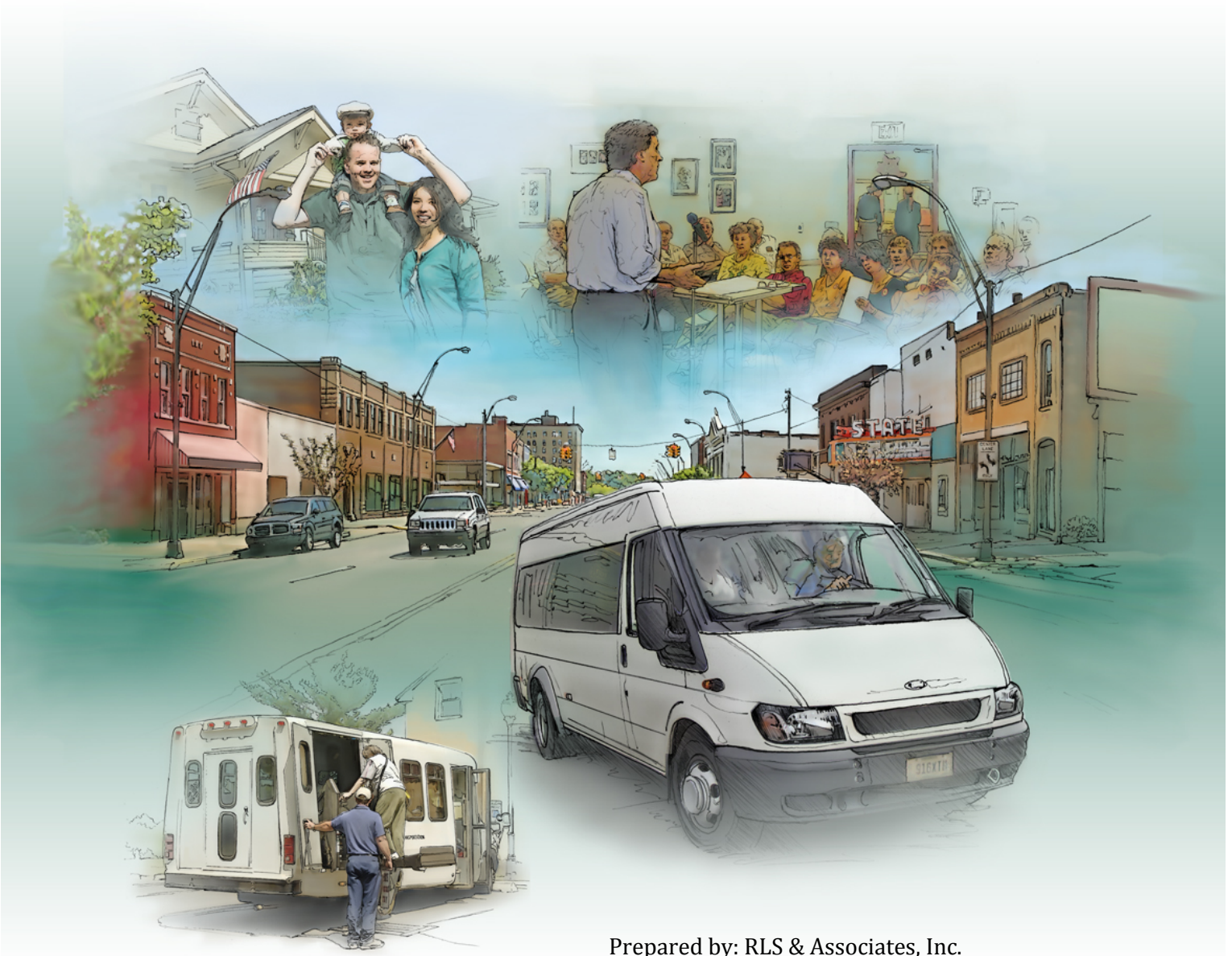




**Region IV
Coordinated Public Transit-Human Services
Transportation Plan Update**

Final Report

July, 2015



Prepared by: RLS & Associates, Inc.



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INTRODUCTION

The Region IV 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 IV 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

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

LIFE: Legislative Initiative for the Elderly (LIFE) Programs

NEMT: Non-emergency Medical Transportation

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

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

Funding

POTENTIAL COORDINATED TRANSPORTATION FUNDING PROGRAMS

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

Eligible Recipients:

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

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

Eligible Recipients:

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

Demographics

DEMOGRAPHIC ANALYSIS

OVERVIEW

West Virginia's Region IV is comprised of Fayette, Greenbrier, Nicholas, Pocahontas, and Webster Counties. Oak Hill has an estimated population of 8,195 and is the largest city within Region IV. The Region IV Planning and Development Council is the planning organization that oversees transportation planning and development operations within the Region. As such, the Planning and Development Council is responsible for coordinating the development of transportation plans and programs in the area. The map in Exhibit II.1 provides a depiction of the Region.

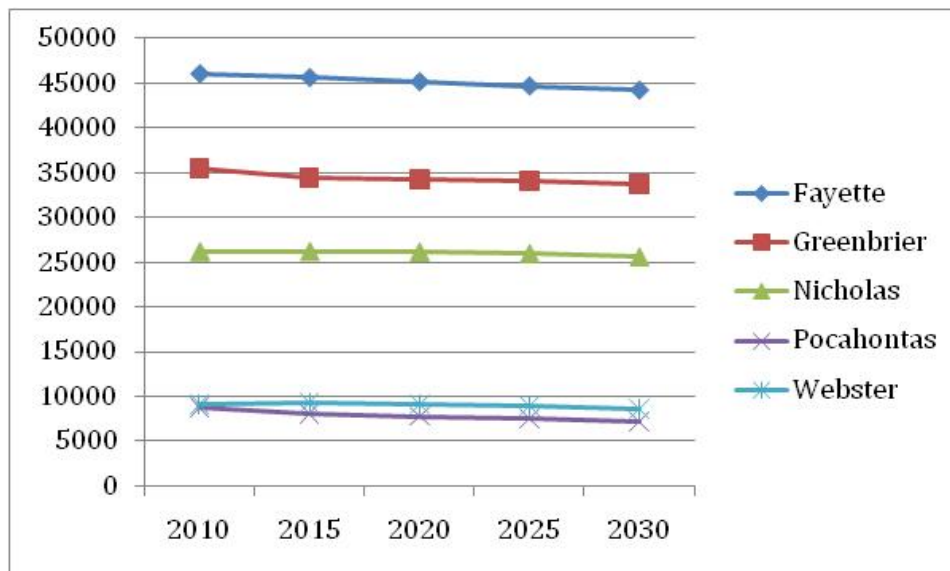
The demographics of an area are a strong indicator of demand for transportation service. Relevant demographic data was collected and is summarized in this section.

The data provided in the following section has been gathered from multiple sources including the U.S. Census Bureau's 2013 American Community Survey (ACS) Five-Year Estimates and the State of West Virginia. These sources are used to ensure that the most current and accurate information is presented. It is important to note that the ACS Five-Year Estimates have been used to supplement census data that is not available through the 2010 Census. As a five-year estimate, the data represent a percentage based on a national sample and does not represent a direct population count.

POPULATION PROJECTIONS

The West Virginia University (WVU) Regional Research Institute projects Region IV's population will fall to 123,605 by 2015, a 1.6 percent decrease from the year 2010 population. The Institute is projecting another 5.0 percent decrease for the Region for the next 20 years. The projected population of Region IV in 2030 is 119,295. Exhibit II.2 shows population trends between 2010 and 2030 for each county in Region IV.

Exhibit II.2
Population Trends for Region IV 2010-2030



Source: WVU Regional Research Institute

POPULATION DENSITY

Exhibit II.3 illustrates the population density per square mile for the Region. As illustrated, population densities vary throughout the Region. The Montgomery area has the highest population per square mile, with block groups ranging from between 3,350 to 7,365 persons per square mile. Portions of Fayette and Greenbrier Counties have block groups of moderately high population densities ranging from 1,120 to 3,349 people per square mile. These moderately high densities are located around Oak Hill, Fayetteville, Lewisburg, and White Sulphur Springs. The remaining portions in the Region have population densities ranging from moderate (665.4 to 1,119) to low (3.5 to 665.3).

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.

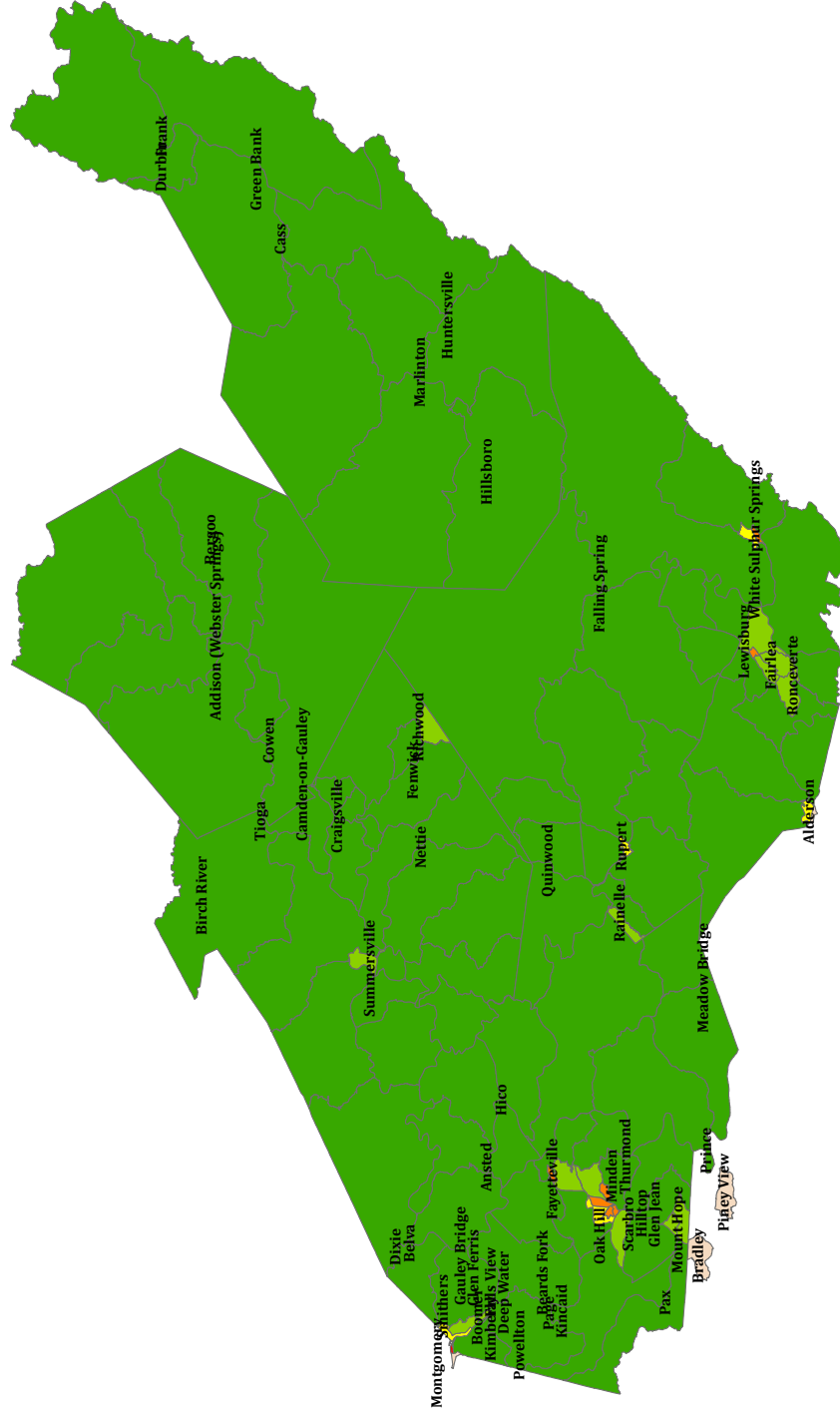
There is a trend occurring in the United States relating to the aging of the population. The two age cohorts with the largest percentage of growth over the last decade were the 50-54 year old cohort and the 45-49 year old cohort. People in these two age groups were primarily born during the post-WWII “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. Montgomery, Oak Hill, Fayetteville, Lewisburg, and White Sulphur Springs had the highest densities of older adults. These block groups with individuals 65 and over have densities higher than 243.3 people per square mile.

Exhibit II.3: Region IV Population Density

Coordinated Public Transit- Human Service Transportation Plan Region IV



Legend

Region IV Blockgroups

- 3,569 - 220.8
- 220.9 - 665.3
- 665.4 - 1,119
- 1,120 - 3,349
- 3,350 - 7,365
- Cities/Towns

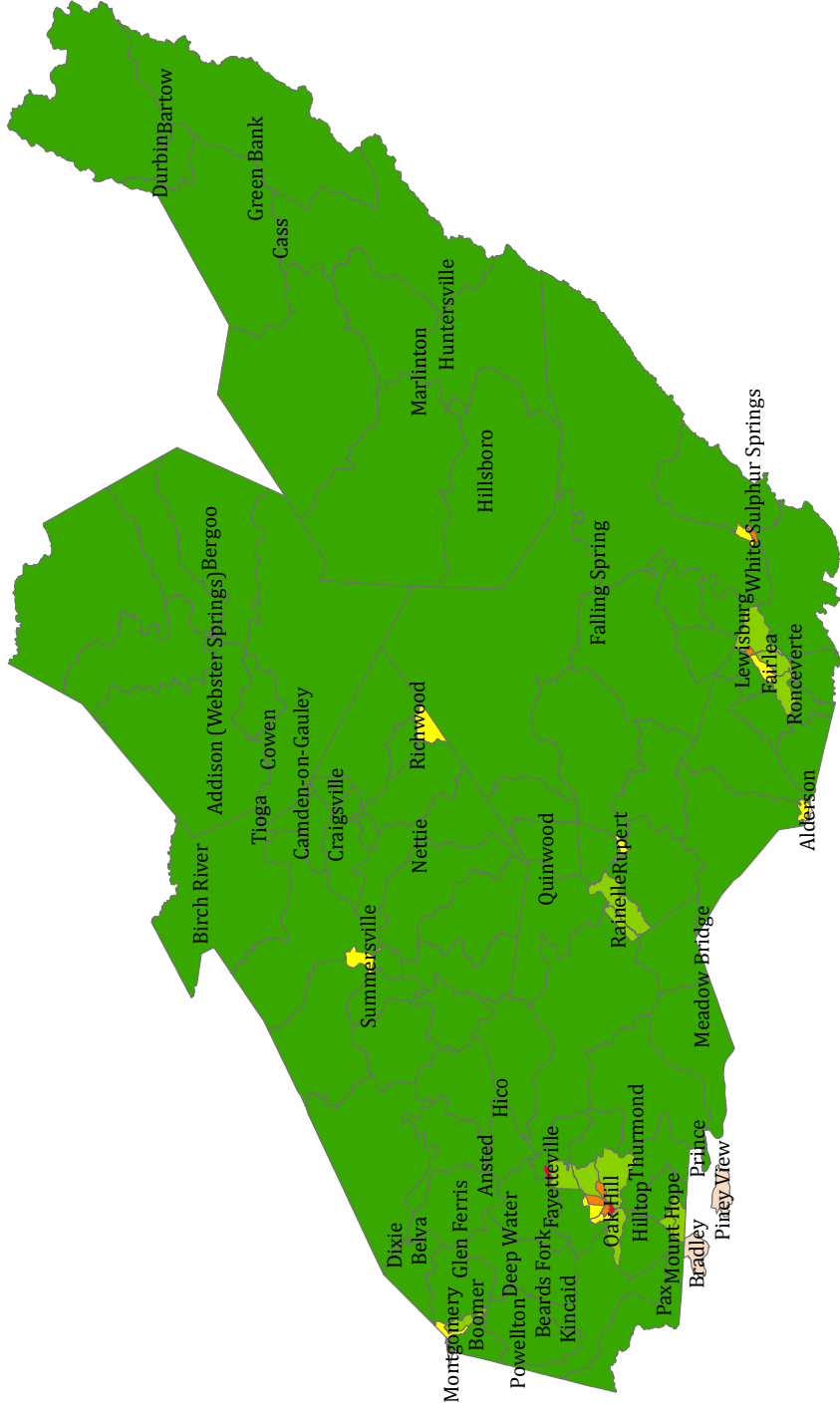
Source: 2013 ACS
Five-Year Estimates

Population Per
Square Mile



Exhibit II.4: Region IV Older Adult Population Density

Coordinated
Public Transit-
Human Service
Transportation
Plan
Region IV



Legend

- Region IV Blockgroups**
- 0.6456 - 30.05
 - 30.06 - 84.44
 - 84.45 - 243.2
 - 243.3 - 543.2
 - 543.3 - 942.9
 - Cities/Towns

