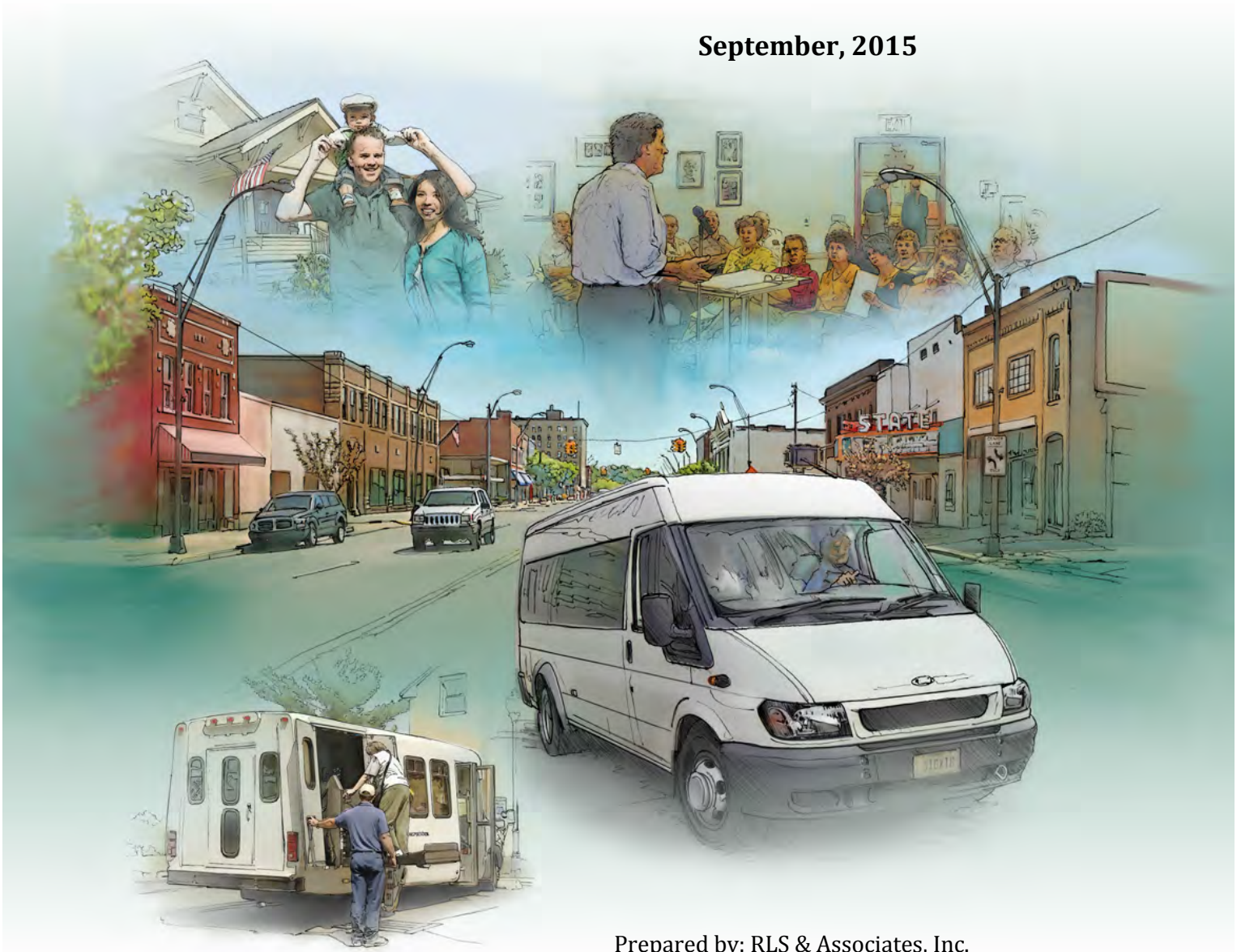




**West Virginia Region V  
Coordinated Public Transit-Human Services  
Transportation Plan Update**

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

**September, 2015**



Prepared by: RLS & Associates, Inc.



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### INTRODUCTION

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

#### Purpose

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

#### Methodology

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

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

## **ACRONYMS**

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**ADA:** Americans with Disabilities Act

**FTA:** Federal Transit Administration

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

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

**MOVRC:** Mid-Ohio Valley Regional Council

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

**WWW:** Wood Washington Wirt Interstate Planning Commission

# Funding

## POTENTIAL COORDINATED TRANSPORTATION FUNDING PROGRAMS

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

**Eligible Recipients:**

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

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

**Eligible Recipients:**

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

# Demographics

## **DEMOGRAPHIC ANALYSIS**

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### **OVERVIEW**

West Virginia's Region V is comprised of Calhoun, Jackson, Pleasants, Roane, Ritchie, Tyler, Wood, and Wirt Counties. Parkersburg has an estimated population of 31,357 and is the largest city within Region V. The Mid-Ohio Valley Regional Council (MOVRC) and the Wood-Washington-Wirt Interstate Planning Commission are the planning organizations that oversees transportation planning and development operations within the Region. As such, the MOVRC is responsible for coordinating the development of transportation plans and programs in the area. The map in Exhibit II.1 provides a depiction of the Region.

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








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

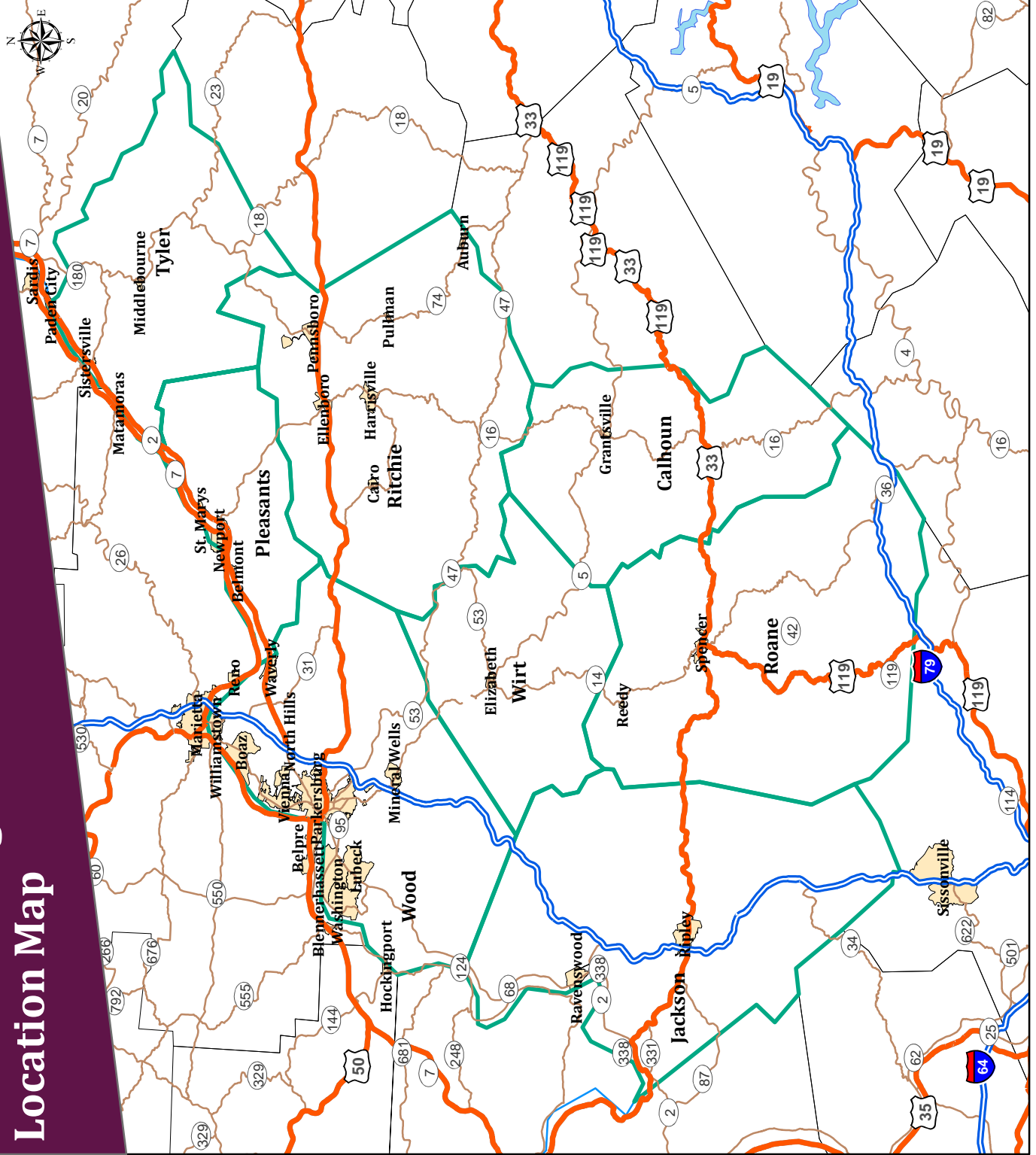


# Exhibit II.1: Region V Location Map

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

### Legend

-  Interstate
-  Highway
-  Major Road
-  Region V
-  Region V Cities
-  Rivers
-  Lakes

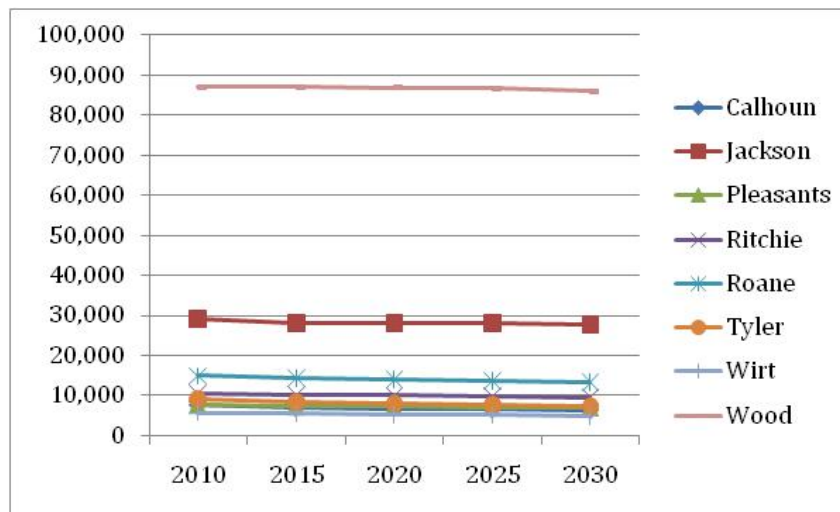




## POPULATION PROJECTIONS

The West Virginia University (WVU) Regional Research Institute projects the area's population will fall to 169,546 by 2015, a 2.4 percent decrease from the year 2010 population. The Institute is projecting another 5.6 percent decrease for the region for the next 20 years. The projected population of Region V in 2030 is 164,056. Exhibit II.2 shows population trends between 2010 and 2030 for each county in Region V.

**Exhibit II.2**  
**Population Trends for Region V 2010-2030**



Source: WVU Regional Research Institute

## POPULATION DENSITY

Exhibit II.3 on the following page illustrates the population density per square mile for the region. As illustrated, population densities vary throughout the region and each county. The Parkersburg area has the highest population per square mile, with block groups ranging from between 3,669 to 6,495 persons per square mile. Portions of Jackson and Tyler Counties have block groups of moderately high population densities ranging from 1,783 to 3,668 people per square mile. The remaining portions in the region have population densities ranging from moderate (745 to 1,782) to low (8 to 745).

## OLDER ADULT POPULATION

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

There is a trend occurring in the United States relating to the aging of the population. The two age cohorts with the largest percentage of growth over the last decade were the 50-54 year old cohort and the 45-49 year old cohort. People in these two age groups were primarily born during the post-WWII “baby boom,” era defined by the Census Bureau as persons born from 1946 through 1964. These baby boomers are now reaching the age of 65 and are becoming more likely to use transportation services if they are available.

