordinated Public Transit-Human
Services Transportation Plan Update
November 7, 2014**

www.rlsandassoc.com

Meeting Objectives

- Review Purpose of the Plan
- Review of Transportation Needs Assessment & Goals
- Select Coordinated Transportation Strategies
- Rate or Prioritize Strategies
- Next Steps

2

Purpose of 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 21st Century) Requires that a Plan for Certain Funding Programs
 - FTA Section 5310

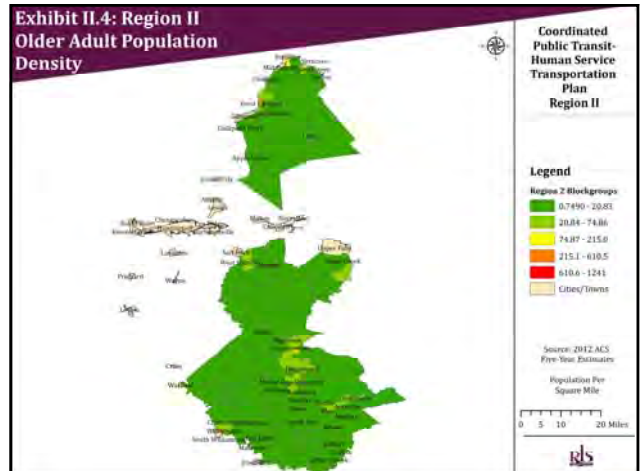
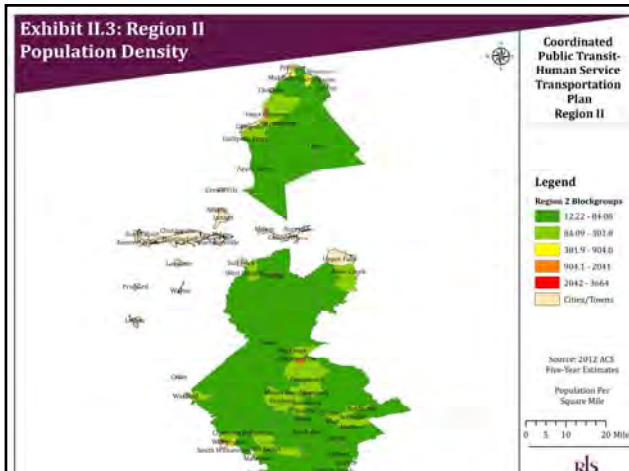
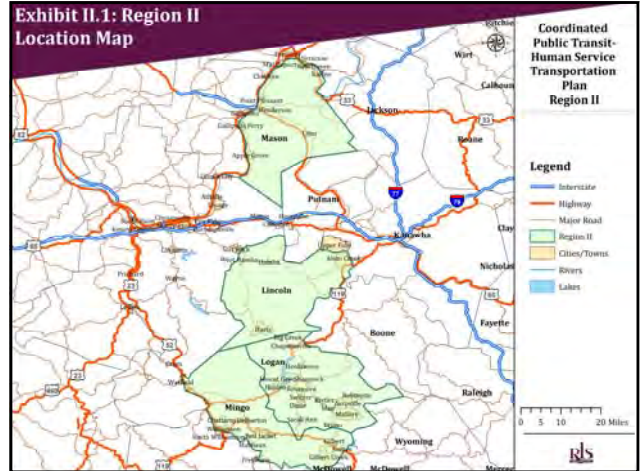
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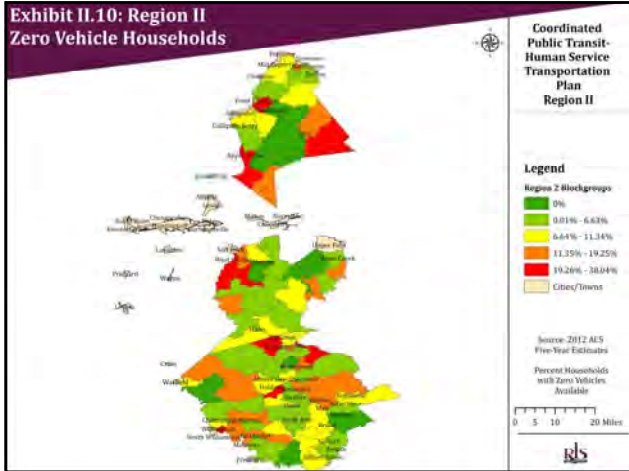
Recent History of Coordinated Transportation Plans

- ◆ Regional Plans were Last Updated in 2011 to Satisfy SAFETEA-LU Legislation Requirements
 - Your 2011 Plan is Available for Download at <http://www.transportation.wv.gov/publictransit/Pages/PublicTransit-HumanServicesTransportationPlans.aspx>

4

Region II Demographics





COORDINATED TRANSPORTATION GOALS 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)
- 11

- ## Identified Unmet Transportation Needs/Challenges/Gaps
- UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED
- ☐ NEEDS IDENTIFIED DURING THE 1st MEETING
- 12

Logan County

13

- ◆ Money to hire more drivers to provide and cover more area in Logan County
- ◆ No Emergency transportation services on weekends other than ambulance service
- ◆ Very little long distance service to doctor and hospital appointments
- ◆ No late evening transportation other than ambulance service
- ◆ Central location for information on NEMT providers
- ◆ Need for more types of transportation
- ◆ Need for longer trips to larger cities that clients have no way to get to
- ◆ Needs for rural area to get to medical facilities in cities