Source: 2013 ACS
Five-Year Estimates

Population Per
Square Mile



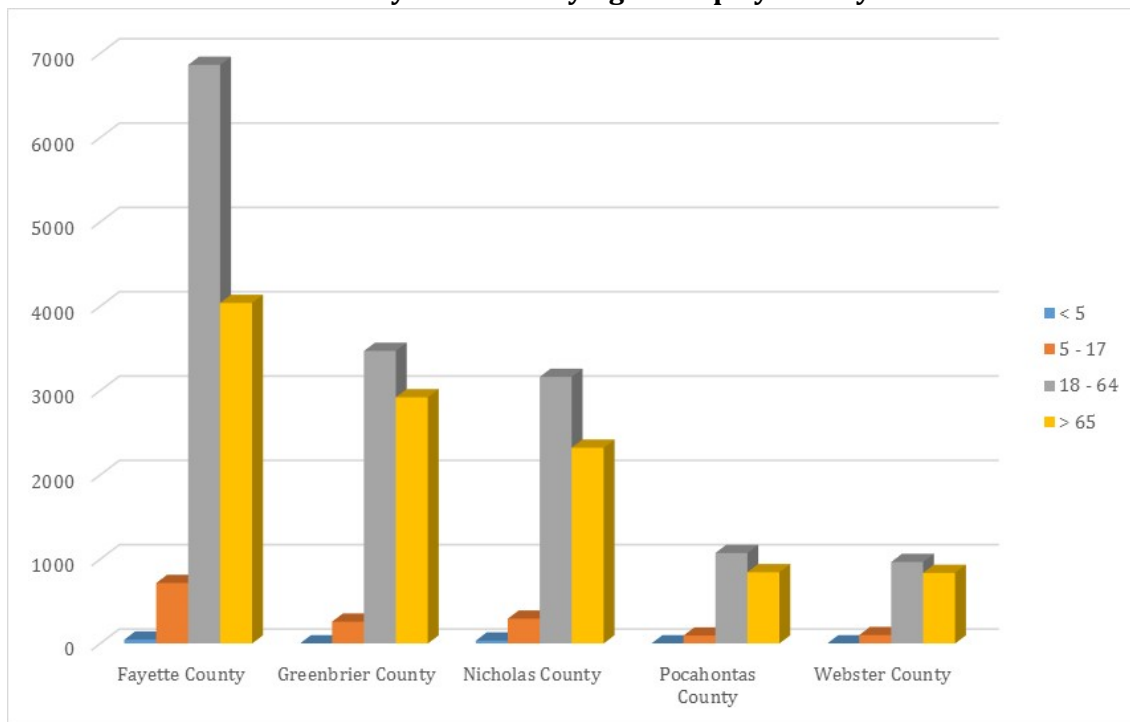
INDIVIDUALS WITH DISABILITIES

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 IV 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 Fayette County. The total disabled population estimate for the county is 11,663. Greenbrier County has an estimated 6,647 disabled people while Nicholas County has 5,809. The other counties in the Region have between an estimated 1,902 to 2,012 individuals with a disability.

Exhibit II.5
Disability Incidence by Age Group by County

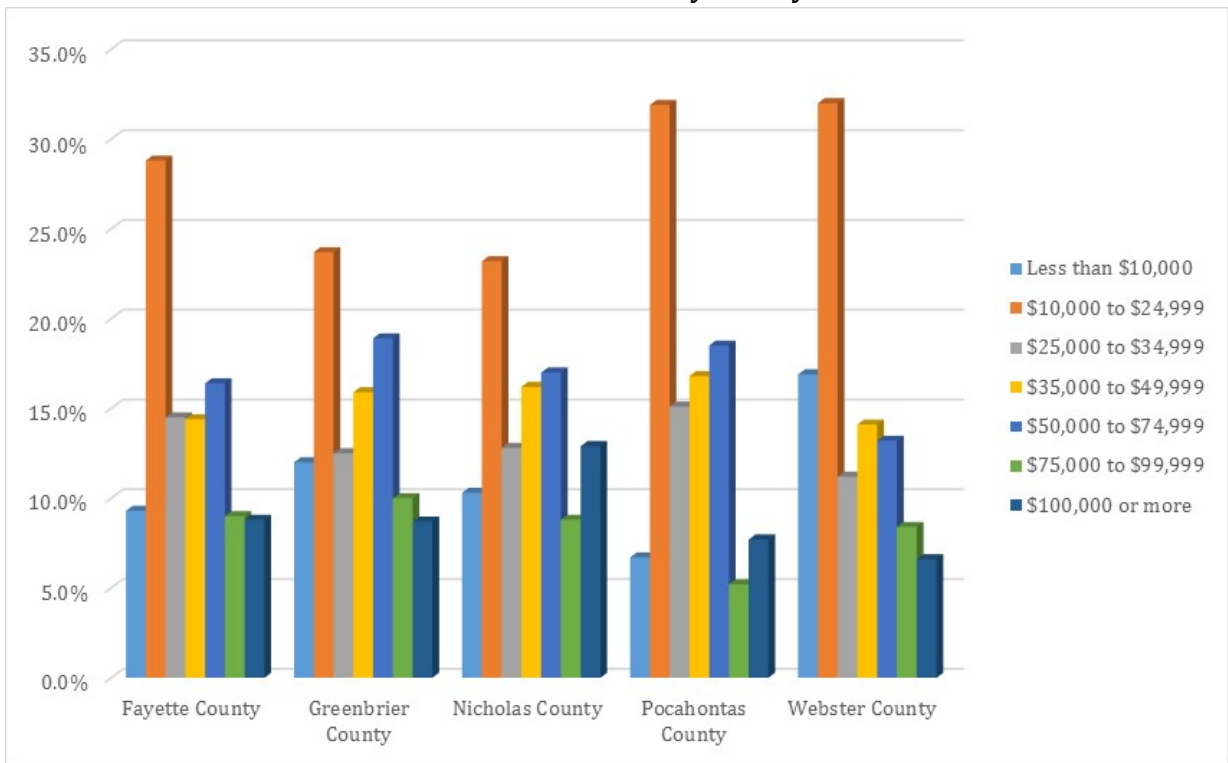


Source: 2013 ACS Five-Year Estimates

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 50,938 households in Region IV. Of those households, about 51 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 27 percent earned between \$10,000 and \$24,999 and about 11 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**

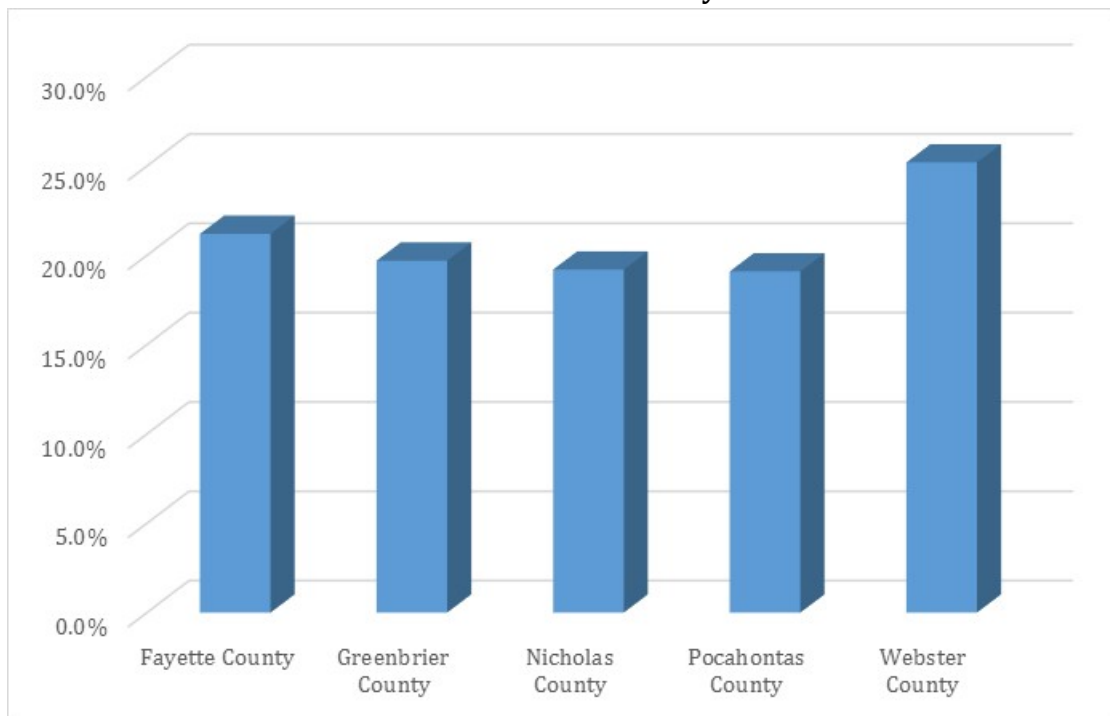
County	Median Income
Fayette	\$33,771
Greenbrier	\$37,895
Nicholas	\$40,064
Pocahontas	\$33,779
Webster	\$27,645

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. Webster County has the highest percent of population living below the poverty level with 25.2 percent. The remaining counties had between 19.1 and 21.2 percent of the population living below the poverty level.

**Exhibit II.8
Percent Below Poverty**



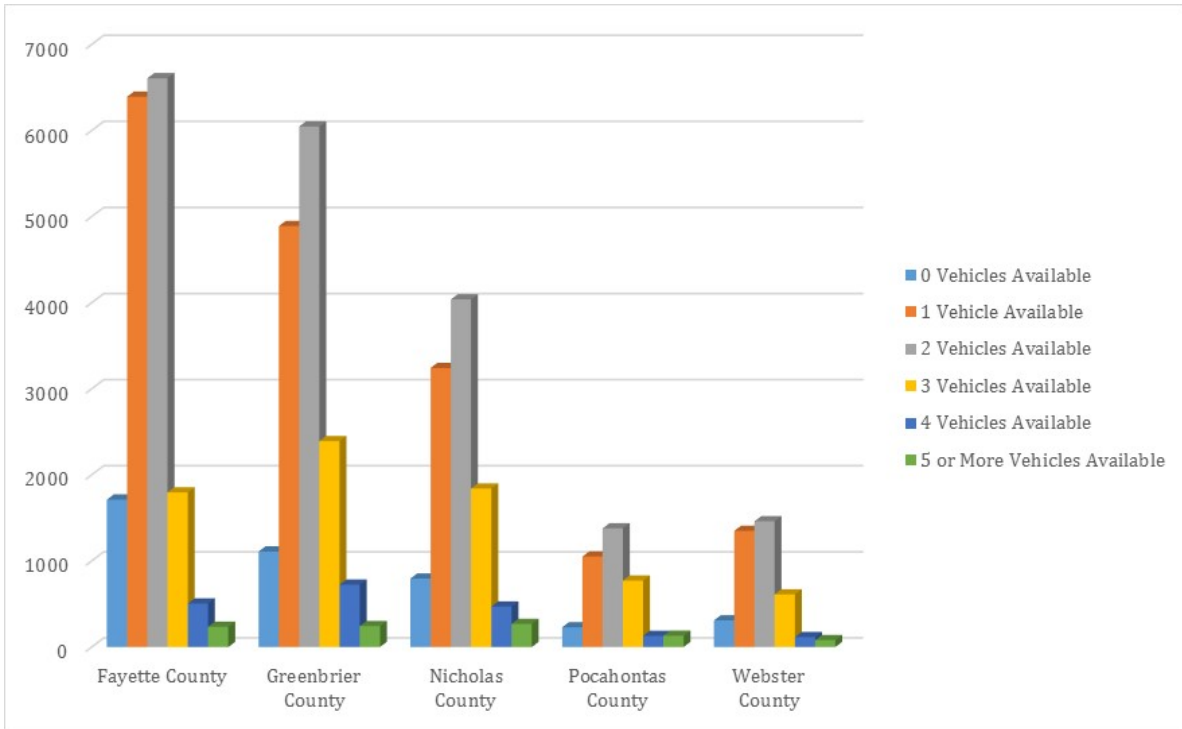
Source: 2013 ACS Five-Year Estimates

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 4,159 households in the Region that have no available vehicle. This is 8.2 percent of all the households in the Region. An additional 16,927 or 33.2 percent of

households in the Region have only one vehicle. Exhibit II.9 shows vehicle availability by the number of households in each county.

**Exhibit II.9
Zero Vehicle Households**

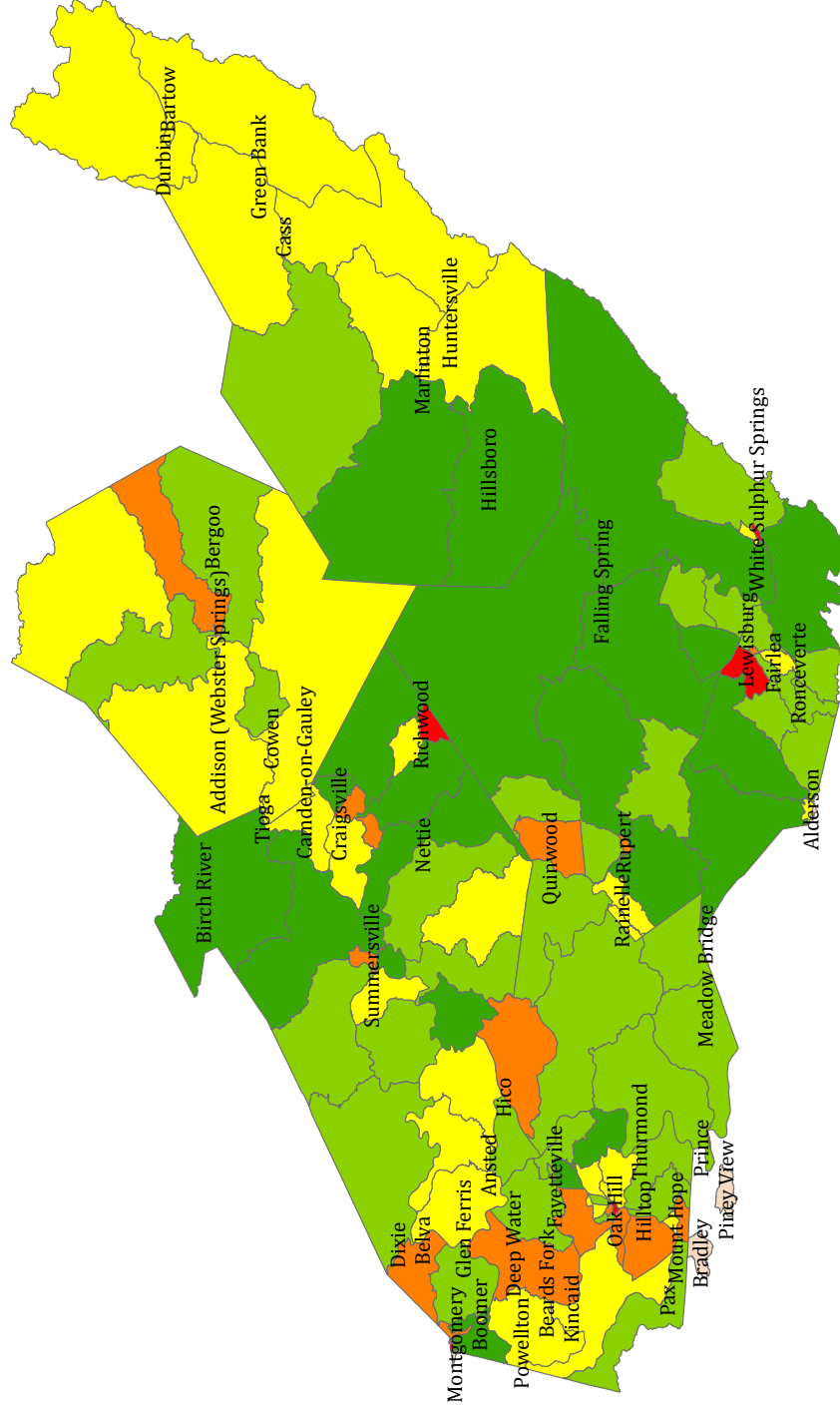


Source: 2013 ACS Five-Year Estimates

Exhibit II.10 illustrates the percentage of housing units that have no available vehicle, according to 2013 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are around Oak Hill, Richwood, and Lewisburg. Over 19.27 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 12.87 to 19.26 percent of zero vehicle households can be found throughout Fayette, Nicholas, Greenbrier, and Webster Counties. Block groups with moderate percentages (7.53 to 12.86 percent) can be found within all counties in the Region.