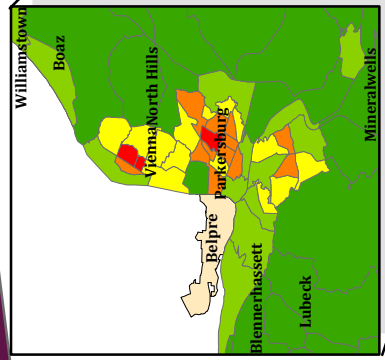
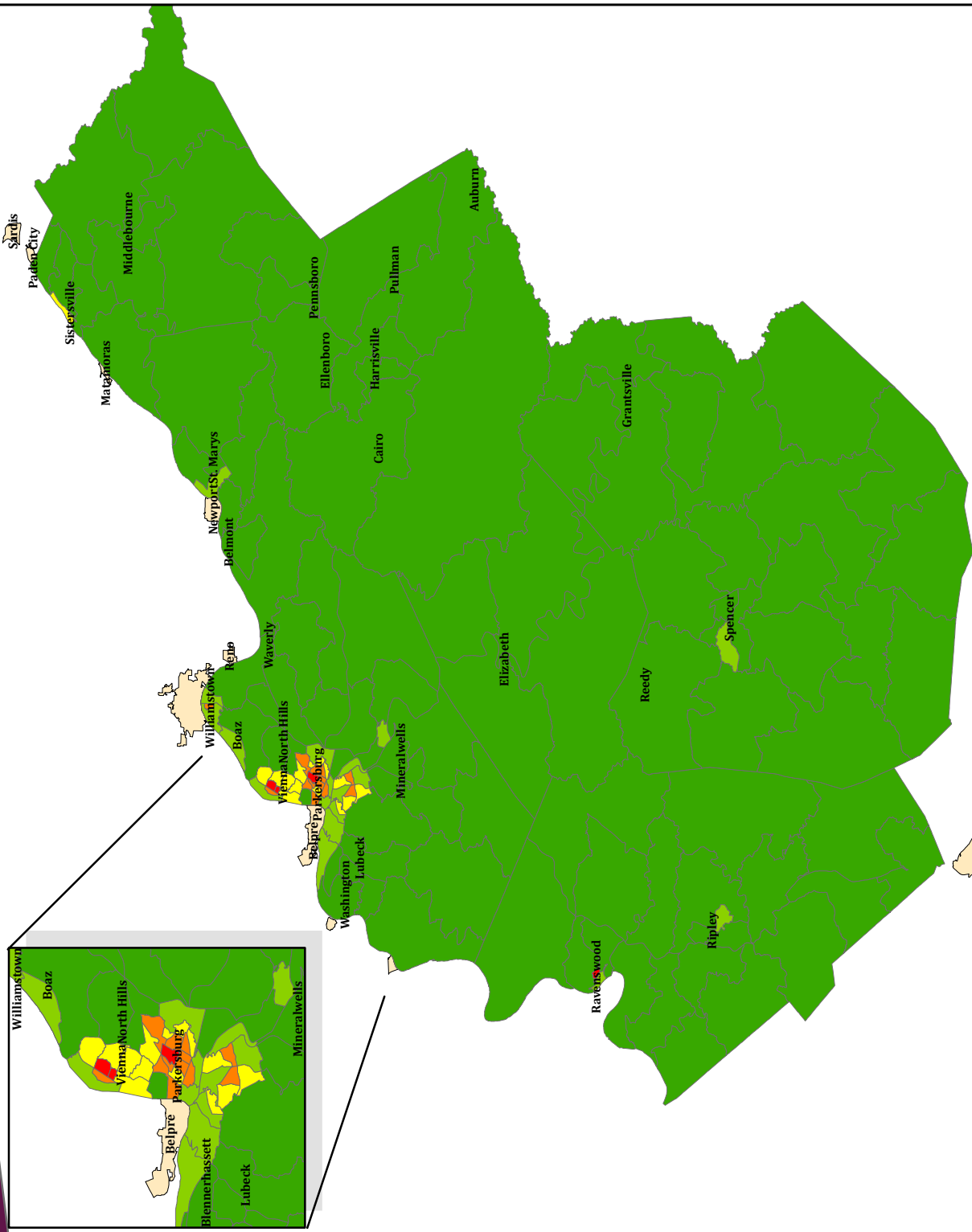
Further, the Administration on Aging (U.S. Department of Health and Human Services) reports that, based on a comprehensive survey of older adults, longevity is increasing and younger seniors are healthier than in all previously measured time in our history. Quality of life issues and an individual’s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

Exhibit II.4 illustrates the population density of persons over 65 years of age by block group. Concentrations of this age group are concentrated in Parkersburg and Ravenswood. These block groups with individuals 65 and over have densities higher than 536.5 people per square mile.



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

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



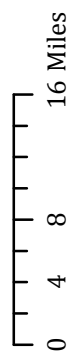
### Legend

#### Region V Blockgroups

- 1.311 - 79.85
- 79.86 - 240.2
- 240.3 - 536.4
- 536.5 - 938.0
- 938.1 - 1524
- Region V Cities

Source: 2013 ACS  
Five-Year Estimates

Population 65+  
Per Square Mile



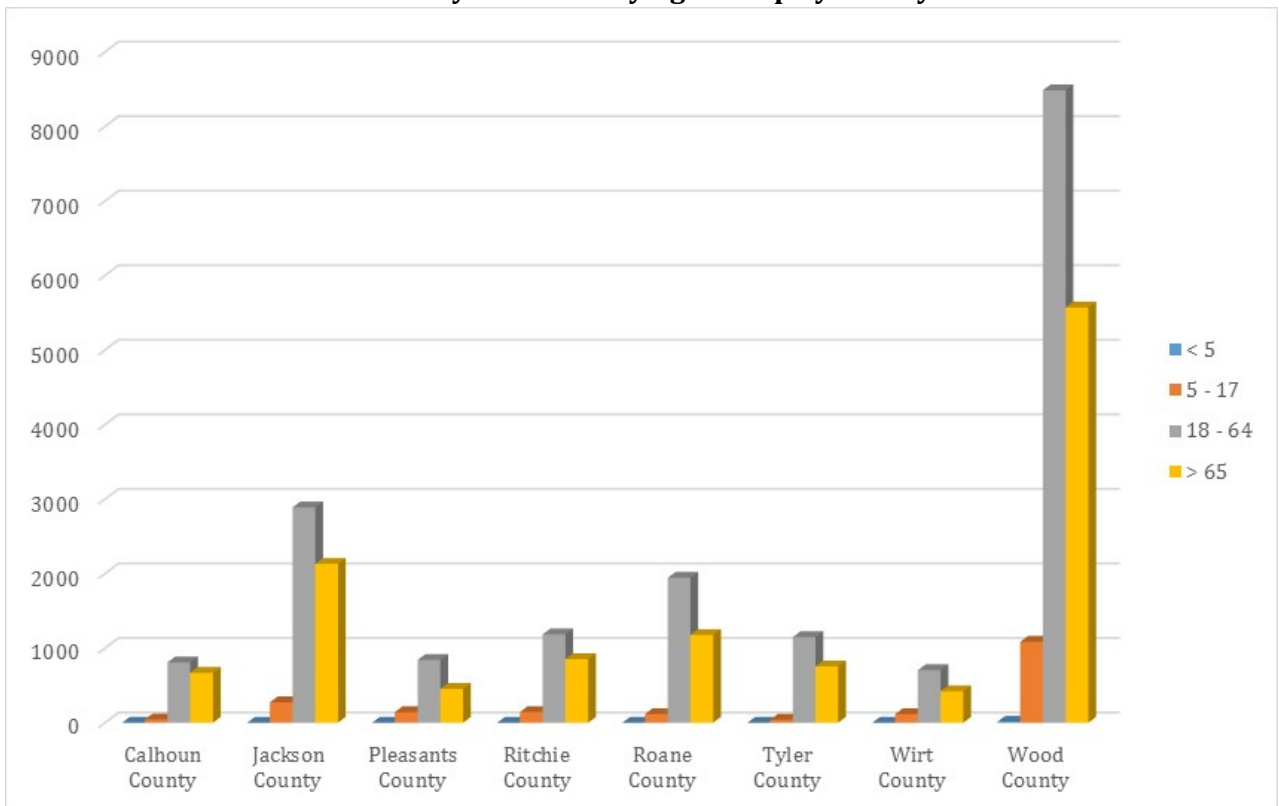
## INDIVIDUALS WITH DISABILITIES

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

The U.S. Census offers no method of identifying individuals as having a transportation related disability. The best available data for Region V is available through the 2013 ACS Five-Year Estimates of individuals with a disability. Exhibit II.5 is intended to provide a comparison of the disabled population in each county within the region.

The chart identifies the highest population of individuals with a disability reside in Wood County. The total disabled population estimate for the county is 15,156. The other counties in the region have between an estimated 1,244 to 5,294 individuals with a disability.

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

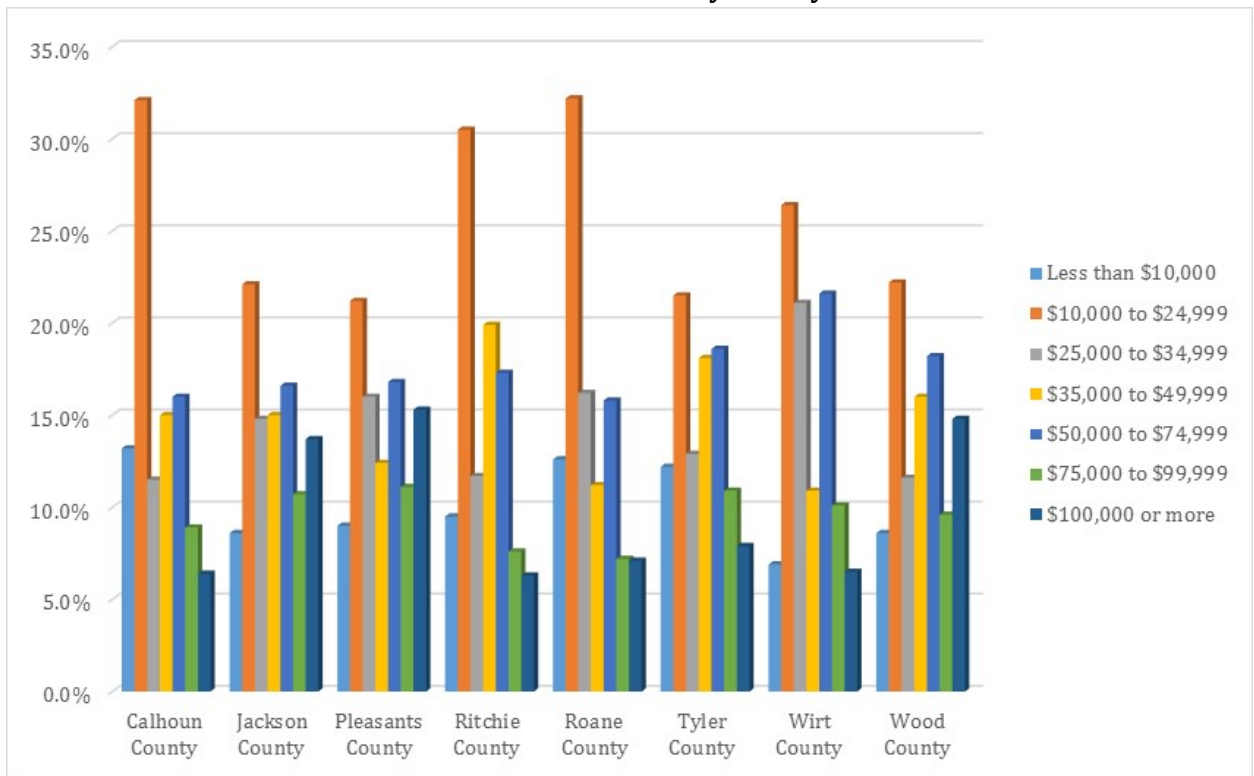


Source: 2013 ACS Five-Year Estimates

## HOUSEHOLD INCOME

Exhibit II.6 illustrates the household incomes for the study area according to the 2013 ACS Five-Year Estimates. According to the survey, there are a total of 69,062 households in Region V. Of those households, about 47 percent earn less than \$35,000 annually. Of the households earning less than \$35,000, some 13 percent earned between \$25,000 and \$34,999. Another 24 percent earned between \$10,000 and \$24,999 and about 9 percent earned less than \$10,000 per year. The median household income for each area is shown in Exhibit II.7.

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



Source: 2013 ACS Five-Year Estimates

**Exhibit II.7  
Median Household Income**

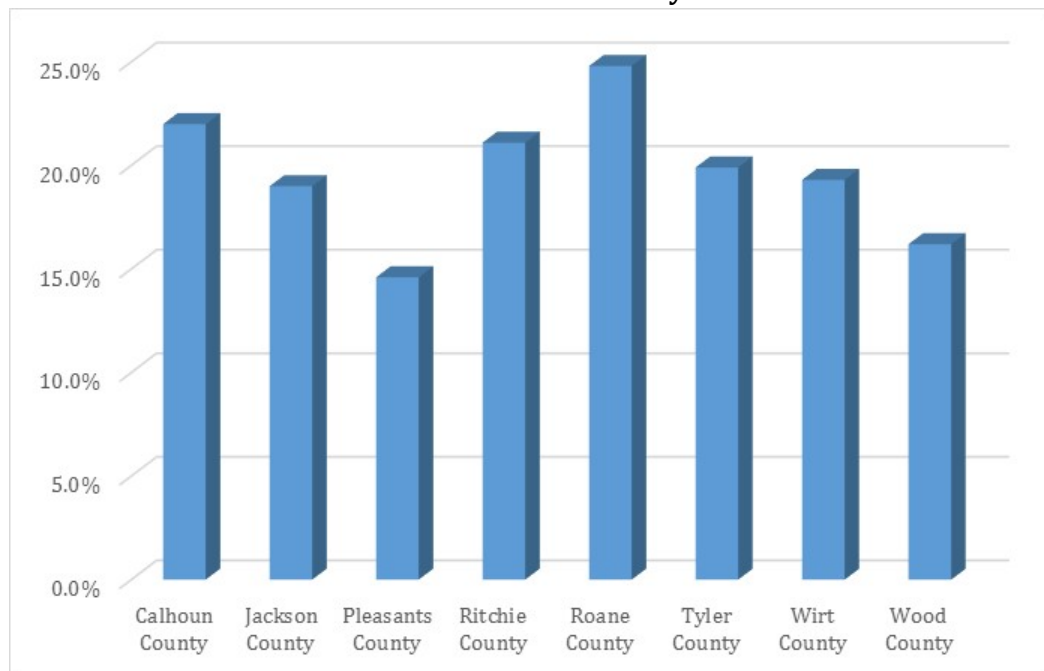
County	Median Income
<b>Calhoun</b>	\$31,679
<b>Jackson</b>	\$40,376
<b>Pleasants</b>	\$41,859
<b>Ritchie</b>	\$35,769
<b>Roane</b>	\$28,513
<b>Tyler</b>	\$39,206
<b>Wirt</b>	\$34,702
<b>Wood</b>	\$42,287

Source: 2013 ACS Five-Year Estimates

**POVERTY STATUS**

Exhibit II.8 illustrates the percentage of the population in each County that is living below the poverty level. Roane County has the highest percent of population living below the poverty level with 24.8 percent. Calhoun and Ritchie Counties also had over 20 percent of the population living below the poverty level.

