

Region IV Coordinated Public Transit-Human Services Transportation Plan Update

Fayette, Greenbrier, Nicholas, Pocahontas, and Webster Counties, WV

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I. INTRODUCTION

PURPOSE

This plan updates the West Virginia Planning and Development Region IV Coordinated Public Transit-Human Services Transportation Plan for Fayette, Greenbrier, Nicholas, Pocahontas, and Webster Counties. The plan was initially developed in 2011 and last updated in 2015. The Safe, Accountable, Flexible, and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU) was the Federal surface transportation authorization at the time of the initial report. The 2015 update was developed in response to requirements set forth by Moving Ahead for Progress in the 21st Century Act (MAP-21).

On December 4, 2015, the Fixing America’s Surface Transportation (FAST) Act, was signed into law as a reauthorization of surface transportation programs through Fiscal Year 2020. The FAST Act applied new program rules to all Fiscal Year 2016 funds and authorizes transit programs for five years. According to FAST Act requirements, locally-developed, coordinated public transit-human services transportation plans must be updated to reflect the changes established by the FAST Act Federal legislation.

Funding to update this locally-developed Public Transit-Human Services Transportation Plan was provided by the West Virginia Department of Transportation, Division of Public Transit. The planning process involved active participation from local transportation providers and human service agencies, as well as members of the general public, older adults, and individuals with disabilities.

Some human service agencies directly operate or contract transportation operations to a third party. Transportation providers have eligibility restrictions based on age and disability status, income, and/or registered clients only, while others serve the general public. In an era of increasing need and demand for shared-ride and non-motorized transportation and stable or declining revenue, organizational partnerships must be explored and cost-saving measures must be made to best serve the Region’s changing transportation demands. Interactive coordinated transportation planning provides the best opportunity to accomplish this objective.

METHODOLOGY

The fundamental element of the planning process is the identification and assessment of existing transportation resources and local/regional unmet transportation needs and gaps in service. This was accomplished by receiving input from stakeholders through community meetings open to the public, in-person interviews, telephone calls, email correspondence, and completion of a public survey.

The coordination plan update incorporated the following planning elements:

1. Review of the previous Coordinated Public Transit-Human Services Transportation Plan to develop a basis for evaluation and recommendations;
2. Evaluation of existing economic/demographic conditions in each county using U.S. Census data and other data resources approved by West Virginia Department of Transportation and/or the local planning agency;
3. Conduct of a general public survey. The combination of demographic data, survey input, and input gathered during interviews and meetings provided a sufficient depth of understanding about transportation need;
4. Conduct of local meetings for stakeholders and the general public for the purpose of updating transportation needs, determining service gaps, and developing goals, objectives, and implementation strategies;
5. Update of the inventory of existing transportation services provided by public, private, and non-profit organizations;
6. Update of the summary of vehicle use for the purpose of determining where or how existing vehicle fleets can be better used to meet transportation needs; and
7. Development of an updated implementation plan that includes current goals, strategies, responsible parties, and performance measures.

II. TRANSPORTATION AND MOBILITY NEEDS ASSESSMENT

COMMUNITY MEETING AND PUBLIC SURVEY RESULTS

Community meetings were promoted to the public in local newspapers, websites, and through mailings, emails, and word-of-mouth. The meeting dates and locations were:

- ◆ November 7, 2018 at the Region IV Planning and Development Council
- ◆ February 19, 2019 at the Region IV Planning and Development Council

At the first meeting, participants discussed the unmet transportation needs for each county and community within the Region, as well as needs and gaps in services that cross jurisdictional boundaries. Meeting participants were also invited to discuss preliminary coordinated transportation goals and strategies that could be implemented to address the identified needs.

The public survey was distributed online and in hard copy format. The survey was promoted in local media, on websites, at public meetings, and through emails and word-of-mouth by local stakeholders. The survey was available for eight months. There were 121 survey responses from Region IV. Approximately 30% of survey respondents were age 65 and older, and 22% indicated that they, or someone in their household, had a disability that limits his or her mobility, ability to drive, or use available transportation services.

Detailed public survey results, demographic analysis, and public and stakeholder meeting materials are included in Appendix A. Meeting participants and survey respondents were asked to identify unmet transportation needs and gaps in available services in the Region. Results are summarized in Table II.1 and the following tables.

Table II.1: 2019 Needs Assessment

Long distance medical transportation emerged as the most critical need during the public and stakeholder input meetings. People who need specialized and advanced medical care must often travel to a nearby major city. Some of this need is being met, but involves significant resources on a per-trip basis. One round trip to an out-of-county or out-of-state medical appointment can consume a full day for a driver.

- ◆ Fayette County residents often go to Beckley and, occasionally, Charleston. Many residents receive local, in-county medical care in places including Fayetteville, Smithers, Meadow Bridge, Montgomery, Oak Hill, and Scarbro.
- ◆ Greenbrier County residents need rides to Charlottesville, Richmond, and Roanoke, Virginia.
- ◆ Nicholas County residents need rides to Morgantown, Charleston, and Huntington.
- ◆ Pocahontas County residents need rides to Beckley, Clarksburg, Elkins, Lewisburg, and Morgantown; and, Charlottesville, Richmond, Roanoke, and Low Moore, Virginia.
- ◆ Webster County residents need rides to Beckley, Charleston, Clarksburg, Elkins, Lewisburg, and Morgantown.
- ◆ Veterans need to get to Veterans Administration health care facilities in Beckley, Clarksburg, Huntington, and Martinsburg. Veterans in Fayette County sometimes ride with the Beckley VA's

Table II.1: 2019 Needs Assessment

| |
|---|
| <p>transportation program to get to that facility. Webster County has an American Legion branch that transports veterans to Clarksburg VA.</p> |
| <p>Transportation to employment is important for people to be able to work. Region IV is very rural, so it is difficult to serve the general public. Mountain Transit Authority (MTA) operates deviated fixed routes, but they do not reach many rural areas. According to MTA, the most critical area with unmet need for employment transportation is Webster County.</p> |
| <p>Terrain and road conditions present a challenge for transportation providers in rural areas. Providers need four-wheel drive vehicles to be able to serve many clients.</p> |
| <p>Very rural areas need transportation access for essential errands, including shopping. This is particularly important in Pocahontas County. There is only one store in the county. People need rides out of the county for affordable groceries and other necessities. In West Virginia, small rural communities are seeing their grocery stores close due to economic conditions, forcing residents to travel greater distances to obtain food.</p> |
| <p>Some providers expressed that Medicaid clients have difficulty obtaining rides with LogistiCare, the state’s brokerage for non-emergency medical transportation (NEMT). Many of the providers offer rides under contract to LogistiCare. They hear complaints from riders that trips scheduled by LogistiCare fail to show up. A local private provider of NEMT rides, Mountain State Transportation, recently went out of business.</p> |
| <p>Hospital discharges are a common unmet transportation need in all areas of Region IV. The transportation providers require advance notice for rides, and are usually booked up and unable to fulfill time-sensitive requests. Sometimes patients are forced to use ambulances to ride home after being discharged, which is expensive.</p> |
| <p>Unserved communities need some level of transportation, even if it is just one or two days per week. The community of Smithers, in northwest Fayette County on the border of Kanawha County, does not have public transportation. Smithers is across the river from Montgomery, which is served by a bus route operated by Kanawha Valley Regional Transportation (KRT). Residents of this area need transportation to jobs, medical appointments, shopping, and the YMCA.</p> |
| <p>Pocahontas County needs service for the general public. It is a large county, and the only transportation provider is Pocahontas County Senior Citizens, Inc, which reports having too little capacity to serve the general public.</p> |
| <p>Additional funding for public transit is necessary so that providers can leverage all available Federal funds and meet the mobility needs of their communities. Transportation providers have a difficult time raising local match for Federal transportation grants. Some providers would like their state and local elected officials to demonstrate more awareness of unmet transportation needs, gaps in service, and provider funding needs. Providers would like to see a higher priority placed by legislators on the needs of older adults and others who depend on transportation services.</p> |
| <p>Residents need rides in the evenings and on weekends. Operators typically provide services on weekdays during regular business hours only. Expansion of service hours would allow more people to get to and from work and activities.</p> |
| <p>Transportation providers need to coordinate to meet transportation needs in the Region. Efforts to achieve greater collaboration require leadership to ensure that it happens.</p> |

Demographics:

- ◆ There are many areas throughout Region IV where between 5.3% and 12.5% of households do not have a vehicle. Census block groups greater than 8.42% “zero vehicle households” are located in Webster and Nicholas Counties.
- ◆ Single vehicle households with multiple people throughout the Region need public, agency, and/or private transportation options to supplement the availability of their personal vehicle.
- ◆ Population density – both for older adults and the general population – is moderate to high in Fayetteville, Lewisburg, and the surrounding areas. Moderate older adult population density can also be found in Summersville, Montgomery, Ronceverte, and Richwood.

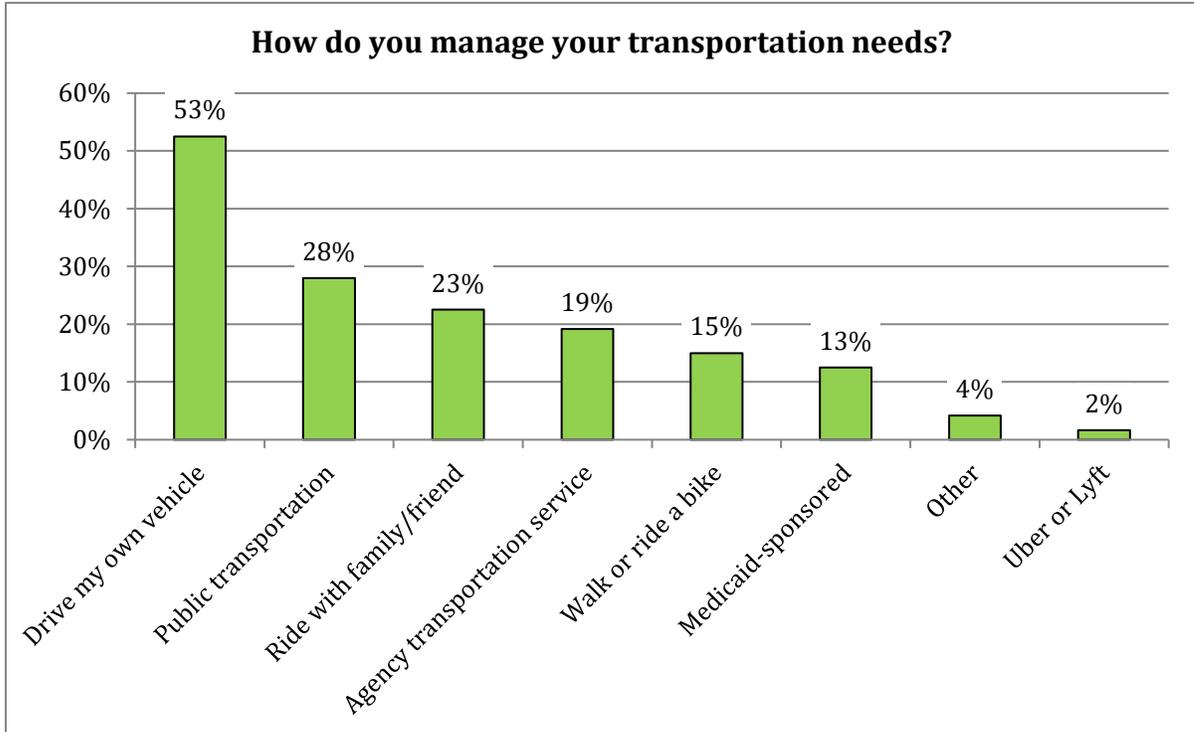
Public Survey Results:

121 Region IV residents completed the public survey.

- ◆ 30% of respondents were age 65+.
- ◆ 22% have a mobility limitation or someone in their family has a mobility limitation.
- ◆ Survey respondents shared whether they have difficulty with specific activities due to lack of transportation:
 - 19% have trouble getting to **medical appointments** because they do not have reliable transportation.
 - 21% are sometimes unable to **run errands** because of a lack of reliable transportation.
 - 18% find it difficult to **feed** themselves or their family because of a lack of transportation.
 - 15% have difficulty getting to **work** because of a lack of reliable transportation.
 - 13% find it difficult to get to **agency appointments** because of a lack of transportation.
 - 7% find it difficult to attend Sunday **religious services** because of a lack of transportation.
 - 6% have trouble furthering their **education** due to a lack of transportation.

Approximately 53% of public survey respondents indicated that they drive their own vehicle. Approximately 28% stated that they use public transportation. The public survey asked people to identify all of the ways they manage their transportation needs. Exhibit II.1 illustrates that while many of the respondents drive a car, 23% ride with a family member or friend, 15% walk or ride a bicycle, 19% use human service agency-sponsored transportation services (i.e., senior centers, Department of Health and Human Services, non-profit agencies, etc.), 13% use Medicaid-sponsored transportation services for medical appointments, and 2% use Transportation Network Companies (TNCs, e.g., Uber/Lyft).

Exhibit II.1: Available Transportation Options

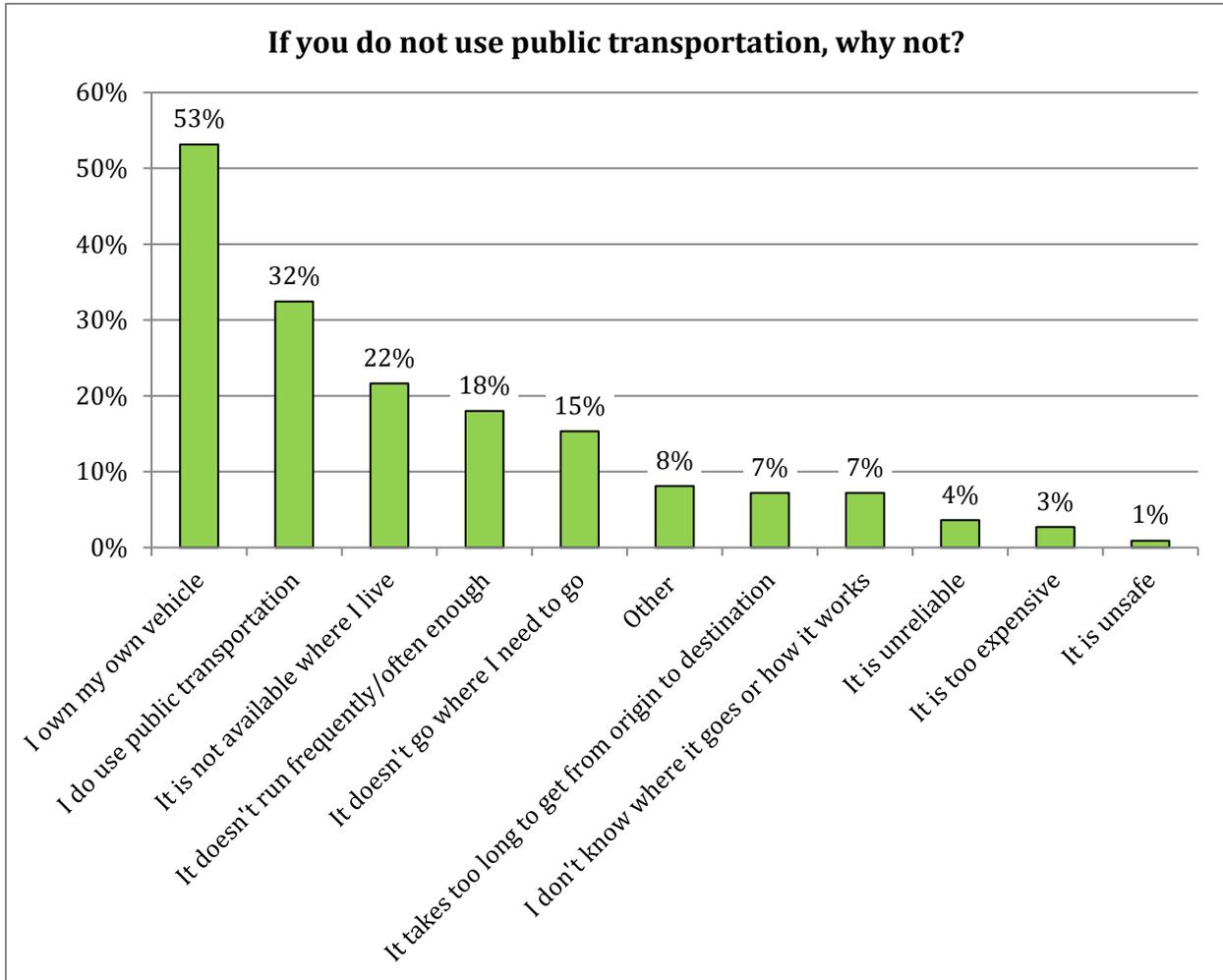


*Response totals are more than 100% because respondents could select multiple answers.

Survey respondents were asked to identify why they do not use public transportation. Most of those who own a vehicle listed that as their reason for not riding transit. Approximately 22% of respondents stated that they do not use public transit because it is not available where they live. Another 15% stated that public transit does not go where they need to go. These reasons indicate spatial gaps between origins and destinations that are not filled by public transit.

Approximately 18% indicated that public transit does not run frequently or often enough for it to be feasible for them to use. Fewer than 8% cited other reasons for not using public transit, including issues with reliability, affordability, and safety. Some or all of these reasons reveal challenges with the public transportation network and indicate a need for additional education and outreach about the available services that exist.

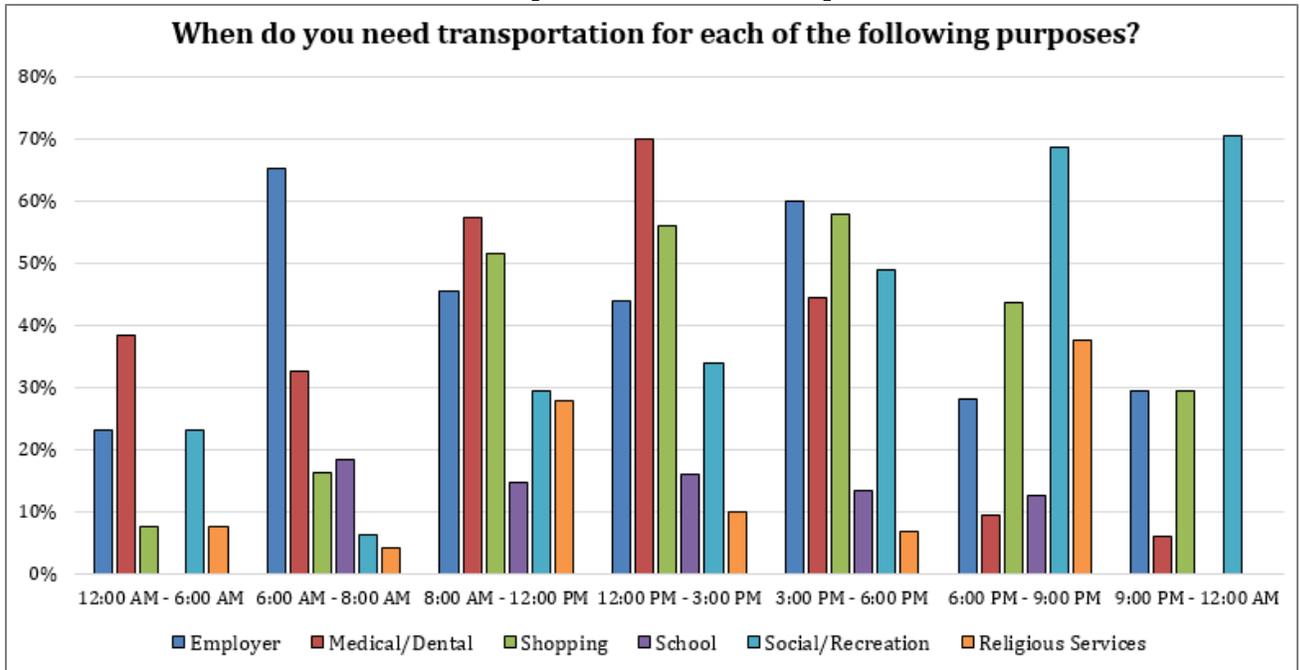
Exhibit II.2: Reasons for Not Using Public Transportation



*Response totals are more than 100% because respondents could select multiple answers.