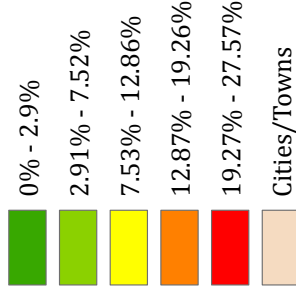
Exhibit II.10: Region IV Zero Vehicle Households

Coordinated Public Transit- Human Service Transportation Plan Region IV



Legend

Region IV 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 IV had a total population of 125,441, of which 118,574 were individuals age 5 years and older. Of this population, 98.7 percent speak only English, while the remaining 1.3 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 0.2 percent of Region IV’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
Fayette County	43,232	42,406	112	0.3%
Greenbrier County	33,781	33,369	84	0.2%
Nicholas County	24,673	24,499	21	0.1%
Pocahontas County	8,329	8,273	0	0.0%
Webster County	8,559	8,504	0	0.0%
Region IV Total	118,574	117,051	217	0.2%

Source: 2013 ACS Five-Year Estimates

Much like West Virginia overall, the largest share of the LEP population in Region IV speaks Spanish as their primary language. Statewide, 0.3 percent of the LEP population ages five (5) and older are Spanish-speaking. In Region IV, 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 IV 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	French (incl. Patois, Cajun)	German	Italian	Tagalog
Fayette County	43,232	109	38	20	0	0
Greenbrier County	33,781	118	12	17	24	0
Nicholas County	24,673	21	0	0	0	15
Pocahontas County	8,329	20	0	0	0	0
Webster County	8,559	0	0	0	0	0
Region IV Total	118,574	268	50	37	24	15

Source: 2013 ACS Five-Year Estimates

MAJOR TRIP GENERATORS

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

The most common trip origins by county, according to the 2011 Coordinated Public Transit-Human Services Transportation Plan and updated information provided by the key stakeholders, are the local apartment complexes for families and older adults listed below:

Fayette County:

- ◆ Christina Apartments, Ansted (28 units)
- ◆ Fayettehills Apartments, Fayetteville (68 units)
- ◆ Gauley Bridge Apartments, Gauley Bridge (28 units)
- ◆ Hill Major Apartments, Fayetteville (28 units)
- ◆ Hope Landing Apartments, Mt. Hope (22 units)
- ◆ Smithers Apartments, Smithers (16 units)
- ◆ Gertrude Apartments, Smithers (24 units)
- ◆ Smithers Elderly (Apartments), Smithers (24 units)
- ◆ Oak Hill Fayette Manor Apartments, Oak Hill (36 units)

Greenbrier County:

- ◆ Oakwood Apartments, White Sulphur Springs (13 units)
- ◆ Morgan Manor Apartments, Lewisburg (32 units)
- ◆ Ronceverte Village Apartments, Ronceverte (24 units)
- ◆ Riverview Apartments, Ronceverte (16 units)
- ◆ Swell Landing Apartments, Rainelle (52 units)
- ◆ White Sulphur Springs, Ltd., White Sulphur Springs (24 units)

Nicholas County:

- ◆ Glenda Fern Apartments, Craigsville (16 units)
- ◆ Carolyn Apartments, Craigsville (16 units)
- ◆ Edgewood Village (35 units)
- ◆ Kenneth Ritchie Apartments, Craigsville (16 units)
- ◆ Rose Mary Apartments, Summersville (16 units)
- ◆ Summers Village Apartments, Summersville (24 units)
- ◆ Summersville Manor Apartments, Summersville (36 units)
- ◆ Samantha Apartments, Craigsville (10 units)
- ◆ Nicholas Manor Apartments, Summersville (40 units)

Pocahontas County:

- ◆ Fran Manor Apartments, Marlinton (32 units)
- ◆ Marlinton Elderly Apartments, Marlinton (12 units)

Webster County:

- ◆ Cowen Elderly Vicki Lynn Apartments, Cowen (24 units)
- ◆ Elk River Apartments, Webster Springs (16 units)

Services

EXISTING SERVICES

OVERVIEW

The inventory of service provider capabilities and the structure of transportation resources provide coordinated transportation planners with the necessary foundation for designing changes that will complete and improve the network of transportation resources. Multiple components of community outreach activities were utilized to encourage public and human service agency transportation providers to participate in the inventory aspects of this Plan, which included focus groups and one-on-one interviews.

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

The ultimate goal for organizations in Region IV that provide, purchase, or use transportation for older adults, individuals with disabilities, people with low incomes, and the general public is to improve upon the existing network of services to create new efficiencies so programs can provide additional service within the existing level of funding. If services are to be expanded in the future, additional funding will be necessary.

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

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

Criteria for eligible applicants to Section 5310 are as follows:

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

Organizations that are not eligible applicants for Section 5310 may still benefit from the program through agreements with eligible organizations, and should seek partnerships and formal contractual agreements with an eligible applicant in order to achieve the coordinated transportation goals.

INVENTORY OF SERVICES AND KEY STAKEHOLDERS

Key public and human service agency transportation stakeholders in Region IV were invited to participate in a one-on-one interview with a representative from the RLS consulting team to discuss the existing transportation resources utilized for their consumers, and/or a meeting with all stakeholders and the general public. The appendix contains a list of all organizations that were invited to participate in the interviews and stakeholder/public meetings.

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

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

- ◆ Cosmic Cab
- ◆ Family Refuge Center
- ◆ Fayette Senior Programs/Putnam Aging Program, Inc.
- ◆ Greenbrier County Committee on Aging
- ◆ Mountain Transit Authority
- ◆ National Church Residences
- ◆ New River Health Association
- ◆ New River Transit Authority
- ◆ Nicholas County Community Action Partnership, Inc.
- ◆ Open Doors, Inc.
- ◆ Pocahontas County Senior Citizens
- ◆ Raleigh County Community Action Association (RCCAA)
- ◆ Webster County Senior Citizens, Inc.
- ◆ West Virginia Department of Transportation, Division of Public Transit

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

Cosmic Cab

Cosmic Cab is a private, for-profit taxi operator providing general public taxi service. The taxi company operates two (2) six-passenger minivans that are not wheelchair accessible. It provides transportation to and from airports, hotels, Snowshoe Resort, White Sulphur Springs, the train station, The Greenbrier, and anywhere the passenger requests, for any trip purpose. The taxi company is located in downtown Lewisburg.

Cosmic Cab	
Programs:	Private Taxi
Client Eligibility:	General Public
Hours/Days of Service:	8:00 AM to 11:00 PM, Monday-Friday 8:00 AM to 12:00 AM, Saturday 9:00 AM to 11:00 PM, Sunday
Mode of Services:	Door-to-Door Immediate Response
Transportation Staff:	1 Full-Time Driver 1 Part-Time Driver
Funding Sources for Transportation:	Passenger fares

Schedule and Service Area

Taxi service is available anywhere in and around Lewisburg, Monday-Sunday and holidays.

Fare Structure and Eligibility

Service is available to the general public. Cosmic Cab rates are \$2.25 for the first half-mile and \$1.70 for each additional mile. Each additional passenger is charged \$0.25 per mile. If a taxi is asked to wait for a passenger, the cost is \$0.20 per minute of wait time. And, as ordered by the Public Service Commission of West Virginia, there is a fuel charge added to each fare.

Scheduling

Trips may be reserved by calling the driver in advance or on the day of the trip.

Coordination

Cosmic Cab is interested in filling the gap for transportation of the general public. The company often provides trips for the Refuge Center and would be willing to coordinate transportation with other organizations and area transportation providers.

Funding

Cosmic Cab is privately owned and operated. The service is entirely funded through passenger fares.

Family Refuge Center

The Family Refuge Center is a private, nonprofit agency that serves individuals who have been victim to physical, emotional, and sexual abuse. The center services Greenbrier, Pocahontas, and Monroe Counties. Services include a safe house with capacity for 16 individuals, crisis assistance, emergency shelters, legal information, counseling, support programs, children’s programs, educational programs, and transportation.

Family Refuge Center	
Programs:	Crisis Assistance, Emergency Shelters, Legal Information, Counseling, Children’s Programs, Educational Programs, and Transportation
Client Eligibility:	Family Refuge Center Clients
Hours/Days of Service:	8:00 AM to 5:00 PM, Monday – Friday
Mode of Services:	Door-to-Door, Demand Response
Transportation Staff:	1 Director 2 Case Managers
Annual Trips Provided:	5,200 (approximately)
Funding Sources for Transportation:	State and Federal Grants, United Way, Donations

Scheduling and Service Area

Transportation provided by the agency is scheduled based on availability of the staff to drive consumers and their children to medical appointments and school. All other transportation is the responsibility of the consumer and many people are referred to Taxi operators.

Fare Structure and Eligibility

Transportation services are only for clients of the Family Refuge Center. Passenger fares are based on the consumer’s ability to pay. According to agency staff, most consumers are unable to contribute to the cost of their trip.

Coordination

Family Refuge Center refers consumers to taxi companies if transportation cannot be provided in-house. Other transportation providers in the area typically do not offer appropriate hours of service for job hunting and other common trip needs for consumers.

Funding

The funding sources for the Family Refuge Center include donations, State and Federal Grants, United Way, and local donations. Transportation expenses include fuel and insurance costs, and approximate hourly salary for the Case Manager.

Putnam Aging Program, Inc./Fayette Senior Programs

Putnam Aging Program, Inc./Fayette Senior Programs offers on-site meals, home delivered meals, respite care, health information, planned activities, shopping trips, non-emergency medical transportation, and caregiver support groups for older adults and individuals with disabilities of any age. The Senior Center is located in Oak Hill.

The program operates a fleet of five (5) Jeep four-wheel drive vehicles, two (2) buses, and two (2) minivans.

Putnam Aging Program, Inc./Fayette Senior Programs	
Programs:	Senior Programs, Transportation, and Meals
Client Eligibility:	Adults Age 60 and Older and Individuals with Disabilities of Any Age
Hours/Days of Service:	Hours vary per program Typical hours are 8:00 AM to 3:30 PM, Monday-Friday
Mode of Services:	Door-to-Door, Demand Response
Transportation Staff:	4 Full-Time Drivers 2 Part-Time Drivers 1 Executive Director (partially dedicated to transportation management)
Annual Trips Provided:	10,739
Annual Transportation Cost:	\$125,446 (includes assisted transport and general transport)
Cost per Passenger Trip	\$11.68

Funding Sources for Transportation:

Legislative Initiative for the Elderly (LIFE),
Donations, Title III-B, and Fayette County
Commissioners, Section 5310

Schedule and Service Area

The majority of passenger transportation service is dedicated to transporting passengers to and from the Senior Center for meals. Other eligible trip purposes include non-emergency medical trips. Transportation is provided within Fayette County and to medical facilities that are located within or outside of the county. Many trips are provided to/from Fayette Manor and Twin Oaks.

Approximately 30 percent of trips provided each year are to/from the nutrition site. Another 30 percent of annual trips are provided for health maintenance appointments (e.g., dialysis). Approximately 25 percent of trips are for periodic medical appointments. Ten percent of trips are for shopping, and a small percent (5%) are for recreation.

Fare Structure and Eligibility

Transportation is available for individuals age 60 and older or individuals with disabilities of any age. Donations are accepted but not required or requested.

Scheduling

Individuals may call the Senior Center to schedule a trip at least one-day in advance.

Coordination

There are other transportation providers in the county, including nursing homes, taxis, and the Mountain Transit Authority (MTA). Putnam Aging Program, Inc./Fayette Senior Programs does not currently coordinate with other providers but it is not opposed to considering coordination opportunities in the future.

Funding

Transportation is funded through LIFE, passenger donations, Section 5310, and Title III-B. Fayette County Commissioners also make an annual contribution.

Greenbrier County Committee on Aging

Greenbrier County Committee on Aging (GCCOA) is a private, non-profit agency that provides a variety of services for individuals 60 years of age and older and individuals with disabilities of any age, in Greenbrier County. The agency operates nutrition programs, senior activities, and transportation.

The agency operates nine (9) transportation vehicles, including two (2) lift-equipped vans. A local mechanic provides oil changes and other routine maintenance for agency vehicles.

Greenbrier County Committee on Aging	
Programs:	Transportation, Senior Nutrition, In-Home Care
Client Eligibility:	Adults age 60 and Older and Individuals with Disabilities
Hours/Days of Service:	8:00 AM to 4:00 PM Monday – Friday
Mode of Services:	Door-to-Door, Demand Response
Transportation Staff:	1 Director 1 Clerical Staff 2 Full-Time Drivers 2 Part-Time Drivers 1 Dispatcher
Annual Trips Provided:	6,000
Annual Transportation Cost:	\$63,401
Cost per Passenger Trip	\$10.56
Funding Sources for Transportation:	Donations, Title III-B, Section 5310, NEMT, and LIFE

Schedule and Service Area

The transportation service is operated throughout Greenbrier County, using seven (7) minivans, one (1) light duty bus, and one (1) converted 15-passenger van. The hours of transportation are Monday through Friday 8:00 AM to 4:00 PM. Transportation services are provided door-to-door. Drivers assist passengers as needed.

Fare Structure and Eligibility

Transportation is available for individuals age 60 and older or individuals with disabilities of any age. Donations are accepted but not required or requested.

Scheduling

Passengers are encouraged to call as far in advance as possible. Same day trips reservations can be taken, if space is available.

Coordination

GCCOA does not formally coordinate transportation with other agencies. However, it does send drivers to locations around the state for training. The agency also works with its clients to encourage them to use the MTA service when GCCOA is unable to provide a trip.

Funding

The Greenbrier County Committee on Aging transportation program receives funding from the Federal Transit Administration Section 5310 Program via the West Virginia Division of Public Transit (DPT) to purchase transportation vehicles and contracted services funding to purchase transportation services for seniors and individuals with disabilities in Greenbrier County. GCCOA is also funded by LIFE funds, Title III-B and NEMT.

Mountain Transit Authority

Mountain Transit Authority (MTA) is the public transportation provider for Greenbrier, Nicholas, and Webster Counties. Service in Fayette County will be ending in June 2015, as a new service provided by the New River Transit Authority (see description later in this section) is scheduled to begin June 29, 2015. As of June 30, 2015, MTA will operate six (6) routes. These are deviated fixed routes that are open to the general public. The routes operate on a set schedule, but will deviate to pick up a person who lives off the main route. MTA also provides a very successful Call-a-Ride service within the Summersville City Limits for the general public. In addition, MTA operates non-emergency medical transportation and contract service with human service agencies for client transportation.

Mountain Transit Authority	
Programs:	Public and NEMT Transportation
Client Eligibility:	General Public
Hours/Days of Service:	6:00 AM to 6:00 PM Monday – Friday (hours vary by route and mode)

Mode of Services:	Deviated Fixed Route and Curb-to-Curb Demand Response
Transportation Staff:	1 Director 1 Clerical Staff 12 Drivers 1 Maintenance Personnel (Also a Driver) 1 Dispatcher
Annual Trips Provided:	46,137 (in 2014)
Annual Transportation Cost:	\$538,512 (for 2014)
Cost per Passenger Trip	\$11.67
Funding Sources for Transportation:	Passenger Fares, Section 5311, West Virginia DOT/DPT, NEMT, and County and City General Funds

Schedule and Service Area

MTA operates in Greenbrier, Nicholas, and Webster Counties providing transportation to the general public. The system maintains a fleet of 17 vehicles, including: four (4) 16-passenger lift-equipped buses, nine (9) ADA lift-equipped vans, two (2) mini-vans, and two (2) four-wheel drive vehicles. Ten (10) vehicles are in operation during peak hours. Service is provided Monday through Friday 6:00 AM to 6:00 PM using the deviated fixed route and door-to-door call-a-ride services. Maps and schedules for MTA service are available on the system’s website at www.mtawv.com.