**Exhibit II.8  
Percent Below Poverty**



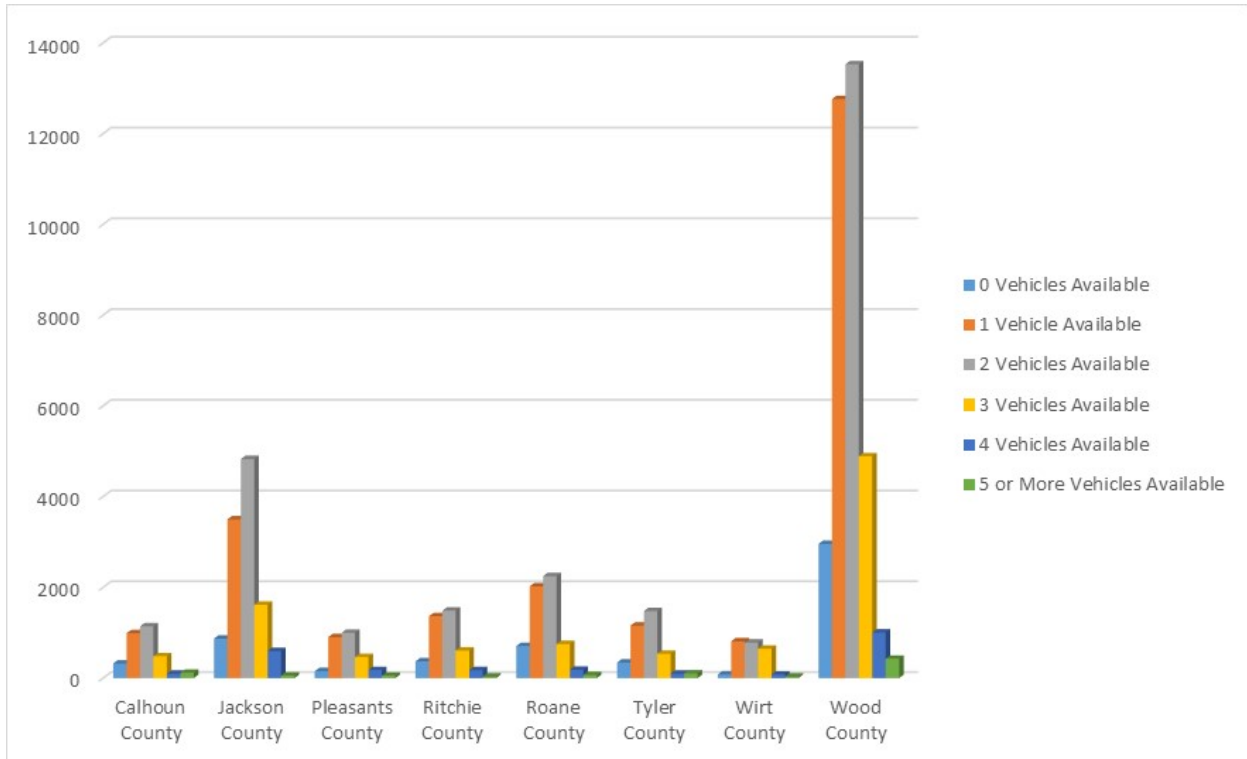
Source: 2013 ACS Five-Year Estimates



## ZERO VEHICLE HOUSEHOLDS

The number of vehicles available to a housing unit is also used as an indicator of demand for transit service. There are 5,798 households in the region that have no available vehicle. This is 8.4 percent of all the households in the region. An additional 23,502 or 34 percent of households in the region have only one vehicle. Exhibit II.9 shows vehicle availability by the number of households in each county.

**Exhibit II.9**  
**Zero Vehicle Households**

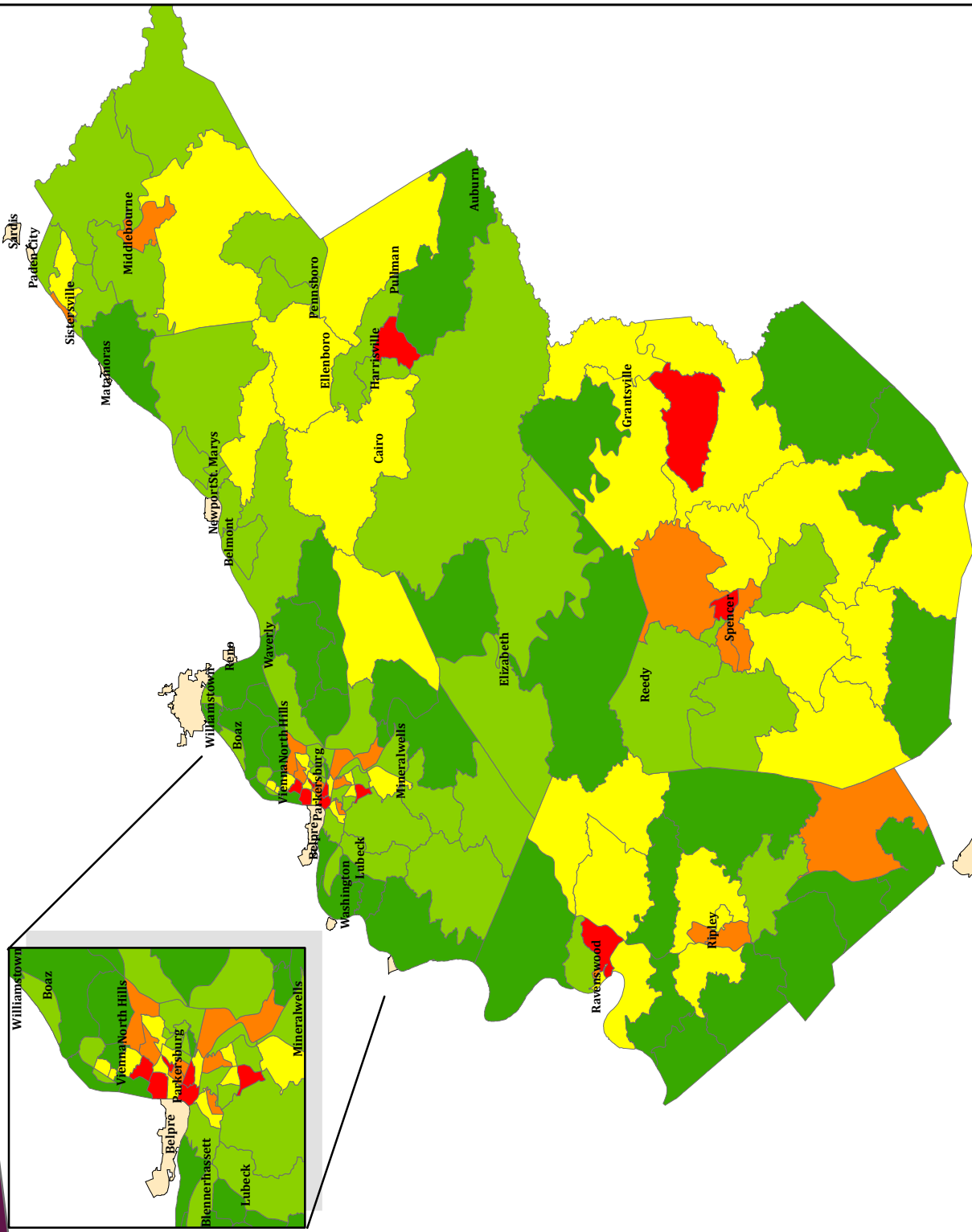


Source: 2013 ACS Five-Year Estimates

Exhibit II.10 illustrates the percentage of housing units that have no available vehicle, according to 2013 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are within Calhoun, Jackson, Roane, and Wood Counties. Over 23.11 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 13.99 to 23.1 percent of zero vehicle households can be found in Jackson, Roane, Tyler, and Wood Counties. Block groups with moderate percentages (7.53 to 13.98 percent) can be found within all counties, but Wirt, in the region.

# Exhibit II.10: Region V Zero Vehicle Households

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



### Legend

- Region V Blockgroups**
- 0% - 2.91%
  - 2.92% - 7.52%
  - 7.53% - 13.98%
  - 13.99% - 23.1%
  - 23.11% - 37.29%
  - Region V Cities

Source: 2013 ACS  
Five-Year Estimates

Percent Households  
with Zero Vehicles  
Available



## LIMITED ENGLISH PROFICIENCY (LEP) POPULATION

At the time of the 2013 ACS Five-Year Estimates, Region V had a total population of 171,239, of which 161,410 were individuals age 5 years and older. Of this population, 98.6 percent speak only English, while the remaining 1.4 percent speak other languages, either in addition to or instead of English. People who speak English “not well” or “not at all,” which represent the LEP population, accounted for 0.1 percent of Region V’s total population. This compares to the State of West Virginia LEP population of 0.3 percent. Exhibit II.11 shows the amount of LEP population in each County.

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

County	Population 5 and Over	Speak Only English	Total LEP	Percent LEP
Calhoun County	7,180	7,115	36	0.5%
Jackson County	27,327	27,016	14	0.1%
Pleasants County	7,227	7,160	3	0.0%
Ritchie County	9,743	9,675	0	0.0%
Roane County	13,985	13,787	12	0.1%
Tyler County	8,664	8,569	11	0.1%
Wirt County	5,508	5,466	12	0.2%
Wood County	81,776	80,359	132	0.2%
<b>Region V Total</b>	<b>161,410</b>	<b>159,147</b>	<b>220</b>	<b>0.1%</b>

Source: 2013 ACS Five-Year Estimates

Much like West Virginia overall, the largest share of the LEP population in Region V speak Spanish as their primary language. Statewide, 0.3 percent of the LEP population ages five (5) and older are Spanish-speaking. In Region V, 0.1 percent of the LEP population ages five (5) and older speak Spanish as their primary language. Exhibit II.12 shows the top 5 languages spoken in Region V other than English.

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

County	Population 5 and Over	Top 5 Languages Spoken Other Than English				
		Spanish or Spanish Creole	Tagalog	French (incl. Patois, Cajun)	Chinese	Japanese
Calhoun County	7,186	12	0	7	3	0
Jackson County	27,346	0	0	25	0	0
Pleasants County	7,222	13	0	0	0	0
Ritchie County	9,836	8	0	0	0	0
Roane County	14,053	43	0	0	0	0
Tyler County	8,724	11	0	0	0	0
Wirt County	5,471	12	0	0	0	0
Wood County	81,789	54	107	23	47	42
<b>Region V Total</b>	<b>161,627</b>	<b>153</b>	<b>107</b>	<b>55</b>	<b>50</b>	<b>42</b>

Source: 2013 ACS Five-Year Estimates

## **MAJOR TRIP GENERATORS**

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

The most common trip origins and destinations by county, according to the 2011 Coordinated Public Transit-Human Services Transportation Plan are listed in the Exhibit II.13, by County.

**Exhibit II.13  
Major Trip Generators**

<b>Trip Purpose</b>	<b>Calhoun County</b>	<b>Jackson County</b>	<b>Pleasants County</b>	<b>Ritchie County</b>	<b>Roane County</b>
<b>Housing</b>	Bramblewood Calhoun Homes Grantsville Manor Calhoun Trailer Park Minnie Hamilton Long-Term Care & Assisted Living Aging with Grace	Eldercare of WV Tanglewood Villa Station Apts. Fairfax Garden Ravenwood Care Ctr. Rolling Meadows Edgewood Cedar Lakes	Hadley Manor Sandpiper Village Pleasant Hts. Jay-Mar Housing Heritage Assisted Living	Edgeview Square North Bend Apts. Pineview Nursing Hm. Fairview Villas Cardinal Apts. McDougal Apts. Rogerson Apts.	Genesis Eldercare Sunset Apts. Marcap Manor Ann Street Apts. Hart House Imperial Gardens Lynn Street Apts. Wright's Trailers Westbrook Hlth. Svcs. Group Homes
<b>Social Services / Agencies / Government / Health and Nutrition</b>	Human Service Agencies Food Pantry Senior Center	Health Dept. DHHR Behavioral Hlth. Nutrition: Ripley, Sandyville, & Ravenswood Courthouse area	Senior Center St. Marys: Nutrition, Community Res., Westbrook Hlth., Rehab. Ctr., & Farmers Mkt.) DHHR	Senior Center Nutrition sites Courthouse	Senior Center Jackson Co. Development Ctr.
<b>Shopping / Recreation / Social / Faith</b>	Shopping: Spencer, Parkersburg, Ripley, & Charleston Churches VFW	Banks Shopping Centers Churches	Grocery stores Banks	Grocery stores Banks Library	Grocery Stores Shopping Banks Walmart
<b>Medical</b>	Minnie Hamilton Health System, Grantsville, and Doctor offices	Doctor offices Jackson General H. Pharmacies	Doctor offices Pharmacies	Doctor offices Pharmacies Harrisville Medical Pennsboro Medical Mountain River PT	Pharmacies Westbrook Hlth. Svcs Roane General H. Roane Co. Family Hlth. Care Dental Clinics