To understand when transportation is needed and not available (temporal gaps), survey respondents were asked when they need transportation for various trip purposes. As illustrated in Exhibit II.3, transportation needs for employment are highest between 8:00 AM and 12:00 PM. Shopping and social/recreational transportation needs occur throughout the day, peaking from 8:00 AM - 6:00 PM and 6:00 PM - 12:00 AM, respectively. Medical/dental trip needs occur more often between 8:00 AM and 3:00 PM. As indicated in the assessment of existing services, transportation resources are minimal during early morning and late evening hours.

Exhibit II.3: Temporal Needs for Transportation



CONCLUSION

While survey results and socio-economic Census data indicate that many residents have access to a personal vehicle and can drive, there are high densities of zero-vehicle households throughout the Region, including in less densely populated areas such as Webster County. Survey results reveal that about 20% of respondents are unable to run daily errands or attend medical appointments due to a lack of reliable transportation. Others are missing work and/or struggle to feed themselves or their families because of a lack of transportation. Residents use human service agency transportation, ride with family members/friends, walk, or bike to access necessary resources. Approximately 28% of respondents reported that they use public transportation. When asked why they do not ride public transit, 22% indicated that there are spatial gaps—that is, no transportation service is available to/from where they live or where they need to go.

Providers

III. TRANSPORTATION PROVIDER INVENTORY

This chapter provides a list of transportation providers operating in Region IV. Human service transportation provides rides to specific segments of the population, such as older adults, individuals with disabilities, people with low incomes, or veterans. Many human service transportation agencies are social services organizations that provide transportation as an ancillary service to their clients only. Some human service transportation and non-emergency medical transportation (NEMT) providers are Regional, offering service in multiple counties.

Basic information about the transportation providers is listed below. Public transit providers are listed first, followed by the Region's senior services and other human service transportation providers. Appendix C includes each provider's mission, transportation service type, contact information, service area, days and hours of service, and eligibility requirements.

Public Transit – Open to the general public

Mountain Transit Authority
New River Transit Authority

Human Service Agencies and/or Senior Services – Open to a segment of the population based on eligibility criteria

Greenbrier County Committee on Aging
Nicholas County Community Action Partnership
Pocahontas County Senior Citizens, Inc.
Putnam Aging Program, Inc./Fayette Senior Programs
Webster County Senior Citizens, Inc.

Human Service Agencies and/or Senior Services – Provides transportation to agency clients only

Family Refuge Center
Nicholas Community Action Partnership

Other Transportation Services

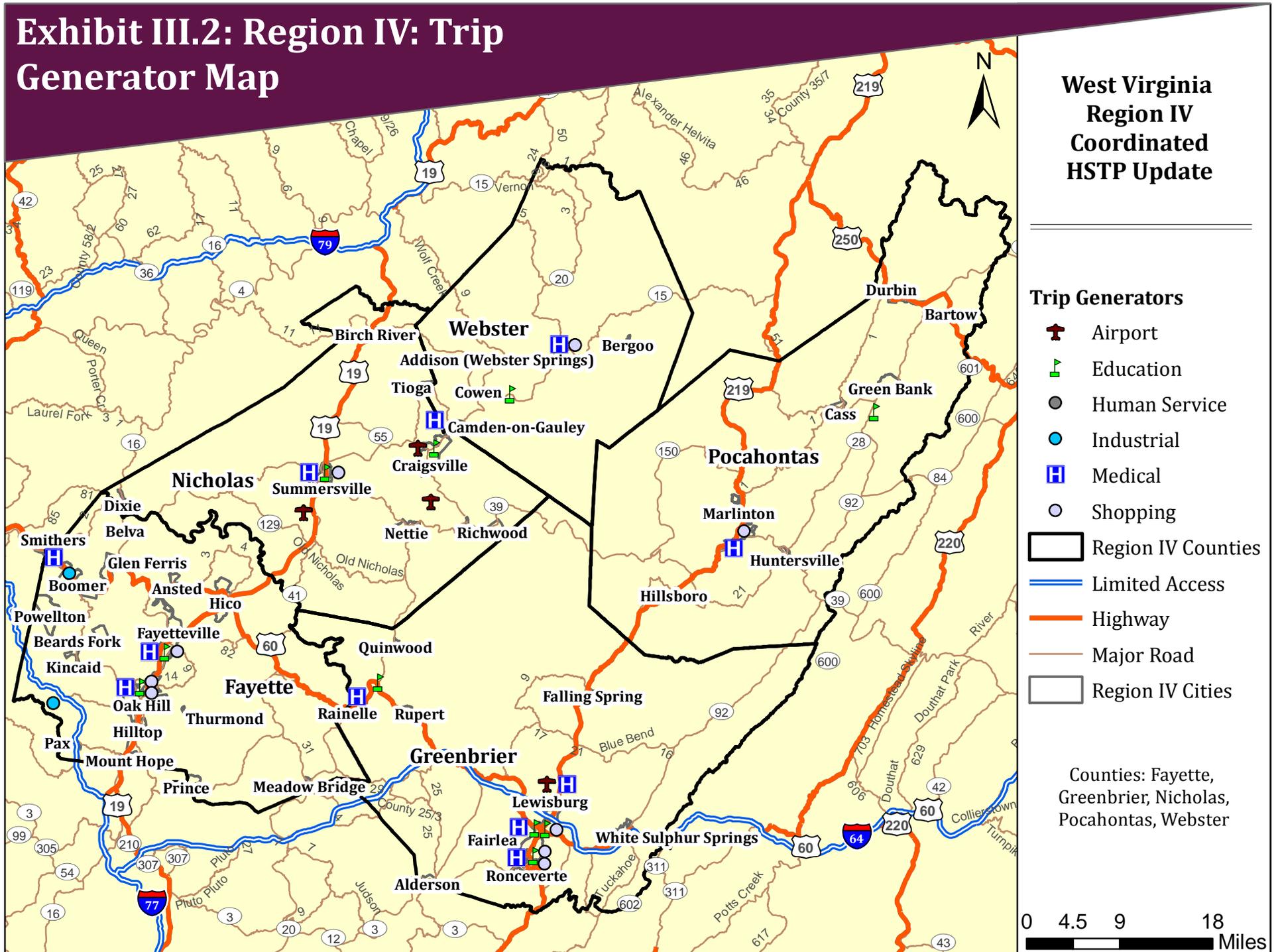
Baron's Bus
Cosmic Cab

Major Trip Generators

Major trip generators are destinations frequently served by public, human service agency, and/or senior transportation providers such as medical facilities, nutrition sites, apartment complexes, senior centers, employers, shopping, and recreation venues. Each transportation provider that

participated in the coordinated transportation plan provided a list of the top destinations they serve or are requested to serve. Exhibit III.1 depicts the location of major trip generators throughout the Region. As illustrated in the map, most trip generators are located in Fayetteville, Lewisburg, Oak Hill, and Summersville. It is important to understand that while many of the major trip generators are located in these towns, the individuals needing a ride to and from those destinations live outside of the areas served by the public transit routes operated by Mountain Transit Authority and New River Transit Authority. Transportation providers are challenged by providing effective and efficient transportation to a large service area that has relatively low population density. Also, individuals that live in these towns but beyond the route service areas are not served by transit due to funding limitations. Furthermore, hours of operation for rural transportation services are sometimes not as extensive as those of the major destinations. Therefore, access to services is limited both geographically and temporally. The table in Exhibit III.2 outlines the hours of operation for the public and human service agency transportation providers, as well as the local taxi company.

Exhibit III.2: Region IV: Trip Generator Map



| Exhibit III.2: Hours of Operation for Transportation Providers | | | | | | | | | | | | | | | | | | | | |
|--|------|---|------|------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|------|
| | 5:00 | 6:00 | 7:00 | 8:00 | 9:00 | 10:00 | 11:00 | 12:00 | 13:00 | 14:00 | 15:00 | 16:00 | 17:00 | 18:00 | 19:00 | 20:00 | 21:00 | 22:00 | 23:00 | 0:00 |
| Fayette County | | | | | | | | | | | | | | | | | | | | |
| New River Transit Authority | | Weekdays | | | | | | | | | | | | | | | | | | |
| Putnam Aging/Fayette Senior Programs | | Weekdays | | | | | | | | | | | | | | | | | | |
| Greenbrier County | | | | | | | | | | | | | | | | | | | | |
| Mountain Transit Authority | | Weekdays | | | | | | | | | | | | | | | | | | |
| Cosmic Cab | | Weekdays and Weekends | | | | | | | | | | | | | | | | | | |
| Greenbrier County Committee on Aging | | Weekdays | | | | | | | | | | | | | | | | | | |
| Family Refuge Center | | Weekdays | | | | | | | | | | | | | | | | | | |
| Nicholas County | | | | | | | | | | | | | | | | | | | | |
| Mountain Transit Authority | | Weekdays | | | | | | | | | | | | | | | | | | |
| Nicholas County Community Action Program | | Weekdays | | | | | | | | | | | | | | | | | | |
| Pocahontas County | | | | | | | | | | | | | | | | | | | | |
| Pocahontas County Senior Citizens | | Weekdays | | | | | | | | | | | | | | | | | | |
| Family Refuge Center | | Weekdays | | | | | | | | | | | | | | | | | | |
| Webster County | | | | | | | | | | | | | | | | | | | | |
| Mountain Transit Authority | | Weekdays | | | | | | | | | | | | | | | | | | |
| Webster County Senior Citizens | | Weekdays | | | | | | | | | | | | | | | | | | |
| | | General Public Service Open to a Segment of the Population (for example, older adults or individuals with disabilities) Transportation for Agency Clients | | | | | | | | | | | | | | | | | | |

Progress

IV. REVIEW OF PROGRESS SINCE 2015 COORDINATED PLAN UPDATE

The 2015 Plan Update included the goals and objectives listed in the following tables. In 2013, the primary focus for addressing unmet needs and gaps in services was improving communication and controlling costs so that services could be extended to meet more needs for medical, human service agency appointments, education, and employment-related trip purposes.

During the 2019 Plan Update process, the transportation providers indicated that some progress has been made in addressing the 2015 coordination goals. The following tables display the 2015 goals and objectives and progress made in achieving these goals.

| 2015 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 | 1. Distribute the updated HSTP to community stakeholders. |
| | 2. Organize a Coordinated Transportation Coalition (CTC) with potential leadership from MTA. |
| | 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. |
| Discussion: No progress was made on any of the Goal #1 action steps. There is interest at the local level in forming a standing committee that plans transportation coordination activities. MTA has expressed interest in reviving this strategy. | |

| 2015 Goal #2: Sustain the Existing Level and Quality of Transportation for Older Adults and Individuals with Disabilities. | |
|--|---|
| Action Steps | 1. Secure replacement and new lift-equipped vehicles and non-lift-equipped vehicles for Fayette, Pocahontas, Nicholas, Greenbrier, and Webster Counties. |
| | 2. Purchase and operate vehicles appropriate for travel on narrow rural roads. |
| Discussion: The providers in Region IV have continued to operate transportation service. The providers have all acquired one or more replacement or expansion vehicles since the 2015 Plan Update. The ability of vehicles to serve customers residing on remote rural roads continues to be a challenge. Wheelchair-accessible vehicles that do not have four-wheel drive are typically challenging to operate on roads in poor condition. | |

| 2015 Goal #3: Expand Transportation for Older Adults and Individuals with Disabilities Throughout the Region. | |
|--|---|
| Action Steps | 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. |
| Discussion: The providers in Region IV have not formed contracts for service during the previous four years. | |

2015 Goal #4: Affordable Transportation Options for Long Distance Appointments and Trips for the General Public.

| | |
|--|---|
| Action Steps | 1. Connect with intercity transportation operator. |
| Discussion: The planned action step was that Region IV providers would offer regularly scheduled connections with the I-RIDE 79 intercity service that runs from Morgantown to Charleston. No provider undertook this as a pilot project. | |

2015 Goal #5: Implement Public Transportation in Fayette and Raleigh Counties to Replace MTA Service in Fayette County.

| | |
|---|---|
| Action Steps | 1. Negotiate with local employers to encourage them to supplement the cost of transportation for employees using public transit. |
| | 2. Negotiate a Transit Pass agreement with local colleges. |
| Discussion: The formation of the New River Transit Authority (NRT) in 2016 introduced public transit service in Fayette and Raleigh Counties. NRT operates a deviated fixed route in Fayette County that travels along the US 19 corridor, connecting the communities of Fayetteville, Oak Hill, and Mt. Hope, terminating at Crossroads Mall, where customers can transfer to other NRT routes that provide access to Raleigh County locations. No negotiations were made with colleges or employers. | |

2015 Goal #6: Expand Transportation for Older Adults and Individuals with Disabilities in of All Ages Throughout Fayette County.

| | |
|--|--|
| Action Steps | 1. Implement transportation for individuals with disabilities under age 60. |
| | 2. Coordinate to expand hours of operation beyond 6:00 PM. |
| | 3. Purchase lift-equipped and non-lift equipped vehicles. |
| | 4. Expand days of transportation service to include weekdays and Saturdays. |
| Discussion: Parts of Fayette County are now serviced by New River Transit Authority, a public transit system formed in 2016 that serves Fayette and Raleigh Counties. Also, Fayette Senior Programs offers senior transportation in Fayette County. However, there is unmet need in the county that these providers are unable to fulfill at present. In particular, the City of Smithers in Fayette County does not have transportation service. Expanded service hours and days are still needed. | |

2015 Goal #7: Improve Access to New River Health Facilities.

| | |
|---|---|
| Action Steps | 1. Develop a cost analysis and plan for a route. |
| | 2. Based on findings from analysis and plan, develop and agreement for implementation. |
| Discussion: A cost analysis and route plan were not developed for New River Health route following the 2015 Plan Update. | |

2015 Goal #8: Sustain and Expand Transportation for Older Adults throughout Webster and Pocahontas Counties

| | |
|---------------------|--|
| Action Steps | 1. Purchase replacement vehicles. |
| | 2. Coordinate to secure necessary local match to expand service to address increasing demand. |

Discussion: The senior transportation providers in Webster and Pocahontas Counties have each purchased one replacement vehicle since the 2015 Plan Update. They have maintained, but not expanded, the level of service that they provide during the four-year planning period.

CONCLUSION

The large geography and rural nature of Region IV present challenges with coordination. Outside of the new service provided by the New River Transit Authority starting in 2016, providers have not pursued any of the coordination strategies identified in the 2015 Plan Update. The 2019 Plan Update presents an opportunity to select goals and strategies that have greater feasibility for implementation in the Region. The following chapter describes the goals, strategies, and action steps identified by the participating stakeholders to coordinate their services in order to address the transportation needs of today and to prepare for addressing needs of the future.

Strategies

V. GOALS, STRATEGIES AND IMPLEMENTATION

GOALS AND STRATEGIES

This chapter updates the goals, strategies, and implementation steps for coordinated transportation in Region IV and addresses the unmet transportation needs and gaps in services identified by the public, local stakeholders, older adults, and individuals with disabilities. The following goals and strategies outline an approach for providers to work together to make the best use of existing resources and to plan for future changes and expansions. These strategies were developed during the second Regional meeting and refined through additional feedback from participating stakeholders. Appendix A contains presentations and sign-in sheets from both Regional meetings.

Each goal includes a strategy and action steps. Parties responsible for leading and supporting the action steps are identified, but could change as partners make progress in coordinating services. A potential implementation timeline is included as a target that will, in most cases, be largely dependent upon identification of additional funding.

Goal #1: Improve Communication Among Transportation Providers and Stakeholders in the Region and Throughout the State of West Virginia.

Goal #1 focuses on increasing engagement among interested parties, such as public transit providers and senior transportation providers, to enhance mobility management and coordinated transportation opportunities in Region IV and throughout all of West Virginia.

The opportunities for developing and using mobility management and coordinated transportation structures in West Virginia are much different today as compared to previous years. Emerging technology, new transportation modes (i.e., Transportation Network Companies, bike-share, scooter-share, motorized bikes, car-sharing, autonomous vehicles), and the rise of coordinated transportation success stories in West Virginia and across the country are new influences.

One strategy for achieving Goal #1 involves establishing a subcommittee of the Region IV Planning and Development Council that meets on a quarterly or biannual basis to address unmet transportation needs and opportunities for coordination (Goal #1A). A second strategy (Goal #1B) is to increase the participation of transportation providers in statewide venues for transportation planning and networking, such as the West Virginia Transportation Coordinating Council (WVTCC) or the West Virginia Public Transit Association (WVPTA). The WVPTA will discuss opening its membership to human service transportation providers at their July 2019 annual meeting. The participation of human service transportation providers in these and other statewide venues would strengthen the communication between all the State's providers, ultimately resulting in enhanced opportunities for coordination to meet the mobility needs of West Virginians. These types of venues are critical for improved information sharing, developing transportation innovations, and coordinated transportation/mobility management policy development.

| Goal #1A: Improve Communication Among Transportation Providers and Stakeholders in Region IV. | |
|--|---|
| Strategy | The Region IV Planning and Development Council and the Mountain Transit Authority will co-facilitate a subcommittee that consists of Region IV public and human services transportation stakeholders that meets quarterly or biannually to discuss coordination, mobility management, and unmet transportation needs. |
| Action Steps | <ol style="list-style-type: none"> 1. Identify an appropriate standing Planning and Development Council committee to serve this purpose OR form a new subcommittee. In either case, include the following providers, at minimum, as members: <ul style="list-style-type: none"> ◆ Mountain Transit Authority ◆ New River Transit Authority ◆ Greenbrier County Committee on Aging ◆ Nicholas County Community Action Partnership ◆ Pocahontas County Senior Citizens, Inc. ◆ Putnam Aging Program, Inc./Fayette Senior Programs ◆ Webster County Senior Citizens, Inc. 2. Establish a calendar of quarterly or biannual meetings including time and location, and draft an agenda for the first meeting. 3. Conduct quarterly or biannual meetings. 4. Offer an annual public and stakeholder input meeting to provide updates on progress for all Goals, Strategies, and Action Steps. |
| Parties Responsible for Leading Implementation | <ul style="list-style-type: none"> ◆ Region IV Planning and Development Council ◆ Mountain Transit Authority |
| Parties Responsible for Supporting Implementation | <p>Organizations that provide and/or fund transportation services for older adults, individuals with disabilities, and/or people with low incomes that operate in Region IV:</p> <ul style="list-style-type: none"> ◆ Public transportation providers ◆ Private transportation partners ◆ Local offices of human service agencies ◆ Non-profit organizations ◆ Faith-based organizations |
| Resources Needed | <ul style="list-style-type: none"> • Staff time for lead and supporting organizations. |
| Potential Cost Range | <ul style="list-style-type: none"> • \$300 or more per year (approximately) for staff time dedicated to actively attending Regional meetings. Staff time should be dedicated as part of an existing employee's job duties. |
| Potential Funding Sources | <ul style="list-style-type: none"> • Existing budgets of partner agencies. |
| Performance Measures or Targets | <ul style="list-style-type: none"> • Local stakeholders feel they have a better understanding and more direct involvement in Regional efforts to improve coordination of resources, as measured through informal surveying. |

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| Needs or Gaps Addressed | <ul style="list-style-type: none"> ◆ Coordinated planning with partner organizations for the purpose of reducing gaps in mobility for target populations and the general public. ◆ Funding sources are identified and/or opportunities to more effectively use existing funding sources are discovered, allowing providers to enhance existing services through expansions of service areas and/or days/hours of operations. |
| Priority Level and/or Timeframe | <ul style="list-style-type: none"> ◆ Short-term and ongoing implementation ◆ High priority |

| Goal #1B: Improve Communication Among Transportation Providers Throughout the State of West Virginia. | |
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| Strategy | Region IV public transit and human service transportation providers will participate in the West Virginia Transportation Coordinating Council, West Virginia Public Transit Association, and/or other statewide venue. |
| Action Steps | 1. Identify one or more transportation providers in Region IV to participate in these organizations, as permitted by membership eligibility criteria. |
| | 2. Attend statewide meetings. |
| | 3. Report on statewide initiatives and activities to the Regional subcommittee convened by Region IV PDC/MTA. |
| Parties Responsible for Leading Implementation | <ul style="list-style-type: none"> • Mountain Transit Authority |
| Parties Responsible for Supporting Implementation | <ul style="list-style-type: none"> • Public and human service transportation providers |
| Resources Needed | <ul style="list-style-type: none"> • Staff time for lead and supporting organizations |
| Potential Cost Range | <ul style="list-style-type: none"> • \$300 or more per year (approximately) for staff time dedicated to actively attending statewide meetings. Staff time should be dedicated as part of an existing employee's job duties. |
| Potential Funding Sources | <ul style="list-style-type: none"> • Existing budgets for partner agencies |
| Performance Measures or Targets | <ul style="list-style-type: none"> • Local stakeholders feel they have a better understanding and more direct involvement in statewide efforts to improve coordination of resources and mobility management, as measured through informal surveying. • New funding sources or changes in funding sources are identified and secured by local transportation providers as a result of more open communication with state-level agencies and programs. |
| Needs or Gaps Addressed | <ul style="list-style-type: none"> ◆ Coordinated planning with partner organizations for the purpose of reducing gaps in mobility for target populations and the general public. ◆ Funding sources are identified and/or opportunities to more effectively use existing funding sources are discovered, allowing providers to enhance existing services through expansions of service areas and/or days/hours of operations. |

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| Priority Level and/or Timeframe | <ul style="list-style-type: none"> ◆ Short-term and ongoing implementation ◆ Moderate priority |
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Goal #2: Maintain Current Levels of Transportation Services for Older Adults, Individuals with Disabilities, and People with Low Incomes.