Fare Structure and Eligibility

MTA operates a mileage based fare structure for flex routes. Fares are based on origin and destination. The passenger fare schedule is posted on the website (www.mtawv.com). Call-a-Ride service is a fixed \$1.50 per trip.

Scheduling

Same-day reservations for Call-a-Ride or deviations are taken, but MTA recommends calling as far in advance as possible.

Coordination

MTA participates in driver training programs conducted by the WV DOT/DPT. MTA also contracts with human service agencies to provide the client trips for those agencies.

Funding

MTA receives funding from the Federal Transit Administration Section 5311 through the West Virginia Department of Transportation, Division of Public Transit to operate service and

purchase vehicles. Other funding sources include passenger fares, NEMT, and City and County General Funds.

Pocahontas County Senior Citizens, Inc.

Pocahontas County Senior Citizens, Inc. is a private, nonprofit agency that provides nutrition services and transportation for medical, shopping, nutrition, and recreation. The Center is located in Marlinton, WV. Transportation is provided by the agency for its clients within Pocahontas County. The agency also provides NEMT through Medicaid to all qualified persons in Pocahontas County.

Pocahontas County is extremely rural and is the largest county in the State. As the only transportation provider in the county, Pocahontas County Senior Citizens, Inc. faces unique transportation challenges. The county is over 100 miles long from the northeastern to southwestern boundaries and all medical transportation and shopping trips are to destinations located outside of the county.

The following table provides a summary of Pocahontas County Senior Citizens, Inc.'s transportation.

Pocahontas County Senior Citizens, Inc.	
Programs:	Nutrition, Transportation, Senior Programs
Client Eligibility:	Seniors and Individuals with Disabilities in Pocahontas County and Medicaid Eligible Consumers
Hours/Days of Service:	8:30 AM to 4:30 PM Monday – Friday
Mode of Services:	Door-to-Door Demand Response
Transportation Staff:	1 Director 1 Clerical/Coordinator 2 Full-Time Drivers 8 Part-Time Drivers 2 Maintenance Personnel 1 Dispatcher
Annual Trips Provided:	2,270
Annual Transportation Cost:	\$96,260
Cost per Passenger Trip	\$42.40

Funding Sources for Transportation:

Donations, Section 5310, Title III-B,
Medicaid, United Way, County
Commission, LIFE

Schedule and Service Area

The transportation services are provided with nine (9) vehicles, two of which are wheelchair accessible. The agency has expanded its fleet to include two new vehicles purchased through the Section 5310 program in 2012 and 2013. One vehicle in the fleet is near the end of its useful life and will need to be replaced soon. PCSC would like to expand its fleet by at least one vehicle in the near future.

The hours of transportation vary according to the activities planned, but are normally provided within agency operating hours of Monday through Friday 8:30 AM to 4:30 PM. Due to the size of the county and the need to transport people to medical locations beyond the county boundaries, medical trips may begin as early as 6:00 AM.

Fare Structure and Eligibility

The agency asks for a \$5.00 donation for trips up to 10 miles. For trips up to 25 miles, a \$10.00 donation is suggested; and for trips 50 miles or over, a \$15.00 donation is suggested. Pocahontas County Senior Citizens, Inc. will make accommodations for individuals who may not be able to pay.

Scheduling

The transportation schedule is set based upon the community activities planned by the Center staff and requests from consumers.

Coordination

As the only transportation provider in the county, there is no formal coordination of transportation trips. Pocahontas County Senior Citizens, Inc. does, however, work within the Region to train drivers and purchase vehicles through the Section 5310 program. Pocahontas County Senior Citizens, Inc. is willing to assist in any coordination effort or plan.

The agency is actively searching for an appropriate dispatching program that would improve communication with its drivers and dispatchers when drivers are on the road. Cellular service is very spotty and radio equipment options are limited because of the Green Bank Observatory.

Funding

The funding sources for Pocahontas County Senior Citizens, Inc. include donations, Title III-B, Medicaid, United Way, LIFE, and local contributions from the County Commission. Pocahontas County Senior Citizens, Inc. transportation program also 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 Pocahontas County.

The declining trend in available funding to support senior programs is a major concern for the agency. Senior program funding has decreased by approximately \$3M over the past three years,

and it is likely to continue to decline. Funding sources for the programs are becoming more and more limited, but expenses are increasing. Additional funding for senior programs in Pocahontas County is a top priority for the agency. With a significant portion of the county population being age 65 or older, need for services and funding is only going to increase.

New River Transit Authority (NRTA)

New River Transit Authority is a new FTA Section 5307 funded general public transportation service that on June 29, 2015 began service in portions of Fayette County, now part of the Fayette/Raleigh Metropolitan Planning Organization planning area. Raleigh County Community Action Association (RCCAA) is providing the service under contract to NRTA. This new service was initiated as a result of the designation as an urbanized area in the 2010 U.S. Census. The Region IV Planning and Development Council is the agency responsible for transportation planning and programming for the two-county region as it transitions from a rural to urban transit service area. Updated information about New River Transit Authority services is available at www.newrivertransitauthority.org.

Webster County Senior Citizens, Inc.

Webster County Senior Citizens, Inc. is a private, nonprofit agency dedicated to serving adults age 60 and older and individuals with disabilities in Webster County. Passengers are transported to medical appointments, social activities, employment, adult day care, and shopping locations.

Webster County Senior Citizens, Inc.	
Programs:	Transportation, Senior Programming, Meal Delivery
Client Eligibility:	Adults age 60 and older and individuals with disabilities
Hours/Days of Service:	8:00 AM to 4:00 PM, Monday – Friday
Mode of Services:	Door-to-Door Demand Response
Transportation Staff:	1 Director 5 Drivers 1 Dispatcher
Annual Trips Provided:	1 Director 5 Drivers 1 Dispatcher
Annual Transportation Cost:	Information Pending.

Cost per Passenger Trip	Information Pending
Funding Sources for Transportation: Section 5310, Donations, Title III-B, LIFE	

Schedule and Service Area

Eight (8) vehicles are available for transportation. During a typical day, however, only three of the vehicles are operated for transportation. One is generally used in the morning to transport clients to shopping centers or local medical appointments. Another vehicle transports clients to the center for activities and programs. The third vehicle is used for medical runs to Charleston, Lewisburg, or Morgantown. These transportation services are available to adults age 60 and older and individuals with disabilities of any age in Webster County.

Fare Structure and Eligibility

According to staff, while there is no set fare for passengers, donations are cheerfully accepted.

Scheduling

The agency suggests a two-week notice to schedule transportation. Same-day accommodations will be made if the schedule permits.

Coordination

Webster County Senior Citizens Center refers callers to MTA if the Center is unable to provide the trip. Additionally, the Center participates in driver training with other agencies when it is available at locations around the state.

Funding

The transportation program receives funding from Section 5310, Title III-B of the Older Americans Act, LIFE, and passenger donations.

OTHER TRANSPORTATION STAKEHOLDERS

National Church Residences

National Church Residences is a private, non-profit organization providing home and supportive services for older adults and vulnerable individuals, enabling them to live healthier and more satisfying lives. The organization provides quality housing and care at affordable prices. National Church Residences operates in several states, including 13 locations in West Virginia. The agency’s facilities in West Virginia are located in Charleston, Ceredo, Harrisville, Richwood, Webster Springs, Montgomery, Sistersville, Kenova, Scott Depot, and Oak Hill. The agency has participated in a Section 5310 Vehicle and Communication Equipment Application Workshop with West Virginia DOT/DPT and would like to become actively involved with the coordination efforts of Region IV. Additional information about the agency is available at www.nationalchurchresidences.org.

National Church Residences operates a facility for approximately 35 older adults in Richwood, WV. The facility, Edgewood Village, is home to older adults who have very low incomes and most do not own an automobile. Edgewood Village did not operate a vehicle for passenger transportation at the time of this study. Residents at Edgewood Village need transportation for local trips to the grocery and other day-to-day errands as well as reliable and affordable transportation to medical appointments that are outside of the county.

New River Health Association

New River Health Association is a primary and preventive care, and urgent care facility with locations in Scarbro, Whipple, North Fayette, Sophia, Lookout, and Mt. Hope. Medical and health services are provided for the whole family through all stages of life. The medical provider recognizes the impact that gaps in transportation services create in terms of the health and well-being of everyone. New River Health participated in the coordination plan and is a willing partner in coordinated transportation efforts that improve access to medical care.

Nicholas Community Action Partnership, Inc.

Nicholas Community Action Partnership, Inc. (NCAP) is a non-profit organization that provides services for adults age 60 and older, individuals with disabilities, and Head Start. NCAP offices are located in Summersville, WV. The agency provides meal deliveries but no longer provides passenger transportation services for older adults.

Open Doors, Inc.

Open Doors, Inc. is located in Summersville. The agency assists individuals with disabilities in the area of services coordination. The agency also provides supported employment, nursing services, and counseling for eligible consumers. Hours of operation are 8:00 AM to 5:00 PM. The organization was an active participant in the 2015 Coordinated Transportation Plan Update and is interested in working with transportation providers to reduce the gaps in available transportation for individuals with disabilities.

Region IV Planning and Development Council

The Region IV Planning and Development Council recognizes the need for more transportation options in the Region. The Council hosted public and stakeholder meetings for the Coordinated Transportation Plan Update in 2011 and 2015.

VEHICLE UTILIZATION

From the interviewed transportation providers, a vehicle utilization chart was developed to provide an overview of when services are being provided in Region IV. Exhibit III.1 outlines the times when vehicles are being utilized and identifies 10:00 AM as the peak service time.

SUMMARY OF TRANSPORTATION SERVICES

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

Exhibit III.2
Region IV Services

County	Public Transportation	Senior Transportation	Transportation for Individuals with Disabilities
Fayette	X	X	X
Greenbrier	X	X	X
Nicholas	X	X	X
Pocahontas		X	X
Webster	X	X	X

An inventory of transportation providers was created at the onset of this study. Exhibit III.3 identifies the organizations that provide transportation in Region IV. This list is arranged by county and includes public, private, and non-profit organizations. Within the table the number of vehicles, the types of services, the service area, and funding sources are identified for each provider. In some cases, where information is noted as not available, additional data has been requested.

There are over 65 passenger transportation vehicles in the Region that are operated by public, private, and non-profit agencies. The majority of transportation services are available on weekdays between 8:30 AM and 4:00 PM. Weekend and evening transportation is available on a more limited basis. All of the identified vehicles are used to transport 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. This inventory does not include schools.

**Exhibit III.3
Region IV Transportation Providers**

Fayette County							
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
New River Transit Authority	Public Transit	General Public	Fayette County	Demand Response	8:30 AM – 3:00 PM	12 Vehicles	Passenger Fares, Section 5307, Medicaid, Other
Putnam Aging Program, Inc./ Fayette Senior Programs	Human Service Agency	Older Adults and Individuals with Disabilities	Fayette County	Demand Response	8:00 AM – 3:30 PM Monday-Friday	5 Jeep Four-Wheel Drives 2 Minivans 2 Accessible Vans	LIFE, Donations, Title III-B, Section 5310, and Fayette County Commissioners

Greenbrier County							
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
Family Refuge Center	Shelter	Program Clients	Greenbrier, Pocahontas, and Monroe Counties	Demand Response	8:00 AM – 5:00 PM Monday-Friday	1 Van	State and Federal Grants, United Way, and Donations
Greenbrier County Committee on Aging	Human Service Agency	Seniors, Individuals with Disabilities, and NEMT	Greenbrier County	Demand Response	8:00 AM – 4:00 PM Monday-Friday	1 Light-Duty Bus 1 Converted 15-Passenger Van 7 Minivans	Donations, Title III-B, Section 5310, LIFE, and NEMT
Mountain Transit Authority	Public Transit	General Public	Greenbrier, Nicholas, and Webster Counties	Route Deviation, Demand Response	6:00 AM – 6:00 PM Monday-Friday	4 16-Passenger Lift-Equipped Buses 9 Lift-Equipped Vans 2 Minivans 2 4-Wheel Drive Vehicles	Passenger Fares, Section 5311, NEMT, WV DOT/DPT, County and Community General Funds
Cosmic Cab		General Public Taxi Service	Greenbrier and Nicholas Counties	Demand Response	8:00 AM – 11:00 PM, Monday-Friday 8:00-12:00 AM Saturday 9:00 AM – 11:00 PM Sunday	2 6-passenger Minivans	Fares

Nicholas County

Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
Mountain Transit Authority	Public Transit	General Public	Greenbrier, Nicholas, and Webster Counties	Route Deviation, Demand Response	6:00 AM – 6:00 PM Monday-Friday	4 16-Passenger Lift-Equipped Buses 9 Lift-Equipped Vans 2 Minivans 2 4-Wheel Drive Vehicles	Passenger Fares, Section 5311, NEMT, WV DOT/DPT, County and Community General Funds
Cosmic Cab		General Public Taxi Service	Greenbrier and Nicholas Counties	Demand Response	8:00 AM – 11:00 PM, Monday-Friday 8:00-12:00 AM Saturday 9:00 AM – 11:00 PM Sunday	2 6-passenger Minivans	Fares

Pocahontas County

Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
Pocahontas County Senior Citizens, Inc.	Human Service Agency	Seniors, Individuals with Disabilities, and NEMT	Pocahontas County	Demand Response	8:30 AM – 4:30 PM Monday-Friday	4 Vans (2 are Wheelchair Accessible) 3 Minivans 2 Town Cars	Donations, Title III-B, NEMT, LIFE, United Way, Section 5310, and County Commission

Webster County

Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
Mountain Transit Authority	Public Transit	General Public	Greenbrier, Nicholas, and Webster Counties	Route Deviation, Demand Response	6:00 AM – 6:00 PM Monday-Friday	4 16-Passenger Lift-Equipped Buses 9 Lift-Equipped Vans 2 Minivans 2 4-Wheel Drive Vehicles	Passenger Fares, Section 5311, NEMT, WV DOT/DPT, County and Community General Funds
Webster County Senior Citizens, Inc.	Human Service Agency	Seniors, Individuals with Disabilities, and NEMT	Webster County	Demand Response	8:00 AM – 4:00 PM Monday-Friday	8 Vehicles	Donations, Title III-B, LIFE, and Section 5310

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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:
 - August 14, 2014 at Region IV Planning and Development Council, Summersville
 - September 29, 2014 at Region IV Planning and Development Council, Summersville
- ◆ 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 for the second public and stakeholder meeting.

PUBLIC AND STAKEHOLDER INVOLVEMENT

Public and Stakeholder Meetings

One hundred and twelve (112) individuals representing public, private, non-profit, and faith-based organizations were invited to attend the meetings. Meetings were also announced in local newspapers. Twelve organizations attended the workshops. Participants included public transportation providers, human service agencies, and planning organizations. Organizations represented at the meeting are listed below:

- ◆ Cosmic Cab
- ◆ Family Refuge Center
- ◆ Fayette Senior Programs/Putnam Aging Program, Inc.
- ◆ Greenbrier County Committee on Aging
- ◆ Mountain Transit Authority
- ◆ New River Health Association
- ◆ Nicholas County Community Action Partnership, Inc.
- ◆ Open Doors, Inc.
- ◆ Pocahontas County Senior Citizens, Inc.
- ◆ Raleigh County Community Action Association (RCCAA)

- ◆ Region IV Planning and Development Council
- ◆ Webster County Senior Citizens, 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 each county in the Region. 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 a distribution of surveys at a Public Library in each county 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, 18 individuals from the Region participated in the public survey. Survey results are summarized in Table IV.1 and IV.2. Only one survey response came from Greenbrier County while the remaining survey responses for the Region came from Nicholas County residents.