Trip Purpose	Calhoun County	Jackson County	Pleasants County	Ritchie County	Roane County
<b>Employment / Job Training/ Education</b>	Sheltered Workshop	Roane Jackson Tech. WVU-P	Child Care		Roane Jackson Tech Roane County H.S.
<b>Other</b>			Parkersburg Marietta		Go Mart (Little Kanawha Bus Stop)
<b>Trip Purpose</b>	<b>Tyler County</b>	<b>Wirt County</b>	<b>Wood County</b>		
<b>Housing</b>	Sistersville Center Nursing Home, Sistersville Middlebourne Manor (senior and low-income), Middlebourne Riverview Apts., Middlebourne (senior)	Senior Square (senior), Elizabeth Ashton Point (low-income), Elizabeth Spring Valley Trailer Park (low-income), Newark	<u>Mineral Wells:</u> Woodridge Personal Care <u>Vienna:</u> Pleasant View Tower <u>Parkersburg:</u> Market Manor The Virginian Greenbrier	<u>Parkersburg:</u> Utility Plaza Pinewood Village Adams Apts. Salvation Army Homes Chateau Hills MOV Fellowship Home PS Project Colonial House Hills Terrace	
<b>Social Services/ Agencies/ Government / Health and Nutrition</b>	Senior Center Grocery Stores VA in Clarksburg	Health Dept., Elizabeth Senior Center Community Resources	Boys & Girls Club Wood Co. Schools DHHR Mental Health	Senior Center Humane Society Fellowship Kitchen	
<b>Shopping/ Recreation/ Social/Faith</b>	Banks Library	Shopping in Downtown Elizabeth Banks	Grand Central Mall Walmart City Parks	Banks Salvation Army Grocery	

Trip Purpose	Tyler County	Wirt County	Wood County	
<b>Medical</b>	Pharmacy Sistersville General Hospital Doctor Appointments (Parkersburg, Marietta, Pittsburgh, Clarksburg, Morgantown, Wheeling) Wetzel Co. Hospital	Coplin Clinic, Elizabeth Pharmacy	Hospitals Pharmacy	
<b>Employment / Job Training/ Education</b>	Schools Post Office Hospital WVU Extension Service	Government School System Retail	Fast Food FedEx MasterBrand Cabinets Shopping West Virginia University	
<b>Other</b>	Destinations in surrounding counties	Destinations in surrounding counties - Parkersburg and Vienna (WV), and Marietta (OH)	Destinations in Marietta and other surrounding communities	



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# Services

## EXISTING SERVICES

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### OVERVIEW

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

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

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

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

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

Criteria for eligible applicants to Section 5310 are as follows:

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

Organizations that are not eligible applicants for Section 5310 may still benefit from the program through agreements with eligible organizations, and should seek partnerships and formal

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

## **INVENTORY OF SERVICES AND KEY STAKEHOLDERS**

Key public and human service agency transportation stakeholders in Region V were invited to participate in public stakeholder/general public meetings with the West Virginia Division of Public Transit and RLS consulting team to discuss the existing transportation resources utilized for their consumers. In the Appendix is a list of stakeholder organizations that were invited to participate in the interviews and stakeholder/public meetings. A list of organizations that were represented at the stakeholder/public meeting is also provided in the Appendix.

The consulting team used the West Virginia Division of Public Transit Survey for updating of the West Virginia Transportation Providers Directory as well as a standard set of questions for individual stakeholder one-on-one interviews (email, phone call, face-to-face) to promote consistency in the findings. Stakeholders that provide transportation services described their programs and resources. Other organizations that purchase trips from a third party provider or arrange transportation on behalf of their consumers expressed several common interests regarding the unmet transportation needs of their consumers and the general public in Region V.

The following paragraphs describe the transportation provided by each of the participating organizations. The 12 organizations that participated in the survey and/or interview with the consulting team are listed below:

- ◆ Little Kanawha Transit Authority
- ◆ Mid-Ohio Valley Transit Authority
- ◆ Jackson County Commission on Aging
- ◆ Pleasants County Senior Center
- ◆ Ritchie County Integrated Family Services, Inc.
- ◆ Roane County Committee on Aging, Inc.
- ◆ SW Resources, Inc.
- ◆ Westbrook Health Services
- ◆ Wirt County Commission on Aging
- ◆ Wood County Senior Citizens Association
- ◆ St. Joseph's Ambulance Service
- ◆ Taxi Leasing Ltd

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

### **LITTLE KANAWHA TRANSIT AUTHORITY**

The Little Kanawha Transit Authority, or Little Kanawha Bus (LKB), is the only rural public transportation provider in Region V. The system operates an average of nine vehicles for daily

public transportation service in Calhoun, Jackson, Gilmer, and Roane Counties. Trips outside of these locations may be scheduled upon request.

<b>Little Kanawha Transit Authority</b>	
<b>Programs:</b>	Transportation
<b>Client Eligibility:</b>	General Public
<b>Hours/Days of Service:</b>	6:30 AM to 4:30 PM Monday – Friday
<b>Mode of Services:</b>	Curb-to-Curb Demand Response
<b>Transportation Staff:</b>	1 Director 2 Administrative staff 10 Drivers (Full Time) 1 Driver (Part Time) 1 Dispatcher/Scheduler 2 Maintenance Personnel
<b>Annual Trips Provided (2013):</b>	36,822
<b>Annual Transportation Cost (2013):</b>	\$547,198.01
<b>Cost per Passenger Trip:</b>	\$14.96
<b>Funding Sources for Transportation:</b>	Contracts, Fare, Non-Emergency Medical Transportation (NEMT), Section 5311, Local Funds, State Funds

**Schedule and Service Area**

LKB operates from 6:30 AM to 4:30 PM. Transportation is available in Calhoun, Jackson, Gilmer, and Roane Counties.

**Fare Structure and Eligibility**

Transportation eligibility is open to the general public. Fares are based on trip distance. For fares within 10 miles the cost is \$1.00. Fares to Jackson and Roane Counties are \$5.00; to Parkersburg, Weston, Flatwoods, fares are \$10.00; and to Charleston and Clarksburg, \$14.00.

**Scheduling**

Trips must be scheduled by 3:00 PM the day before the service is needed. LKB will provide same-day transportation if the schedule permits.

**Coordinated Transportation**

LKB has coordinated with local senior centers in the past to provide transportation and is willing to provide transportation on a contractual basis should the need and opportunity present.

**Funding**

Funding sources for LKB include contract revenue, farebox collection, NEMT, Local funds, State funds, and Section 5311 funding. In 2013 (Based on 2013 Rural NTD Data), contracts yielded \$1,714 in revenue. Farebox collection provided \$37,272 in revenue, local funds provided \$70,210, while state funds provided \$187,525. Total Section 5311 funds provided were \$250,477.

**MID-OHIO VALLEY TRANSIT AUTHORITY**

Mid-Ohio Valley Transit Authority (Easy Rider) is the public transportation provider in Parkersburg and Vienna. The system operates three fixed routes and nine deviated flex routes. The system also provides paratransit services for seniors and ADA eligible individuals within three-quarters of the fixed route service and within the city limits of Parkersburg and Vienna.

<b>Mid-Ohio Valley Transit Authority</b>	
<b>Programs:</b>	Transportation
<b>Client Eligibility:</b>	General Public
<b>Hours/Days of Service:</b>	5:50 AM to 6:00 PM Monday – Saturday
<b>Mode of Services:</b>	Fixed Route and Paratransit Curb-to-Curb Demand Response
<b>Transportation Staff:</b>	1 Director 6 Administrative staff 31 Drivers (10 Full Time) 5 Maintenance Personnel
<b>Annual Trips Provided (2013):</b>	Fixed Route: 477,066 Paratransit: 4,774

<b>Annual Transportation Cost (2013):</b>	\$3,023,212
<b>Cost per Passenger Trip:</b>	Fixed Route: \$6.01 Paratransit: \$32.58
<b>Funding Sources for Transportation:</b>	Fares, Tax Levy, Parking Garage, Section 5307, Section 5309

**Schedule and Service Area**

Easy Rider operates a fleet of 20 route buses and one paratransit vehicle. Service is provided Monday through Saturday from 5:50 AM to 6:00 PM. Service is provided throughout Parkersburg and Vienna.

**Fare Structure and Eligibility**

Fixed route transportation is available to the general public. Fares are \$0.75 for the general public and \$0.35 for older adults, students (with valid ID), persons receiving Medicare or MOVTA I.D. card holders. Thirty day full fare passes are \$25, while 30-day half fare passes are \$15. A day pass costs \$1.75.

Curb-to-curb paratransit is available to prequalified individuals with disabilities who cannot ride the fixed route and has a base fare of \$0.35.

**Scheduling**

Routes do not require an advance reservation. Passengers wishing to be picked up in parts of some routes marked as a “deviation area” on the route guide must call the office prior to the bus leaving the transit center to schedule the pick-up. Passengers wishing to be dropped off in a deviation area must inform the driver at the time of boarding. Paratransit service requires a 24-hour notice, however, same day service will be accommodated if the schedule allows.

**Coordinated Transportation**

Easy Rider is willing to develop coordinated transportation and trip sharing opportunities with other area providers. However, many of the transportation providers in the surrounding area indicated that by the time they drive the distance from their service area to the Easy Rider service area, they opt to complete the trip rather than ask the passenger to transfer.

**Funding**

Easy Rider receives Section 5307 and 5309 funding, parking garage, and local fare revenues. The local property tax is Easy Rider’s main source of funding and provides the majority of the local match for grants.

**JACKSON COUNTY COMMISSION ON AGING**

The Jackson County Commission on Aging is a non-profit agency that provides services to adults age 60 and older in Jackson County. Services include senior activities, nutrition, and transportation. Transportation is also available to the general public if seats are available on an otherwise senior program eligible trip.

<b>Jackson County Commission on Aging</b>	
<b>Programs:</b>	Senior Activities, Nutrition, and Transportation
<b>Client Eligibility:</b>	Seniors in Jackson County (General Public if Space is Available)
<b>Hours/Days of Service:</b>	8:00 AM to 2:00 PM Monday – Friday
<b>Mode of Services:</b>	Door-to-Door Demand Response
<b>Transportation Staff:</b>	1 Director 2 Administrative staff 6 Drivers (4 Part Time)
<b>Annual Trips Provided:</b>	7,664
<b>Annual Transportation Cost:</b>	\$84,445
<b>Cost per Passenger Trip:</b>	\$11.02
<b>Funding Sources for Transportation:</b>	WV Bureau of Senior Service, Section 5310, Title III-B, passenger donations

**Schedule and Service Area**

Transportation is available from 8:00 AM to 2:00 PM, Monday through Friday. The Jackson County Commission on Aging provides service in and around Jackson County and to Parkersburg and Charleston for medical appointments.



**Fare Structure and Eligibility**

There is no passenger fare, and riders have the option to provide a donation.

**Scheduling**

There are no advance reservation requirements to schedule a trip. However, the schedule often fills up one week in advance.

**Coordinated Transportation**

Jackson County Commission on Aging will recommend LKB if they are unable to accommodate a trip request.

**Funding**

Funding sources including WV Bureau of Senior Services, Section 5310, Title III-B, and passenger donations to make up the \$84,445 transportation budget.

**PLEASANTS COUNTY SENIOR CENTER**

Pleasants County Senior Center is a non-profit agency dedicated to providing transportation, nutrition, and programs for older adults in Pleasants County. The agency operates five vehicles, two of which are wheelchair accessible. The agency operates one handicapped accessible van on a daily scheduled route. The other vehicles in the fleet are used daily to transport NEMT passengers. Medical appointments are available upon request, Monday through Friday. The number of vehicles used for medical appointments varies between two and three depending on the location and time of the requested medical appointments.

<b>Pleasants County Senior Center</b>	
<b>Programs:</b>	Senior Services, Nutrition, Transportation
<b>Client Eligibility:</b>	Older Adults and those with disabilities in Pleasants County
<b>Hours/Days of Service:</b>	8:00 AM to 4:00 PM, Monday – Friday
<b>Mode of Services:</b>	Door-to-Door Demand Response
<b>Transportation Staff:</b>	1 Director 1 Assistant Director 4 Administrative staff (Part Time) 1 Title V worker (Part Time) 3 Part Time Drivers

<b>Annual Trips Provided:</b>	6,068
<b>Annual Transportation Cost:</b>	\$43,219
<b>Cost per Passenger Trip:</b>	\$7.12
<b>Funding Sources for Transportation:</b>	Title III-B, Legislative Initiative for Seniors, Section 5310, County Commissioners

**Schedule and Service Area**

Transportation is available from 8:00 AM to 4:00 PM. The agency has five part time drivers who are responsible for providing transportation to nutrition sites and scheduled medical transportation, when it is requested. One part time trip coordinator schedules trips.

Pleasants County Senior Center transports clients to local nutrition sites, shopping areas, medical facilities, grocery stores, and will make trips outside of the county for medical and other special requested trips. Special trip requests (i.e., Walmart) require a minimum number of passengers to register in advance.

**Fare Structure and Eligibility**

There is no required fare or suggested donation for trips within the service area. Donations are suggested for special trips. Most donations range from \$4.00 to \$6.00.

**Scheduling**

Reservations are encouraged and may be scheduled on the same day as the desired trip.

**Coordinated Transportation**

Currently, the agency does not coordinate transportation other than sharing information about public transportation options.