Maintaining the existing level of transportation services for older adults, individuals with disabilities, and people with low incomes is an important step toward continuing to address transportation needs. Feedback from local stakeholders indicates that the services provided today are used almost to capacity and provide a vital resource. While efforts to expand and enhance services are important, stakeholders also strive to sustain the effectiveness of current services.

Opportunities will be maximized for maintaining vehicle fleets that are wheelchair accessible and capable of operating on unpaved/gravel roads as part of the replacement and expansion schedules.

| Goal #2: Maintain Current Levels of Transportation Services for Older Adults, Individuals with Disabilities, and People with Low Incomes. | |
|--|---|
| Strategy | Existing transportation services for the target populations are important and the quality of service from those organizations must be maintained. Transportation providers will work together to provide safe vehicles that are in good condition and maintain a high standard of staff training and customer service. Providers will acquire vehicles that are able to safely transport individuals on all types of rural roadways and comfortably accommodate people with mobility challenges. |
| Action Steps | <ol style="list-style-type: none"> 1. Continue to operate public and human service transportation programs in Region IV. 2. In addition to traditional accessible and non-accessible vehicles, purchase vehicles that are appropriately sized and capable of accessing remote, rural areas (and unpaved or gravel roads), as appropriate. |
| Parties Responsible for Leading Implementation | <ul style="list-style-type: none"> • Public transit and human service transportation providers |
| Parties Responsible for Supporting Implementation | <ul style="list-style-type: none"> • Region IV Planning and Development Council (to provide a forum for sharing information and to disseminate grant applications from state and Federal sources). |
| Resources Needed | <ul style="list-style-type: none"> • Funding for transportation operating and capital expenses. |
| Potential Cost Range | <ul style="list-style-type: none"> ◆ Cost range is scalable based on the sizes of the transportation services and the type and quantity of vehicles. |
| Potential Funding Sources | <ul style="list-style-type: none"> ◆ FTA Sections 5310 and 5311 (Section 5311 is limited to public service for rural areas) ◆ Local match from state, local, or non-USDOT Federal programs |

| | |
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| | <ul style="list-style-type: none"> ◆ Local businesses, employers, hospitals that benefit from extended hours or service areas ◆ Contract revenue from agencies that use the services for consumers |
| Performance Measures or Targets | <ul style="list-style-type: none"> ◆ Vehicles are replaced on schedule and vehicle conditions are monitored on an annual basis (i.e., through the Transit Asset Management Plan) ◆ Ridership on public and human service transportation systems |
| Needs or Gaps Addressed | <ul style="list-style-type: none"> ◆ Agencies are better able to access riders who live in remote areas with challenging road conditions to provide access to food, agency appointments, medical care, and other trip purposes. ◆ Residents maintain their transportation access to work, medical appointments, shopping, human service agency programs, and other purposes. |
| Priority Level and Timeframe | <ul style="list-style-type: none"> ◆ High priority ◆ Ongoing implementation |

Goal #3: Improve Information Sharing with the Public and Access to Transportation Services Through Effective Regional Mobility Management.

Communicating to current and potential riders about when, where, and how to use available transportation resources is an ongoing challenge for public transportation providers. It is not uncommon, for example, during the coordinated plan public outreach meetings for people to learn for the first time about transportation options that have been in operation for months or even years. The next goal outlines a concentrated effort to improve access to information about available transportation resources and to use that information to assist passengers with building trips that may involve multiple transportation providers.

| Goal #3: Improve Information Sharing with the Public and Access to Transportation Services Through Effective Regional Mobility Management. | |
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| Strategy | Enhance Informational Resources for Mobility Options and Ride Sharing. |
| Action Steps | <ol style="list-style-type: none"> 1. Mountain Transit Authority will house a Mobility Manager position (part-time or full-time). This employee will create and maintain a Ride Guide with basic information about all public, private, and non-profit transportation resources in the Region. The Ride Guide will include eligibility requirements, service area, modes of service, accessibility, hours/days of operation, and contact information for scheduling a trip. <p style="text-align: center;">Transportation providers are responsible for providing updated information to the Mobility Manager whenever service aspects change.</p> <ol style="list-style-type: none"> 2. The Ride Guide information will be provided to 211 and WVDOT and updated in a timely manner. 3. Create an online resource with content from the Ride Guide. The site will be hosted by a lead agency such as the MTA or Region IV Planning and Development Council. Links to the online Ride Guide will be included on partner organization websites. |

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| Parties Responsible for Leading Implementation | <ul style="list-style-type: none"> ◆ Mountain Transit Authority ◆ Region IV Planning and Development Council |
| Parties Responsible for Supporting Implementation | <ul style="list-style-type: none"> ◆ Transportation providers are responsible for providing and updating data. ◆ Local agencies and government organizations are responsible for promoting the resources on websites and/or hard copies. |
| Resources Needed | <ul style="list-style-type: none"> ◆ Staff time to develop and manage the resource information. ◆ Funding to develop the application if a local online Ride Guide is created. |
| Potential Cost Range | <ul style="list-style-type: none"> ◆ Up to \$2,000 for printing if the Ride Guide is distributed in hard copy. |
| Potential Funding Sources | <ul style="list-style-type: none"> ◆ Section 5310 Program, for Mobility Management |
| Performance Measures or Targets | <ul style="list-style-type: none"> ◆ Ride Guide is developed, produced, and distributed ◆ Number of calls providers receive after people find them on the Ride Guide ◆ Number of shared rides arranged (including transfers between providers) ◆ Spatial gaps in transportation are reduced as providers become more aware of opportunities to share rides or coordinate transfers |
| Needs or Gaps Addressed | <ul style="list-style-type: none"> ◆ Improved coordination of transportation across county lines ◆ Improved awareness of transportation options for long-distance, multijurisdictional trips to medical care, employment, shopping, and other trip purposes |
| Priority Level and Timeline | <ul style="list-style-type: none"> ◆ Moderate priority ◆ Implementation timeframe of 2020 or later |

Goal #4: Extend Operating Hours and Service Areas for Transportation Services

The following goal and action steps include service expansions that will be considered as opportunities to address spatial and temporal needs and gaps in available transportation services. Where there are areas of unmet transportation need, such as Smithers in Fayette County, public and human service transportation providers should collaborate with local stakeholders to discuss opportunities for, and costs associated with, increasing services available in those areas.

In particular, providers should consider offering feeder service to public transit fixed routes. For example, a public or human service transportation provider would offer a regular service that picks up residents of northwest Fayette County and drops them off at the bus stop in Montgomery, where they would ride Kanawha Valley Regional Transportation Authority Route 22 to Charleston. This service would be beneficial even if was offered only one or two days per week.

| Goal #4: Extend Operating Hours and Service Areas for Transportation Services | |
|--|---|
| Strategy | New and existing transportation service providers will expand service for older adults, individuals with disabilities, and people with low incomes for medical appointments, shopping and errands, employment, education, and other trip purposes. |

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| Action Steps | 1. Expand demand-response transportation services to more areas of Region IV, such as areas of counties that do not currently receive adequate service. |
| | 2. Extend Mountain Transit Authority routes to more communities, for more days/hours of service, and to connect with providers in adjacent areas, such as New River Transit Authority. |
| | 3. Offer a routine feeder service that connects northwest Fayette County communities with Kanawha Valley Regional Transportation Authority Route 22. |
| | 4. Extend hours of operation for transportation providers in areas where demand and/or potential demand is identified. |
| Parties Responsible for Leading Implementation | <ul style="list-style-type: none"> ◆ Public transit and human service transportation providers |
| Parties Responsible for Supporting Implementation | <ul style="list-style-type: none"> ◆ Mountain Transit Authority Mobility Manager (if hired) |
| Resources Needed | <ul style="list-style-type: none"> ◆ Additional operating funds ◆ Additional vehicles (including wheelchair accessible vehicles) ◆ (Potentially) additional drivers and schedulers |
| Potential Cost Range | <ul style="list-style-type: none"> ◆ Varies depending on the scope of implementation |
| Potential Funding Sources | <ul style="list-style-type: none"> ◆ FTA Sections 5310 and 5311 grant programs ◆ Local match from state, local, or non-US DOT Federal programs ◆ Local businesses, employers, or hospitals that benefit from extended hours or service areas ◆ Contract revenue from agencies that use the new services for consumers |
| Performance Measures or Targets | <ul style="list-style-type: none"> ◆ Number of trips provided annually with the new services ◆ Productive number of passenger trips per mile and/or hour of service during extended hours or on extended routes ◆ Cost per trip for extended service is similar to average cost for core service hours/service area ◆ Passenger satisfaction as measured through surveys |
| Needs or Gaps Addressed | <ul style="list-style-type: none"> ◆ Transportation services available to more residences and destinations. ◆ Better connectivity between urban/core areas and rural areas for access to medical care, employment, shopping, and other trip purposes ◆ More access to community resources or employment during early morning, evening, or weekend hours |
| Priority Level and/or Timeframe | <ul style="list-style-type: none"> ◆ High priority ◆ Timeframe will be ongoing because it is highly dependent upon funding cycles and availability. |

SUMMARY OF GOALS AND PRIORITIES

Transportation stakeholders in Region IV are dedicated to continuing their long-standing cooperative partnerships and building new relationships with partners. Efforts to preserve successes and facilitate progress toward meeting the unmet needs and gaps in transportation services for older adults, individuals with disabilities, people with low incomes, and the general public will require ongoing active involvement and creative planning from all existing and newly identified partners. The following table provides a summary of the implementation timeline for meeting the coordinated transportation goals and addressing identified needs. Implementation timelines are targets established for planning purposes and are highly contingent upon available funding resources.

| SUMMARY OF GOALS AND PRIORITIES | | | | | | | |
|---|---|-------------------------|------|------|------|------|-------------------|
| Goals | Needs or Service Gaps Addressed | Implementation Timeline | | | | | |
| | | 2019 | 2020 | 2021 | 2022 | 2023 | 2024 |
| Improve communication among transportation providers (regional) | Coordinated planning with partner organizations Awareness of funding needs/opportunities | | | | | | High Priority |
| Improve communication among transportation providers (statewide) | Coordinated planning with partner organizations Awareness of funding needs/opportunities | | | | | | Moderate Priority |
| Improve communication among transportation providers (county) | Stakeholders increase their understanding of transportation Transportation providers receive regular input from stakeholders | | | | | | High Priority |
| Maintain current levels of transportation | Transportation in remote areas Access to food, agency appointments, medical, etc. | | | | | | High Priority |
| Improve information sharing with the public and access to service | Improved regional and cross-county transportation Improved information and awareness of available services | | | | | | Moderate Priority |
| Extend operating hours and service areas | Improved access to transportation Improved cross-county transportation Expanded transportation options in early morning, evening or weekend hours | | | | | | High Priority |

Outreach

APPENDIX A: PUBLIC AND STAKEHOLDER OUTREACH

COORDINATED PLAN CHECKLIST

Focus Groups, Workshops, and Public Meetings

Stakeholder and General Public Meetings

Dates: Meeting 1: November 7, 2018 from 10:00 AM to 11:30 AM
Meeting 2: February 19, 2019 from 2:30 PM to 4:00 PM
Locations: Meeting 1: Region IV Planning and Development Council
Meeting 2: Region IV Planning and Development Council

Invitations Distributed

- ✓ Email: Meeting 1: Date Sent: October 17, 2018
Meeting 2: Date Sent: January 23, 2019
- ✓ Newspaper Notice (list of papers): Register-Herald; Fayette Tribune; Montgomery Herald; Pocahontas Times; Webster Echo; West Virginia Daily News; Mountain Messenger
- ✓ Flyer distributed in local community/senior centers, etc.
- ✓ Information was provided in alternative formats, upon request
- ✓ Events were open to all individuals, including hearing impaired and limited English proficient
- ✓ Interpreters available, upon request

Number of Attendees: Meeting 1: 18
Meeting 2: 8

- ✓ Invitation letter and mailing list attached
- ✓ Copy of flyers, brochures, etc.
- ✓ Attendee Lists/Sign-in Sheets attached
- ✓ Public Meeting Presentations included

Surveys

Date(s) Surveys Were Distributed/Available Online: November 1, 2018 through March 31, 2019

- ✓ Web Posting: Survey Monkey
 - ✓ E-mail and hard copy of survey provided upon request
 - ✓ Newspaper notice (list papers): (same as above)
 - ✓ Distributed in local community/senior centers, etc.
 - ✓ Information was provided in alternative formats, upon request
 - ✓ Listing of Survey recipients attached (not including the general public)
- Total number of electronic and paper surveys completed: 121

Other Outreach Efforts

- ✓ Flyers
- ✓ Meetings were available on GoToMeeting for those who could not attend in person
- ✓ Statewide Webinar facilitated to discuss coordinated transportation, particularly for medical needs
- ✓ Presentation about coordinated transportation and the upcoming plans was provided at the WVTCC Quarterly Meeting
- ✓ Other (i.e., Interviews with key stakeholders)



WEST VIRGINIA DEPARTMENT OF TRANSPORTATION

Division of Public Transit

1900 Kanawha Boulevard East • Building Five • Room 650
Charleston, West Virginia 25305-0432 • (304) 558-0428
FAX: (304) 558-0174 558-0174 • TDD: (800) 742-6991

Thomas J. Smith, P. E.
Cabinet Secretary

Dear Transportation Stakeholder:

The West Virginia Department of Transportation, Division of Public Transit (DPT) is initiating updates to the Coordinated Public Transit-Human Service Transportation Plan (September 2015). This Coordinated Plan Update is a requirement of the Federal Transit Administration (FTA) Enhanced Mobility of Seniors & Individuals with Disabilities (Section 5310) grant program. An update to the transportation needs assessment and strategies in the Coordinated Plan is necessary to remain in compliance with the Fixing America's Surface Transportation (FAST) Act, the 2015 reauthorization of Federal surface transportation programs.

The DPT is working with RLS & Associates, Inc. to update the plans. A local public meeting is scheduled for **Wednesday, November 7, 2018 from 10:00 AM to 11:30 AM at Region 4 Planning and Development Council, 885 Broad St, Summersville, WV 26651**. The meeting will be an opportunity to discuss gaps in transportation service, opportunities, and priorities for addressing the identified gaps through coordinated transportation. Transportation stakeholders will be asked to share their concerns about the challenges to coordinating services. A second, follow-up meeting will be held in the spring of 2019 to prioritize goals and strategies for transportation coordination.

All grant applications for Section 5310 funding must be clearly stated in the recommended goals and strategies of the updated Coordinated Plan.

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 the FAST Act. If you represent an agency, please encourage your clients to attend and provide input. If you are unable to attend the meeting, please contact Christy Campoll with RLS & Associates, Inc. at (317) 439-1475 or ccampoll@rlsandassoc.com. To sign up to participate in the meeting online through GoToMeeting, please register at www.surveymonkey.com/r/WVSignUp by Friday, October 26.

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 recommended that agencies serving older adults and individuals with disabilities encourage your clients to attend the meeting. Please do so by personal invitation and by posting the enclosed flyer where the public and/or your clients gather. Participation is important to ensuring that transportation providers are fully aware of local transportation needs and gaps in service, and that these needs, and gaps are accurately addressed in the coordinated transportation plan update.

We look forward to seeing you at the meeting.

Sincerely,



William C. Robinson, Executive Director
WVDOT, Division of Public Transit

Stakeholder Contact List

| Name | Company |
|------------------|--|
| | AFIF HABASH MD |
| | AMFM of Fayette County |
| | AMFM of Webster County |
| | Amos, Tommi Kay |
| Brandon Williams | Ansted Health Care Center |
| Ramona Stanley | Appalachian AAA |
| | Blue Skies Elderly Care |
| | Camden on Gauley Medical Center |
| | Cosmic Cab, LLC |
| | Doctors Immediate Care |
| | DVA Healthcare Renal Care |
| | Fairview Health Associates |
| | Family Refuge Center |
| | Fayette Clinic |
| | Fayette Continuous Care |
| | Fayette County Child Development, Inc. |
| Melinda Metz | Fayette Senior Programs |
| Janet Zamiela | Fayette Senior Programs |
| Mary Redman | FMRS Health Systems, Inc. |
| | General Ambulance, Inc. |
| Mr. Gibson | Gibson Enterprises, LLC |
| Barbara Burdette | Greenbrier County Committee on Aging |
| | Greenbrier Clinic |
| | Greenbrier County Head Start |
| | Greenbrier Manor |
| | Greenbrier Physicians Inc. |
| Lisa Sims | Greenbrier Valley Limo |
| | Greenbrier Valley Medical Center |
| | Heartland of Rainelle |
| | Hidden Valley Health Care |
| | Hilltop Center |
| | Hope Medical Center |
| | Hutchinson Sandra |
| | J Ladier Canterbury Do Family Practice |
| | Johnson Valley Elderly Care |
| | Judyville Group Home |
| | K & B Assisted Living |
| | Kate Boone, Inc. |
| | Laurel Ridge Assisted Living |
| | Lewis, Dealla |
| | Lewisburg Child Shelter |
| | Lewisburg Group Home |
| | Meadow Bridge Clinic |

Stakeholder Contact List

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|---|--|
| Vickie Gay, CEO-President | Med Surg Group Inc Montgomery General Elderly Care Montgomery General Hospital Mount Olive Correctional Center Mountain Ridge Dialysis |
| Anne Weeks, President-CEO Tim Thomas | Mountain State Center for Independent Living Mountain Transit Authority Montvue Group Home MTM |
| Christina Meyer Dana Treadway Manager | New River Family Center New River Health Association |
| Carla White-Torres, Executive Director Angela Williams, Executive Director | New River Ranch Nicholas County Community Action Partnership, Inc. Nicholas County Health Care Center Nicholas-Webster Home Health North Central West Virginia Community Action Head Start North Central West Virginia Community Action Head Start Northern Greenbrier Health Clinic |
| Brnda Deitz | Oak Hill Group Home Open Doors, Inc. Parker Helen Parrish, Glenna Fay Plateau Medical Center Pocahontas Center |
| William S. Beard, President Jessie A. Groseclose John Simmons, Executive Director Mary Beth Barr, CEO Kristi Atha-Rader, CEO Kimberly Canterbury, Executive Director | Pocahontas County Commission Pocahontas County Commission Pocahontas County Senior Citizens Pocahontas Memorial Hospital Rainelle Medical Center Raleigh County Community Action Assoc. Ready Transportation Services, dba City Cab and City Van Service |
| John Tuggle | Region 4 Planning and Development Council Rescare Judyville cg/mr Group Home Rescare WV Rescare/VOCA of WV Rupert Primary Care |
| Marcie Vaughan, President-CEO | Seneca Health Service, Inc Sheltering Arms, Inc. |
| Melinda Gibson Judy Akers | Snowshoe Mountain Resort Southern Highlands Comm. MH Center Stars of Appalachia Summersville Group Home Summersville Memorial Hospital The Brier |

Stakeholder Contact List

| | |
|-----------------|---|
| | The Seasons |
| | The Summit at Hidden Valley |
| | Valley Health Associates |
| | Walker, Shirley |
| | Webster Continuous Care Center |
| Debby Moore | Webster County Commission of Senior Citizens |
| | Webster County Memorial Hospital, Inc. |
| Phillip Cooper | Webster County Senior Citizens |
| Keith Beaver | West Virginia Department of Health and Human Resources |
| Stacey Brown | West Virginia Department of Health and Human Resources |
| Tammy Turner | West Virginia Department of Health and Human Resources |
| | White Sulphur Ssprings Center |
| | Willow Bay |
| Bill Loope | Work Force West Virginia |
| Toni Boyd | WV Department of Transportation, Division of Public Transit |
| | WV Virginia Health Care Alliance |
| Thomas J. Smith | WVDOT |
| | WVSOM Health CTR |
| Linda K. Epling | Raleigh County Commission |

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 with Low Incomes,
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 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 must participate in the planning effort.**

| |
|---|
| <p>Wednesday, November 7, 2018 10:00 AM to 11:30 AM Region 4 Planning and Development Council 885 Broad St, Summersville, WV 26651</p> |
|---|

**Laura Brown from RLS & Associates, Inc. will facilitate the meeting. Please RSVP
by October 30 by calling 800-684-1458 or emailing ccampoll@rlsandassoc.com**

**Parking is available at 885 Broad Street. For a directory of transportation
providers in your county, visit
<https://transportation.wv.gov/publictransit/Pages/OnlineDirectory.aspx>.**

**Meeting facility is wheelchair accessible. If 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.**

**Take our online survey on transportation needs!
www.surveymonkey.com/r/WVMOBILITY**

For Immediate Release

Date: October 25, 2018

Contact: Christy Campoll, Associate, RLS & Associates, (317) 439-1475 (mobile)
Cindy Fish, Section Leader, Division of Public Transit, West Virginia
Department of Transportation, (304) 558-0428 (office)

Subject: Public meeting to focus on transportation needs in West Virginia for older adults, individuals with disabilities and the general public

West Virginia Department of Transportation Division of Public Transit is updating the coordinated human services transportation plans for the state's eleven planning and development regions. A series of public meetings will be held to inform interested individuals about the possibilities of coordinated public and human service agency transportation and, more importantly, to listen to anyone who rides, would like to ride, and/or operates public, private or human service agency transportation resources.