Table IV.1: Public Survey Results Summary

	Fayette	Greenbrier	Nicholas	Pocahontas	Webster
Total Surveys Received by County:	0	1	17	0	0
How do you manage your transportation needs?					
Drive your own car	0%	100%	94%	0%	0%
Walk or ride a bicycle	0%	0%	6%	0%	0%
Ride with family or friends	0%	0%	18%	0%	0%
Use an agency transportation service	0%	0%	12%	0%	0%
Use public transportation	0%	0%	0%	0%	0%
What do you need but cannot do because you do not have transportation?					
Go to Work	0%	0%	50%	0%	0%
Go to Medical Appointments	0%	0%	100%	0%	0%
Shop to Feed Yourself or Family	0%	0%	50%	0%	0%
Go to School (Vocational or College)	0%	0%	50%	0%	0%
Do Errands (Shopping or Other)	0%	0%	50%	0%	0%
Go to Appointments	0%	0%	100%	0%	0%
Attend Social Outings	0%	0%	50%	0%	0%
Attend Sunday Religious Functions	0%	0%	100%	0%	0%
Do you have any transportation Limitations?					
No	0%	0%	88%	0%	0%
Yes. Need access to wheelchair accessible vehicles	0%	0%	12%	0%	0%
Is there someone with a disability in your household that limits his or her mobility?					
No	0%	0%	93%	0%	0%
Yes	0%	0%	7%	0%	0%

	Fayette	Greenbrier	Nicholas	Pocahontas	Webster
Would you utilize any of the following resources for updates on this topic in the future?					
Twitter	0%	0%	0%	0%	0%
Facebook	0%	0%	75%	0%	0%
WV Department of Transportation/DPT	0%	0%	0%	0%	0%
Local Agency or Transit System Website	0%	0%	0%	0%	0%
Text Messages	0%	0%	25%	0%	0%
Email	0%	0%	12%	0%	0%
Other Social Media	0%	0%	0%	0%	0%

Table IV.2: Demographic Breakdown of Survey Results

	Fayette	Greenbrier	Nicholas	Pocahontas	Webster
Total Surveys Received by County:	0	0	17	0	0
Age					
Under Age 15	0%	0%	0%	0%	0%
15 – 24 Years	0%	0%	12%	0%	0%
25 – 64 Years	0%	0%	76%	0%	0%
65 Years or Older	0%	0%	12%	0%	0%
Which of the following best represents your heritage?					
White (non-Hispanic)	0%	0%	100%	0%	0%
Black or African American	0%	0%	0%	0%	0%
Latino or Hispanic	0%	0%	0%	0%	0%
East Asian or Asian American	0%	0%	0%	0%	0%
South Asian or Indiana American	0%	0%	0%	0%	0%
Middle Eastern or Arab American	0%	0%	0%	0%	0%
Native American or Alaska Native	0%	0%	0%	0%	0%

	Fayette	Greenbrier	Nicholas	Pocahontas	Webster
Approximate Annual Household Income					
Less than \$10,000	0%	0%	0%	0%	0%
\$10,000 - \$15,000	0%	0%	47%	0%	0%
\$15,000 - \$20,000	0%	0%	33%	0%	0%
\$20,000 - \$30,000	0%	0%	4%	0%	0%
\$30,000 - \$40,000	0%	0%	4%	0%	0%
\$40,000 - \$50,000	0%	0%	0%	0%	0%
\$50,000 - \$60,000	0%	0%	13%	0%	0%
\$60,000 - \$85,000	0%	0%	0%	0%	0%
\$85,000 or More	0%	0%	0%	0%	0%
Is English your primary language?					
Yes	0%	0%	100%	0%	0%
No	0%	0%	0%	0%	0%

Summary of Unmet Needs and Gaps in Services

Fayette Senior Programs

- ◆ Transportation for individuals with disabilities under the age of 60.
- ◆ Saturday daytime service for doctor's appointments.
- ◆ Service from 4:00 PM to 6:00 PM.
- ◆ Need one (1) lift-equipped van and one (1) non-lift-equipped van by FY 2018.

Nicholas County

- ◆ More long distance Medicaid transportation (Morgantown, Charleston, and Beckley) is needed.
 - Each client is limited to 800 miles a month.
- ◆ Local transportation in Nicholas County for day-to-day trips (e.g., grocery), especially for older adults, individuals with disabilities, and people with low incomes.
- ◆ Transportation for older adults and individuals with disabilities on evenings and weekends.
- ◆ Transportation for older adults and individuals with disabilities to medical appointments that are out-of-county.

Mountain Transit Authority

- ◆ Coordination with local agencies serving senior citizens for local transportation.
- ◆ Demand response services need to feed into local deviated fixed route service.
- ◆ Regular communication with agencies is needed on an ongoing basis.

Webster County Senior Citizens

- ◆ More funding is needed.
- ◆ Baby boomers
 - More and more are calling and in need of services and capacity is limited.
- ◆ Distance to major hospitals (specialists) is long and providers are needed to operate such services.
 - Morgantown, Charleston
- ◆ Trip sharing is needed to reduce duplication and fill otherwise empty seats in vehicles.
- ◆ Transportation is needed for very rural areas.
- ◆ Replacement vehicles are needed.

Raleigh County Commission (New River Transit Authority (NRTA)) (Regions IV and I)

- ◆ Matching funds for the Fayette/Raleigh MPO members under the new 5307 transition are needed to support public transit.
- ◆ Funding for expansion of service outside of current routes within the county is needed.
 - Cost of Operating
 - Cost of Capital
- ◆ Contracts with local agencies and colleges are needed to help subsidize trip costs.

New River Health (Fayette County)

- ◆ Regular transportation to all New River facilities (7:20 AM to 6:00 PM) is needed:
 - 908 Scarbro Rd., Scarbro
 - 57 Sutphin Lane, Scarbro
 - 221 W. Maple Ave., Fayetteville

- 410 Polk, Sophia
- 302 W. Main St., Sophia
- 729 Main St., Mt. Hope
- 75 Spyrock Loop Rd., Lookout
- ◆ A stop on New River property to allow opportunity for passengers to board transit vehicles at the health facilities is needed to improve accessibility. The stop will also help promote the availability of transportation services.
- ◆ A plan is needed for public transportation in Fayette County to replace MTA.

Region IV Planning and Development (NRTA)

- ◆ Very rural area and terrain proves to be a challenge for the existing fleet of vehicles. Appropriate vehicles are needed to access very rural areas.
- ◆ Many residents are unaware of transit availability.
 - Education outreach is needed throughout the Region.
- ◆ Service industry employment transportation is needed throughout the Region.
 - 2nd Shift.
- ◆ DHHR should become a partner to help with outreach to lower income residents.

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

Coordinated Transportation Challenges

The primary challenge to coordination in Region IV continues to be funding constraints and/or lack of funding to support transportation. Human service agencies, public transit providers, nonprofit transit providers, and for profit transit providers are open to establishing purchase of service agreements, however, funding to support those purchase of service agreements is at best very limited.

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Priorities & Goals

COORDINATED TRANSPORTATION PRIORITIES AND GOALS

PROGRESS SINCE 2011 COORDINATION PLAN

Stakeholders in Region IV indicated that they have been unable to implement any of the goals outlined in the 2011 Coordinated Transportation Plan due to lack of leadership for the coordinated transportation plan effort and limited funds to support coordinated services. Furthermore, MTA public transportation is to be discontinued in Fayette County. As a result, new public transportation services for Fayette County must be designed and implemented. Local stakeholders in the Regional Planning Commission and Fayette County have focused a significant amount of energy on creation of a public transportation service for Fayette County.

UPDATED COORDINATED TRANSPORTATION GOALS – 2015 THROUGH 2019

Region IV stakeholders focused the 2015 through 2019 coordinated transportation goals on improving connections with intercity transportation services, particularly the I-RIDE 79 route from Morgantown to Charleston. www.baronsbus.com

Stakeholders need a coordinated approach to transporting people to medical appointments that are at a significant distance from their homes. Scheduling has become a barrier to successful coordination because medical offices have various hours. The idea of purchasing a coordinated scheduling software to assist with scheduling medical and other trips between Charleston and Morgantown was discussed as a possibility for overcoming the challenges to trip sharing.

Other considerations discussed by the stakeholders include the opportunity to coordinate training and maintenance. However, a leader for the coordination effort must first be established. Such leadership can be accomplished through an active Regional coordinating council.

Eight 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 Region IV Planning and Development Council, the WV DOT/DPT, and participating human service agencies and senior centers. The goals are not listed in order of priority, but the priority level is assigned to sub-categories within each goal.

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

Goals identified in this chapter must align with the identified unmet transportation needs and gaps in services for the geographic area included in this plan. Requests for funding through the programs encompassed in MAP-21 or future reauthorizations must align with the goals and strategies identified in this chapter. Additional goals or strategies may be added through an amendment to this plan. Furthermore, organizations that did not have 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 services. A description of each goal and the identified unmet need that corresponds to the goal is provided in the paragraphs that follow the matrix.

Table V.1: Goals and Needs Matrix

Goals	Categories of Unmet Transportation Needs/Gaps						
	Improve Public Education about Transit	Engage Stakeholders Local and State Level	Replace or Expand Vehicle Fleets	Improve Transportation for Individuals with Disabilities	Provide Transit Options Affordable to Low-Income Individuals	Provide Long-Distance Trips	
Goal #1 Improve Communication	X	X		X	X	X	
Goal #2 Sustain Service		X	X			X	
Goal #3 Expand Transportation Services			X	X	X	X	
Goal #4 Affordable Long-Distance Trips			X	X	X	X	
Goal #5 Transp. in Fayette and Raleigh Counties		X	X	X	X	X	
Goal #6 Expand Transportation Options for Older Adults in Fayette County	X	X	X	X	X	X	
Goal #7 Improve Access to New				X	X	X	

Goals	Categories of Unmet Transportation Needs/Gaps					
	Improve Public Education about Transit	Engage Stakeholders Local and State Level	Replace or Expand Vehicle Fleets	Improve Transportation for Individuals with Disabilities	Provide Transit Options Affordable to Low-Income Individuals	Provide Long-Distance Trips
River Health Facilities						
Goal #8 Expand Transportation for Older Adults in Webster County				X	X	X

Goal #1: Improve communication between agencies that use, operate, and need transportation. Improve public education about transportation.

Objectives:

- ◆ Educate the general public, funders, and human service agencies about all of the available transportation resources in each county.
- ◆ Create a successful and active structure to lead the coordinated transportation effort.
- ◆ Engage State-level and local human service agencies to expand the impact of public outreach and education.

Goal #2: Sustain at least the existing level and quality of transportation for older adults and individuals with disabilities.

Objectives:

- ◆ Replace lift-equipped and non-lift-equipped vehicles for Fayette, Pocahontas, Nicholas, Greenbrier, and Webster Counties on a coordinated schedule to maintain safety standards and efficiency.
- ◆ Develop a fleet of vehicles appropriate for narrow and very rural roads.

Goal #3: Expand transportation for older adults and individuals with disabilities throughout the Region.

Objectives:

- ◆ Develop new contracts and coordinated transportation agreements that help to secure the necessary local match for Section 5310 dollars that are eligible to be used for contracted service/purchase of transportation services.

Goal #4: Develop affordable transportation options for long distance appointments and trips for the general public.

Objectives:

- ◆ Develop convenient connections with intercity service offered by I-RIDE 79.

Goal #5: Implement public transportation in Fayette and Raleigh Counties to replace MTA service in Fayette County.

Objectives:

- ◆ Secure sustainable local match.
- ◆ Implement transportation to support employers/employees working shifts, especially second shift.
- ◆ Coordinate with local colleges for a potential subsidized Transit Pass.

Goal #6: Expand transportation for older adults throughout Fayette County.

Objectives:

- ◆ Make transportation available for individuals needing wheelchair accessible vehicles.
- ◆ Improve the mobility and access of older adults to community resources.

Goal #7: Improve access to New River Health Facilities.

Objectives:

- ◆ Improve access to health care for all residents.
- ◆ Improve health and well-being of all residents.

Goal #8: Expand transportation options for older adults in Webster County.

Objectives:

- ◆ Continue to ensure vehicles are replaced on a regular schedule to ensure safe and cost-effective transportation for older adults and individuals with disabilities.
- ◆ Provide more trips for older adults to improve their quality of life.

GOALS AND STRATEGIES

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

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

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

- ◆ Near-term – Activities to be achieved within 12 to 24 months.
- ◆ Long-term – Activities to be achieved within 2 to 4 years.
- ◆ On-Going – Activities to be developed on a continuous basis.

ACTION STEPS

Goal #1: Improve communication between agencies that use, operate, and need transportation. Improve public education about transportation that is available throughout the Region.

Action Steps:

Step 1: Distribute the updated HSTP to community stakeholders. Following its adoption, distribute the updated Coordinated Public Transit-Human Services Transportation Plan to stakeholders who were invited to participate and any elected officials, older adult facilities, human service agencies, medical facilities, schools, non-profits, for-profit agencies, and major employers that serve older adults, individuals with disabilities, people with low incomes, and the general public.

Step 2: Organize a Coordinated Transportation Coalition (CTC) with potential leadership from MTA. The CTC for Region IV will include representatives from agencies serving all counties in the Region. The CTC will be a forum in which to discuss mobility issues, whether they are barriers, improvements, or observations. Such a forum is vital to continued development of a coordinated transportation system and achievement of the goals and priorities outlined in this plan.

The CTC can be organized to carry out the tasks outlined in this document. Once in place, the group can study this plan, assign tasks to members, and work toward implementing the strategies and tasks described herein.

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

Step 3: CTC representatives will develop and deploy a public outreach campaign for transportation education of residents with low incomes in coordination with human service agencies. One of the first orders of business for the CTC will be to begin discussions with DHHR to develop and deploy a public outreach campaign that will improve awareness of transportation options. Coordination with DHHR is the initial strategy because the intent is to improve awareness of individuals with low incomes as those individuals are the most likely not to have a personal automobile and to need public or agency-sponsored transportation services.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Distribute Plan	Stakeholder Organizations throughout the Region	Near-Term	<ul style="list-style-type: none"> ▪ Updated mailing/emailing list is established and saved for use when updating the plan. ▪ Number of new organizations added to the mailing/emailing list.
Step 2: Coordinated Transportation Coalition	Transportation Providers, Planning Commission, Agencies, General Public, and Other Interested Parties	Near-Term and On-going	<ul style="list-style-type: none"> ▪ Number of organizations represented in the CTC and actively participating. ▪ A meeting schedule is established and implemented. ▪ Goals and strategies are implemented as written in this plan or in a modified form. ▪ Mobility options are improved.
Step 3: Involve DHHR and Education Campaign for Low-Income Individuals	Coalition Members and DHHR	Near-Term and On going	<ul style="list-style-type: none"> ▪ Informational materials are developed with assistance from coalition members. ▪ DHHR agrees to assist with distribution of educational materials. ▪ Number of other agencies that agree to participate in the campaign. ▪ Number of trips provided for new clients.

Goal #2: Sustain at least the existing level and quality of transportation for older adults and individuals with disabilities.

Action Steps:

Step 1: Secure replacement and new lift-equipped and non-lift-equipped vehicles for Fayette, Pocahontas, Nicholas, Greenbrier, and Webster Counties. Participating organizations and agencies purchase new and replacement vehicles on a schedule that ensures transportation will continue to be provided at the 2015 level of service or better. Coordination and trip sharing opportunities will be explored before purchasing new vehicles.

Step 2: Purchase and operate vehicles appropriate for travel on narrow rural roads.

Transportation providers will seek to purchase four-wheel drive and narrow body vehicles that are safe and appropriate for service on the most rural roads of the Region. Consider the addition of MV-1 vehicles into the fleets.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Secure Replacement and Expansion Vehicles	All Transportation Operators, Especially Section 5310 Recipients	On-Going	<ul style="list-style-type: none"> ▪ A vehicle replacement plan and purchasing plan is developed by each provider. ▪ Plans are submitted to the CTC for review, prior to purchase. The purpose of the review is to determine if vehicle purchases support the coordinated transportation goals. ▪ New and replacement vehicles are purchased and added to the active fleet.
Step 2: Purchase Vehicles Appropriate for Rural Roads	Transportation Providers	Near-Term and On-Going	<ul style="list-style-type: none"> ▪ Funding necessary to purchase expansion vehicles is secured. ▪ Type of vehicle appropriate for the most rural roads and the clients to be served is identified. ▪ New vehicles are purchased and added to the active fleet.