**Funding**

Funding sources for transportation services include Title III-B and Legislative Initiative for Seniors. Pleasants County Senior Center transportation program also receives funding from the Federal Transit Administration Section 5310 Program via the West Virginia Division of Public Transit (DPT) to purchase transportation vehicles and contracted services funding to purchase transportation services for seniors and individuals with disabilities in Pleasants County. The \$43,219 transportation budget includes fuel, salaries for drivers, the coordinator, and bus aides, and maintenance. Vehicles are maintained by a certified mechanic in Marietta.

**RITCHIE COUNTY INTEGRATED FAMILY SERVICES, INC.**

The Ritchie County Integrated Family Services, Inc. is a senior center that provides transportation services to seniors and NEMT clients of Ritchie County. Transportation is provided to the Towns of Pennsboro, Harrisville, Cairo, and other rural areas. Runs are made on a daily basis to Parkersburg, primarily for medical purposes. Most weeks trips to Clarksburg, Weston, Moundsville, and Morgantown are also scheduled for medical purposes.

<b>Ritchie County Integrated Family Services, Inc.</b>	
<b>Programs:</b>	Senior Activities, Nutrition, Transportation
<b>Client Eligibility:</b>	60 or over and NEMT services in Ritchie County
<b>Hours/Days of Service:</b>	8:00 AM to 4:00 PM Monday – Friday
<b>Mode of Services:</b>	Door-to-Door Demand Response
<b>Transportation Staff:</b>	1 Executive Director 1 Assistant Director 1 HR & Transportation Coordinator 1 Transportation Coordinator (PT) 3 Drivers
<b>Annual Trips Provided:</b>	3,936
<b>Annual Transportation Cost:</b>	\$67,000
<b>Cost per Passenger Trip:</b>	\$17.03
<b>Funding Sources for Transportation:</b>	Donations, Legislative Initiative for Seniors, Veteran’s Administration, and Title III-B, Non-Emergency Medical Transportation (NEMT), Section 5310 (vehicles)

**Schedule and Service Area**

Transportation is available from 8:00 AM to 4:00 PM, Monday through Friday, in and around Ritchie County. The most popular destinations are to Towns of Pennsboro, Harrisville, Cairo, and Parkersburg, Clarksburg, Weston, Moundsville, or Morgantown for medical appointments.

**Fare Structure and Eligibility**

There is no fare structure. A donation based on mileage is requested but not required.

**Scheduling**

Advance reservations are requested but same day reservations will be accommodated if the schedule permits.

**Coordinated Transportation**

Ritchie County Integrated Family Services, Inc. coordinates trips with LKB whenever possible.

**Funding**

All of the funding sources listed in the table are used to cover operating costs. The exception being Section 5310 which is used entirely for vehicle purchases.

**ROANE COUNTY COMMITTEE ON AGING**

The Roane County Committee on Aging provides transportation, nutrition, and senior activities for adults age 60 and older. The primary service area is Roane County. The agency has two minivans and operates one on a daily basis. In addition to senior transportation, the Roane County Committee on Aging will provide transportation to adults 18 and over who are going to a medical appointment and qualify for NEMT services.

<b>Roane County Committee on Aging</b>	
<b>Programs:</b>	Senior Activities, Nutrition, Transportation
<b>Client Eligibility:</b>	60 or over services in Roane County
<b>Hours/Days of Service:</b>	8:00 AM to 4:00 PM Monday – Friday
<b>Mode of Services:</b>	Door-to-Door Demand Response
<b>Transportation Staff:</b>	1 Director 1 Administrative staff 2 Driver (Full Time) 1 Dispatcher/Scheduler
<b>Annual Trips Provided:</b>	Approximately 780
<b>Annual Transportation Cost:</b>	Not Available

<b>Cost per Passenger Trip:</b>	Not Available
<b>Funding Sources for Transportation:</b>	Donations, Legislative Initiative for Seniors, and Title III-B

**Schedule and Service Area**

Transportation is available from 8:00 AM to 4:00 PM, Monday through Friday, in and around Roane County. The most popular destinations are to Reedy, Walton, Spencer, and Parkersburg or Charleston for medical appointments.

**Fare Structure and Eligibility**

There is no fare structure. A donation based on mileage is requested but not required.

**Scheduling**

Advanced reservations are requested but same day reservations will be accommodated if the schedule permits.

**Coordinated Transportation**

Roane County Committee on Aging coordinates trips with LKB whenever possible. At times, the limited schedule offered by LKB in Roane County presents challenges for coordinating trips. The destinations served by LKB vary by days of the week and often do not meet the needs of Roane County Committee on Aging clients.

The Roane County Committee on Aging is negotiating a consolidated or contractual relationship with LKB. The Committee on Aging would like to consolidate their funding resources so that LKB can expand services in Roane County and provide more transportation than the Committee on Aging is capable of providing.

**Funding**

The funding sources that comprise the committee’s budget are donations, Legislative Initiative for Seniors, Section 5310, and Title III-B of the Older Americans Act.

**SW RESOURCES, INC.**

SW Resources, Inc. is a non-profit, community rehabilitation program that provides transportation for its clients, mainly for employment and education purposes.

<b>SW Resources, Inc.</b>	
<b>Programs:</b>	Employment, Transportation, Education
<b>Client Eligibility:</b>	Individuals with a disability from Wood, Jackson, Pleasants, Ritchie, Roane, Tyler, and Wirt Counties
<b>Hours/Days of Service:</b>	7:30 AM to 4:00 PM Monday – Friday 5:00 PM to 12:00 PM Monday - Friday
<b>Mode of Services:</b>	Door-to-Door Demand Response
<b>Transportation Staff:</b>	1 Director 4 Drivers (Part Time)
<b>Annual Trips Provided:</b>	Not Available
<b>Annual Transportation Cost:</b>	Not Available
<b>Annual Transportation Miles:</b>	Roughly 10,000
<b>Cost per Passenger Trip:</b>	Not Available
<b>Funding Sources for Transportation:</b>	SW Resources Operating Budget, WV Rehabilitation Services, Medicaid Waiver Day Program

**Schedule and Service Area**

Service is available to Wood, Jackson, Pleasants, Ritchie, Roane, Tyler, and Wirt County residents with a disability.

**Fare Structure and Eligibility**

There is no fare for riders.

**Scheduling**

Scheduling for NEMT is done through the Medicaid transportation brokerage.

**Coordinated Transportation**

SW Resources, Inc. provides transportation for its clients and does not coordinate with other transportation providers.

**Funding**

Funding sources for transportation include donations and NEMT.

**WESTBROOK HEALTH SERVICES**

Westbrook Health Services is a non-profit organization located in Wood County that serves individuals with mental health and other disabilities. Westbrook provides transportation for consumers to and from program activities. Transportation is also provided at group homes located throughout the counties in the study area. Group home vehicles are operated by the staff person working on location at the group home and may be used at any time of the day for purposes including but not limited to shopping, social, and medical appointments. Westbrook Health Services does not track transportation as an individual line item cost. The agency was unable to estimate the costs associated with consumer transportation.

<b>Westbrook Health Services</b>	
<b>Programs:</b>	Transportation, Addiction Recovery, Adult services, Child Services, Intellectual Rehabilitation, and Crisis Support
<b>Client Eligibility:</b>	Westbrook consumers
<b>Hours/Days of Service:</b>	7:30 AM to 5:00 PM Monday – Friday
<b>Mode of Services:</b>	Door-to-Door Demand Response
<b>Transportation Staff:</b>	1 Director 1 CFO 4 Drivers (2 Full Time 2 Part Time) 1 Dispatcher/Scheduler
<b>Annual Trips Provided:</b>	53,031 <sup>1</sup>

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<sup>1</sup> Total billable transportation.

<b>Annual Transportation Cost:</b>	Not Available
<b>Cost per Passenger Trip:</b>	Not Available
<b>Funding Sources for Transportation:</b>	Transportation is included in consumer treatment costs.

**Schedule and Service Area**

Services are available in Calhoun, Jackson, Pleasants, Ritchie, Roane, Tyler, Wirt, and Wood Counties. Westbrook Health Services operates 50 vehicles and service times vary by program. The majority of transportation services are available from 7:30 AM to 5:00 PM, Monday through Friday. Vehicles are spread out throughout the region to meet the demands of clients.

**Fare Structure and Eligibility**

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

**Scheduling**

A 24-hour notice is requested, but same day services will be provided if accommodations can be made. Vehicles that are maintained at the group homes are scheduled as needed; these vehicles are utilized similar to how a ‘family car’ for any household would be scheduled. As long as the vehicle is not in use residents may take the vehicle as needed.

**Coordinated Transportation**

Westbrook Health Services does not currently coordinate on a formal level. They will provide transportation if an individual cannot find any other service. Additionally, Westbrook Health provides transportation for P.S. Project, a human service agency.

**Funding**

Consumer transportation is not tracked by the agency as a separate expense. Funding for transportation is included in the client’s treatment program.

**WIRT COUNTY COMMITTEE ON AGING**

The Wirt County Committee on Aging is a non-profit agency in Elizabeth, West Virginia. The agency is dedicated to serving adults age 60 and older in Wirt County. Services include senior programs, senior day care, nutrition, and transportation. Currently, Wirt County Committee on Aging maintains six transportation vehicles and operates three per day.



<b>Wirt County Committee on Aging</b>	
<b>Programs:</b>	Senior programs, Day Care, Nutrition, and Transportation
<b>Client Eligibility:</b>	Individuals age 60 and older in Wirt County
<b>Hours/Days of Service:</b>	8:30 AM to 4:00 PM Monday – Friday
<b>Mode of Services:</b>	Door-to-Door Demand Response
<b>Transportation Staff:</b>	1 Director 2 Administrative Staff 1 Driver (Full Time) 2 Drivers (Part Time) 1 Dispatcher/Scheduler
<b>Annual Trips Provided:</b>	3,508
<b>Annual Transportation Cost:</b>	\$121,510
<b>Cost per Passenger Trip:</b>	\$34.64
<b>Funding Sources for Transportation:</b>	Title III-B, Section 5310, and Legislative Initiative for Seniors

**Schedule and Service Area**

On an average day, one vehicle will provide transportation to nutrition sites, while another vehicle will transport seniors to medical appointments that are outside of town or outside of Wirt County. Service is available both within and outside of Wirt County.

**Fare Structure and Eligibility**

There is no set fare but donations are suggested. For in-town trips, a donation of \$1.00 is suggested. For in-county trips, a donation of \$2.00 is suggested. Donations of \$7.00 are suggested for trips to Parkersburg.

**Scheduling**

A 24-hour notice is required, but same day reservations will be accepted if the schedule allows.

**Coordinated Transportation**

Wirt County Committee on Aging provides transportation for its clients and does not coordinate with other transportation providers. The Committee on Aging is, however, open to the potential for coordination in the future.

**Funding**

Funding sources for transportation include Title III-B and Legislative Initiative for Seniors. Wirt County Committee on Aging transportation program also receives funding from the Federal Transit Administration Section 5310 Program via the West Virginia Division of Public Transit (DPT) to purchase transportation vehicles and contracted services funding to purchase transportation services for seniors and individuals with disabilities in Wirt County.

**WOOD COUNTY SENIOR CITIZENS ASSOCIATION**

The Wood County Senior Citizens Association is a human service agency dedicated to providing activities, nutrition, and transportation services to adults age 60 and over in Wood County. The agency currently operates five vehicles on a demand response basis. Major trip purposes for transportation include nutrition, medical, prescription, and social trips.

<b>Wood County Senior Citizens Association</b>	
<b>Programs:</b>	Senior Activities, Nutrition, Transportation
<b>Client Eligibility:</b>	Seniors in Wood County
<b>Hours/Days of Service:</b>	8:00 AM to 4:00 PM Monday – Friday
<b>Mode of Services:</b>	Door-to-Door Demand Response
<b>Transportation Staff:</b>	1 Director 2 Administrative 4 Drivers 1 Dispatcher/Scheduler
<b>Annual Trips Provided:</b>	12,464
<b>Annual Transportation Cost:</b>	\$122,404
<b>Cost per Passenger Trip:</b>	\$9.82

<b>Funding Sources for Transportation:</b>	Title III-B, Local Match, Section 5310, LIFE, and passenger donations
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**Schedule and Service Area**

Transportation is available from 8:00 AM to 4:00 PM Monday through Friday. The service area includes Wood County and the surrounding area, except Marietta.

**Fare Structure and Eligibility**

There is no fare for transportation services, but donations are suggested.

**Scheduling**

A two-day advanced reservation is the policy. However, same-day accommodations will be made if the schedule allows.

**Coordinated Transportation**

The Wood County Senior Citizens Association contracts for transportation with other local agencies for group trips, makes Medicaid transportation referrals, and works with Faith Link, an organization that provides volunteers that wait with seniors during medical appointments.

**Funding**

The funding sources that comprise Wood County Senior Citizens Association’s \$122,404 transportation budget include Title III-B of the Older Americans Act, Legislative Initiative for Seniors, donations, and funding from the County Commissioners. The Wood County Senior Citizens Association transportation program also receives funding from the Federal Transit Administration Section 5310 Program via the West Virginia Division of Public Transit (DPT) to purchase transportation vehicles and contracted services funding to purchase transportation services for seniors and individuals with disabilities in Wood County.

**ST. JOSEPH’S AMBULANCE SERVICE**

St. Joseph’s Ambulance Service provides ambulance and NEMT to people of Wood County. Currently, St. Joseph’s maintains four ADA lift-equipped vans.