The meetings will begin with a brief presentation of the plan purpose. Following the presentation there will be an open discussion about specific needs for transportation to work, medical appointments, entertainment, or any other reason. Public, private and non-profit transportation providers, human service agencies, and any individual who needs transportation should attend.

The public is encouraged to attend the following meeting to learn more about the plan and share their input. Agencies who receive or intend to receive funding under the Federal Transit Administration Section 5310 Program must participate in coordination planning. RSVP by October 30 to (800) 684-1458. Free parking is available at all meeting locations. All meeting locations are wheelchair accessible. Anyone who requires an auxiliary aid or service for effective communication to participate in a meeting should call (800) 684-1458 by October 30.

Coordinated Plan Input Meeting for Fayette, Greenbrier, Nicholas, Pocahontas, and Webster Counties (Region IV)

Wednesday, November 7, 2018, 10:00 AM to 11:30 AM

Region IV Planning and Development Council
885 Broad Street
Summersville, WV 26651

Residents are asked to provide their input through the public survey available online at: surveymonkey.com/r/WVMobility. Paper versions of the survey are available upon request by calling (800) 684-1458.

For additional information, contact Christy Campoll with RLS & Associates at (937) 299-5007 or Cindy Fish with West Virginia Department of Transportation at (304) 558-0428.

###

Recent History of Coordinated Transportation Plans

- ◆ Regional Plans were Last Updated in 2014 to Satisfy SAFETEA-LU Legislation Requirements
 - Your Plan is Available for Download at https://transportation.wv.gov/publictransit/Documents/Region%20IV%20Final%20HSTP%20UPDATE_rev09-30-15ra.pdf

Meeting Objectives

- Review MAP-21 and FAST
- Review Regional Coordination Progress Since 2014
- Update List of Unmet Transportation Needs & Gaps
- Develop Inventory of Transportation Resources
- Discuss Suggested Coordination Strategies

Recent History of Coordinated Transportation Plans

Participants in the 2014 Region IV Plan

- ◆ Cosmic Cab (Lewisburg)
- ◆ Putnam Aging Program, Inc./Fayette Senior Programs
- ◆ Greenbrier County Committee on Aging
- ◆ Mountain Transit Authority
- ◆ Pocahontas County Senior Citizens
- ◆ Family Refuge Center
- ◆ Raleigh County Community Action Association (RCCAA)
- ◆ New River Transit Authority
- ◆ Webster County Senior Citizens
- ◆ National Church Residences (Richwood)
- ◆ Nicholas Community Action Partnership
- ◆ Open Doors (Summersville)
- ◆ Region IV PDC
- ◆ WV DOT

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
- ◆ MAP-21 (Moving Ahead for Progress in the 21st Century) Requires a Plan for Certain Funding Programs
 - FTA Section 5310
- ◆ Requirements Continue Under FAST –Fixing Americas Surface Transportation

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

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

Stakeholder Participation Goal in the 2018 Plan Update

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

13

Unmet Needs and Gaps In Service

Let's Spend A Few Minutes Discussing Unmet Needs and Gaps in Service

- Critical Needs
- Desired Service

16

UPDATE OF CURRENT RESOURCES AND UNMET NEEDS

14

Existing Resources

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

17

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 Fayette County between 5:00 AM and 7:00 AM"

15

A Review of Goals from the 2014 Plan

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

18

A Review of Goals from the 2014 Plan

- ◆ Step 1: Distribute the updated HSTP to community stakeholders.
- ◆ Step 2: Organize a Coordinated Transportation Coalition (CTC) with potential leadership from MTA.
- ◆ 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.

19

Goals from the 2014 Plan

- ◆ 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.

22

Goals from the 2014 Plan

- ◆ **Goal #2:** Sustain at least the existing level and quality of transportation for older adults and individuals with disabilities
- ◆ Step 1: Secure replacement and new lift-equipped and non-lift-equipped vehicles for Fayette, Pocahontas, Nicholas, Greenbrier, and Webster Counties.
- ◆ Step 2: Purchase and operate vehicles appropriate for travel on narrow rural roads.

20

Goals from the 2014 Plan

- ◆ **Goal #4:** Affordable transportation options for long distance appointments and trips for the general public
- ◆ Connect with intercity transportation operator
 - I-RIDE 79 Ride Morgantown to Charleston

23

Goals from the 2014 Plan

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

21

Goals from the 2014 Plan

- ◆ **Goal #5:** Implement public transportation in Fayette and Raleigh Counties to replace MTA service in Fayette County
- ◆ Step 1: Negotiate with local employers to encourage them to supplement the cost of transportation for employees using public transit. (Research local job transportation needs first)
- ◆ Step 2: Negotiate a Transit Pass agreement with local colleges.

24

Goals from the 2014 Plan

- ◆ **Goal #6:** Expand transportation for older adults and individuals with disabilities of all ages throughout Fayette County
- ◆ Step 1: Implement transportation for individuals with disabilities under age 60.
- ◆ Step 2: Coordinate to Expand Hours of Operation Beyond 6:00 PM
- ◆ Step 3: Purchase lift-equipped and non-lift-equipped vehicles
- ◆ Step 4: Expand days of transportation service to include Saturdays.

25

New Goals and Priorities

- ◆ What Progress Was Made On the 2014 Plan Goals?
- ◆ What are Preliminary Coordinated Transportation Goals and Priorities that You would Recommend for 2018-2022?

28

Goals from the 2014 Plan

- ◆ **Goal #7:** Improve access to New River Health Facilities
- ◆ Step 1: Develop a cost analysis and plan for a route.
- ◆ Step 2: Based on findings from analysis and plan, develop an agreement for implementation.

26

NEXT STEPS FOR THE PLANNING PROCESS

29

Goals from the 2014 Plan

- ◆ **Goal #8:** Sustain and expand transportation for older adults throughout Webster and Pocahontas Counties
- ◆ Step 1: Purchase replacement vehicles.
- ◆ Step 2: Coordinate to secure necessary local match to expand service to address increasing demand.

27

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 in Your Community
 - www.surveymonkey.com/r/WVMobility
- ◆ Draft Inventory and Needs Assessment Report Issued

30

Meeting 1 PowerPoint

Public Meeting #2

- ◆ Date: ?
- ◆ Location: ?

- ◆ Agenda: Discuss Proposed Strategies and Priorities
 - The Refined Priorities will go into the Final Plan

31

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.

32



Questions?

FOLLOW UP QUESTIONS:

- RLS & Associates, Inc.
 - 1-800-684-1458 Phone (**Christy: 317-439-1475**)
 - (937) 299-1055 Fax
 - lbrown@rlsandassoc.com
 - jschafer@rlsandassoc.com
 - ccampoll@rlsandassoc.com

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www.rlsandassoc.com

West Virginia Coordinated Plan Update

Date: 11-7-18

Input Meeting Sign-In Sheet

Location: Summersville

Please Print

| Name | Agency Name and Address (if applicable) | Telephone | E-Mail |
|-------------------|--|-------------------|------------------------------|
| Dottie Brock | Pocahontas Co. Senior Citizens 20606 Seneca Trail Martinton WV 24954 | 304-799-6337 x6 | dottie@pocscwv.org |
| Sammantha Bartley | ↓ | | |
| Kristine Davis | | | |
| Jamie Baker | Region 4 PDC 885 Broad St. Suite 100 Summersville WV 26651 | 304-872-4970 | jbaker@reg4wv.org |
| Tim Thomas | MTA 1096 Broad St Summersville, WV 26651 | 304-872-5872 | thomas@mtawv.com |
| Clara Owen | MTA 1096 Broad St Summersville WV 26651 | 304-872-5872 | calcl@mtawv.com |
| DEBRA M MOORE | Webster Co Senior Cit 148 Court Square | 304-847-5252 | webcosencitz@frontiernet.net |
| Angela Gilstrap | Webster Co Senior Citizens 148 Court Sq Webster Springs WV 26427 | 304-847-5252 | webcosencitz@frontiernet.net |
| Whitney Stump | Nicholas County Community Action Partnership | 304-872-1162 x111 | WStump@ncapwv.org |
| | | | |
| | | | |

West Virginia Coordinated Plan Update

Date: 11-7-18

Input Meeting Sign-In Sheet

Location: Summersville

Please Print

| Name | Agency Name and Address (if applicable) | Telephone | E-Mail |
|------------------|--|-------------------|---------------------------|
| Barbara Burdette | G.C.C.A Rupert, WV | 304-390-5138 | gccca@suddenlinkmail.com |
| Gloria Martin | GCCA Rupert WV Bd. member | 304-645-7842 | glajmar@frontier.com |
| Ruth Carroll | GCCA Rupert WV Bd member | 304-661-0933 | ruthCARROLL@outlook.com |
| Vicki Dove | Greenbrier County Committee on Aging | 304-645-1931 Home | vicki_dove2003@yahoo.com |
| Bill Robinson | WV DPT | 304 558 0908 | bill.c.robinson@wv.gov |
| Janet Zamiecha | Fayette Senior Programs | 304-465-8484 | JZamiecha@putnamaging.com |
| Donna Ortiz | Fayette Senior Programs | 304-465-8484 | DOrtiz@putnamaging.com |
| D. Anne Cavalier | City of Smithers | 304 553 2012 | acavalier48@gmail.com |
| Loyd Adkins | Nitro Co Com | 304-651-1900 | LloydAdkins70@yahoo.com |
| | | | |
| | | | |

For Immediate Release

Date: February 6, 2019

Contact: Christy Campoll, Associate, RLS & Associates, (317) 439-1475 (mobile)
Cindy Fish, Section Leader, Division of Public Transit, West Virginia
Department of Transportation, (304) 558-0428 (office)

Subject: Public meeting to focus on transportation needs in West Virginia for older adults, individuals with disabilities and the general public

West Virginia Department of Transportation Division of Public Transit is updating the coordinated human services transportation plans for the state's eleven planning and development regions. A series of public meetings will be held to inform interested individuals about the possibilities of coordinated public and human service agency transportation and, more importantly, to listen to anyone who rides, would like to ride, and/or operates public, private or human service agency transportation resources.

The meetings will begin with a brief presentation of research conducted by RLS and Associates, Inc. about residents' needs for transportation to work, medical appointments, entertainment, or any other reason. There will be an open discussion about gaps in available transportation service and strategies for increasing mobility. Public, private and non-profit transportation providers, human service agencies, and any individual who needs transportation should attend.

The public is encouraged to attend the following meeting to learn more about the plan and share their input. Agencies who receive or intend to receive funding under the Federal Transit Administration Section 5310 Program must participate in coordination planning. RSVP by February 15 to (800) 684-1458. Free parking is available at all meeting locations. All meeting locations are wheelchair accessible. Anyone who requires an auxiliary aid or service for effective communication to participate in a meeting should call (800) 684-1458 by February 15.

Coordinated Plan Input Meeting for Fayette, Greenbrier, Nicholas, Pocahontas, and Webster Counties (Region IV)

Tuesday, February 19, 2019, 2:30 PM to 4:00 PM

Region IV Planning and Development Council
885 Broad Street
Summersville, WV 26651

Residents are asked to provide their input through the public survey available online at: surveymonkey.com/r/WVMobility. Paper versions of the survey are available upon request by calling (800) 684-1458.

For additional information, contact Christy Campoll with RLS & Associates at (937) 299-5007 or Cindy Fish with West Virginia Department of Transportation at (304) 558-0428.

2019 West Virginia Region IV Coordinated Public Transit-Human Services Transportation Plan Update

Presented on February 19, 2019
by Christy Campoll and Laura Brown, RLS & Associates, Inc.
3131 South Dixie Hwy., Suite 545 Dayton, Ohio
(937) 299-5007

www.rlsandassoc.com

Why Are Plans Developed?

- ♦ Aim to Improve Transportation for People with Disabilities, Older Adults, and Individuals with Low Incomes
- ♦ The 2015 Plan is Out of Date
- ♦ FAST (Fixing Americas Surface Transportation) Act Requires a Plan for Certain Funding Programs
- ♦ Your 2015 Plan is Available on the WV DOT - Division of Public Transit web page

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Meeting Objectives

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

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Region IV

Region IV Location Map

West Virginia
Enrollment
Plan
Region IV

Legend

- Region IV Counties
- Limited Access
- Highway
- Major Road
- Region IV Cities

Counties: Boone, Grant, Lincoln, Putnam, Wayne

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Why Are Plans Developed?

- ♦ Integrate Network of Partners as Part of One Whole, Working from a Shared Vision
- ♦ Take Incremental Steps to Get There
- ♦ **Benefits**
 - Increased Number of Trips
 - Improved Service Quality
 - Potential to Leverage Additional Funding or Maintain Existing Funding

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RLS What Does it Take?

- ◆ Leadership
- ◆ Commitment
- ◆ Planning
- ◆ Strategic Relationships
- ◆ Obtaining Staff Buy-In
- ◆ Creating Realistic Expectations
- ◆ Trust

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RLS Medical Destinations



A map of West Virginia with several red pins indicating medical destinations. The pins are located in Morgantown, Charleston, Huntington, and Blacksburg. The map also shows major highways and geographical features like the Monongahela National Forest and George Washington and Jefferson National Forest.

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RLS Needs Assessment

- ◆ Transportation for job access, particularly in Webster County
- ◆ 4-wheel drive vehicles
- ◆ Essential needs transportation in very rural areas
- ◆ Evening and weekend rides
- ◆ Hospital discharge rides
- ◆ Transportation for Smithers residents

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RLS Trip Generators

- ◆ Apartments, group homes, mobile home courts
- ◆ Hospitals, clinics, dialysis, mental health centers, substance abuse treatment
- ◆ Major employers
- ◆ Shopping centers
- ◆ Social service agencies
- ◆ Colleges and universities, K-12
- ◆ Recreation

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RLS Needs Assessment

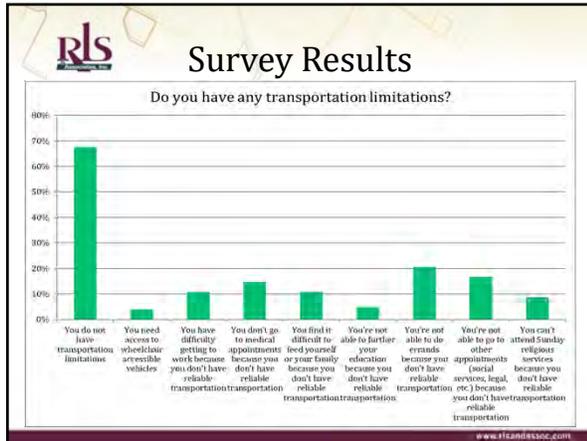
- ◆ Long-distance medical transportation
 - Nicholas Co: to Morgantown, Charleston and Huntington
 - Greenbrier Co: to Charlottesville, Richmond and Roanoke
 - Other counties
 - VA hospitals
 - Is there a DAV transportation program?
- ◆ Public transportation in areas outside MTA routes

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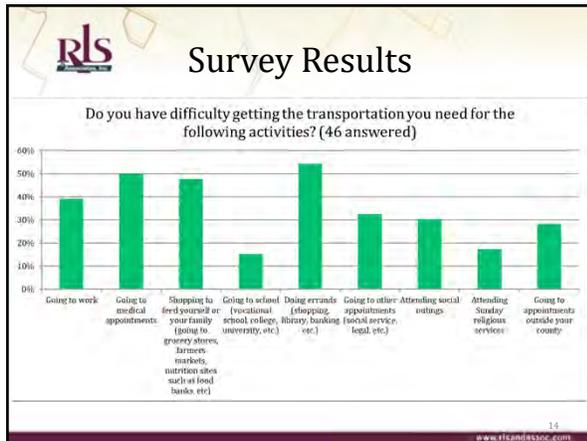
RLS Survey Results

| | | |
|--------------|-------------|------------|
| Fayette | 20% | 24 |
| Greenbrier | 30% | 36 |
| Nicholas | 18% | 22 |
| Pocahontas | 16% | 19 |
| Webster | 15% | 18 |
| Total | 100% | 119 |

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-
- ### Gaps in Service
- ◆ Gaps in service include...
 - Temporal gaps: days and hours of service for all providers
 - Spatial gaps:
 - Connectivity/transfers between providers
 - Long-distance trips outside of county/region
 - Eligibility gaps:
 - Service in many areas is not available to the general public
- www.tfcandassoc.com



-
- ### Transportation Providers
- ◆ Open Door providers (anyone, or anyone within a segment of the population, can ride)
 - Public
 - Older Adults
 - People with Disabilities
 - Other (veterans, volunteer programs, taxis, Uber/Lyft)
- www.tfcandassoc.com

-
- ### Gaps in Service
- ◆ Demand-response service is available in all counties for older adults, with service in some counties for people with disabilities
 - ◆ Public transit is available in Nicholas, Webster, Greenbrier Counties through 5 MTA flexible routes and Summersville Call-A-Ride
- www.tfcandassoc.com

-
- ### Transportation Providers
- ◆ Mountain Transit Authority (MTA)
 - Greenbrier, Nicholas, Webster
 - General Public - routes and demand-response
 - 6:00am-6:00pm M-F
 - 14 vehicles
 - 15 transportation staff
 - 35,211 annual rides
 - \$649,578
- www.tfcandassoc.com

 **Transportation Providers**

- ◆ New River Transit Authority
 - Raleigh, Fayette
 - General Public – routes and demand-response
 - 6:00am-12:00 am M-Sa
 - 17 transportation staff
 - 45,481 annual rides
 - Approx. \$800,000

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 **Transportation Providers**

- ◆ Pocahontas County Senior Citizens, Inc.
 - Pocahontas
 - Ages 60+
 - 8:30am-4:30pm M-F
 - 9 vehicles (2015)
 - 7 transportation staff
 - 2,270 annual rides (2015)
 - 96,260 (2015)

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 **Transportation Providers**

- ◆ Putnam Aging/Fayette Senior Programs
 - Putnam, Fayette
 - Ages 60+ and People with Disabilities (all ages)
 - 8:00am-3:30pm M-F
 - 15 vehicles
 - 20 transportation staff
 - 7,800 annual rides (1,560 Fayette Senior Programs)
 - \$125,446 (2015)

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 **Transportation Providers**

- ◆ Webster County Senior Citizens, Inc.
 - Webster
 - Ages 60+ and People with Disabilities (all ages)
 - 8:00am-4:00pm M-F
 - 8 vehicles
 - 4 transportation staff

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 **Transportation Providers**

- ◆ Greenbrier County Committee on Aging
 - Greenbrier
 - Ages 60+ and People with Disabilities (all ages)
 - 8:00am-4:00pm M-F
 - 4 vehicles
 - 3 transportation staff
 - 6,000 annual rides (2015)
 - \$45,000

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 **Transportation Providers**

- ◆ Cosmic Cab
 - Lewisburg (Greenbrier Co)
 - 8:00am-11:00pm M-F, 8am-12am Sa, 9am-11pm Su
 - 2 vehicles (2015)
 - 2 transportation staff

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RLS Transportation Providers

- ◆ Closed Door providers (client-only transportation)
 - Human service agencies
- ◆ Family Refuge Center
 - Greenbrier, Pocahontas, Monroe
 - 8:00am-5:00pm M-F
 - Approx. 5,000 annual rides
 - No dedicated fleet?