Goal #3: Expand transportation for older adults and individuals with disabilities throughout the Region.

Action Steps:

Step 1: Section 5310 providers should seek to coordinate with, or contract with, other providers to secure the necessary match for contracted services/purchase of transportation services.

Organizations eligible for Section 5310 funding should work with WV DOT/DPT to discuss the approach of implementing contracts with other providers to allow for Section 5310 funds to be used for contracted services/purchase of transportation services for seniors and individuals with disabilities at an 80/20 match.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Secure Section 5310 Dollars for Contracted Services/Purchase of Transportation Services	All Section 5310 transportation providers	Near-Term and On-going	<ul style="list-style-type: none"> ▪ Apply for and receive Section 5310 funding. ▪ Number of contracts between 5310 providers and others established. ▪ Amount of Section 5310 program funding secured each year. ▪ Number of trips provided by agency increases due to the additional funds. ▪ Cost efficiency of service improved because agencies are contracting to share trips and fill otherwise empty seats on vehicles.

Goal #4: Affordable transportation options for long distance appointments and trips for the general public.

Action Steps:

Step 1: Connect with intercity transportation operator.

Local transportation providers operating demand response or on-demand service will establish regularly scheduled connections with I-RIDE 79 intercity service provided from Morgantown to Charleston. Prices are between \$3.00 and \$15.00 per one-way trip. The I-RIDE 79 service is provided by Barrons Bus. Connection services will be grouped by time of day and will be provided on a first-come/first-served basis. Connection services could be implemented as a pilot project to determine if it is a sustainable program.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Expand Intercity Transportation	All coordinated transportation stakeholders	Near-Term	<ul style="list-style-type: none"> ▪ Number of connections added, per day or per week. ▪ Number of intercity trips provided for local Region IV residents as a result of the new connector service.

Goal #5: Implement public transportation in Fayette and Raleigh Counties to replace MTA service in Fayette County.

Action Steps:

Step 1: Negotiate with local employers to encourage them to supplement the cost of transportation for employees using public transit. Transit operators and the CTC members will develop an analysis of unmet transportation needs for employment in Fayette and Raleigh Counties. The analysis may involve use of unemployment statistical data and a public survey. If research results warrant the service, present the findings to local employers. Agreements in which local employers agree to subsidize the cost of expanding transportation services to include hours and service area expansions for second-shift workers will be established, prior to implementing service.

Step 2: Negotiate a Transit Pass agreement with local colleges. Similar to the agreements between employers and transit providers, there is the potential to establish a Transit Pass agreement with local colleges. The Transit Pass would allow students to ride transit for free. The colleges would reimburse the transportation provider through student fees, or an administrative fund. A student Transit Pass is beneficial to the college and the transit system. The college may save money on parking facilities and other transportation expenses by encouraging students to take transit. The transit system benefits through increased ridership and a sustainable source of funding to add to its diversified list of local revenue sources.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Implement Employee Transportation Subsidy	Transportation providers and employers	Long-Term and On-Going	<ul style="list-style-type: none"> ▪ Research is completed. ▪ Number of employers that meet with the transportation providers to consider an agreement. ▪ Number of agreements between providers and employers that are established. ▪ Number of employment trips provided. ▪ Improved employment ratings for the Region following implementation of new transportation services.
Step 3: Implement Transit Pass	Transportation providers and colleges	Long-Term	<ul style="list-style-type: none"> ▪ Meetings are scheduled with local colleges to discuss the potential for the program. ▪ Cost/Benefit analysis is conducted. ▪ Number of Transit Pass agreements implemented.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
			<ul style="list-style-type: none"> ▪ Number of trips provided using the Transit Pass. ▪ Number of increased student trips. ▪ Student satisfaction with the program (measured via surveys).

Goal #6: Expand transportation for older adults and individuals with disabilities of all ages throughout Fayette County.

Action Steps:

Step 1: Implement transportation for individuals with disabilities under age 60. Transportation providers serving older adults will reduce eligibility restrictions to include service for individuals with disabilities who are under age 60. The service must then be advertised through agencies serving this population so that awareness of the new transportation options increases. It may take time to overcome the misperception that transportation services are only for older adults.

Step 2: Coordinate to expand hours of operation beyond 6:00 PM. Transportation providers, especially Section 5310 and 5311 recipients will seek opportunities to coordinate and contract with private and non-profit operators to expand hours of operation. Agreements with agencies with service hours into the late evening are most likely more cost effective than for an agency to expand its hours of operation and staff.

Step 3: Purchase lift-equipped and non-lift-equipped vehicles. Transportation providers will purchase new and replacement vehicles by FY 2018 to sustain and expand service and meet needs.

Step 4: Expand days of transportation service to include weekdays and Saturdays. Transportation providers will develop coordination agreements or otherwise secure local match to expand transportation to include Saturday service for medical appointments.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Implement Transportation for Individuals with Disabilities Under Age 60	Transportation Providers	Long-Term and Ongoing	<ul style="list-style-type: none"> ▪ Service is designed and implemented. ▪ Number of trips provided for individuals under age 60 who have a disability. ▪ Access to appointments and community resources for

			<p>individuals with disabilities improves.</p> <ul style="list-style-type: none"> Number of trips provided per year for this population.
Step 2: Expand Hours of Operation Beyond 6:00 PM	Transportation Providers and Coordinating Agencies	Long-Term	<ul style="list-style-type: none"> Funding is secured to expand services. Contracts with private or non-profit operators to operate the extended hours of service are implemented. Cost per trip for evening service is within the operating budget and sustainable. Number of trips provided increases each year.
Step 3: Purchase Vehicles	Transportation Providers	On-Going	<ul style="list-style-type: none"> Number of vehicles purchased. Number of trips provided per year increases. Maintenance costs are sustained or decrease each year.
Step 4: Saturday Service	Transportation Providers	Long-Term	<ul style="list-style-type: none"> Number of trips provided each Saturday increases each year. Customer satisfaction with Saturday service (measured via surveys).

Goal #7: Improve access to New River Health Facilities.

Action Steps:

Step 1: Develop a cost analysis and plan for a route. A feasibility plan and cost analysis for implementation of services (either a route or demand response service) will be conducted by a qualified professional. Local participation in the planning process should include New River Health, Region IV Planning and Development Council, WV DOT/DPT, and select transportation providers.

Step 2: Based on findings from analysis and plan, develop an agreement for implementation. If determined feasible, New River Health will begin to implement the recommendations in the feasibility study and secure the necessary funding. The operator of service may be secured through a contractual agreement.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Conduct Cost Analysis and Develop Plan	New River Health Facilities and/or Transportation Providers	Long-Term	<ul style="list-style-type: none"> ▪ Feasibility study and cost analysis are conducted. ▪ Local stakeholders, including New River Health, accept the findings of the plan.
Step 2: Implement Service	Transportation Providers and New River Health	Long-Term	<ul style="list-style-type: none"> ▪ If feasible, funding is secured for the recommended service. ▪ Service is implemented. ▪ Number of trips provided meets expectations. ▪ Cost per trip meets expectations. ▪ Number of new patients who are able to receive health care at New River Health facilities increases each year at least in part due to access/transportation to services.

Goal #8: Sustain and expand transportation for older adults throughout Webster and Pocahontas Counties.

Action Steps:

Step 1: Purchase replacement vehicles. Section 5310 program recipients will purchase replacement vehicles as needed on a schedule developed by each agency but shared with the CTC and reviewed for its compliance with coordinated goals established in this plan.

Step 2: Coordinate to secure necessary local match to expand service to address increasing demand. Agencies will develop coordinated transportation agreements or otherwise secure local match to expand transportation and address increasing demand for services.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Purchase Replacement Vehicles	Section 5310 Transportation Providers	Near-Term and On-Going	<ul style="list-style-type: none"> ▪ Replacement schedules are created and shared with CTC. ▪ Number of replacement vehicles secured according to schedule. ▪ Vehicle maintenance costs are sustained.

Step 2: Expand Service	Section 5310 Transportation Providers and Partner Agencies	Mid-Term	<ul style="list-style-type: none"> ▪ Number of coordinated transportation agreements established to cover service expansions. ▪ Number of trips provided under expanded service agreements. ▪ Customer satisfaction with coordinated services, as measured through surveys.
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POTENTIAL FUNDING SCENARIOS

Continuation of current transportation funding from Federal, State, and local transportation services is important for sustaining the existing level of services. Operating dollars provided through Federal Transportation Administration (FTA) Sections 5310 and 5311 programs require a 50 percent local match. Capital funding from the Section 5310 program requires a 20 percent local match. This includes the purchase of transportation services (contracted services) funding eligible under the Section 5310 program. It is noted that Mobility Management is also 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. The contributions for transportation activities, such as transportation to employment, may also be derived from local and Regional businesses that will benefit from the program. Similarly, funding to support recurring trips, such as dialysis, may be derived in part or in total from local hospitals and treatment clinics, among other sources.

CONCLUSIONS

Employment and intercity transportation, as well as improving access to medical services is a priority for the residents and stakeholder organizations in all counties within the Region. Due to the rural nature of the Region, all agencies are concerned with maintaining a safe and effective vehicle fleet. It is a priority to secure vehicles for each county that can access the narrow and very rural areas as well as vehicles that operate in typical road conditions.

Continued participation in the effort through an active Regional Coordinated Transportation Coalition (CTC) is recommended. Also recommended is participation in State-wide transit groups to facilitate information sharing and networking.

Additional recommended actions, such as expanding hours of service and implementing coordinated agreements between agencies and also between transportation providers and employers or colleges. Through coordinated and contracted transportation agreements, providers will not only improve service, but also secure much needed local funding to assist with drawing down Federal grants. Local support could come from a combination of all participating agencies; when each agency contributes a small portion, it could add up to the necessary local match.

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



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

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

July, 2015



Table of Contents

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Appendix B: Signatures of Adoption

Focus Group

Stakeholder and General Public Meetings

Date: Meeting 08/14/2014

Location: Region IV Planning and Development

Meeting 2: 09/29/2014

Location: Region IV Planning and Development

Invitations Distributed

U.S. Mail: Meeting 1: 07/25/2014 Meeting 2: 09/01/2014

Email: Invitations emailed to Section 5310 and Section 5311 recipients

Web Posting:

Newspaper Notice: Fayette Tribune, Pocahontas Times, Webster Echo, WV Daily

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: 11

Meeting 2: 10

Invitation letter and mailing list attached.

Copies of flyers, brochures, etc.

Copy of Public Notice from each newspaper in which it appeared

Copy of email invitation and mailing list attached.

Sign-in Sheets attached.

Copy of web posting (if available)

Focus Group Summary Included in Report

Surveys

Date(s) Surveys Were Distributed:

U.S. Mail

Web Posting

E-mail Upon request

Other (please specify): Announced at meetings and posted at Public Libraries

Newspaper Notice:

Radio/TV PSAs:

Distributed in local community/senior centers, etc.

Information was provided in alternative formats, upon request.

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

Number of Surveys Returned: 18

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

The West Virginia Division of Public Transit is conducting a regional coordinated public transit-human services transportation plan meeting for Fayette, Greenbrier, Nicholas, Pocahontas, and Webster Counties. The meeting will be on **August 14, 2014, 10:00 AM to 12:00 PM at the Region IV PDC at 885 Broad Street, Suite 100, Summersville**. 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 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 August 13 to 800-684-1458. Light Refreshments served. Facility is accessible. If language translation or transportation to the meeting are needed, please call in advance.

MEETING 2

The West Virginia Division of Public Transit is conducting a regional coordinated public transit-human services transportation plan meeting for Fayette, Greenbrier, Nicholas, Pocahontas, and Webster Counties. The meeting will be on **September 29, 2014, 10:00 AM to 3:00 PM at the Region IV PDC at 885 Broad Street, Suite 100, Summersville**. 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 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 Sept 25 to 800-684-1458. Light Refreshments served. Facility is accessible. If language translation or transportation to the meeting are needed, please call in advance.

Contact	Agency	Address	City	State	Zip
	AFIF HABASH MD	401 Sixth Ave. Suite 202	Montgomery	WV	25136
	AMFM of Fayette County	100 Hresan Boulevard	Fayetteville	WV	25840
	AMFM of Webster County	Erbacon Road PO Box 989	Cowen	WV	26206
	Amos, Tommi Kay	Rt 2 Box 285	Lewisburg	WV	24901
	Ansted Center	PO Box 400	Ansted	WV	25812
	Ansted Health Care Center	106 Tyree St.	Ansted	WV	25812
Stanley McNeely, Director	Appalachian AAA	1460 Main St., Box 2	Princeton	WV	24740
	Camden on Gauley Medical Center	55 Friends-R-Fun Drive	Summersville	WV	26651
	Doctors Immediate Care	5447 Maple Ln	Fayetteville	WV	25840
	DVA Healthcare Renal Care	129 Seneca Trail	Lewisburg	WV	24901
	Fairview Health Associates	350 Fairview Heights Rd.	Summersville	WV	26651
	Family Refuge Center	213 South Jefferson Street, P O Box 249	Lewisburg	WV	24901
	Fayette Clinic	PO Box 130	Lochgelly	WV	25866
	Fayette Continuous Care	100 Hresan Blvd.	Fayetteville	WV	25840
	Fayette County Child Development, Inc.	102 Hunter St.	Oak Hill	WV	25901
Melinda Metz	Fayette Senior Programs	108 Lewis St	Oak Hill	WV	25901
Janet Zamiela	Fayette Senior Programs	P.O. Box 770	Oak Hill	WV	25901
	Five Oaks Family Clinic	5495 Maple Ln	Fayetteville	WV	25840
Mary Redman	FMRS Health Systems, Inc.	101 South Eisenhower Drive	Beckley	WV	25801
	General Ambulance, Inc.	P.O. Box 1131	Oak Hill	WV	25901
Mr. Gibson	Gibson Enterprises, LLC	HC 69, Box 96	Marlinton	WV	24954
John Wyman	Greenbrier County Committee on Aging	PO Box 556	Rupert	WV	25984
	Greenbrier Clinic	320 W. Main St.	White Sulphur Springs	WV	24986
	Greenbrier County Head Start	202 Chestnut St.	Lewisburg	WV	24901
	Greenbrier Manor	Route 2 Box 159A	Lewisburg	WV	24901
	Greenbrier Physicians Inc.	200 Maplewood Ave.	Ronceverte	WV	24970
Lisa Sims	Greenbrier Valley Limo	P.O. Box 365	White Sulphur Springs	WV	24986
	Greenbrier Valley Medical Center	202 Maplewood Ave. PO BOX 497	Ronceverte	WV	24970
	Heartland of Rainelle	606 Pennsylvania Ave	Rainelle	WV	25962
	Hidden Valley Health Care	422-23RD St.	Oak Hill	WV	25901
	Hilltop Center	PO BOX 125	Hilltop	WV	25855
	Hutchinson Sandra	23 Cherry St.	Richwood	WV	26261
	J Ladier Canterbury Do Family Practice	RT. 92 Box 16 HC 70	White Sulphur Springs	WV	24986
	Johnson Valley Elderly Care	Route 39 Gauley River Road	Gauley Bridge	WV	25085
	Jones Taxi Service	406 Garndner Street	Lewisburg	WV	24901
	Judyville Group Home	308 Judyville Rd.	Lewisburg	WV	24901
	Lewis, Dealla	37 Robinson ST.	Oak Hill	WV	25901
	Lewisburg Child Shelter	112 Grove Ave. PO Box 211	Fairlea	WV	24902