<b>St. Joseph’s Ambulance Service</b>	
<b>Programs:</b>	NEMT Transportation
<b>Client Eligibility:</b>	NEMT individuals in Wood County

<b>Hours/Days of Service:</b>	6:00 AM to 6:00 PM Monday – Friday 6:00 AM to 4:00 PM Saturday By Appointment Sunday
<b>Mode of Services:</b>	Demand Response, Ambulance
<b>Funding Sources for Transportation:</b>	NEMT

**Schedule and Service Area**

Service is available to Wood County residents.

**Fare Structure and Eligibility**

There is no fare for riders. The client is billed via NEMT pricing.

**Scheduling**

Scheduling for NEMT is done through the Medicaid transportation brokerage.

**Coordinated Transportation**

St. Joseph’s provides transportation for its clients and does not coordinate with other transportation providers.

**Funding**

Funding sources for transportation include NEMT.

**TAXI LEASING LTD**

Taxi Leasing LTD provides taxi and NEMT for individuals of Wood County.

<b>Taxi Leasing LTD</b>	
<b>Programs:</b>	Transportation
<b>Client Eligibility:</b>	Individuals from Wood County
<b>Hours/Days of Service:</b>	7:30 AM to 4:00 PM Monday – Friday
<b>Mode of Services:</b>	Door-to-Door Demand Response

<b>Funding Sources for Transportation:</b>	NEMT, Fares

**Schedule and Service Area**

Service is available to Wood County residents.

**Fare Structure and Eligibility**

Fares are determined on a metered basis and by NEMT pricing.

**Scheduling**

Scheduling for NEMT is done through the Medicaid transportation brokerage.

**Funding**

Funding sources for transportation include NEMT, fares.

**ADDITIONAL TRANSPORTATION PROVIDERS**

**Barons Bus Lines**

Baron Bus Lines is a locally owned and operated bus company based in Cleveland, Ohio. The fleet of 2013 and 2014 buses offers the latest amenities and safety features. In 2014, Barons Bus offered transportation services to more than 250,000 passengers and covered more than 2.5 million miles. Barons Bus offers intercity service, including the “College Connection” program. Through this program, direct bus service to college campuses, including West Virginia University (Morgantown), is available. Barons Bus stops in Parkersburg where passengers may transfer to Easy Rider or a private taxi service to continue their trip within Parkersburg or Vienna.

**Greyhound**

Beginning July 15, Greyhound Lines, Inc. is temporarily relocating its facility in Parkersburg to the Mid-Ohio Valley Transit Authority (Easy Rider). Easy Rider will serve as the Greyhound agent. Lakefront Trailways also is moving to the transit authority building.

A permanent intermodal transportation facility is currently under construction in downtown Parkersburg at the corner of Julianna and 6<sup>th</sup> Streets. By combining operations under one roof, transportation providers are offering convenient, seamless transportation.

Hours of operation are 8:30 AM to 4:30 PM. It is closed on weekends and holidays. Greyhound provides three daily schedules, one northbound and one southbound between Cleveland, Ohio, and Charleston, West Virginia, and one from Charleston to Columbus, Ohio.

### **Lakefront Lines**

Lakefront Lines provides intercity service to 15 communities in Ohio and West Virginia, including Parkersburg/Belpre. The service is also known as “GoBus Service.”

## **VEHICLE UTILIZATION**

A vehicle utilization chart was developed to provide an overview of when local public and human service agency transportation services are being provided in each county. Exhibit III.1 outlines the times of the day when vehicles are typically being utilized and identifies 11:00 AM as the peak service time. In a demand response and human service agency structure of service, vehicle utilization and peak hours of operation are subject to fluctuation on a day-to-day basis. The following chart is intended to reflect the ‘typical’ daily service as reported by each transportation provider in the region. It should be understood that a greater or fewer number of vehicles may be used during the indicated hours of operation, and the chart is a snapshot of operations.

Transportation providers and planners in each county should use this chart to identify opportunities to share vehicles and/or passenger trips and reduce duplication of services. The chart should be updated on a regular basis to ensure accuracy.











## SUMMARY OF TRANSPORTATION SERVICES

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

**Exhibit III.2  
Service Matrix**

County	Public Transportation	Senior Transportation	Transportation for Individuals with Disabilities	Intercity Transportation
<b>Calhoun</b>	x	x	x	
<b>Jackson</b>	x	x	x	
<b>Pleasants</b>		x	x	
<b>Ritchie</b>		x	x	
<b>Roane</b>	x	x	x	
<b>Tyler</b>		x	x	
<b>Wirt</b>		x	x	
<b>Wood</b>	x	x	x	x

An inventory of transportation providers was created at the onset of this study. Exhibit III.3 identifies the organizations that provide transportation in each county and intercity service. The list includes public, private, and non-profit organizations. Within the table, the number of vehicles, types of services, service area, and funding sources are identified for each provider. In some cases, where information is noted as not available, additional data has been requested, if available. In some cases, data was not available from the provider due to administrative practices or recordkeeping and budgeting procedures for that agency. For example, some agencies were unable to accurately estimate the annual budget for transportation because those expenses are not tracked independently from other program or consumer expenses.

There are over 120 passenger transportation vehicles in the study area that are operated by 11 public and non-profit agencies. Because private limousine, intercity, and taxi companies tend to fluctuate in their service availability, especially in rural areas, private transportation providers were not counted in the inventory of resources. Nonetheless, private operators were invited to participate in the study process. This inventory does not include school buses because of the regulatory restrictions involved with using school bus transportation of individuals other than school students.

Similar to other rural regions of West Virginia, the majority of transportation services are available on weekdays between 8:00 AM and 5:00 PM. Weekend and evening transportation is available, but on a more limited basis. All of the identified vehicles are used for transportation of older adults, people with low incomes, and/or individuals with disabilities, and/or the general public.

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

Calhoun County							
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
Calhoun Co. Committee on Aging	Human Service Agency	Seniors and NEMT	Calhoun County	Demand Response	7:30 AM – 3:30 PM Monday-Friday	4 Paratransit Buses	5310, Title III-B
Little Kanawha Bus	Public Transit	General Public	Calhoun, Jackson, Gilmer, Roane Counties	Demand Response	8:00 AM – 4:00 PM Monday-Friday	13 Paratransit Buses	5311, Contracts, NEMT, Fares, Local Funds, State Funds
Westbrook	Human Service Agency	Program Trips and Group Home Services	Calhoun, Jackson, Pleasants, Ritchie, Roane, Tyler Wirt, Wood Counties	Demand Response	7:30 AM – 5:00 PM Monday-Friday	Information not provided	Information not provided

Jackson County							
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
SW Resources	Human Service Agency	Program Client Employment Transportation	Wood, Jackson, Pleasants, Ritchie, Roane, Tyler, Wirt Counties	Demand Response	7:30 AM – 4:00 PM Monday-Friday 5:00 PM – 12:00 AM Monday - Friday	2 Vans	Information not provided
Jackson County Commission on Aging	Human Service Agency	Seniors and NEMT	Jackson County	Demand Response	8:00 AM – 2:00 PM Monday-Friday	3 Minivans 2 12 Passenger Vans 1 8 Passenger Van	5310, Title III-B, City of Ripley Funding, WV Bureau of Senior Service
Little Kanawha Bus	Public Transit	General Public	Calhoun, Jackson, Gilmer, Roane Counties	Demand Response	8:00 AM – 4:00 PM Monday-Friday	13 Paratransit Buses	5311, Contracts, NEMT, Fares, Local Funds, State Funds
Westbrook	Human Service Agency	Program Trips and Group Home Services	Calhoun, Jackson, Pleasants, Ritchie, Roane, Tyler Wirt, Wood Counties	Demand Response	7:30 AM – 5:00 PM Monday-Friday	Information not provided	Information not provided

<b>Pleasants County</b>							
<b>Name</b>	<b>Service Type</b>	<b>Passenger Eligibility</b>	<b>Service Area</b>	<b>Service Description</b>	<b>Hours of Service</b>	<b>Fleet Information</b>	<b>Funding</b>
SW Resources	Human Service Agency	Program Client Employment Transportation	Wood, Jackson, Pleasants, Ritchie, Roane, Tyler, Wirt Counties	Demand Response	7:30 AM – 4:00 PM Monday-Friday 5:00 PM – 12:00 AM Monday - Friday	2 Vans	Information not provided
Pleasants County Senior Center	Human Service Agency	Older Adults and NEMT	Pleasants County	Demand Response	8:00 AM – 4:00 PM Monday-Friday	2 Vans 1 Minivan w/ Ramp 2 4WD Commissioners	5310, Title III-B, Life Funds, County Commissioners
Westbrook	Human Service Agency	Program Trips and Group Home Services	Calhoun, Jackson, Pleasants, Ritchie, Roane, Tyler Wirt, Wood Counties	Demand Response	7:30 AM – 5:00 PM Monday-Friday	Information not provided	Information not provided

<b>Ritchie County</b>							
<b>Name</b>	<b>Service Type</b>	<b>Passenger Eligibility</b>	<b>Service Area</b>	<b>Service Description</b>	<b>Hours of Service</b>	<b>Fleet Information</b>	<b>Funding</b>
SW Resources	Human Service Agency	Program Client Employment Transportation	Wood, Jackson, Pleasants, Ritchie, Roane, Tyler, Wirt Counties	Demand Response	7:30 AM – 4:00 PM Monday-Friday 5:00 PM – 12:00 AM Monday - Friday	2 Vans	Information not provided
Westbrook Health Services	Human Service Agency	Program Trips and Group Home Services	Calhoun, Jackson, Pleasants, Ritchie, Roane, Tyler Wirt, Wood Counties	Demand Response	7:30 AM – 5:00 PM Monday-Friday	Information not provided	Information not provided
Ritchie County Integrated Family Services	Human Service Agency	Seniors and NEMT	Ritchie County	Demand Response	8:00 AM – 4:00 PM Monday-Friday	2 ADA Lift Vans 1 ADA mini van 3 Mini Vans 1 Jeep 2 meal vans	5310, Title-III-B, LIFE, Local Donations

<b>Roane County</b>							
<b>Name</b>	<b>Service Type</b>	<b>Passenger Eligibility</b>	<b>Service Area</b>	<b>Service Description</b>	<b>Hours of Service</b>	<b>Fleet Information</b>	<b>Funding</b>
SW Resources	Human Service Agency	Program Client Employment Transportation	Wood, Jackson, Pleasants, Ritchie, Roane, Tyler, Wirt Counties	Demand Response	7:30 AM – 4:00 PM Monday-Friday 5:00 PM – 12:00 AM Monday - Friday	2 Vans	Information not provided
Little Kanawha Bus	Public Transit	General Public	Calhoun, Jackson, Roane, Gilmer Counties	Demand Response	8:00 AM – 4:00 PM Monday-Friday	13 Paratransit Buses	5311, Contracts, NEMT, Fares, Local Funds, State Funds
Roane County Committee on Aging	Human Service Agency	Older Adults and NEMT	Roane County	Demand Response	8:00 AM – 4:00 PM Monday-Friday	2 Minivan	5310, Donations, Title III-B, Medicaid
Westbrook Health Services	Human Service Agency	Program Trips and Group Home Services	Calhoun, Jackson, Pleasants, Ritchie, Roane, Tyler Wirt, Wood Counties	Demand Response	7:30 AM – 5:00 PM Monday-Friday	Information not provided	Information not provided



Tyler County							
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
Council of Senior Tyler Countians, Inc.	Human Service Agency	Seniors and NEMT	Tyler County	Demand Response	6:00 AM – 6:00 PM Monday-Friday	1 ADA lift van 1 van 2 mini vans 1 car	5310, Title III-B
Westbrook Health Services	Human Service Agency	Program Trips and Group Home Services	Calhoun, Jackson, Pleasants, Ritchie, Roane, Tyler Wirt, Wood Counties	Demand Response	7:30 AM – 5:00 PM Monday-Friday	Information not provided	Information not provided
SW Resources	Human Service Agency	Program Client Employment Transportation	Wood, Jackson, Pleasants, Ritchie, Roane, Tyler, Wirt Counties	Demand Response	7:30 AM – 4:00 PM Monday-Friday 5:00 PM – 12:00 AM Monday - Friday	2 Vans	Information not provided

Wirt County							
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
Westbrook Health Services	Human Service Agency	Program Trips and Group Home Services	Calhoun, Jackson, Pleasants, Ritchie, Roane, Tyler Wirt, Wood Counties	Demand Response	7:30 AM – 5:00 PM Monday-Friday	Information not provided	Information not provided
Wirt County Committee on Aging	Human Service Agency	Older Adults and NEMT	Wirt County	Demand Response	8:30 AM – 4:00 PM Monday-Friday	1 ADA lift van 1 ADA mini van 2 buses 2 mini vans	5310, Title III-B, Life Funds
SW Resources	Human Service Agency	Program Client Employment Transportation	Wood, Jackson, Pleasants, Ritchie, Roane, Tyler, Wirt Counties	Demand Response	7:30 AM – 4:00 PM Monday-Friday 5:00 PM – 12:00 AM Monday - Friday	2 Vans	Information was not provided

Wood County							
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
St. Josephs Ambulance	Ambulance, NEMT	NEMT	Wood County	NEMT	6:00 AM – 6:00 PM Monday – Friday 6:00 AM – 4:00 PM Saturday	4 ADA lift vans	NEMT
Mid-Ohio Valley Transit Authority	Public Transit	General Public	Parkersburg and Vienna	3 Fixed Routes 4 Deviated Routes and Complementary ADA Paratransit	5:50 AM – 6:10 PM Monday-Saturday	19 Fixed Route Buses 1 Paratransit Bus	5307, 5309, Tax Levy
SW Resources	Human Service Agency	Program Client Employment Transportation	Wood, Jackson, Pleasants, Ritchie, Roane, Tyler, Wirt Counties	Demand Response	7:30 AM – 4:00 PM Monday-Friday 5:00 PM – 12:00 AM Monday – Friday	2 Vans	Information not provided

Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
Westbrook Health Services	Human Service Agency	Program Trips and Group Home Services	Calhoun, Jackson, Pleasants, Ritchie, Roane, Tyler Wirt, Wood Counties	Demand Response	7:30 AM – 5:00 PM Monday-Friday	Information was not provided	Information not provided
Wood County Senior Citizens Association	Human Service Agency	Older Adults and NEMT	Wood County	Demand Response	8:30 AM – 4:00 PM Monday-Friday	2 ADA lift buses 1 ADA lift van 1 ADA lift mini van 1 mini van	5310, Title III-B, LIFE Funds
Taxi Leasing LTD	Taxi, NEMT	NEMT	Wood County	NEMT	7:30 AM – 4:00 PM Monday – Friday	Information was not provided	Fares, NEMT
Barons Bus	Intercity	Public	Parkersburg	Intercity	Varies	Varies	Private, Fares
Greyhound	Intercity	Public	Parkersburg	Intercity	Varies	Varies	Private, Fares
Lakefront Lines	Intercity	Public	Parkersburg	Intercity	Varies	Varies	Private, Fares

# Needs & Gaps

## ASSESSMENT OF UNMET NEEDS AND GAPS IN SERVICES

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### INTRODUCTION

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

- ◆ Two general public and stakeholder meetings advertised through mail, email, word-of-mouth, meetings, and newspaper announcements:
  - August 4, 2014 at the Wood County Senior Center, Parkersburg
  - October 7, 2014 at the Mid-Ohio Valley Transit Authority conference room, Parkersburg
- ◆ Standardized interviews with stakeholders to update inventory data and information about unmet needs and changes in service since the previous coordination plan.
- ◆ Public surveys available at public libraries in each county and on-line. The public survey opportunity was also advertised in newspaper announcements.

### PUBLIC AND STAKEHOLDER INVOLVEMENT

#### Public and Stakeholder Meetings

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

- ◆ Jackson County Commission on Aging
- ◆ Little Kanawha Bus
- ◆ Mid-Ohio Valley Transit Authority
- ◆ Pleasants County Commission
- ◆ Pleasants County Senior Center
- ◆ Prester Center
- ◆ Ritchie County Board of Education
- ◆ Ritchie County Integrated Family Services
- ◆ Roane County Committee on Aging
- ◆ Sistersville General Hospital
- ◆ SW Resources
- ◆ Westbrook Health Services

- ◆ Wirt County Committee on Aging
- ◆ Wood County Senior Citizens Association
- ◆ Wood-Washington-Wirt Interstate Planning Commission/Mid-Ohio Valley Regional Council
- ◆ West Virginia Department of Transportation, Division of Public Transit

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

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

### **Public Survey**

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

In total, 64 individuals from Region V participated in the public survey. Survey results are summarized in Table IV.1 and IV.2. The response in some counties was very low. In Pleasants County, for example, only one individual completed a survey. However, that individual made a note to say that *“the lack of transportation is devastating to some families who cannot work or get groceries, as well as many other things due to the lack of their own transportation and the lack of any public transportation.”*

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

Topic	County									
	Calhoun	Jackson	Pleasants	Ritchie	Roane	Tyler	Wirt	Wood		
Total Surveys Received by County:	2	9	1	1	1	0	7	43		
How do you manage your transportation needs?										
Drive your own car	50%	0%	100%	100%	0%	N/A	100%	10%		
Walk or ride a bicycle	0%	33%	0%	0%	0%	N/A	14%	19%		
Ride with family or friends	50%	11%	0%	0%	100%	N/A	29%	19%		
Use an agency transportation service	50%	22%	0%	0%	0%	N/A	14%	10%		
Use public transportation	50%	67%	0%	0%	0%	N/A	43%	79%		
What do you need but cannot do because you do not have transportation?										
Go to Work	0%	11%	0%	0%	0%	N/A	10%	33%		
Go to Medical Appointments	50%	67%	0%	0%	0%	N/A	20%	25%		
Shop to Feed Yourself or Family	50%	78%	0%	0%	0%	N/A	0%	36%		
Go to School (Vocational or College)	0%	0%	0%	0%	0%	N/A	0%	14%		
Do Errands (Shopping or Other)	50%	33%	0%	0%	0%	N/A	0%	50%		
Go to Appointments	50%	22%	0%	0%	0%	N/A	0%	25%		
Attend Social Outings	50%	22%	0%	0%	0%	N/A	0%	36%		
Attend Sunday Religious Functions	50%	33%	0%	0%	0%	N/A	0%	33%		
Do you have any transportation Limitations?										
No	100%	72%	100%	100%	0%	N/A	100%	50%		
Yes. Need access to wheelchair accessible vehicles	0%	0%	0%	0%	100%	N/A	0%	0%		
Is there someone with a disability in your households that limits his or her mobility?										
No	100%	29%	100%	100%	0%	N/A	10%	33%		
Yes	0%	71%	0%	0%	100%	N/A	0%	67%		
Would you utilize any of the following resources for updates on this topic in the future?										

Topic	County									
	Calhoun	Jackson	Pleasants	Ritchie	Roane	Tyler	Wirt	Wood		
Twitter	0%	0%	0%	0%	0%	N/A	0%	4%		
Facebook	50%	50%	100%	100%	100%	N/A	50%	64%		
WV Department of Transportation/DPT	0%	25%	0%	0%	0%	N/A	50%	24%		
Local Agency or Transit System Website	0%	0%	0%	0%	0%	N/A	0%	0%		
Text Messages	0%	25%	0%	0%	0%	N/A	0%	36%		
Email	0%	25%	0%	0%	0%	N/A	0%	24%		
Other Social Media	50%- Flyers	0%	0%	0%	0%	N/A	0%	0%		

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

Topic	County									
	Calhoun	Jackson	Pleasants	Ritchie	Roane	Tyler	Wirt	Wood		
Total Surveys Received by County:	2	9	1	1	1	0	7	43		
Age										
Under Age 15						N/A		2%		
15 – 24 Years						N/A		17%		
25 – 64 Years						N/A		73%		
65 Years or Older						N/A		7%		
Which of the following best represents your heritage?										
White (non-Hispanic)						N/A		75%		
Black or African American						N/A		19%		



Topic	County									
	Calhoun	Jackson	Pleasants	Ritchie	Roane	Tyler	Wirt	Wood		
Latino or Hispanic						N/A		3%		
East Asian or Asian American						N/A		0%		
South Asian or Indiana American						N/A		0%		
Middle Eastern or Arab American						N/A		0%		
Native American or Alaska Native						N/A		3%		
Approximate Annual Household Income										
Less than \$10,000						N/A		52%		
\$10,000 - \$15,000						N/A		26%		
\$15,000 - \$20,000						N/A		0%		
\$20,000 - \$30,000						N/A		10%		
\$30,000 - \$40,000						N/A		0%		
\$50,000 - \$60,000						N/A		10%		
\$60,000 - \$85,000						N/A		0%		
\$85,000 or More						N/A		0%		
Is English your primary language?										
Yes						N/A		100%		
No						N/A		0%		

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

- ◆ In each county, there is a substantial need for transportation to/from life-sustaining services. Specifically mentioned were transportation for cancer treatments and dialysis.
- ◆ All counties of Region V are unable to meet demand for transportation requests for recurring medical, education, and employment trips that involve three and five days per week, each week.
- ◆ In all counties of Region V, transportation after medical procedures and upon release from the hospital is needed. These trips are a challenge for transportation providers to schedule because: (1) they are short-notice trip requests; and (2) drivers are not trained as Emergency Medical Technicians (EMTs) and often the riders need assistance and/or medical help.
- ◆ Transportation options suitable for frail individuals are needed in all counties because these individuals cannot tolerate the long-distance travel and long wait times for pick-ups which are a common part of rural demand-response transportation services.
- ◆ Attendants or escorts are needed at medical facilities to assist some patients from place to place within the medical facility and then back to the door to ride the transit vehicles.
- ◆ Education about transportation services and options is needed for the medical community so that the medical facilities and offices can help with scheduling.
- ◆ Accessible vehicles, both replacement and expansion, are needed throughout the region. Replacement vehicles are needed to help agencies control maintenance and operating costs, while also ensuring a safe ride. Expansion vehicles are needed so that providers can meet the demand for transportation and/or expand the level of service offered.
- ◆ Expanded and extended transportation operating schedules and service areas are needed to enable individuals with disabilities to have access to work, recreation, and other activities.
- ◆ Additional funding is needed to provide additional non-emergency medical transportation (NEMT) stops on the way home from medical appointments to fill prescriptions.
- ◆ College transportation for West Virginia University-Parkersburg for the counties surrounding Wood County is needed.
- ◆ A Mobility Manager is needed to assist with coordination and communication of services on a regional level to promote greater cost effectiveness and scheduling efficiencies as well as to make the community aware of mobility services that are available.
- ◆ Effective communication systems are needed that reach throughout the counties. Cell phones and CB communications do not work because there are numerous dead zones.
- ◆ There are many individuals with disabilities in the communities that need service and are not being helped because they are not eligible for services under the existing policies of transportation providers. Transportation providers and/or policy makers need to consider

amending policies to relax eligibility restrictions or an expansion of public transportation services (or awareness of such services) is needed.

In the second regional meeting on October 7, 2014, participants focused on prioritization of transportation goals and refinement of implementation objectives and strategies to address those goals over a four-year planning period. The results of that discussion are included in the Goals and Priorities Chapter of this plan.

### **Coordinated Transportation Challenges**

- ◆ Limited funding was considered to be the primary challenge to addressing the needs identified during this planning process. Transportation providers, in particular, indicated that they could work together to implement solutions to limited transportation options for medical, employment, education, and any other purpose, if additional funding were available to expand and enhance their current levels of service.
- ◆ Transportation for life-sustaining services is being limited by available capacity in transportation provider schedules. Transportation providers are unable to meet demand within their existing resources.
- ◆ Transportation providers in each county struggle to provide transportation for patients being released from the hospital because (1) they are short-notice trip requests and the daily schedules of providers is often booked weeks in advance; (2) Emergency Medical Technician (EMT) level passenger assistance is sometimes needed and transportation providers do not have access to personal care attendants that could provide that level of passenger care; and (3) patients sometimes need to pick up prescription drugs after release from the hospitals.

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# Priorities & Goals

## **COORDINATED TRANSPORTATION PRIORITIES AND GOALS**

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

Since the 2011 Coordinated Public Transit-Human Services Transportation Plan Update, communication among partners has not improved much. Local stakeholders would like to keep inter-agency communication as a goal and include strategies like adding a Listserv and/or Facebook *Secret Group* for sharing of information. The Secret Group is only visible to members who are registered to be part of the group.

Transportation for medical purposes is an ongoing unmet need, and even where service is available, there are gaps. Local stakeholders would like to keep medical transportation improvements as a goal for future coordinated transportation planning until resources satisfy demand.

There is some new service offered by Easy Rider and Baron Bus for the college, but it does not address the unmet need for trips originating outside of Parkersburg.

The level of service has been maintained and Little Kanawha Transit expanded to Gilmer County. Also, two Region V Section 5310 agencies are now 5310 contracted service providers: Wirt County Committee on Aging and Wood County Senior Citizens Association. After an initial demonstration project of only three providers, the DOT/DPT now has a total of 16 Section 5310 agencies from across the State as contracted service providers. The Region V participants would like to see the West Virginia DOT/DPT keep enhancements and expansions of the Section 5310 programs as a goal.

Finally, Region V has not hired a Mobility Manager. The concept has mixed reviews in the region, but the consensus of the group was to keep it as a goal in the updated plan because of the benefits that could be achieved through improved communication between providers and with the public, coordination of community transportation resources, and potentially funding through coordinated grant applications.

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

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

Opportunities for improving transportation services must nurture a trusting relationship between participating organizations by clarifying objectives and costs, ultimately guiding the participants toward a more coordinated approach to transportation and mobility throughout the counties, the region, and the state. Furthermore, one organization or a team of organizations must take the lead by implementing coordinated transportation activities and accomplishing the goals stated in this plan and any future amendments.

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

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

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

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

Table V.1: Goals and Needs Matrix

Goals	Categories of Unmet Transportation Needs/Gaps							
	Access to Transportation (Geographic)	Non-Emergency Medical Trips	Capital Resources & Capacity Limits	Service Hours	Information Sharing	Passenger Eligibility	Improve Public Education	
Goal #1 Expand Hours/Days of Transportation Service in Each County		X	X	X				
Goal #2 Improve Access to Transportation Services in Rural Areas	X	X				X		
Goal #3 Establish Networking and Communication Among Providers	X				X		X	
Goal #4 Remove the Barriers of Eligibility, Accessibility, & Affordability	X	X	X			X		
Goal #5 Central Trip Coordination Center	X		X		X		X	

**Goal #1: Expand the Hours and Days of Transportation Service in Each Region V County.**

Objectives:

- ◆ Provide early morning and later evening (after 6:00 PM) transportation, especially for medical appointments.
- ◆ Provide weekend transportation for dialysis, employment, faith-based activities, and other purposes.
- ◆ Reduce the capacity constraints on transportation providers due to limited service hours and vehicle availability, which cause trip denials and missed appointments for consumers.
- ◆ Increase capacity so that providers can accommodate recurring trips that occur three (3) to five (5) days per week.
- ◆ Increase capacity for transportation for life-sustaining medical appointments and short-notice hospital releases.