25
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RLS Goals and Strategies

REQUIRED TOPICS FOR EACH STRATEGY

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

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

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RLS Transportation Providers

- ◆ Mountain State Centers for Independent Living
 - Raleigh, Fayette
- ◆ NEMT Providers (Multi-County)
 - Best Ambulance
 - FMRS
 - Jan-Care Ambulance

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RLS Draft Goal #1

Improve Communication Among Transportation Providers and Stakeholders in the Region and Throughout the State of West Virginia

29
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RLS Goals and Strategies

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

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RLS Draft Goal #1

Objectives

1. Establish a method of effective communication for sharing information among human service agencies, public transit providers, and community leaders
2. Participate in a statewide venue for information sharing between the region's transportation stakeholders and state agencies

30
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 **Draft Goal #1**

Action Steps

1. Create a Coordinated Transportation Coalition (CTC) with appropriate membership and meet quarterly
2. Distribute the updated Coordinated Public Transit-Human Services Transportation Plan
3. Establish an effective communication network among the region's coordination partners that includes a resource guide and electronic method of information sharing

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 **Mobility Management**

What does a Mobility Manager do?

- ◆ Provides Leadership, Commitment and Planning
- ◆ Focuses on meeting individual customer needs through a wide range of transportation options
- ◆ Builds partnerships
- ◆ Acts as policy coordinators, service brokers or customer navigators

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 **Draft Goal #1**

Action Steps

4. Offer an annual public and stakeholder input meeting to provide updates on progress on all Goals, Objectives and Action Steps
5. *Statewide committee or council involvement – to be determined*

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 **Draft Goal #2**

Action Steps

1. Apply to WVDPT for funding to support a mobility manager for the region
2. Participating agencies collaborate and develop shared marketing and outreach opportunities and approaches to educate the public about transportation options

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 **Draft Goal #2**

Develop Coordinated Outreach Efforts

Objectives

1. Ensure that the general public and organizations that serve the targeted populations are knowledgeable about transportation providers and services
2. Hire a mobility manager to coordinate available services, support the Coordinated Transportation Coalition (CTC), and assist transit dependent individuals

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 **Draft Goal #2**

Action Steps

3. Create a new printed resource with complete information about transportation options including fares, hours of operation, service area, eligibility, accessibility, contact information, etc.
4. Provide up-to-date information to WVDOT for the online statewide transportation directory and to 211 for phone-based referrals
5. Create an app to allow people to access transportation information via smartphone

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RLS Draft Goal #3

Ensure that Vehicles are Equipped to Provide Safe, Accessible Transportation Service

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RLS Draft Goal #3

Action Steps

3. Collaborate to ensure that human service transportation providers have access to qualified wheelchair lift maintenance technicians, such as the maintenance personnel of nearby public transit agencies
4. Seek wheelchair lift maintenance training for local vehicle maintenance shops to increase the availability of lift maintenance in the region

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RLS Draft Goal #3

Objectives

1. Acquire vehicles that are able to safely transport individuals on all types of rural roadways and comfortably accommodate people with mobility challenges
2. Ensure that wheelchair lift maintenance is available to all public transit agencies and human service transportation providers

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RLS Other Draft Goals

- ◆ Feeder service for transfers to MTA routes
- ◆ Feeder service for transfers to public transit providers in adjacent regions
 - Feeder service into Montgomery (KRT) from Smithers
- ◆ Feeder Service for I-79 Ride

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RLS Draft Goal #3

Action Steps

1. Acquire vehicles that are equipped to drive on various types of road conditions, through WVDOT grant applications or local funding sources
2. Acquire vehicles that are equipped with ramps to accommodate ambulatory individuals who use walkers or canes, through WVDOT grant applications or local funding sources

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RLS I-79 Ride

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Meeting 2 PowerPoint

 **Other Draft Goals**

- ◆ Maintain existing level of transportation service for older adults, people with disabilities and the general public
- ◆ Extend days and hours of service for providers
- ◆ Coordinate to meet needs for long-distance trips to medical appointments and hospital discharges

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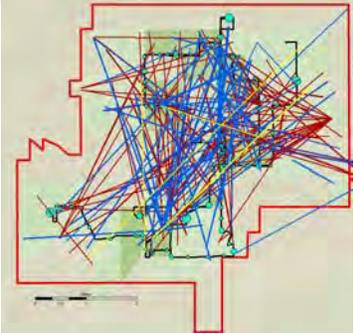
 **Questions?**

FOLLOW UP QUESTIONS:

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

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 **Trip Coordination**



Longmont, CO

2 providers

- Via Mobility
- RTD Call-N-Ride

Via Mobility
26% more rides in the same number of service hours

RTD Call-N-Ride
30% more rides in the same number of service hours

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 **Next Steps**

- ◆ RLS Continues to Interview Transportation Providers
- ◆ Continue to Distribute/Collect Public Needs Assessment Surveys (end date: 2/28/2019):
 - Paper Copies Available
- ◆ Draft Report Issued to Stakeholders for Review (via email)
- ◆ Final Plan Issued for Local Adoption
 - Instructions will be provided for how to adopt the plans - plans **must** be adopted at the local level

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Meeting Sign-In Sheet

Date and Time: Feb. 19, 2019

Location: Region 4 PDC - Summersville

Please Print

| Name | Agency Name and Address (if applicable) | Telephone | E-Mail |
|-------------------|---|-----------------------|------------------------------|
| Debra Moore | Webster Co Sen Ctr 148 Court Square Web. Spr. WV 26288 | 304-847-5800 | webcosencitz@frontiernet.net |
| Dottie Brock | Pocahontas Co. Senior Citizens 20626 Seneca Trl. Marlinton WV 24954 | 304-799-6337 x6 | dottie@pcscwv.org |
| Sammantha Bartley | PCSC 20626 Seneca Trl. Marlinton WV 24954 | 304-799-6337 ext 2 | Sammantha@pcscwv.org |
| Tim Thomas | MTA 1096 Broad St Summersville, WV 26651 | 304-872-5872 | thomas@mtawv.com |
| Donna Ortiz | Putnam Aging Inc. Fayette County Office | 304-465-8484 | DORTIZ@putnamaging.com |
| Clara O'Dell | MTA 1096 Broad St Summersville WV 26651 | 304-872-5872 | Codell@mtawv.com |
| Jamie Baker | Region 4 PDC 888 Broad St. Suite 100 Summersville WV 26651 | 304-872-4970 | jbaker@reg4wv.org |
| Bill Robinson | WV DPT 1900 Kanawha Blvd, E. Charleston, WV 25305 | 304 558 0428 | bill.c.robinson@wv.gov |
| | | | |
| | | | |

Surveys

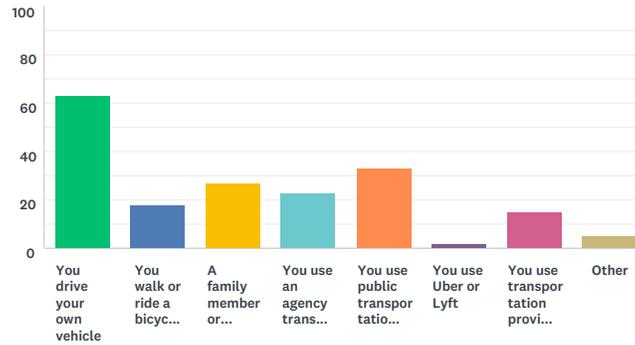
APPENDIX B: PUBLIC SURVEY DATA

The following pages include public survey results for Region IV.

West Virginia Coordinated Transportation Plan Update 2018-19

Q1 How do you manage your transportation needs? (Please select all that apply)

Answered: 120 Skipped: 1



| ANSWER CHOICES | RESPONSES |
|--|-----------|
| You drive your own vehicle | 52.50% 63 |
| You walk or ride a bicycle (other than for exercise) | 15.00% 18 |
| A family member or friend takes you where you need to go | 22.50% 27 |
| You use an agency transportation service to take you where you need to go (for example, a senior transportation program) | 19.17% 23 |
| You use public transportation to take you where you need to go | 27.50% 33 |
| You use Uber or Lyft | 1.67% 2 |
| You use transportation provided through Medicaid to get to medical appointments | 12.50% 15 |
| Other | 4.17% 5 |
| Total Respondents: 120 | |

| # | PLEASE WRITE IN THE NAME OF THE AGENCY OR PUBLIC TRANSPORTATION PROVIDER | DATE |
|----|--|---------------------|
| 1 | Fayette Senior Programs | 2/6/2019 1:41 PM |
| 2 | caregiver | 2/6/2019 1:40 PM |
| 3 | MTA - Logisticare | 1/18/2019 11:39 AM |
| 4 | MTA | 1/18/2019 11:36 AM |
| 5 | Logisticare | 1/18/2019 11:35 AM |
| 6 | MTA | 1/18/2019 11:32 AM |
| 7 | MTA | 1/18/2019 11:31 AM |
| 8 | MTA | 1/18/2019 11:29 AM |
| 9 | MTA | 1/18/2019 11:29 AM |
| 10 | MTA | 1/18/2019 11:28 AM |
| 11 | MTA | 1/18/2019 11:26 AM |
| 12 | MTA | 1/18/2019 11:24 AM |
| 13 | MTA | 1/18/2019 11:22 AM |
| 14 | MTA | 1/18/2019 11:20 AM |
| 15 | MTA | 1/18/2019 11:18 AM |
| 16 | MTA | 1/18/2019 11:17 AM |
| 17 | MTA | 1/18/2019 11:16 AM |
| 18 | MTA | 1/18/2019 11:13 AM |
| 19 | MTA | 1/18/2019 11:13 AM |
| 20 | MTA | 1/18/2019 11:12 AM |
| 21 | MTA | 1/18/2019 11:04 AM |
| 22 | MTA | 1/18/2019 11:03 AM |
| 23 | MTA | 1/18/2019 11:02 AM |
| 24 | MTA | 1/18/2019 11:01 AM |
| 25 | MTA | 1/18/2019 10:59 AM |
| 26 | Mountain Transit Authority, Committee on Aging | 1/18/2019 10:58 AM |
| 27 | Waiver | 1/17/2019 12:48 PM |
| 28 | None | 1/9/2019 12:24 PM |
| 29 | Fayette Senior Programs | 1/8/2019 2:22 PM |
| 30 | Senior Program | 1/8/2019 2:21 PM |
| 31 | Putnam Aging | 12/20/2018 10:35 AM |

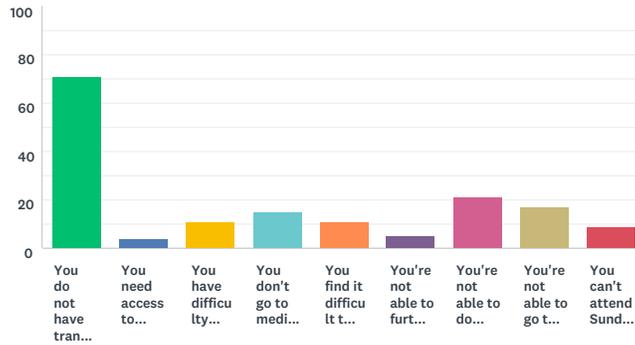
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| | | |
|----|--|---------------------|
| 32 | Putnam Aging | 12/20/2018 10:34 AM |
| 33 | Putnam Aging | 12/20/2018 10:33 AM |
| 34 | Senior Center Bus | 12/20/2018 10:28 AM |
| 35 | Fayette Senior Programs | 12/20/2018 10:27 AM |
| 36 | Used transportation by ambulance by medicaid no longer pays for this | 12/17/2018 1:21 PM |
| 37 | Senior's Van | 12/17/2018 1:18 PM |
| 38 | Ambulance | 12/17/2018 1:16 PM |
| 39 | Webster County Senior Service | 11/23/2018 1:02 PM |

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Q2 Do you have any transportation limitations? (Please select all that apply)

Answered: 104 Skipped: 17



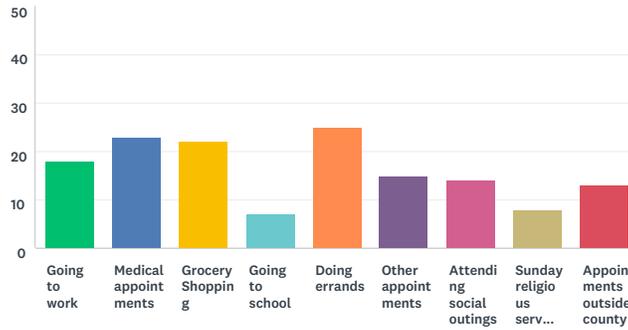
| ANSWER CHOICES | RESPONSES |
|---|-----------|
| You do not have transportation limitations | 68.27% 71 |
| You need access to wheelchair accessible vehicles | 3.85% 4 |
| You have difficulty getting to work because you don't have reliable transportation | 10.58% 11 |
| You don't go to medical appointments because you don't have reliable transportation | 14.42% 15 |
| You find it difficult to feed yourself or your family because you don't have reliable transportation | 10.58% 11 |
| You're not able to further your education because you don't have reliable transportation | 4.81% 5 |
| You're not able to do errands because you don't have reliable transportation | 20.19% 21 |
| You're not able to go to other appointments (social services, legal, etc.) because you don't have reliable transportation | 16.35% 17 |
| You can't attend Sunday religious services because you don't have reliable transportation | 8.65% 9 |
| Total Respondents: 104 | |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|--|--------------------|
| 1 | Unable to drive | 1/18/2019 11:28 AM |
| 2 | Dont go to medical appointmetns unless I can find someone to drive if I need some due to procedure | 1/17/2019 11:51 AM |
| 3 | I work with people who have all of these problems | 1/11/2019 2:15 PM |
| 4 | Family members drive | 12/17/2018 1:18 PM |
| 5 | I don't partake in recreation activity due to transportation issues. | 11/23/2018 1:02 PM |
| 6 | dependent on cost of gasoline and car repairs that would then limit severely my transportation | 11/2/2018 12:31 PM |

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Q3 Do you have difficulty getting the transportation you need for the following activities? (Please select all that apply)

Answered: 46 Skipped: 75



| ANSWER CHOICES | RESPONSES | |
|-----------------------------|-----------|----|
| Going to work | 39.13% | 18 |
| Medical appointments | 50.00% | 23 |
| Grocery Shopping | 47.83% | 22 |
| Going to school | 15.22% | 7 |
| Doing errands | 54.35% | 25 |
| Other appointments | 32.61% | 15 |
| Attending social outings | 30.43% | 14 |
| Sunday religious services | 17.39% | 8 |
| Appointments outside county | 28.26% | 13 |
| Total Respondents: 46 | | |

| # | IF YOU CHECKED ANY OF THE BOXES ABOVE, PLEASE WRITE IN WHERE YOU NEED TO GO FOR WHICH PURPOSES. (FOR EXAMPLE, "I NEED TO GET TO MEDICAL APPOINTMENTS IN HUNTINGTON.") | DATE |
|----|--|---------------------|
| 1 | Charleston | 1/18/2019 11:22 AM |
| 2 | Need transportation to Charleston, Richwood and Summersville | 1/18/2019 11:20 AM |
| 3 | I need to get to appt.in Summersville and school at New River Comm. and Tech | 1/18/2019 11:16 AM |
| 4 | Summersville, Lewisburg | 1/18/2019 11:12 AM |
| 5 | Work in Fairlea | 1/18/2019 11:07 AM |
| 6 | I can't work on the weekend because the bus doesn't run | 1/18/2019 11:03 AM |
| 7 | Dr. Appointments and grocery shopping in Morgantown | 1/18/2019 10:58 AM |
| 8 | I can't attend church service in Lewisburg or Fairlea | 1/18/2019 10:57 AM |
| 9 | I need to be able to get to Charleston, WV and Beckley, WV for social outings and medical appointments. | 1/17/2019 12:07 PM |
| 10 | My people can't get to work with public transportation because it doesn't run at regular morning and evening working hours | 1/11/2019 2:15 PM |
| 11 | Have to wait until someone is available to take me. | 1/10/2019 12:55 PM |
| 12 | None | 1/2/2019 4:17 PM |
| 13 | Walmart | 12/20/2018 10:26 AM |
| 14 | Medical appointments at several locations, grocery shopping and other errands in Webster | 12/17/2018 1:24 PM |
| 15 | Need transportation with oxygen to medical appointments Buckhannon and Elkins | 12/17/2018 1:21 PM |
| 16 | Sometimes I need to go to Morgantown, Beakly | 12/17/2018 1:18 PM |
| 17 | Children help | 12/17/2018 1:14 PM |
| 18 | My activity outside of the home is restricted to what Medicaid will pay for, pretty much strictly medical appointments, which are difficult to coordinate the schedule between the doctor and the senior center. | 11/23/2018 1:02 PM |
| 19 | Medical appointments in and out of Pocahontas County. Grocery and essential errands are a necessity and without the Senior Center Transportation I would have no way to get these items. | 10/31/2018 9:18 AM |
| 20 | I need to get to doctors appointments, court appointments and other errands. | 10/31/2018 8:12 AM |

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Q4 What is the name of the city or town where you live?

Answered: 116 Skipped: 5

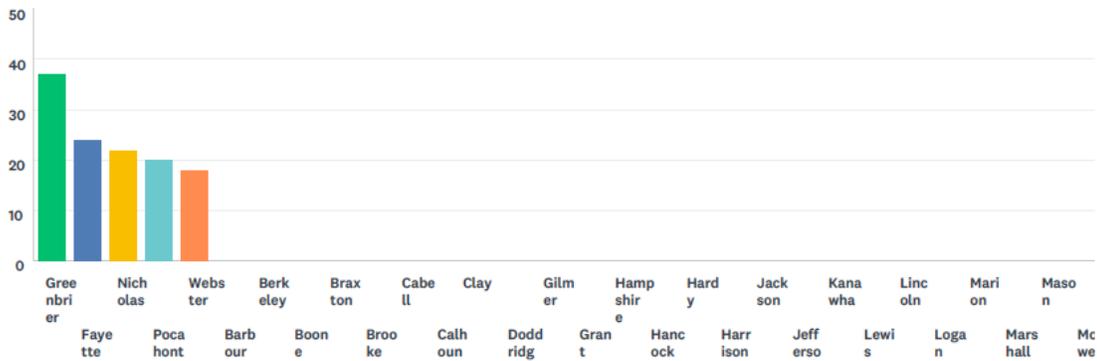
| # | RESPONSES | DATE |
|----|--------------------------------|--------------------|
| 1 | Muddy Creek Mountain, Alderson | 5/7/2019 10:00 AM |
| 2 | Hillsboro | 2/13/2019 3:03 PM |
| 3 | mount hope | 2/6/2019 1:41 PM |
| 4 | oak hill | 2/6/2019 1:41 PM |
| 5 | Layland | 1/29/2019 5:31 PM |
| 6 | Marlinton | 1/29/2019 5:07 PM |
| 7 | Beech Glen | 1/24/2019 2:20 PM |
| 8 | Summersville | 1/24/2019 11:11 AM |
| 9 | Buckeye | 1/24/2019 10:12 AM |
| 10 | Fayetteville | 1/23/2019 1:20 PM |
| 11 | Lewisburg | 1/22/2019 8:36 PM |
| 12 | Rainelle | 1/22/2019 5:48 PM |
| 13 | Rainelle | 1/22/2019 5:44 PM |
| 14 | RAINELLE | 1/22/2019 3:20 PM |
| 15 | Green Bank | 1/22/2019 9:50 AM |
| 16 | Oak Hill | 1/21/2019 3:08 PM |
| 17 | Marlinton | 1/21/2019 10:38 AM |
| 18 | Ronceverte WV | 1/18/2019 9:40 PM |
| 19 | Summersville | 1/18/2019 11:39 AM |
| 20 | Richwood | 1/18/2019 11:36 AM |
| 21 | Summersville | 1/18/2019 11:35 AM |
| 22 | Summersville | 1/18/2019 11:32 AM |
| 23 | Summersville | 1/18/2019 11:31 AM |
| 24 | Summersville | 1/18/2019 11:29 AM |
| 25 | Summersville | 1/18/2019 11:29 AM |
| 26 | Summersville | 1/18/2019 11:28 AM |
| 27 | Summersville | 1/18/2019 11:24 AM |
| 28 | Summersville | 1/18/2019 11:23 AM |
| 29 | Richwood | 1/18/2019 11:22 AM |
| 30 | Craigsville | 1/18/2019 11:20 AM |
| 31 | Summersville | 1/18/2019 11:18 AM |
| 32 | Summersville | 1/18/2019 11:17 AM |
| 33 | Summersville | 1/18/2019 11:16 AM |
| 34 | Richwood | 1/18/2019 11:14 AM |
| 35 | Richwood | 1/18/2019 11:13 AM |
| 36 | Richwood | 1/18/2019 11:13 AM |
| 37 | Richwood | 1/18/2019 11:12 AM |
| 38 | Cowen | 1/18/2019 11:10 AM |
| 39 | Cowen | 1/18/2019 11:08 AM |
| 40 | Ronceverte | 1/18/2019 11:07 AM |
| 41 | Ronceverte | 1/18/2019 11:06 AM |
| 42 | Lewisburg | 1/18/2019 11:05 AM |
| 43 | White Sulfur Springs | 1/18/2019 11:04 AM |
| 44 | Ronceverte | 1/18/2019 11:03 AM |
| 45 | Marlinton | 1/18/2019 11:03 AM |
| 46 | Lewisburg | 1/18/2019 11:02 AM |
| 47 | Lewisburg | 1/18/2019 11:01 AM |
| 48 | Lewisburg | 1/18/2019 10:59 AM |
| 49 | Lewisburg | 1/18/2019 10:58 AM |
| 50 | Lewisburg | 1/18/2019 10:57 AM |
| 51 | White Sulfur Springs | 1/18/2019 10:55 AM |
| 52 | Hillsboro | 1/17/2019 3:05 PM |
| 53 | Hillsboro | 1/17/2019 2:54 PM |
| 54 | Frost, WV | 1/17/2019 2:01 PM |
| 55 | Marlinton | 1/17/2019 1:36 PM |