Contact	Agency	Address	City	State	Zip
	Lewisburg Group Home	Route 2, Box 188A	Lewisburg	WV	24901
Lorrie Monte	Lewisburg Taxi	P.O. Box 561	Lewisburg	WV	24901
	Meadow Bridge Clinic	1502 Meadow Bridge Rd	Meadow Bridge	WV	25976
	Med Surg Group Inc	502 Main St.	Oak Hill	WV	25901
	Montgomery General Elderly Care	PO Box 1010	Montgomery	WV	25136
	Montgomery General Hospital	401 Sixth Ave.	Montgomery	WV	25136
	Mount Olive Correctional Center	1 Mountainside	Mount Olive	WV	25185
	Mountain Ride Dialysis	229 Merchants Walk	Summersville	WV	26651
Kevin Maynus	Mountain State Center for Independent Living	329 Prince St.	Beckley	WV	25801
Bill Mauzy	Mountain Transit Authority	1096 Broad Street	Summersville	WV	26651
	Mountvue Group Home	205 Montvue Dr.	Lewisburg	WV	24901
Christina Meyer	MTM	16 Hawk Ridge Dr	Lake Saint Louis	MO	63367
	New River Family Center	PO Box 337 Scarbro Rd	Scarbro	WV	25917
	New River Health Association	221 West Maple Ave.	Fayetteville	WV	25840
Dana Treadway	New River Health Association	PO Box 337	Scarbro	WV	25917
	New River Ranch	Sugarcreek Rd. PO Box 178	Fayetteville	WV	25840
Della Legg	Nicholas County Community Action Partnership, Inc.	1205 Broad St.	Summersville	WV	26651
	Nicholas County Health Care Center	18 Fourth St.	Richwood	WV	26261
	Nicholas-Webster Home Health	1 Stevens Rd	Summersville	WV	26651
	Northern Greenbrier Health Clinic	RT 9 Sinking Creek Rd.	Williamsburg	WV	24991
	Oak Hill Group Home	134 Beech Ave.	Oak Hill	WV	25901
Brenda Deitz	Open Doors, Inc.	500 Main St, Ste 106	Summersville	WV	26651
	Parker Helen	Box 195 Sune Mine Rd	Glen Jean	WV	25846
	Parrish, Glenna Fay	Rt. 2 Box 177	Smoot	WV	24977
	Plateau Medical Center	430 Main St	Oak Hill	WV	25901
	Pocahontas Center	Route 1 Box 500	Marlinton	WV	24924
David M. Fleming	Pocahontas County Commission	900 10th Ave	Marlinton	WV	24954
Reta Griffith	Pocahontas County Commission	900 C Tenth Ave	Marlinton	WV	24954
John Simmons	Pocahontas County Senior Citizens	P. O. Box 89	Marlinton	WV	24954
	Pocahontas Memorial Hospital	RR2 Box 52 West	Buckeye	WV	24924
	Rainelle Medical Center	654 Kanawha Ave.	Rainelle	WV	25962
Andy Austin	Raleigh County Community Action Assoc.	111 Willow Lane	Beckley	WV	25801
	Ready Transportation Services, dba City Cab and City Van Service	1200 Fayette Pike	Montgomery	WV	25136
Cassandra Hughart	Region 4 Planning and Development Council	885 Broad St. Ste 100	Summersville	WV	26651
	Rescare Judyville cg/mr Group Home	208 Judyville Rd.	Lewisburg	WV	24901
	Rescare WV	208 S. Court St.	Lewisburg	WV	24901

Contact	Agency	Address	City	State	Zip
	Rescare/VOCA of WV	134 Beech Ave.	Oak Hill	WV	25901
	Rupert Primary Care	1109 Greenbrier St.	Rupert	WV	25984
	Seneca Health Service, Inc	1305 Webster Ro.	Summersville	WV	26651
	Sheltering Arms, Inc.	P.O. Box 37	Fayetteville	WV	25840
Melinda Gibson	Snowshoe Mountain Resort	10 Snowshoe Dr.	Snowshoe	WV	26209
	Stars of Appalachia	PO BOX 366	Summersville	WV	26651
	Summersville Group Home	509 Duggy St.	Summersville	WV	26651
	Summersville Memorial Hospital	400 Fairview Heights Rd	Summersville	WV	26651
	The Brier	601 Rock Hill Rd	Ronceverte	WV	24970
	The Seasons	331 Holt Lane	Lewisburg	WV	24901
	The Summit at Hidden Valley	438 23rd St.	Oak Hill	WV	25901
	Toney's Oak Hill Taxi	66 Ham Toney Rd.	Oak Hill	WV	25901
	Valley Health Associates	112 South Court St.	Lewisburg	WV	24901
	VOCA/Rescare	205 Mountuv Dr.	Lewisburg	WV	24901
	Walker, Shirley	710 Broad St.	Mount Hope	WV	25880
	Webster Continuous Care Center	411 Erbacon Road	Cowen	WV	26206
Debby Moore	Webster County Commission of Senior Citizens	148 Court Square	Webster Springs	WV	26288
	Webster County Memorial Hospital, Inc.	324 Miller Mountain Drive	Webster Springs	WV	26288
Keith Beaver	WV Department of Health and Human Resources	1073 Arbuckle Rd.	Summersville	WV	26651
Stacey Brown	WV Department of Health and Human Resources	1400 Virginia St.	Oak Hill	WV	25901
Tammy Turner	WV Department of Health and Human Resources	1504 Maplewood Ave.	Lewisburg	WV	24901
	White Sulphur Springs Center	PO Box 249	White Sulphur Springs	WV	24986
	Willow Bay	126 Shumate St.	Oak Hill	WV	25901
Bill Loope	Work Force West Virginia	200 Value City Center	Beckley	WV	25801
Toni Boyd	WV DOT, Division of Public Transit	1900 Kanawha Blvd. East, Bldg. 5, Rm. 906	Charleston	WV	25305-0432
	WV Virginia Health Care Alliance	1102 Main St. Suite A	Rainelle	WV	25962
	WVSOM Health CTR	400 North Jefferson St.	Lewisburg	WV	24901
John Tuggle	Region 4 Planning and Development Council	885 Broad St. Ste 100	Summersville	WV	26651
Jeff Raines	Raleigh County Commission	116 1/2 North Heber St	Beckley	WV	25801

**COORDINATED PUBLIC TRANSIT-HUMAN SERVICES PLAN MAP-21 UPDATE
WORKSHOP AGENDA**

Thursday, August 14, 2014

*Region IV Planning and Development Council 855 Broad St., Suite 100 Summersville, WV
10:00 AM to 12:00 PM*

- **Registration, Introductions, and Welcome**
- **Purpose and Overview**
MAP-21 Program & Funding Changes Relevant to FTA Sections 5311, 5310, 5316 (JARC) and 5317(New Freedom).
- **Discussion of Challenges and Accomplishments since the 2011 Plan**
 - *What programs have been implemented under SAFETEA-LU?*
 - *What have been the biggest challenges to implementation?*
 - *What are some potential steps that can be taken to overcome the challenges?*
- **Discuss Changes in Transportation Unmet Needs and Gaps in Services**
 - *What has changed since 2011 in terms of the unmet transportation needs, gaps in service, and available transportation resources for transportation to older adults, individuals with disabilities, people with low-incomes, and the general public in each county and throughout the region?*
- **Discuss Projects to be Implemented in Each County Under MAP-21 During the Next Four Years**
Group discussion to create the list of planned MAP-21 projects for each participating organization.
 - *What projects would you like to implement to address transportation needs and gaps, regardless of funding source?*
 - *What specific needs and gaps will each project address?*
 - *What agency would be the lead agency for each project and how would the project be coordinated with other stakeholder organizations?*
 - *What could be the projected revenue source(s)? Is the project financially feasible?*
- **Next Steps**
 - *Set Next Meeting Date, Time, and Location*

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 Fayette, Greenbrier, Nicholas,
Pocahontas, and Webster 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.

Michael Noel from RLS & Associates, Inc. will facilitate the meeting

[September 29 from 10:00 AM to 12:00 PM at Region IV Planning and
Development Council, 885 Broad Street, Suite 100, Summersville, WV](#)

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

*Meeting Facility is Wheelchair Accessible

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



WEST VIRGINIA DEPARTMENT OF TRANSPORTATION
Division of Public Transit

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

Dear Transportation Stakeholder,

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

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

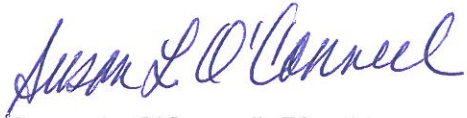
On July 6, 2012, President Obama signed Moving Ahead for Progress in the 21st Century (MAP-21), reauthorizing surface transportation programs through fiscal year (FY) 2014. The reauthorization took effect on October 1, 2012. MAP-21 included significant changes to the FTA grant programs included in your 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 **Thursday, August 14, 2014 from 10:00 a.m. to 12:00 p.m. at Region IV Planning and Development Council 885 Broad Street, Suite 100, Summersville, WV 26651. 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 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 gaps in services so the needs and gaps are accurately addressed in the coordinated transportation plan update.

We look forward to seeing you at the local meetings.

Sincerely,



Susan L. 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 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.
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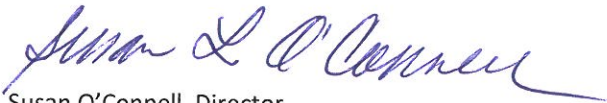
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The DPT is working with RLS & Associates, Inc. to update the plans. The second of two local public meetings is scheduled for **Monday, September 29, 2014 from 10:00 a.m. to 12:00 p.m. at Region IV Planning and Development Council, 885 Broad Street, Suite 100, Summersville, WV**. 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 that will be submitted now through FY 2018 must be clearly stated in the recommended goals and strategies. Therefore, your participation in the process is required if you intend to apply for Section 5310 funding. If you submit an application for a project not included in the plan, it may not be approved due to the requirements set by MAP-21.** If you represent an agency, please encourage your clients to attend and provide input. If you are unable to attend the meeting, please contact Laura Brown, from RLS & Associates, Inc. at (813) 482-8828 or lbrown@rlsandassoc.com.

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, 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,

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

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

Coordinated Transportation Plan for West Virginia Region IV

August 14, 2014
Sign-In-Sheet

Name & Agency	Agency Address	Telephone	E-Mail
Andy Austin Raleigh County Community Action	111 Willow Lane Becky WV 25901	304-575-5084	andy@rcca.org
Jim Simpkins RCAA	111 Willow Lane Becky WV 25901	304-228-9752	Jim.Simpkins@rcca.org
Toni Boyd Div of Public Transit	Bldg 5 Room 904 1900 Kan Blvd, E Char, WV 25305-0432	304-558-0428	Toni.R.Boyd@wv.gov
Brenda Deitz Open Doors Inc	500 Main St, Ste 106 Summersville WV 26657	304-872-6560	brendadeitz@wvdsi.net
Jim Simpkins			
Debby Moore	Webster Co Senior 148 Court Square Websiter Springs, WV 26288	304-847-5800	webcosen@frontier.net
Bonnie Mason	" "	" "	"

Coordinated Transportation Plan for West Virginia Region IV

August 14, 2014
Sign-In-Sheet

Please Print

Name & Agency	Agency Address	Telephone	E-Mail
Bill MAUZ MOUNTAIN TRANSIT AUTHORITY	1096 BROAD STREET	304 872-5872	WT MAUZ@MTA@YAHOO.COM
Dana Treapday New River Gorge ASSOCIATION	P.O. BOX 337 Scarbos WVA	304-465-2267	Dana.Treapday@ NRHAWV.ORG
Lyn GOINS Summers County Council on AGING	120 2nd AVE Hinton, WV	304-466-4019	Lyn.GOINS@SUMMERSSENIORS.ORG
Janet Zamicola Fayette County Senior Program	108 Lewis ST. Oak Hill, WV 25901	304-465-8484	JZAMICOLA@YAHOO.COM
Melinda Metz Fayette Senior Programs Fayette County	108 Lewis St. Oak Hill WV 25901	304-465-8484	Melmetz12@gmail.com

Coordinated Transportation Plan for West Virginia Region IV

September 29, 2014
Sign-In-Sheet

Please Print Name & Agency	Agency Address	Telephone	E-Mail
Brenda Deitz Open Doors Inc.	500 Main St, Ste 106 Summersville + Washington St. Lewisburg	304-872-6560	brendadeitz@wwdsl.net
Greenbrier County committee on aging	Box 556 Rupert, WI 53984	304-392-5735	pcca@suddenlink.net
Pamela Robertson Pocahontas Co. Senior Citizens	P.O. Box 89 Marlinton, WV 24954	304-799-6337	palderman-pisc@yahtro.com
Pam VanReener Pocahontas Co. Senior Citizens	P.O. Box 89 Marlinton, W.V. 24954	304-799-6337	pampesc@yahoo.com
Toni Boyd Div of Public Transit	Bldg 5, Room 904 1900 Kan Blvd E Charleston, WV 25305	304-558-0428	Toni.L.Boyd@dnv.gov
Whitney Stump NCAP, Inc.	1205 Broad St Summersville WV 26651	304-872-1162	wstump@ncap.org
Chara Odell MOUNTAIN TRANSIT AUTHORITY	1096 Beano St Summersville WV 26651	304-872-5872	Caodell26651@gmail.com

Coordinated Transportation Plan for West Virginia Region IV

September 29, 2014
Sign-In-Sheet

Please Print

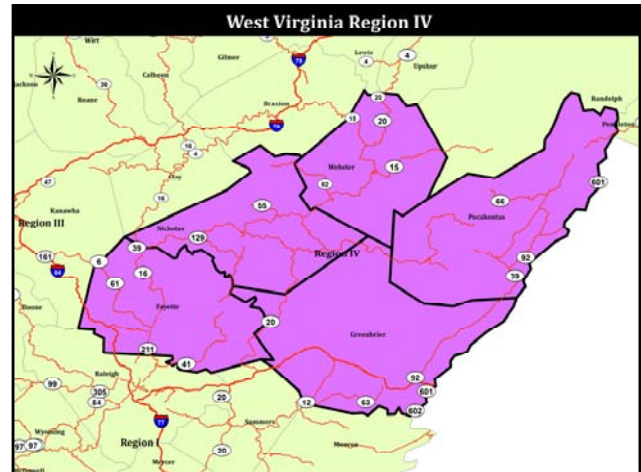
Name & Agency	Agency Address	Telephone	E-Mail
Melinda Metz Fayette Senior Programs	108 Lewis St. Oak Hill WV 25901	304-465-8484	melmetz12@gmail.com
Janet Zamieka Fayette Senior Programs/ Pittman Bldg	108 Lewis St. Oak Hill, WV 25901	304-465-8484	JSSZAMIEKA@Yahoo.com
Debby Moore Webster Co Senior Citizens	148 Court Square Web. Sp. WV 26288	304-847-5252	Webco.sen.citi@frontier.net

 **Moving Public Transportation
Into the Future**

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

Presented August 14, 2014
by Michael Noel, Senior Associate and Zach Kincade, Associate, RLS & Associates, Inc.
3131 South Dixie Hwy., Suite 545 Dayton, Ohio
(937) 299-5007

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

3

Why Do We Do Coordination Plans?

Why Were Plans Developed?