14

- ◆ We need more people to provide the transportation - long gaps between required trainings, i.e., PASS Training
- ◆ More transportation "runs" gaps and people remaining at locations longer than needed
- ◆ Man, Lake, Sharples many rural areas not covered and most people have no means to get out of their area to a pickup spot
- ◆ No emergency transportation for evening and weekends
- ◆ Central location for community to call for transportation information

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- ◆ Aides or person to ride with them not all IDD adults have that
- ◆ To find more qualified employees
- ◆ Attendants to go with elderly
- ◆ Transportation on weekends (Saturday from 12-6 or 12-8, not before 10am)
- ◆ Transportation during the week after 6:00pm till about 9pm

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Lincoln County

17

- ◆ To find more qualified employees
- ◆ Attendants to go with elderly
- ◆ Transportation on weekends
- ◆ Transportation during the week after 6:00pm

18

Mason County

19

- ◆ Need for more types of transportation
- ◆ Need for longer trips to larger cities that clients have no way to get to
- ◆ Needs for rural area to get to medical facilities in cities
- ◆ Columbus & Cleveland Medical Appointments

20

Mingo County

21

- ◆ Definitely need more transportation available to public
- ◆ We need services available going long distance to Huntington, Charleston, and Pikeville to specialists
- ◆ Just more availability in our rural area, a fixed route doesn't work well
- ◆ More medical transportation
- ◆ Same day service

22

- ◆ We need more for the elderly
- ◆ We need more people to provide the transportation - long gaps between required trainings, i.e., PASS Training
- ◆ More transportation "runs" gaps and people remaining at locations longer than needed
- ◆ Man, Lake, Sharples many rural areas not covered and most people have no means to get out of their area to a pickup spot
- ◆ Non emergency transportation for evening and weekends

23

- ◆ Central location for community to call for transportation information
- ◆ Aides or person to ride with them not all IDD adults have that
- ◆ Attendants to go with elderly
- ◆ Transportation on weekends
- ◆ Transportation during the week after 6:00pm till about 9pm
- ◆ Smaller wheelchair van that can turn around at peoples homes (proper size vehicles)

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- ◆ Earlier and later transportation to specialty appointments
- ◆ Saturday transportation
- ◆ Longer transportation to Huntington and Ashland
- ◆ Access to larger cities – maybe a bus stop in Kermit
- ◆ Funding – for more rural
- ◆ Extended hours for hospital release
- ◆ Mingo to Logan for specialists and dialysis

25

TIME TO DEVELOP NEW COORDINATED TRANSPORTATION STRATEGIES

Strategies to Address Unmet Needs/Gaps/Challenges

REQUIRED TOPICS FOR EACH STRATEGY

- Describe the Strategy and the Need it Addresses
- Who is Responsible for Implementation (could be local organizations, State Organizations, and/or a Combination)
- What is the Timeline/Priority for Implementation

(1) 6 mos. To 1 Yr. (2) 1 to 2 Years (3) 2 to 3 Years (4) 3 to 4+ Years

27

Potential Goals for the 2014 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

28

Potential Goals for the 2014 Plan

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

29

Potential Goals for the 2014 Plan

3. Control Operating Costs and Diversify Revenue Sources
4. Ensure there are an adequate number of vehicles to enable providers to use an appropriately sized vehicle to meet rider's needs.
5. Establish affiliation/membership with statewide transit organization to enable rural and community transit to have a strong voice.
 - MTM issues

30

Potential Goals for the 2014 Plan

6. Provide additional transportation options in the Region and beyond.
 - Evening Service
 - Recurring 3 and 5 day per week trips
 - Same day medical and medical releases
7. Maintain existing level of transportation service throughout the community.

31

Goals from the 2011 Plan

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

32

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

33



Questions?

- RLS & Associates, Inc.
 - 1-800-684-1458 Phone
 - (937) 299-1055 Fax
 - lbrown@rlsandassoc.com
 - jschafer@rlsandassoc.com

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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 II

The Regional Coordinated Public Transit-Human Services Transportation Plan Update for the Region II study area, including Lincoln, Logan, Mason, and Mingo Counties, as completed in August 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: Craig Zappen

Title of Plan Participant: Risk Manager

Organization Representing: Prestera Center

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

Craig Zappen
Signature

10/6/15
Date

Signature

Date

Signature

Date

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

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Name of Plan Participant Donna J. Cooke
Title of Plan Participant Chief Executive Officer
Organization Representing Logan Mingo Area Mental Health, Inc.
Or Senior, Individual With disability, Low Income or General Public Representative _____

Donna J. Cooke
Signature

10/05/2015
Date

Signature

Date

Signature

Date

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

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Name of Plan Participant: C. RENAE RIFFLE

Title of Plan Participant: EXECUTIVE DIRECTOR

Organization Representing: MASON COUNTY ACTION GROUP, INC

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


Signature

10-1-15
Date

Signature

Date

Signature

Date

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

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Name of Plan Participant: REGINALD JONES
Title of Plan Participant: EXE. DIR.
Organization Representing: PRIDE Community SERVICES, Inc
Or Senior, Individual With disability, Low Income or General Public Representative: _____

Reginald Jones
Signature

9/18/15
Date

Stephanie Ymouats
Signature

9/18/15
Date

Signature

Date