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| | | |
|-----|--------------------------------|---------------------|
| 56 | Mariinton | 1/17/2019 12:48 PM |
| 57 | Mariinton | 1/17/2019 12:47 PM |
| 58 | Frankford, WV | 1/17/2019 12:07 PM |
| 59 | Clintonville | 1/17/2019 12:03 PM |
| 60 | Mariinton, WV | 1/17/2019 12:00 PM |
| 61 | Dunmore | 1/17/2019 11:51 AM |
| 62 | Green Bank | 1/17/2019 11:13 AM |
| 63 | Fayetteville | 1/16/2019 4:59 PM |
| 64 | Lewisburg | 1/11/2019 2:15 PM |
| 65 | Renick | 1/10/2019 7:00 PM |
| 66 | Lewisburg | 1/10/2019 12:55 PM |
| 67 | Lewisburg | 1/10/2019 12:14 AM |
| 68 | Alderson | 1/9/2019 5:15 PM |
| 69 | Lewisburg | 1/9/2019 5:14 PM |
| 70 | Renick, WV | 1/9/2019 4:47 PM |
| 71 | Ronceverte | 1/9/2019 12:36 PM |
| 72 | Durbin | 1/9/2019 12:24 PM |
| 73 | Lewisburg | 1/9/2019 12:22 PM |
| 74 | Lewisburg | 1/9/2019 11:50 AM |
| 75 | Oak Hill | 1/8/2019 2:25 PM |
| 76 | Oak Hill | 1/8/2019 2:24 PM |
| 77 | Oak Hill | 1/8/2019 2:23 PM |
| 78 | Oak Hill | 1/8/2019 2:22 PM |
| 79 | Oak Hill | 1/8/2019 2:21 PM |
| 80 | Friars Hill | 1/2/2019 5:06 PM |
| 81 | Mariinton | 1/2/2019 4:17 PM |
| 82 | Lewisburg, WV | 1/2/2019 2:45 PM |
| 83 | Hilltop | 12/20/2018 10:35 AM |
| 84 | Scarbro | 12/20/2018 10:34 AM |
| 85 | Oak Hill | 12/20/2018 10:33 AM |
| 86 | Scarbro | 12/20/2018 10:31 AM |
| 87 | Oak Hill | 12/20/2018 10:30 AM |
| 88 | Oak Hill | 12/20/2018 10:29 AM |
| 89 | Oak Hill | 12/20/2018 10:28 AM |
| 90 | Clifftop | 12/20/2018 10:27 AM |
| 91 | Oak Hill | 12/20/2018 10:26 AM |
| 92 | Oak Hill | 12/20/2018 10:25 AM |
| 93 | Webster Springs | 12/17/2018 1:25 PM |
| 94 | Cowen | 12/17/2018 1:25 PM |
| 95 | Webster Springs | 12/17/2018 1:24 PM |
| 96 | Webster Springs | 12/17/2018 1:22 PM |
| 97 | Grassy Creek - Webster Springs | 12/17/2018 1:21 PM |
| 98 | Cowen | 12/17/2018 1:18 PM |
| 99 | Cowen | 12/17/2018 1:16 PM |
| 100 | Webster Springs | 12/17/2018 1:15 PM |
| 101 | Webster Springs | 12/17/2018 1:14 PM |
| 102 | Webster Springs | 12/17/2018 1:10 PM |
| 103 | Webster Springs | 12/17/2018 1:09 PM |
| 104 | Webster Springs | 12/17/2018 1:08 PM |
| 105 | Webster Springs | 12/17/2018 1:07 PM |
| 106 | Webster Springs | 12/17/2018 1:05 PM |
| 107 | Cowen, WV | 11/23/2018 1:02 PM |
| 108 | Montgomery | 11/20/2018 2:48 AM |
| 109 | Lewisburg | 11/8/2018 12:19 PM |
| 110 | white sulphur springs | 11/6/2018 1:11 PM |
| 111 | Mariinton WV | 11/2/2018 12:31 PM |
| 112 | Lewisburg | 10/31/2018 10:15 AM |
| 113 | Buckeye | 10/31/2018 9:18 AM |
| 114 | ronceverte | 10/31/2018 9:05 AM |
| 115 | Mariinton | 10/31/2018 8:12 AM |
| 116 | Lewisburg | 10/30/2018 11:01 PM |

Q5 What county do you live in?

Answered: 121 Skipped: 0



| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Greenbrier | 30.58% 37 |
| Fayette | 19.83% 24 |
| Nicholas | 18.18% 22 |
| Pocahontas | 16.53% 20 |
| Webster | 14.88% 18 |
| Barbour | 0.00% 0 |
| Berkeley | 0.00% 0 |
| Boone | 0.00% 0 |
| Braxton | 0.00% 0 |
| Brooke | 0.00% 0 |
| Cabell | 0.00% 0 |
| Calhoun | 0.00% 0 |
| Clay | 0.00% 0 |
| Doddridge | 0.00% 0 |
| Gilmer | 0.00% 0 |
| Grant | 0.00% 0 |
| Hampshire | 0.00% 0 |
| Hancock | 0.00% 0 |
| Hardy | 0.00% 0 |
| Harrison | 0.00% 0 |
| Jackson | 0.00% 0 |
| Jefferson | 0.00% 0 |
| Kanawha | 0.00% 0 |
| Lewis | 0.00% 0 |
| Lincoln | 0.00% 0 |
| Logan | 0.00% 0 |
| Marion | 0.00% 0 |
| Marshall | 0.00% 0 |
| Mason | 0.00% 0 |
| McDowell | 0.00% 0 |
| Mercer | 0.00% 0 |
| Mineral | 0.00% 0 |
| Mingo | 0.00% 0 |
| Monongalia | 0.00% 0 |
| Monroe | 0.00% 0 |
| Morgan | 0.00% 0 |
| Ohio | 0.00% 0 |
| Pendleton | 0.00% 0 |

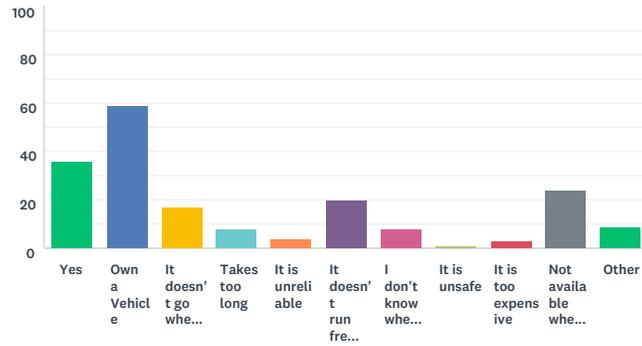
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| | | |
|--------------|-------|------------|
| Pleasants | 0.00% | 0 |
| Preston | 0.00% | 0 |
| Putnam | 0.00% | 0 |
| Raleigh | 0.00% | 0 |
| Randolph | 0.00% | 0 |
| Ritchie | 0.00% | 0 |
| Roane | 0.00% | 0 |
| Summers | 0.00% | 0 |
| Taylor | 0.00% | 0 |
| Tucker | 0.00% | 0 |
| Tyler | 0.00% | 0 |
| Upshur | 0.00% | 0 |
| Wayne | 0.00% | 0 |
| Wetzel | 0.00% | 0 |
| Wirt | 0.00% | 0 |
| Wood | 0.00% | 0 |
| Wyoming | 0.00% | 0 |
| TOTAL | | 121 |

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Q6 If you do not use public transportation, why not? Check all that apply.

Answered: 111 Skipped: 10

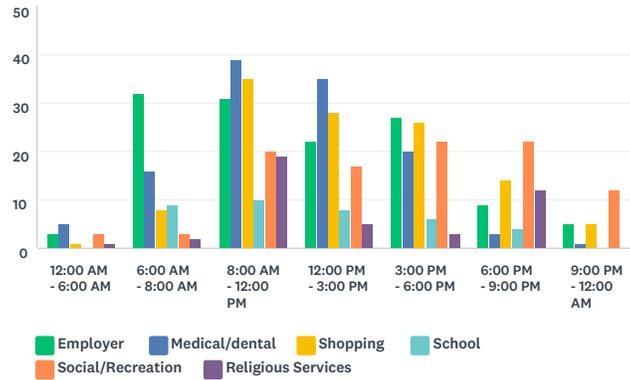


| ANSWER CHOICES | RESPONSES |
|--|-----------|
| Yes | 32.43% 36 |
| Own a Vehicle | 53.15% 59 |
| It doesn't go where I need to go | 15.32% 17 |
| Takes too long | 7.21% 8 |
| It is unreliable | 3.60% 4 |
| It doesn't run frequently/often enough | 18.02% 20 |
| I don't know where it goes or how it works | 7.21% 8 |
| It is unsafe | 0.90% 1 |
| It is too expensive | 2.70% 3 |
| Not available where I live | 21.62% 24 |
| Other | 8.11% 9 |
| Total Respondents: 111 | |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|---|--------------------|
| 1 | not handicap accessible | 2/6/2019 1:41 PM |
| 2 | senior citizen program fayette county | 2/6/2019 1:40 PM |
| 3 | no public transportation in our area | 1/24/2019 10:12 AM |
| 4 | Not enough time to go to all appointments | 1/18/2019 11:36 AM |
| 5 | There is NO public transportation in our county | 1/2/2019 4:17 PM |
| 6 | I'm too slow getting ready and going places | 12/17/2018 1:24 PM |
| 7 | Wheelchair access is difficult/non-existent. | 11/23/2018 1:02 PM |
| 8 | only for specific agencies and then very limited -- need more options in our county | 11/2/2018 12:31 PM |
| 9 | The only transportation I have to rely on is the Senior Center and their programs | 10/31/2018 9:18 AM |

Q7 When do you need transportation for each of the following purposes?
Select all that apply.

Answered: 88 Skipped: 33

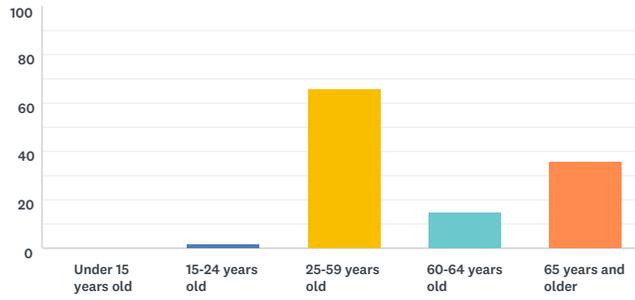


| | EMPLOYER | MEDICAL/DENTAL | SHOPPING | SCHOOL | SOCIAL/RECREATION | RELIGIOUS SERVICES | TOTAL RESPONDENTS |
|--------------------|--------------|----------------|--------------|--------------|-------------------|--------------------|-------------------|
| 12:00 AM - 6:00 AM | 23.08% 3 | 38.46% 5 | 7.69% 1 | 0.00% 0 | 23.08% 3 | 7.69% 1 | 13 |
| 6:00 AM - 8:00 AM | 65.31% 32 | 32.65% 16 | 16.33% 8 | 18.37% 9 | 6.12% 3 | 4.08% 2 | 49 |
| 8:00 AM - 12:00 PM | 45.59% 31 | 57.35% 39 | 51.47% 35 | 14.71% 10 | 29.41% 20 | 27.94% 19 | 68 |
| 12:00 PM - 3:00 PM | 44.00% 22 | 70.00% 35 | 56.00% 28 | 16.00% 8 | 34.00% 17 | 10.00% 5 | 50 |
| 3:00 PM - 6:00 PM | 60.00% 27 | 44.44% 20 | 57.78% 26 | 13.33% 6 | 48.89% 22 | 6.67% 3 | 45 |
| 6:00 PM - 9:00 PM | 28.13% 9 | 9.38% 3 | 43.75% 14 | 12.50% 4 | 68.75% 22 | 37.50% 12 | 32 |
| 9:00 PM - 12:00 AM | 29.41% 5 | 5.88% 1 | 29.41% 5 | 0.00% 0 | 70.59% 12 | 0.00% 0 | 17 |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|--|--------------------|
| 1 | Again, I have my own vehicle | 1/22/2019 5:48 PM |
| 2 | Clients need to get to work in Lewisburg by 8:45 or White Sulphur, same time. One bus should go to Lewisburg from Alderson, Ronceverte, to Lewisburg then White Sulphur. Other bus leave around 8 from Rainelle to get to Lewisburg for work time. You should have more busses at work times than other times. Biggest employment areas are Lewisburg and The Greenbrier | 1/11/2019 2:15 PM |
| 3 | Court 8:30 am to 4:30 pm | 10/31/2018 8:12 AM |

Q8 Please tell us your age.

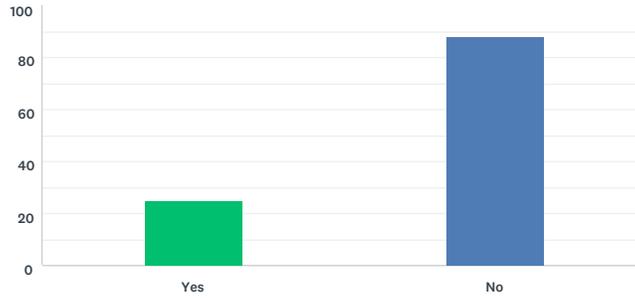
Answered: 119 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|--------------------|-----------|------------|
| Under 15 years old | 0.00% | 0 |
| 15-24 years old | 1.68% | 2 |
| 25-59 years old | 55.46% | 66 |
| 60-64 years old | 12.61% | 15 |
| 65 years and older | 30.25% | 36 |
| TOTAL | | 119 |

Q9 Is there someone in your household with a disability that limits his or her mobility, or ability to drive or use other available transportation services?

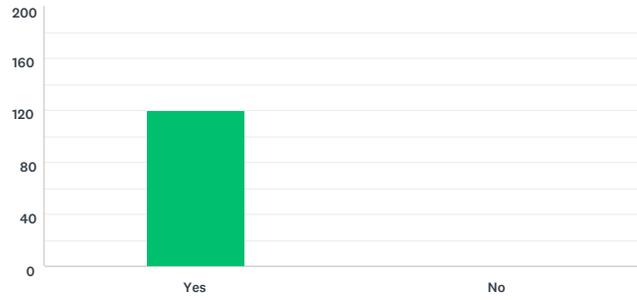
Answered: 113 Skipped: 8



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 22.12% | 25 |
| No | 77.88% | 88 |
| TOTAL | | 113 |

Q10 Is English your first or primary language?

Answered: 120 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 100.00% | 120 |
| No | 0.00% | 0 |
| TOTAL | | 120 |

Q11 If English is not your primary language, what language do you speak at home?

Answered: 1 Skipped: 120



| ANSWER CHOICES | RESPONSES | |
|------------------------|-----------|----------|
| Spanish | 0.00% | 0 |
| Korean | 0.00% | 0 |
| Vietnamese | 0.00% | 0 |
| Chinese or Mandarin | 0.00% | 0 |
| Other (please specify) | 100.00% | 1 |
| TOTAL | | 1 |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|------------------------|-------------------|
| 1 | Son speaks Spanish | 1/11/2019 2:15 PM |

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Q12 Thank you for taking the time to help us understand transportation needs in West Virginia. Please use this space to share with us your comments or concerns about the transportation needs or services in your area.

Answered: 42 Skipped: 79

| # | RESPONSES | DATE |
|----|---|--------------------|
| 1 | There are no guardrails on Muddy Creek Mountain/Low Gap Road (Alderson) which makes travel in the winter extremely dangerous, even for newer all-wheel-drive vehicles. | 5/7/2019 10:00 AM |
| 2 | Fortunately I don't need transportation assistance at this time but I can see a time when I may need it. I see many people in our rural community who rely on friends to take them to their doctor's appointments and shopping which can be a hit or miss situation. It would be wonderful if there was a reliable, convenient system for people to rely on. | 2/13/2019 3:03 PM |
| 3 | our medical transporter Elissa Morton is a terrific person and we all like her. a job well done. | 2/6/2019 1:40 PM |
| 4 | I work at a health care organization. I see all kinds of issues with patients not being able to get a ride to and from medical appts. in other health care facilities. When they have Medicaid they have to call 5 business days in advance and sometimes the transit company may have no one to send. It is very frustrating for the patient as well as the provider who referred them. | 1/22/2019 5:48 PM |
| 5 | Many people walk along the narrow roads in my communities. I see many people walking the roads at night in dark clothing as well. Sidewalks would be so helpful to many people. I see a few small Public Transit buses in my area but have never seen a schedule for them. Increasing regular public transportation in my area would be helpful to many. | 1/18/2019 9:40 PM |
| 6 | MTA provides excellent services. They accommodate the clients need and if they cannot they work for an alternative. The staff and drivers are polite and supportive of clients. They go above and beyond to assist and help, always looking out for the client's safety. All personnel are cautious, and respectful and pleasant at all times. Our community is very fortunate to have the MTA and their staff. | 1/18/2019 11:39 AM |
| 7 | We need more trips to grocery stores, no stores accept in Richwood for groceries | 1/18/2019 11:36 AM |
| 8 | The scheduling thru Logisticare is a nightmare. The providers have been lucky enough to receive (MTA and private driver) could not have been nicer. | 1/18/2019 11:35 AM |
| 9 | I need public transportation on weekends for work | 1/18/2019 11:26 AM |
| 10 | I use MTA to get everywhere I need to go and Bill is amazing. He is very friendly and always on time. My only complaint is that I wish to see rides go later at least until around six | 1/18/2019 11:17 AM |
| 11 | I would love it if there were more available times the bus runs due to work needs | 1/18/2019 11:12 AM |
| 12 | We are a very rural county and people are unable to get out for appointments if they do not have their own car or to get a ride somewhere. We are limited to what is available to us due to these limitations. | 1/18/2019 11:03 AM |
| 13 | I love it, not expensive and the bus drivers are fabulous | 1/18/2019 11:01 AM |
| 14 | I would like to use public transportation to get to and from work, and also attend church on Sunday | 1/18/2019 10:57 AM |
| 15 | Thanks to MTA for my transportation to work without the bus system it would be difficult to get to work | 1/18/2019 10:55 AM |
| 16 | All rural areas in WV are horrible for transportation. Between lack of public transportation, poor road conditions creating mechanical issues with personal vehicles, and the cost of ownership of a personal vehicle, I find that if I were to lose my personal vehicle I would have to quit my job since I cannot "bum" rides every day. I do not have a personal vehicle which will allow me to go to important medical appointments in other areas due to age and unreliability of my personal vehicle. There are NO options for single males to obtain assistance with purchasing / receiving charity for a reliable vehicle, that is reserved for families with children, as is public housing and most all forms of public assistance. | 1/17/2019 12:07 PM |
| 17 | WV needs a more comprehensive public transportation system. | 1/17/2019 12:00 PM |
| 18 | I have my own transportation. However there are many others who do not. We have no public transportation in the area. We are rural area. A lot of people do not have the means to pay or obtain transportation. Senior Citizens try to provide transportation when needed and weather permitting. MTM (has a new name now) provides some transportation, but I limited in services. The county is widespread and it is difficult to walk due to distance and mountains. | 1/17/2019 11:51 AM |
| 19 | We have NO transportation options for people in Pocahontas County outside of personal vehicles and occasionally Senior Citizen trips. No bus, no taxi, no uber NOTHING! This is a great need that prevents people from taking preventative measures and seeking treatment to improve health of all types Physical, Mental, Emotional and Spiritual. | 1/17/2019 11:13 AM |
| 20 | Not enough busses run at work hours!!! My clients need regular transportation in order to get jobs. I am a job coach. I had a young woman on Wildwood Avenue who could not even get to a job at Tabor towers! There was no bus at working hours. My clients need to work to be able to save money to buy cars. So they need public transportation to get to those jobs. | 1/11/2019 2:15 PM |
| 21 | Everything here is a 30 minute drive away. If you don't own a car you are disabled. If public transportation was available I might opt to utilize it rather than drive my personal vehicle. | 1/9/2019 5:15 PM |
| 22 | No public transportation available and most of services needed are many miles away | 1/9/2019 12:24 PM |
| 23 | We have a very nice reliable driver. She is concerned about her people that she takes to their appointments | 1/8/2019 2:25 PM |
| 24 | It is very nice to have that kind of help, that's very needed | 1/8/2019 2:24 PM |
| 25 | This helps us a whole to have transportation to go to our appointments. We don't have worry about how are going to get there | 1/8/2019 2:23 PM |
| 26 | So many elders and low-income folks are in GREAT need of reliable transportation. This should be a priority of decision makers both on the local and state level. We should do everything possible to obtain monies to improve services for folks. | 1/2/2019 2:45 PM |