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

4

Recent History of Coordinated Transportation Plans

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

5

Recent History of Coordinated Transportation Plans

Organizations that Participated in the 2011 Region IV Plan

- | | |
|---|---|
| <ul style="list-style-type: none"> ◆ Cosmic Cab ◆ Family Refugee Center ◆ Fayette Senior Programs ◆ Greenbrier County Committee on Aging ◆ Mountain Transit Authority ◆ Nicholas Community Action Partnership, Inc. | <ul style="list-style-type: none"> ◆ Pocahontas County Senior Citizens, Inc. ◆ Seneca Health Services, Inc. ◆ Webster County Senior Citizens, Inc. ◆ Region IV Planning and Development Council |
|---|---|

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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

Hilights of Program Changes 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

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Current Section 5310 Funding Recipients in Region IV

Section 5310

- Webster County Senior Citizens
- Pocahontas County Senior Citizens
- Fayette Senior Programs
- Greenbrier County Committee on Aging

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)

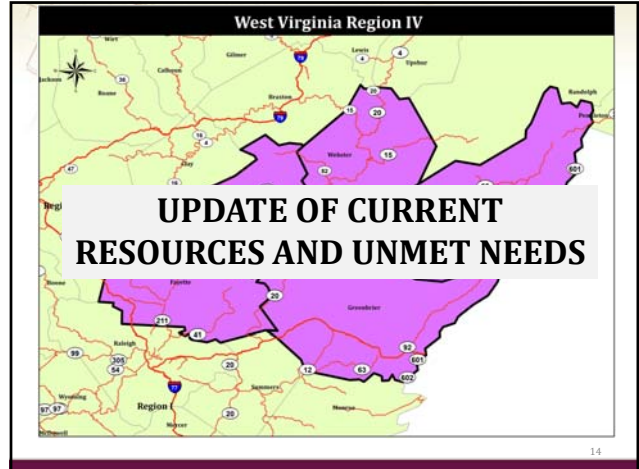
12

Meeting 1

Stakeholder Participation Goal in the 2014 Plan Update

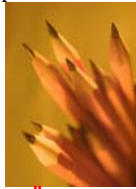
- ◆ Transportation Providers (public, private, non-profit, agency, etc.)
- ◆ Human Service Agencies and Other Organizations that Serve
 - Individuals with Disabilities
 - Older Adults
 - People with Low Incomes
 - General Public
- ◆ Regional Planning Council
- ◆ West Virginia DOT, DPT
- ◆ Local Citizens

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Unmet Transportation Needs And Gaps In Services

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



Please Be As Specific as Possible
Instead of "Early Morning Transportation,"
Say "Transportation for Medical Appointments in Wood 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)?

Fayette

Greenbrier

Nicholas

Pocahontas

Webster

16

A Review of Goals from the 2011 Plan

1. Improve Communication Between All Transportation Providers and Agencies
2. Coordinate Transportation Scheduling with Medical Office Appointment Scheduling
3. Control Operating Costs and Diversify Revenue Sources

17

Goals from the 2011 Plan (Continued)

4. Maximize Vehicle Seating Capacity on Long Distance Trips by Sharing Schedules with Neighboring Providers
5. Develop Standard Driver Training Requirements and Maintain a Driver Training Program for All Agency and Public Transportation Providers in the Region

18

Goals from the 2011 Plan (Continued)

6. Improve Access to Employment and Employment-Related Activities for People with Low-Incomes and the General Public
7. Expand Transportation in Pocahontas County
8. Maintain an Equal or Better Level of Quality for Transportation Services in Each County and the Region

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New Goals and Priorities

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

20

NEXT STEPS

21

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

22

Public Meeting #2

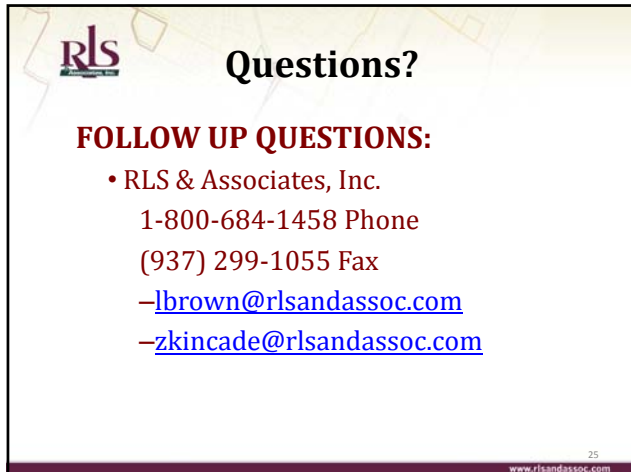
- ◆ Date: September 29, 2014
- ◆ Agenda: Discuss Proposed Strategies and Priorities
 - The Refined Priorities will go into the Final Plan

23

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.

24



RLS

Questions?

FOLLOW UP QUESTIONS:

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

25
www.rlsandassoc.com

Recent History of Coordinated Transportation Plans

- ◆ Regional Plans were Last Updated in 2011 to Satisfy SAFETEA-LU Legislation Requirements
 - Your 2010 Plan is Available for Download at <http://www.transportation.wv.gov/publictransit/Documents/Region%20IV%20Final%20Report.pdf>

5

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

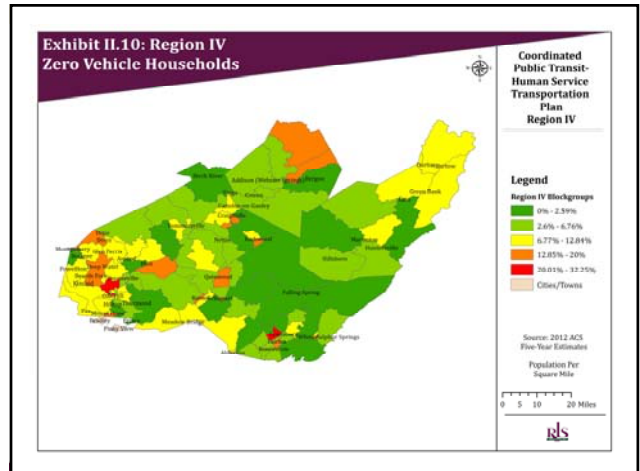
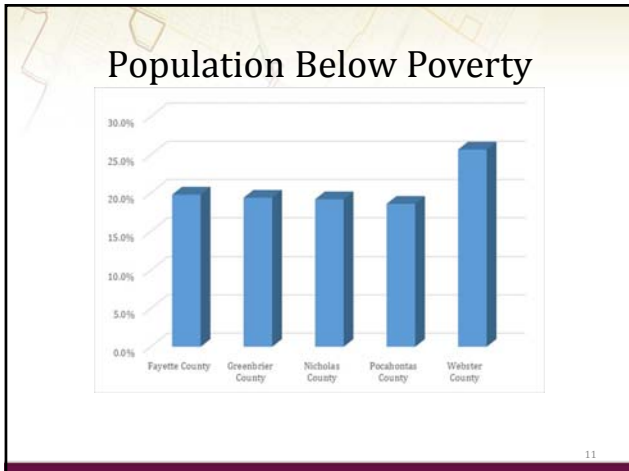
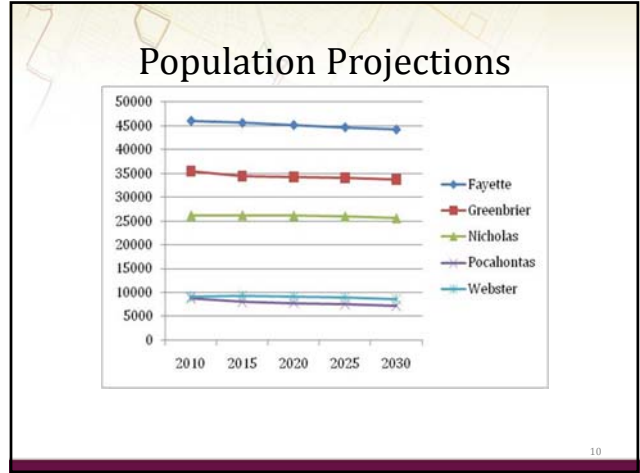
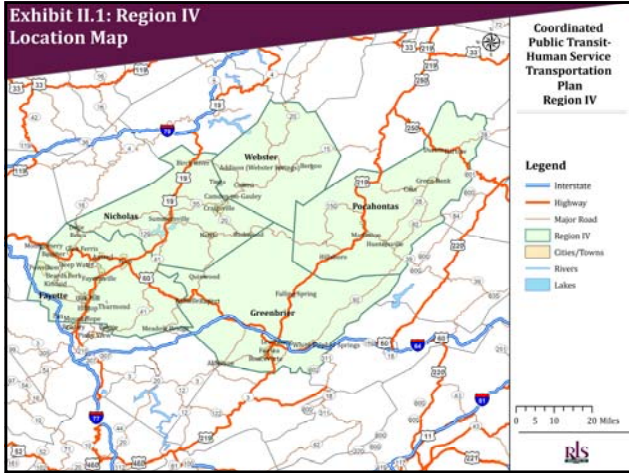
6

Why it is Important to Participate

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

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Review of Needs 2014

Regional Needs and Challenges

- ◆ The Area is Very Rural and Terrain Proves to be a Challenge
- ◆ Many Residents are Unaware of Transit Availability
 - Education Outreach is Needed
- ◆ Service Industry Employment Transportation
 - 2nd Shift Transportation is Needed
- ◆ DHHR Can be Used to Reach Out to Lower Income Residents

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Review of Needs 2014

Fayette County/Raleigh County

- ◆ Matching Funds for the Fayette/Raleigh MPO Members under the New 5307 Transition
 - New River Transit Authority
- ◆ Capital and Operating Funds Needed to Expand Transportation Service Outside of the Current Routes within the County

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Review of Needs 2014

Mountain Transit Authority

- ◆ Coordination with Local Senior Citizens Agencies for Local Service
- ◆ Tie In with Local Fixed Route Service
- ◆ Regular Communication with Agencies

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Review of Needs 2014

Fayette County

- ◆ Transportation for People with Disabilities and Individuals with Disabilities Under age 60
- ◆ Saturday Daytime Service for Doctor's Appointments
- ◆ Transportation Between 4:00 PM and 6:00 PM
- ◆ Need One Lift Van and One Non-Lift Van by FY 2018
- ◆ Need to Reduce Wait Time for Return Trips After Medical Appointments When Using Public Transp.

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Review of Needs 2014

Fayette County (Continued)

- ◆ Convenient and Affordable Transportation to Specialists in Charleston and Beckley
- ◆ Regular Transportation to All New River Facilities between 7:20 AM and 6:00 PM
 - Scarbro, Fayetteville, Sophia, Mt. Hope, Lookout
- ◆ Stop to Allow Opportunity for Passengers to Safely Board Vehicles
- ◆ Add a Bus Stop on the New River Health Property

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Review of Needs 2014

Nicholas County

- ◆ Long Distance Medicaid Transportation (Morgantown, Charleston, and Beckley)
 - Each Client is Currently Limited to 800 Miles a Month

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Review of Needs 2014

Pocahontas County

- ◆ Transportation Provider Continues to Need Communication Equipment
 - The Possibilities are Limited but Pocahontas Seniors has One Network in Mind
- ◆ Replacement Vehicles needed in 2015 and 2017
- ◆ Expanded Hours of Transportation Operation are Needed

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Review of Needs 2014

Webster County

- ◆ More Money for Operating Transportation
- ◆ Address Increasing Demand from Baby Boomers
- ◆ Long Distance Transportation to Major Hospitals (Specialists)
 - Morgantown, Charleston
- ◆ Combining Trips
- ◆ Transportation to/from Very Rural Areas with Lots of Back Roads is a Challenge
- ◆ Replacement Vehicles are Needed

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Review of Needs 2014

Greenbrier County

- ◆ Pending

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GOALS AND STRATEGIES

Regional Coordinated Transportation Goals and Strategies

GOAL #1: Improve Communication between Agencies that Use, Operate, and Need Transportation. Improve Public Education about Transportation

Strategy 1.1: Distribute the Updated Plan to Community Stakeholders

Strategy 1.2: Organize a *Coordinated Transportation Coalition* - With Potential Leadership from MTA

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Regional Coordinated Transportation Goals and Strategies

GOAL #1: Improve Communication between Agencies that Use, Operate, and Need Transportation. Improve Public Education about Transportation

Strategy 1.3: Coalition Representatives will Meet with DHHR to Develop and Deploy a Public Outreach Campaign for Transportation Education to Residents with Lower-Incomes

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Regional Coordinated Transportation Goals and Strategies

GOAL #2: Sustain At Least the Existing Level and Quality of Transportation for Older Adults and Individuals with Disabilities

Strategy 2.1: Secure replacement lift-equipped and non-lift equipped vehicles for Fayette, Pocahontas, and Webster Counties

Strategy 2.2: Purchase and operate vehicles appropriate for travel on narrow rural roads

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Regional Coordinated Transportation Goals and Strategies

GOAL #3: Expand Transportation for Older Adults and Individuals with Disabilities throughout the Region

Strategy 3.1: Section 5310 providers should seek to coordinate with, or contract with, other providers to secure the necessary 50% local match for Section 5310 operating dollars

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Regional Coordinated Transportation Goals and Strategies

GOAL #4: Affordable Transportation Options for Long Distance Appointments and Trips for the General Public

Strategy 4.1: Local Operators Connect with the I-RIDE 79 inter-city service provided from Morgantown to Charleston (Prices between \$3 and \$15)

www.baronsbus.com

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Fayette/Raleigh Coordinated Transportation Goals and Strategies

GOAL #5: Implement Public Transportation in Fayette/Raleigh Counties to Replace MTA Service in Fayette County – Secure Sustainable Local Match for Federal Transit Administration Grant

Strategy 5.1: Negotiate with local employers to encourage them to supplement the cost of transportation for employees using public transit. Use funds as local match. In particular, target 2nd shift employers

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Fayette/Raleigh Coordinated Transportation Goals and Strategies

GOAL #5: Implement Public Transportation in Fayette/Raleigh Counties to Replace MTA Service in Fayette County – Secure Sustainable Local Match for Federal Transit Administration Grant

Strategy 5.2: Negotiate with local human service agencies to develop contract agreements for operating coordinated transportation services
Strategy 5.3: Negotiate a Pass agreement with local colleges – colleges subsidize transportation fare

Fayette County Coordinated Transportation Goals and Strategies

GOAL #6: Expand Senior Transportation Services Throughout the County

Strategy 6.1: Implement transportation for Individuals with disabilities under age 60
Strategy 6.2: Seek opportunities to coordinate/contract with private and non-profit operators to expand hours of operation to 6:00 PM

Fayette County Coordinated Transportation Goals and Strategies

GOAL #6: Expand Senior Transportation Services Throughout the County

Strategy 6.3: Purchase a lift and non-lift van by FY 2018
Strategy 6.4: Develop coordination agreements or otherwise secure local match to expand transportation to include Saturday service for doctor appointments

Fayette County Coordinated Transportation Goals and Strategies

GOAL #7: Improve Access to New River Health Facilities

Strategy 7.1: Develop a cost analysis and plan for a route serving New River facilities between 7:20 AM and 6:00 PM
Strategy 7.2: Based on findings of cost analysis – develop an agreement with local public and/or private transportation operators

Webster County Coordinated Transportation Goals and Strategies

GOAL #8: Expand Senior Transportation Services Throughout the County

Strategy 8.1: Purchase replacement vehicles for the Section 5310 Program

Strategy 8.2: Develop coordination agreements or otherwise secure local match to expand transportation and address increased demand

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NEXT STEPS

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Update Inventory and Needs Assessment

- ◆ RLS Continues Interviews with Transportation Providers
- ◆ Distribute/Collect Public Needs Assessment Surveys:
 - Paper Copies Available in Your Community
- ◆ Draft Inventory and Needs Assessment Report Issued 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

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Questions?

FOLLOW UP QUESTIONS:

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

The Regional Coordinated Public Transit-Human Services Transportation Plan Update for the Region IV study area, including Fayette, Greenbrier, Nicholas, Pocahontas, and Webster Counties, as completed in July 2015 must be locally adopted.

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

Name of Plan Participant: Janet Zamuela
Title of Plan Participant: Director
Organization Representing: Fayette Senior Programs
Or Senior, Individual With Disability, Low Income or General Public Representative: _____

Janet Zamuela
Signature

July 23, 2015
Date

Melinda Metz
Signature

July 23, 2015
Date

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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: Debra Moore

Title of Plan Participant: Directors Assistant

Organization Representing: Webster Co. Senior Citizens, Inc.

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

Debra Moore

Signature

7-24-2015

Date

Signature

Date

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Name of Plan Participant: William T Mauzy

Title of Plan Participant: GENERAL MANAGER

Organization Representing: MOUNTAIN TRANSIT AUTHORITY

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

William T Mauzy
Signature

7/24/15
Date

Signature

Date

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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: JOHN R. SIMMONS
Title of Plan Participant: EXECUTIVE DIRECTOR
Organization Representing: POCAHONTAS COUNTY SENIOR CITIZENS, INC.
Or Senior, Individual With Disability, Low Income or General Public Representative: _____

John R. Simmons
Signature

Aug 17-2015
Date

Signature

Date

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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: John Wyman

Title of Plan Participant: Executive Director

Organization Representing: Greenbrier County Committee On Aging

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

John Wyman

Signature

9/2/15

Date

Signature

Date