West Virginia Coordinated Transportation Plan Update 2018-19

| | | |
|----|---|---------------------|
| 27 | I don't use it all the time but the other folks at the senior center do and it's the only way they get to come or get out at all. | 12/20/2018 10:27 AM |
| 28 | I feel they should have newer safer proper working equipment to do their jobs | 12/20/2018 10:25 AM |
| 29 | The need for wheelchair accessible is very important also transportation with oxygen is needed | 12/17/2018 1:21 PM |
| 30 | Sometimes it help if our worker's were allowed to travel outside Webster Co. | 12/17/2018 1:18 PM |
| 31 | What about taking a van and picking up seniors and then going in to eat lunch | 12/17/2018 1:14 PM |
| 32 | Definitely need transportation for seniors | 12/17/2018 1:12 PM |
| 33 | At 63 years old, I know that in a few years I will need help with out of down drs. and shopping. Our county needs transportation options | 12/17/2018 1:10 PM |
| 34 | We do not have a taxi service in Webster Co. and we are a very rural county. Many people, especially senior citizens, have difficulty finding a ride. | 12/17/2018 1:09 PM |
| 35 | The need is great for transportation in our county | 12/17/2018 1:08 PM |
| 36 | A service that could allow for wheelchair transportation to be scheduled for a voluntary activity once or twice a month would be a HUGE help to people who are essentially housebound simply due to transportation issues. | 11/23/2018 1:02 PM |
| 37 | I own a car so do not have issues with transportation. However, many of the community members in my area do not own a car and, due to the lack of good public transit, are left walking miles to appointments, work, school, etc. | 11/8/2018 12:19 PM |
| 38 | I know there are many individuals who have to walk to get services and catch rides with family members or friends just to get to work or needed service resources. There is a need for affordable transportation or more service agencies to fund transportation themselves. | 11/2/2018 12:31 PM |
| 39 | Transportation is the biggest disadvantage of living in West Virginia. | 10/31/2018 10:15 AM |
| 40 | Please continue to help the Senior Center to provide these necessary services in our rural area. | 10/31/2018 9:18 AM |
| 41 | While I don't currently have any transportation limitations, many people in the area do. People in the more populated pockets of Greenbrier County have access to public transport, but it is very limited in where and when they get dropped off. Also, the rural community is severely underserved in regards to public transportation. | 10/31/2018 9:05 AM |
| 42 | I know a lot of people that need transportation just in Pocahontas County alone. | 10/31/2018 8:12 AM |

Providers

APPENDIX C: TRANSPORTATION PROVIDER INVENTORY

This chapter provides a description of each public transit and human service transportation, non-emergency medical transportation (NEMT), and private transit provider that operate in each county in the Region. Human service transportation provides rides to specific segments of the population, such as individuals with disabilities, people with low incomes, or veterans. Many human service transportation agencies are social services organizations that provide transportation as an ancillary service to their clients only. Some human service transportation and NEMT providers are Regional, offering service in multiple counties.

Basic information about the transportation providers is provided below. Public transit providers are listed first, followed by the Region’s senior and other human service transportation providers. This section lists each provider’s mission, transportation service type, contact information, service area, days and hours of service, and eligibility requirements.

| Mountain Transit Authority | |
|--|---|
| Transportation Service Type | Deviated Fixed Route and Demand-Response |
| Other Services Provided/Agency Mission | Transportation |
| Contact Information | Tim Thomas 304-872-5872 |
| Hours | 6:00 AM – 6:00 PM (until 8:00 PM in Nicholas County), Monday – Friday |
| Service Area | Greenbrier, Nicholas, and Webster Counties |
| Eligibility Requirements | General Public |
| Website | https://www.mtawv.com/ |

| New River Transit Authority | |
|--|---|
| Transportation Service Type | Deviated Fixed Route |
| Other Services Provided/Agency Mission | Transportation |
| Contact Information | 304-252-6396 x110 |
| Hours | 6:00 AM – 12:00 AM, Monday – Friday |
| Service Area | Raleigh and Fayette Counties |
| Eligibility Requirements | General Public |
| Website | http://newrivertransitauthority.org/ |

| Family Refuge Center | |
|--|--|
| Transportation Service Type | Demand Response |
| Other Services Provided/Agency Mission | Domestic violence and sexual assault services |
| Contact Information | 304-645-6334 |
| Hours | 7:00 AM to 5:00 PM, Monday – Friday |
| Service Area | Greenbrier, Mercer, Monroe, and Pocahontas Counties |
| Eligibility Requirements | Family Refuge Center clients |
| Website | www.familyrefugecenter.org |

| Nicholas County Community Action Program | |
|---|---|
| Transportation Service Type | Demand Response |
| Other Services Provided/Agency Mission | Senior Services, Head Start, Weatherization, and Emergency Utility Assistance |
| Contact Information | Whitney Stump 304-872-1162 |
| Hours | 8:00 AM to 5:00 PM, Monday – Friday |
| Service Area | Nicholas County |
| Eligibility Requirements | Senior Services clients |
| Website | http://ncapwv.org/ |

| Putnam Aging Program/Fayette Senior Programs | |
|---|---|
| Transportation Service Type | Demand Response |
| Other Services Provided/Agency Mission | Services for older adults: in-home care, meals, transportation and other |
| Contact Information | Janet Zamiela 304-465-8484 (Fayette Senior Programs) |
| Hours | 8:00 AM to 3:30 PM, Monday – Friday |
| Service Area | Fayette and Putnam Counties |
| Eligibility Requirements | 60+ and Individuals with Disabilities |
| Website | http://putnamaging.com/transportation/ |

| Greenbrier County Committee on Aging | |
|---|--|
| Transportation Service Type | Demand Response |
| Other Services Provided/Agency Mission | Services for older adults: in-home care, meals, transportation and other |
| Contact Information | Barbara Burdette 304-392-5138 |
| Hours | 8:00 AM to 4:00 PM, Monday – Friday |
| Service Area | Greenbrier County |
| Eligibility Requirements | 60+ and Individuals with Disabilities |
| Website | N/A |

| Pocahontas County Senior Citizens, Inc. | |
|--|--|
| Transportation Service Type | Demand Response |
| Other Services Provided/Agency Mission | Services for older adults: in-home care, meals, transportation and other |
| Contact Information | John Simmons 301-799-6337 |
| Hours | 8:30 AM to 4:30 PM, Monday – Friday |
| Service Area | Pocahontas County |
| Eligibility Requirements | 60+ |
| Website | N/A |

| Webster County Senior Citizens, Inc. | |
|---|--|
| Transportation Service Type | Demand Response |
| Other Services Provided/Agency Mission | Services for older adults: in-home care, meals, transportation and other |
| Contact Information | Debra Moore 304-847-5800 |
| Hours | 8:00 AM to 4:00 PM, Monday – Friday |
| Service Area | Webster County |
| Eligibility Requirements | 60+ and Individuals with Disabilities |
| Website | N/A |

| Cosmic Cab | |
|--|---|
| Transportation Service Type | Taxi |
| Other Services Provided/Agency Mission | Transportation |
| Contact Information | 304-646-8882 |
| Hours | 8:00 AM – 11:00 PM, Monday – Friday; 8:00 AM – 12:00 AM, Saturday; 9:00 AM – 11:00 PM, Sunday |
| Service Area | Greenbrier County |
| Eligibility Requirements | None |
| Website | N/A |

ORGANIZATIONAL CHARACTERISTICS

The table below provides a summary of the characteristics of the participating transportation providers. The rightmost column of this table describes whether the provider is “open door” or “closed door.” Providers operate “closed door” service if transportation is provided to agency clients only. If transportation is open to the public, or to a segment of the population (such as older adults) without the requirement that the individual be an agency client, then the service is “open door.”

| Agency | Directly Operates Transportation (Yes/No) | Purchases Transportation from Another Agency (if Yes, Who?) | Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit,) | Are Vehicles Only Available for Human Service Agency Clients? (Y/N) |
|--|---|---|--|---|
| Mountain Transit Authority | Yes | No | Public Non-Profit | No |
| New River Transit Authority | No | Yes, Raleigh County Community Action Association | Public Non-Profit | No |
| Family Refuge Center | Yes | No | Private Non-Profit | Yes |
| Putnam Aging Program/Fayette Senior Programs | Yes | No | Private Non-Profit | No |
| Greenbrier County Committee on Aging | Yes | No | Public Non-Profit | No |
| Nicholas County Community Action Partnership | Yes | No | Private Non-Profit | Yes |
| Pocahontas County Senior Citizens, Inc. | Yes | No | Private Non-Profit | No |
| Webster County Senior Citizens, Inc. | Yes | No | Private Non-Profit | No |
| Cosmic Cab | Yes | No | Private For-Profit | No |

FLEET, SERVICE AND BUDGET CHARACTERISTICS

The following table provides data that describe the basic fleet, staffing, and financial characteristics of each transportation provider.

| Agency | Accessible Vehicles? | Number and Type of Vehicles in Total Fleet | Number of Drivers | Annual Expenses | Items included in Annual Expenses |
|--|----------------------|--|---------------------------------|-----------------|--|
| Mountain Transit Authority | Yes | 14 (12 accessible, 2 non-accessible) | 9 | \$649,578 | All eligible operating expenses under Section 5311 |
| New River Transit Authority | Yes | Not available | 13 | \$800,000 | All eligible operating expenses under Section 5307 |
| Family Refuge Center | Not available | Not available | Not available | Not available | Not available |
| Putnam Aging Program/Fayette Senior Programs | Yes | 15 (7 accessible, 8 non-accessible) | 20 (1 driver in Fayette County) | Not available | Not available |
| Greenbrier County Committee on Aging | Yes | 4 (2 accessible, 2 non-accessible) | 3 | \$45,000 | Not available |
| Nicholas County Community Action Partnership | No | 7 | 69 Part-Time Caregivers | Not available | Not available |
| Pocahontas County Senior Citizens, Inc. | Unknown | Unknown | 6 | Not available | Not available |
| Webster County Senior Citizens, Inc. | Yes | 8 (1 accessible, 7 non-accessible) | 2 | \$29,871 | Not available |
| Cosmic Cab | Not available | Not available | 2 | Not available | Not available |

TRIP SCHEDULING, FARES AND PRODUCTIVITY INFORMATION

The following tables describe what trip purposes are allowed by each provider, the fares or donations that are paid by riders, and the process to request rides on each service (if applicable). Annual ridership and estimates of service hours were provided by most agencies. The final column provides the productivity of each service, calculating the number of trips provided for each hour of vehicle service.

| Agency | Trip Purposes Allowed | Fares or Donations | Ride Request Process | Annual one-way passenger trips | Estimated Annual Service Hours | Estimated Productivity (Trips per Service Hour) |
|--|-----------------------|---|--|--------------------------------|--------------------------------|---|
| Mountain Transit Authority | Any purpose | Fares range by route/distance; all children aged 5 and under ride free | Phone call one day before for demand-response/deviations; NEMT rides are scheduled through LogistiCare | 35,211 | Not available | Not available |
| New River Transit Authority | Any purpose | \$2.50 per one-way trip Free transfers Children under 12 ride free with paid adult \$2.00 per additional stop \$40 for a monthly pass | Phone call the day before for deviations; NEMT rides are scheduled through LogistiCare | 45,481 | Not available | Not available |
| Family Refuge Center | Not available | Not available | Not available | 5,000 | Not available | Not available |
| Nicholas County Community Action Partnership | Not available | Not available | Clients arrange transportation with caregivers | Not available | Not available | Not available |

| Agency | Trip Purposes Allowed | Fares or Donations | Ride Request Process | Annual one-way passenger trips | Estimated Annual Service Hours | Estimated Productivity (Trips per Service Hour) |
|--|-----------------------|--------------------|----------------------|---------------------------------|--------------------------------|---|
| Putnam Aging Program/Fayette Senior Programs | Not available | Not available | Not available | 7,800 (1,560 in Fayette County) | Not available | Not available |
| Greenbrier County Committee on Aging | Not available | Not available | Phone call | Not available | Not available | Not available |
| Pocahontas County Senior Citizens, Inc. | Not available | Not available | Phone call | Not available | Not available | Not available |
| Webster County Senior Citizens, Inc. | Not available | Not available | Phone call | 1,652 | Not available | Not available |
| Cosmic Cab | Any purpose | Per-mile fee | Phone call | Not available | Not available | Not available |

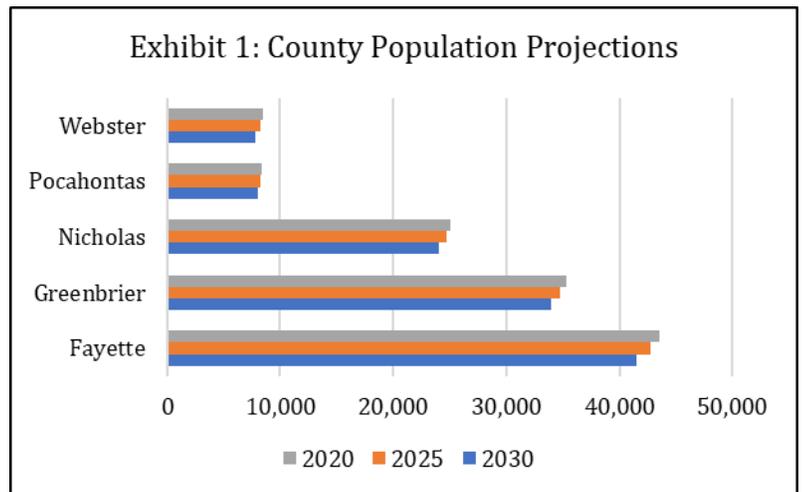
APPENDIX D: DEMOGRAPHICS

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

The data provided in the following section have been gathered from multiple sources, including the U.S. Census Bureau’s American Community Survey and the West Virginia University Bureau of Business and Economic Research. Census data are used to ensure that the most current and accurate information is presented. It is important to note that the American Community Survey (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 do not represent a direct population count.

POPULATION PROJECTIONS

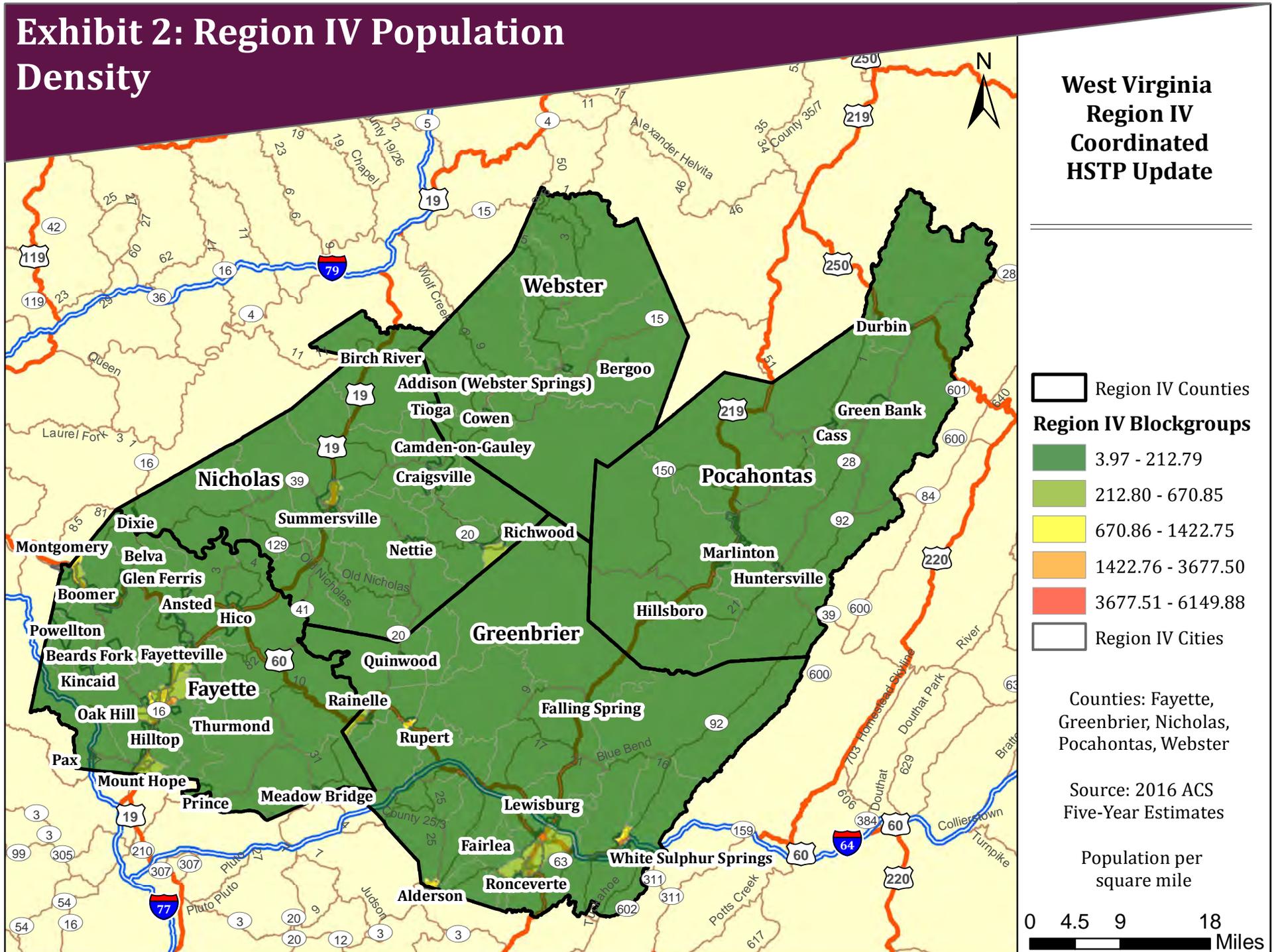
The population of Region IV is projected to decline to 115,389 by 2030, a 4.75% decrease from the 2020 projection. The population of Fayette, Greenbrier, Nicholas, and Pocahontas Counties are projected to decrease around 4 percent, while the population of Webster County is projected to decline by about 8 percent. Exhibit 1 shows population projections between 2020-2030 for each county in Region IV. (Source: West Virginia Bureau of Business and Economic Research.)



POPULATION DENSITY

Exhibit 2 illustrates a comparison of population densities for Census block groups in Region IV. The most densely populated area is in central Fayette County in Fayetteville. Another area of higher densities throughout the Region includes Lewisburg in southern Greenbrier County. Population density is a factor in transportation planning because it helps transportation operators understand the most appropriate mode of service for an area. For example, in less densely populated areas with fewer clusters of trip generators, demand response transportation is typically more effective than fixed route services. Conversely, fixed route services are more appropriate for high density areas.

Exhibit 2: Region IV Population Density



POPULATION PROJECTIONS FOR OLDER ADULTS

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

Exhibit 3 illustrates the population density of persons over 65 years of age by block group. Concentrations of this age group are more centralized in the larger cities in Region IV. Block groups with the highest concentrations are located in Fayette, Greenbrier, and Nicholas Counties. The rest of the Region has a lower density of older adults.

The population of older adults in the Region is projected to increase in each county by as much as 75.77% (Greenbrier County) and as little as 67.07% (Pocahontas County) over the 2010 Census estimates by 2030. An increase in the older adult population will put additional pressure on transportation resources.

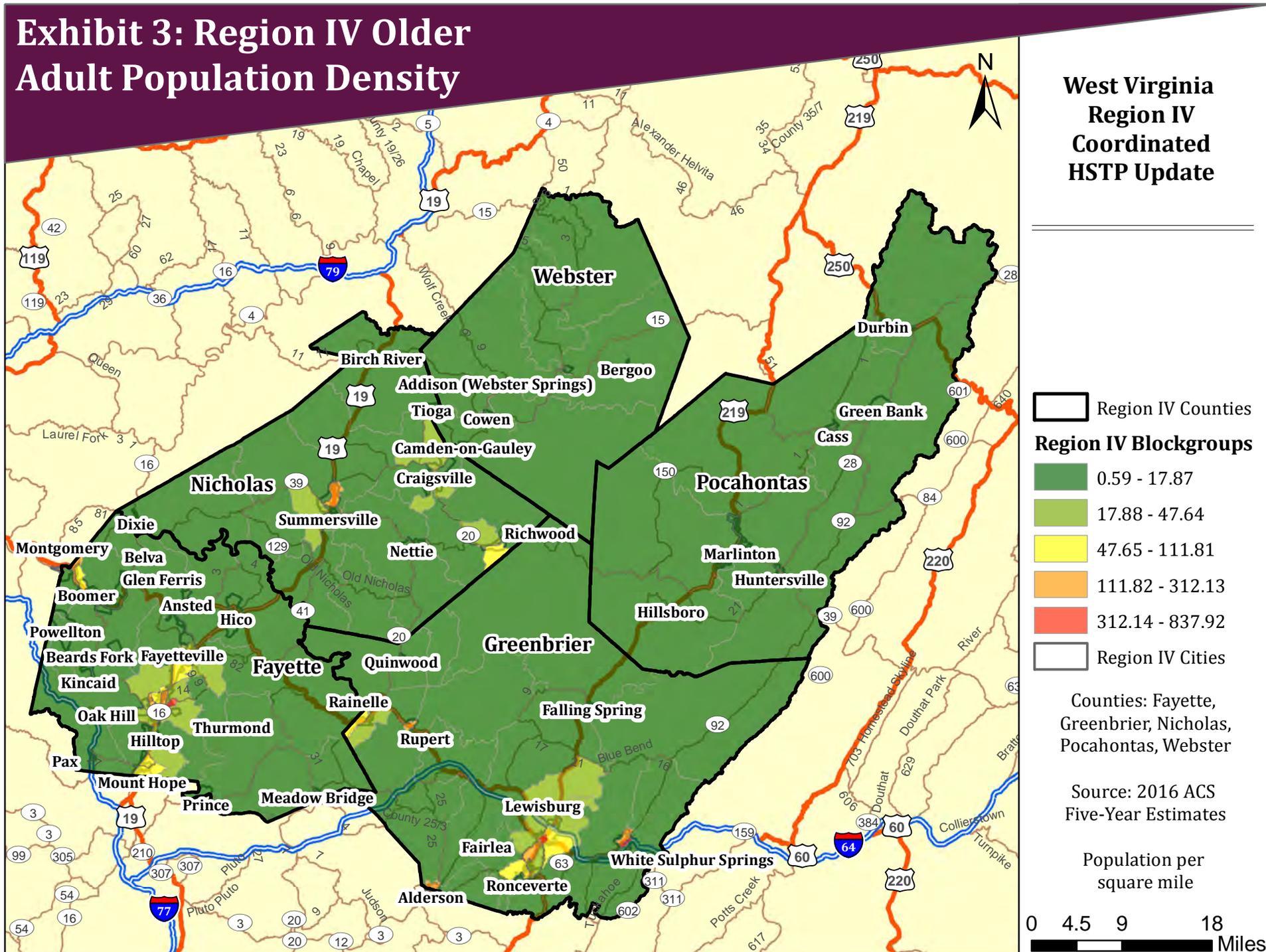
INDIVIDUALS WITH DISABILITIES

Individuals with disabilities are also likely to use public or human service agency transportation services. In Region IV, approximately 20% to 27% of each county's population report having a disability. Not all disabilities involve mobility limitations that prevent a person from driving or using non-accessible transportation resources. While it would be a more accurate statistic for transportation planning, no reliable data are available from the U.S. Census Bureau to count individuals with mobility limitations that prevent them from traveling independently outside the home.

| Exhibit 4: Individuals with Disabilities | |
|--|---|
| County | Percent of Population with a Disability |
| Fayette | 27.1% |
| Greenbrier | 20.9% |
| Nicholas | 21.2% |
| Pocahontas | 23.7% |
| Webster | 21.5% |

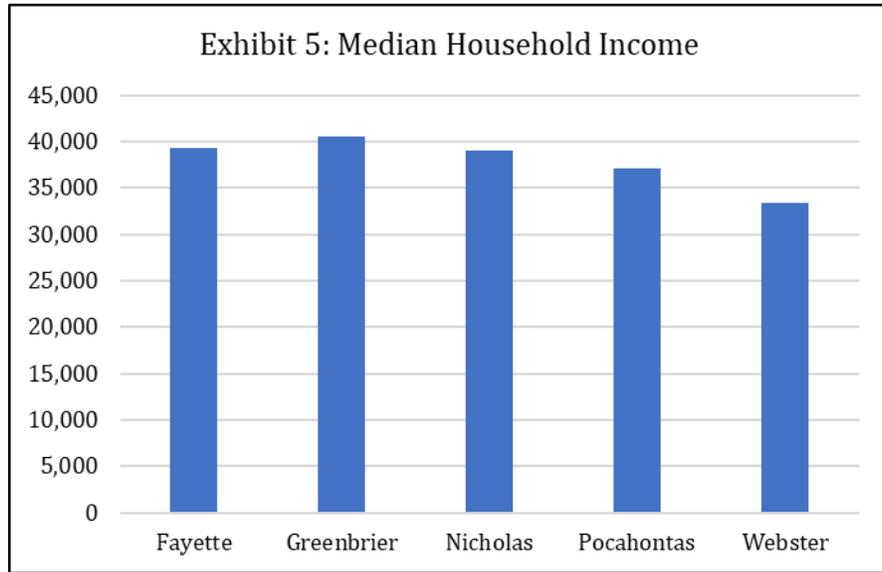
Source: 2013-2017 American Community Survey 5-Year Estimates

Exhibit 3: Region IV Older Adult Population Density



HOUSEHOLD INCOMES

Exhibit 5 illustrates the household incomes for the Region. There are approximately 50,960 households in Region IV. Of those households, 45% earn less than \$35,000 annually. Of the households earning less than \$35,000, 21.93% earned less than \$10,000 per year. (Source: 2013-2017 American Community Survey 5-Year Estimates)



ZERO VEHICLE HOUSEHOLDS

The number of vehicles available to a household also is used as an indicator of demand for transit service. There are 4,510 households in Region IV that have no available vehicle. This is 8.85% of all households in the Region.

Exhibit 6 illustrates the percentages of households that have no available vehicle. The block groups with the darkest shading have the highest percentage of households with no available vehicles (8.42% - 12.57% block group population without a vehicle). The block group locations with the highest concentration of these households are located in Webster County, as well as Summersville in Nicholas County. Areas with a moderately high density of zero-vehicle households can be found throughout Fayette, Greenbrier, and Pocahontas Counties.

Webster and Fayette Counties have the highest overall percentages of zero-vehicle households with 13.98% and 9.02%, respectively. Greenbrier and Pocahontas Counties have the lowest percentages of zero-vehicle households with 7.76% and 7.87%, respectively.

MINORITY AND LIMITED ENGLISH PROFICIENCY (LEP) POPULATION

Approximately 92% to 99.6% of the population in each Region IV county is white. African American individuals are the second most common race, followed by individuals that are two or more races. The majority of the population speaks only English (Exhibit 8).

| Exhibit 7: Race | | | | | |
|--|---------|------------|----------|------------|---------|
| Race | Fayette | Greenbrier | Nicholas | Pocahontas | Webster |
| White or Caucasian | 41,255 | 32,933 | 24,811 | 8,199 | 8,606 |
| Black or African American | 2,297 | 917 | 122 | 79 | 3 |
| Two or more races | 350 | 869 | 245 | 150 | 12 |
| Hispanic or Latino (of any race) | 482 | 616 | 146 | 133 | 0 |
| American Indian and Alaska Native | 141 | 0 | 94 | 0 | 10 |
| Asian | 56 | 80 | 78 | 0 | 0 |
| Native Hawaiian and Other Pacific Islander | 0 | 0 | 0 | 0 | 6 |

Source: 2013-2017 American Community Survey 5-Year Estimates

| Exhibit 8: Limited English Proficiency | | | | | | | | | | |
|--|---------|-----|------------|------|----------|------|------------|------|---------|------|
| Language | Fayette | % | Greenbrier | % | Nicholas | % | Pocahontas | % | Webster | % |
| | 44,602 | | 35,523 | | 25,496 | | 8,574 | | 8,637 | |
| Speak only English | 41,107 | 98 | 32,989 | 97.9 | 23,861 | 98.8 | 8,024 | 98.5 | 8,116 | 99.4 |
| Spanish or Spanish Creole: | 639 | 1.5 | 456 | 1.4 | 131 | 0.5 | 76 | 0.9 | 13 | 0.2 |
| Speak English less than "very well" | 152 | 0.4 | 220 | 0.7 | 25 | 0.1 | 2 | 0 | 8 | 0.1 |
| Language other than English | 856 | 2 | 699 | 2.1 | 283 | 1.2 | 123 | 1.5 | 46 | 0.6 |
| Speak English less than "very well" | 180 | .04 | 294 | 0.9 | 105 | 0.4 | 2 | 0 | 8 | 0.1 |
| Indo-European Languages | 138 | 0.3 | 139 | 0.4 | 74 | 0.3 | 47 | 0.6 | 33 | 0.4 |
| Speak English less than "very well" | 8 | 0 | 36 | 0.1 | 41 | 0.2 | 0 | 0 | 0 | 0 |
| Asian and Pacific Islander | 38 | 0.1 | 104 | 0.3 | 39 | 0.2 | 0 | 0 | 0 | 0 |
| Speak English less than "very well" | 17 | 0 | 38 | 0.1 | 0 | 0 | 0 | 0 | 0 | 0 |

Source: 2013-2017 American Community Survey 5-Year Estimates

Facts

APPENDIX E: RELEVANT FAST ACT 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 for rural areas. The program is intended to enhance the mobility for older adults and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services. Capital grants require a 20% local match. Local match may be derived from any non-U.S. Department of Transportation Federal program, state programs, or local contributions or grants. Mobility Management and purchase of capital equipment is eligible for 80% funding through the Section 5310 program.

Eligible Recipients:

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

GLOSSARY OF TERMS

Closed Door Transportation Services – Closed-door services is not open to the general public, but rather is available only to clients or members of a particular agency. The funding provided by designated recipients for these projects allows Section 5310 grant subrecipients to provide services to older adults and individuals with disabilities as defined by the subrecipient’s mission. As a result, these subrecipients are not providing services on behalf of the designated recipient. (FTA Circular 4710.1 Americans with Disabilities Act (ADA): Guidance.)

Fixing America’s Surface Transportation (FAST) Act – On December 4, 2015, President Obama signed the Fixing America’s Surface Transportation (FAST) Act, reauthorizing surface transportation programs through Fiscal Year 2020. Details about the Act are available at www.transit.dot.gov/FAST.

Grants for Buses and Bus Facilities Formula Program (Section 5339) – The Grants for Buses and Bus Facilities Formula Program (49 U.S.C. 5339) makes Federal resources available to states and direct recipients to replace, rehabilitate, and purchase buses and related equipment, and to construct bus-related facilities, including technological changes or innovations to modify low or no emission vehicles or facilities. Funding is provided through formula allocations and competitive grants. Eligible recipients include direct recipients that operate fixed route bus service or that allocate funding to fixed route bus operators; state or local governmental entities; and Federally recognized Indian tribes that operate fixed route bus service eligible to receive direct grants under Sections 5307 and 5311. Subrecipients may allocate amounts from the grant to subrecipients that are public agencies or private nonprofit organizations engaged in public transportation.

Individuals with Disabilities – This document classifies individuals with disabilities based on the definition provided 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.

Local Matching Funds – These are the portion of project costs not covered by the Federal share. Non-federal shares or non-Federal funds include the following sources of funding, or in-kind property or services, used to match the Federal assistance awarded for the Grant or Cooperative Agreement: (a) Local funds; (b) Local-in-kind property or services; (c) State funds; (d) State in-kind property or services; and (e) Other Federal funds that are eligible, under Federal law, for use as cost-sharing or matching funds for the Underlying Agreement. For the Section 5310 and Section 5311 Programs, local match can come from other Federal (non-DOT) funds. This can allow local communities to implement programs with 100% Federal funding. One example is Older Americans Act (OAA) Title III-B Support Services.

Open-Door Transportation Services – Open-door service includes service that is open to the general public or a segment of the general public defined by age, disability, or low income, and thus includes public transportation service, as well as alternatives to public transportation that may require a passenger to be an older adult or individual with a disability, but is not limited to clients or members of a particular agency. (FTA Circular 4710.1 Americans with Disabilities Act (ADA): Guidance.)

Transportation Management Area (TMA) – An area designated by the Secretary of Transportation, having an urbanized area population of over 200,000, or upon special request from the Governor and the Metropolitan Planning Organization for the area.

Transit Demand – A quantifiable measure of passenger transportation services and the level of usage likely to be generated if passenger transportation services are provided. Refer to the following website for a toolkit and more information on methods for forecasting demand in rural areas www.trb.org/Publications/Blurbs/168758.aspx.

Urbanized Area – A geographic area with a population of 50,000 or more, as designated by the Bureau of Census.

Urbanized Area Formula Grants (Section 5307) – The Urbanized Area Formula Funding program (49 U.S.C. 5307) makes Federal resources available to urbanized areas and to governors for transit capital and operating assistance in urbanized areas and for transportation-related planning. An urbanized area is an incorporated area with a population of 50,000 or more that is designated as such by the U.S. Department of Commerce, Bureau of the Census. Funding is made available to designated recipients that are public bodies with the legal authority to receive and dispense Federal funds. Eligible activities include planning, engineering, design, and evaluation of transit projects and other technical transportation-related studies; capital investments in new and existing fixed guideway systems including rolling stock, overhaul and rebuilding of computer hardware, software,

and vehicles; and more. Additional information is available at <https://www.transit.dot.gov/funding/grants/urbanized-area-formula-grants-5307>.

Zero Vehicle Households – No vehicles available to a housing unit, according to U.S. Census data. This factor is an indicator of demand for transit services.

Participants

APPENDIX F: PARTICIPATING ORGANIZATIONS

The following organizations participated in the Coordinated Plan Update:

City of Smithers
Greenbrier County Committee on Aging
Mountain Transit Authority
Nicholas County Commission
Nicholas County Community Action Partnership
Pocahontas County Senior Citizens
Putnam Aging/Fayette Senior Programs
Region 4 Planning and Development Council
Webster County Senior Citizens
West Virginia Department of Transportation, Division of Public Transit

Adoption

APPENDIX G: RESOLUTION TO ADOPT THE PLAN

The following page is the resolution of adoption of this plan.



Region 4 Planning and Development Council

885 Broad Street, Suite 100
Summersville, WV 26651

Phone: 304-872-4970
Fax: 304-872-1012
www.reg4wv.org

Executive Committee Meeting Office of Region 4 Planning and Development Council September 18, 2019

A meeting of the Region 4 Planning and Development Council's Executive Committee was held on September 18, 2019 at the office of Region 4 PDC in Summersville, West Virginia. The meeting was called to order by Chairman, Sam Felton, at 2:00pm.

In attendance were:

| | |
|-----------------|--------------------------------|
| Donna Ward | Region 4 Staff |
| Debbie Sizemore | US Census Representative |
| Anna Carpenter | Webster County Commission |
| Sam Felton | Mayor of Marlinton |
| Robert Shafer | Mayor of Summersville |
| Terri Kiser | Region 4 Staff |
| John Tuggle | Region 4 Executive Director |
| Lyle Neal | Nicholas County Commission |
| Denise Scalph | Fayette County Commission |
| Beverly White | Mayor of Lewisburg (via phone) |

Secretary's Report

The minutes of the June 12, 2019 Executive Committee were briefly reviewed by attendees. Motion made by Mayor Shafer that the reading of the minutes be waived and approved, seconded by Mayor White and the motion passed unanimously.

Treasurer's Report

Terri Kiser presented the Notes of Interest and noted that there was nothing outside of normal operating costs to report. Terri reported Region 4 charged to 44 different projects in the month of August. Mayor Shafer asked about an increase in the payroll costs and Terri said this was due to having three payrolls in the month of August. Terri made the Council aware that Region 4 would be making its second \$30,000.00 payment to ESRI next month (October 2019). Commissioner Carpenter moved to accept the Treasurer's report, seconded by Commissioner Neal and the motion passed unanimously.

Intergovernmental Reviews

There were two intergovernmental reviews for this session. The Council reviewed a letter of support for the US Army Corps of Engineers. John Tuggle explained that the monies Congress had appropriated for the Corps would soon be running out. Letter is to support and increase the \$40 million cap in a renewed appropriation for funds. John stated this type of funding was often used to pay for the soft costs of engineering on projects and was helpful as you can get the funds upfront. Mayor Shafer moved to approve, seconded by Commissioner Scalph and the motion passed unanimously.

The second intergovernmental review was for the WV Hive Business Hub. Mayor Shafer questioned the jurisdiction listed on the A95 form. Director Tuggle clarified that the WV Hive works for all the counties in our region not just Fayette and Raleigh as listed. Commissioner Scalph questioned the location and size of the new facility and Donna Ward read an excerpt from the funding proposal. Mayor Shafer moved to approve, seconded by Commissioner Scalph and the motion passed unanimously.

Adoption and Approval of Region 4 Coordinated Public Transits – Human Services Transportation Plan

The Plan's Table of Contents and Introduction were briefly reviewed, and the Council had no questions or comments. Commissioner Neal moved to adopt the Transportation Plan, seconded by Commissioner Carpenter and the motion passed unanimously.

Approval of Region 4 Rimfire ATV Trail Initiative Checking Account

Director Tuggle updated the Committee stating that a \$50,000.00 grant had been obtained to hire a Land Agent to negotiate land for the Rimfire ATV Trail. Rick Johnson, from River Expeditions has been hired as the agent. He will be looking for use of 5000 acres with a one-year time frame (the grant can be spread over 3 years). Region 4 has taken the lead for this phase of the project and is seeking approval to open a checking account to administer the grant. Commissioner Scalph moved to approve, seconded by Anna Carpenter and the motion passed unanimously.

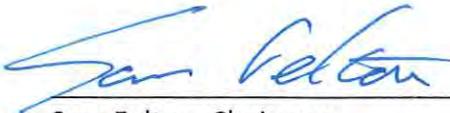
Director's Report

Director Tuggle updated the Committee on the broadband activities. He noted that the ROC will have a meeting next week that will put together an action plan to move the broadband initiative forward. He reports that there is a lot of interest in this and counties outside Region 1 and 4 would like to join ROC. First Energy has also expressed an interest in the project. Since there is growing interest Director Tuggle stated that it was almost to the point that the state legislature would have to issue a directive for future expansion and is looking for this to happen by the years end.

Director Tuggle stated that use of the GIS has been moving slowly forward. Region 4 continues to work with ESRI and getting more municipalities on board. Members of the committee expressed that there are many avenues that can benefit from the use of GIS technology.

Adjournment

With no further discussion, Chairman Felton adjourned the meeting at 3:25 pm.



Sam Felton, Chairman



Anna Carpenter, Secretary