**Goal #2: Improve Access to Transportation and Provide Door-to-Door Service in Rural Areas.**

Objectives:

- ◆ Go to the door of people with long driveways, especially frail individuals, to improve access to services.
- ◆ Vehicles must be the proper size for local roads and road conditions.
- ◆ Operate accessible vehicles in each county to improve and expand access by individuals with disabilities and older adults.
- ◆ Reduce eligibility restrictions to increase access for people under age 60 and individuals without disabilities.
- ◆ Provide the necessary assistance to frail, disabled, and individuals with memory issues needing assistance when human service and public transportation agencies cannot afford to provide that level of care.
- ◆ Provide a higher level of care during their ride and when boarding and exiting vehicles, for patients being released from hospitals.

**Goal #3: Establish an Effective Method of Networking and Communication among Transportation Providers**

Objectives:

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



**Goal #4: Remove the Barriers of Eligibility, Accessibility, and Affordability from Transportation.**

Objectives:

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

**Goal #5: Establish a Central Trip Coordination Center for All Transportation Providers in the Region.**

Objectives:

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

**GOALS AND STRATEGIES**

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

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

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

- ◆ Near-term – Activities to be achieved within 12 to 24 months.
- ◆ Long-term – Activities to be achieved within 2 to 4 years.

## ACTION STEPS

### **Goal #1: Expand the Hours and Days of Transportation Service in Each Region V County.**

#### **Action Steps:**

**Step 1: Expand Little Kanawha Bus (LKB) to Ritchie, Wirt, and Wood Counties.** This would allow Federal Transit Administration (FTA) Section 5310 funded transportation providers to connect with public transit providers and open a new opportunity to travel to other communities and long-distance trips.

**Step 2: Vanpool.** One way to provide a subsidy program for vanpooling is through the use of the Federal Transit Administration's (FTA) Capital Cost of Contracting Policy. This policy allows grant recipients the option of using FTA capital assistance rather than operating assistance to fund the cost of privately-owned capital components of vanpool services obtained in a competitive solicitation. (Appendix F of Circular 9040.1G:

[http://www.fta.dot.gov/documents/FTA\\_Circular\\_9040\\_1Gwith\\_index\\_-\\_Final\\_Revised\\_-\\_vm\\_10-15-14\(1\).pdf](http://www.fta.dot.gov/documents/FTA_Circular_9040_1Gwith_index_-_Final_Revised_-_vm_10-15-14(1).pdf).

**Step 3: Coordinate with volunteer groups.** Public and human service agency transportation providers should coordinate with volunteer groups so that volunteers can provide evening, weekend, and same-day trip requests which cannot otherwise be accommodated.

**Step 4: Coordinate with private operators.** Explore the possibility of creating a Memorandum of Understanding agreement with Yellow Taxi for Medical discharges and same-day trip requests. Consider using Yellow Cab as the transportation provider. To ensure wheelchair vehicles are available to the taxi, vehicles to be disposed of could be sold or leased at low cost to the taxi company. Note that the taxi provider should also have the required Passenger Assistance Training.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Expand LKB Service Area	Little Kanawha Bus	Near-Term	<ul style="list-style-type: none"> <li>▪ LKB conducts a plan to determine the most appropriate service area expansions and project expenses.</li> <li>▪ LKB applies for additional Section 5311 funding to expand services.</li> <li>▪ LKB secures necessary local match for Section 5311 grant.</li> <li>▪ Number of trips provided by LKB in the new counties/service areas for the general public, people with disabilities, older adults, and individuals with low income.</li> <li>▪ Number of trips for purposes that meet the identified needs.</li> </ul>

Step 2: Vanpool	Public transportation providers	Long-Term	<ul style="list-style-type: none"> <li>▪ Cost/Benefit analysis for vanpool is conducted.</li> <li>▪ As determined by the analysis, vanpool is implemented.</li> <li>▪ Number of trips provided by vanpool per year.</li> <li>▪ Decrease in level of unmet demand for trips of any purpose eligible under the vanpool program criteria.</li> </ul>
Step 3: Volunteers	Public and/or human service agency providers	Near-Term and On-going	<ul style="list-style-type: none"> <li>▪ Number of evening, weekend, and same-day trips provided by the volunteer program.</li> <li>▪ Customer satisfaction with volunteer program.</li> <li>▪ Number of volunteers.</li> </ul>
Step 4: Private Operators	Coordinate with private operators	Near-Term and On-going	<ul style="list-style-type: none"> <li>▪ Number of trips per month and year referred to private taxi operators for medical discharges and same-day trips.</li> <li>▪ Number of wheelchair accessible vehicles available and used by private taxi operators under the MOU(s).</li> </ul>

**Goal #2: Improve Access to Transportation for Older Adults and Individuals with Disabilities in Rural Areas.**

**Action Steps:**

**Step 1: Create and implement an MOU for purchase of Wheelchair Accessible Vehicles.** Create a Memorandum of Understanding (MOU) to purchase wheelchair accessible vehicles. Each Section 5310 and 5311 transportation provider in each county agrees to make the purchase wheelchair accessible vehicles a top priority and to make the majority of all vehicle purchases wheelchair accessible.

**Step 2: Easy Rider Paratransit Service in Parkersburg.** Easy Rider Paratransit will provide service in Parkersburg, freeing up Wood County Seniors for other trips. Evaluate the feasibility of a set service day or days per week for a designated area, such as Wednesday trips from rural areas to Parkersburg and return. The guaranteed travel day would allow riders to plan trips on days service is available.

**Step 3: Implement Personal Care Attendants (PCAs) or escorts for frail and disabled passengers.** Local coordinated transportation stakeholders in each county will work with faith-

based volunteer groups to provide escorts. Explore Department of Health and Human Services (DHHS) required employment possibilities.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Create MOU	Section 5310 and 5311 transportation providers	Near-Term	<ul style="list-style-type: none"> <li>▪ Percent of vehicle fleets that are wheelchair accessible.</li> <li>▪ Number of trips provided each year by each provider where wheelchair accessible vehicles were required.</li> </ul>
Step 2: Easy Rider paratransit	Easy Rider	Long-Term	<ul style="list-style-type: none"> <li>▪ Number of paratransit trips provided per year by Easy Rider.</li> <li>▪ Number of trips provided per year by Wood County Seniors increases, thus reducing unmet demand and gaps in services.</li> </ul>
Step 3: PCAs	Section 5310 and 5311 transportation providers	Long-Term and On-going	<ul style="list-style-type: none"> <li>▪ Customer satisfaction from frail elderly and individuals with disabilities using PCAs improves (as reported by surveys).</li> <li>▪ Number of trips provided using PCAs by each provider.</li> </ul>

**Goal #3: Establish an Effective Method of Networking and Communication among Transportation Providers**

**Action Steps:**

**Step 1: Re-establish a regional Transportation Advisory Board (TAB) with quarterly meetings.**

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

Until a decision is made regarding the need for a Mobility Manager, those interested in organizing the coalition should appoint an agency to lead the effort and the group.

**Step 2: Participate with the State Transit Association.** The benefits of access to resources and strengthening the network among transportation providers can lead to significant improvements to transportation service operations as well as policy compliance, and shared staff-training and/or administrative practices.

**Step 3: Create a secure Facebook, or similar online page.** The page could be a useful tool in place of face-to-face regional TAB coordination meetings, and sharing information, questions, successes, and challenges with other participating stakeholder organizations in the region. Face-to-face meetings are beneficial. However, the realities are that all stakeholders have busy schedules and it is sometimes difficult to bring everyone together. At times, meeting or talking via secure on-line pages is an appropriate alternative to in-person meetings.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Regional TAB	Section 5310 and 5311 transportation providers.	Near-Term and On-going	<ul style="list-style-type: none"> <li>▪ Formation of a Regional TAB.</li> <li>▪ Tasks are assigned to participants and moved toward implementation.</li> <li>▪ Number of TAB meetings.</li> </ul>
Step 2: Transit Association	All transportation providers.	Near-Term and On-going	<ul style="list-style-type: none"> <li>▪ Number of local agencies that participate in the State Transit Association.</li> <li>▪ Lessons/Practices implemented in the local area that were discovered through the Transit Association.</li> </ul>
Step 3: Social Media	Regional TAB participants.	Near-Term and On-going	<ul style="list-style-type: none"> <li>▪ Secure Facebook, or similar, page is created.</li> <li>▪ Number of agencies participating.</li> <li>▪ Positive feedback from participants about usefulness of the page.</li> </ul>

**Goal #4: Remove the barriers of eligibility from transportation.**

**Action Steps:**

**Step 1: The FTA Section 5310 funded transportation providers that are operating in counties where there is no public transit should consider applying for Section 5311 funding to become rural public transportation providers.** As a public transportation provider, the eligibility restrictions for passengers to ride the vehicles are eliminated. Elimination of eligibility restrictions will significantly reduce the gaps in access to available transportation services. With elimination of eligibility requirements, individuals with low incomes and the general public who are not older adults and do not have disabilities would have access to relatively low-cost transportation options.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Reduce Eligibility Restrictions	Section 5310 Providers	Near-Term	<ul style="list-style-type: none"> <li>▪ Number of trips provided in counties currently without public transportation, for people who do not meet Section 5310 provider eligibility criteria</li> </ul>

			<ul style="list-style-type: none"> <li>Percentage by which the level of unmet demand for medical trip purposes decreases each year.</li> </ul>
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**Goal #5: Establish a Central Trip Coordination Center for All Transportation Providers in the Region.**

**Action Steps:**

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

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Central Trip Coordination Center	All coordinated transportation stakeholders. A single agency will need to take the lead in establishing the center and hiring the Mobility Manager.	Near-Term	<ul style="list-style-type: none"> <li>Central trip coordination center is established.</li> <li>Number of trips coordinated among providers increases.</li> <li>20 percent of the cost of hiring and managing a Mobility Manager is secured through matching funds. Matching funds may come from any non U.S. DOT funding source. (Mobility Management is considered a capital expense and is eligible for 80% Federal funding.)</li> <li>Mobility Manager develops new beneficial transportation programs.</li> <li>Community is satisfied with Mobility Management duties and accomplishments (based on survey feedback – survey administered by transportation stakeholders).</li> </ul>

## **POTENTIAL FUNDING SCENARIOS**

Continuation of current transportation funding from Federal, State, and local transportation services is important for sustaining the existing level of services. Operating dollars provided through Federal Transportation Administration (FTA) Sections 5310 and 5311 programs require a 50 percent local match. Capital funding from these programs requires a 20 percent local match. It is noted that Mobility Management is considered a capital expense and is eligible for Federal funding at 80 percent. Local match for operating and capital expenses may be derived from any non-U.S. Department of Transportation program, including Federal, State, and local programs and contributions.

Additional funding will be needed for service expansions that cannot be achieved through coordinated transportation efforts with existing resources. For additional funding, local transportation providers may solicit economic development to support transportation services to industry jobs that have or will be created because of fracking and the new cracker plant that is coming to Wood County. Population increase to Wood County is expected to be 20,000 and the plant alone will employ 1,000 people. Ritchie County also has fracking, which could be an opportunity for additional funding to support growth of transportation services in Ritchie County to meet new demands.

# CONCLUSIONS

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Coordinated transportation and mobility management have been initiated through the Non-Emergency Medical Transportation (NEMT) brokerage across the State. Local transportation providers and Medicaid eligible passengers using the NEMT service are experiencing the challenges and benefits of this step toward coordinated services. This transition, as with most transitions in business practice, comes with an adjustment period which is arguably the phase where communities are at the time of this report.

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

Inventory results indicate that there are transportation operators that serve older adults and individuals with disabilities throughout each county in the region. However, resources for public transportation are more limited, especially in rural areas. A coordinated approach involving public, private, and human service agency providers would help to reduce capacity restraints, thereby reducing gaps.

Additionally, human service agency transportation providers are encouraged to consider the impact and possibility of removing or reducing eligibility restrictions to enable mobility for the general public. Perhaps application to WV DOT/DPT for funding through the FTA Section 5311 program would facilitate such a change in eligibility.

The first step in the coordinated transportation continuum is cooperation. Region V transportation stakeholders have achieved that level. Continued participation in the effort through an active Regional Transportation Advisory Board is recommended. Also recommended is participation in Statewide transit groups to facilitate information sharing and networking.

Additional recommended actions, such as expanding hours of service and implementing a coordinated call center will require additional funding. That funding may come from a combination of Federal, State, and local dollars. Mobility Management efforts are considered capital expenses under the Federal Transit Administration (FTA) programs, making them available for up to 80% funding.

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





## Appendices A and B

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



Prepared by: RLS & Associates, Inc.

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## **Focus Group**

### *Stakeholder and General Public Meetings*

Date: Meeting 8/4/2014

Location: Wood County Senior Citizens

Meeting 2: 10/7/2014

Location: Mid-Ohio Valley Transit Authority

### *Invitations Distributed*

U.S. Mail: Meeting 1: 7/15/2014 Meeting 2: 9/25/2014

Email: Invitations emailed to Section 5310 and Section 5311 recipients

Web Posting:

Newspaper Notice: The Calhoun Chronicle, Jackson Newspaper, Parkersburg News, The St. Marys Oracle, Ritchie Gazette, The Tyler Star News, The Pennsboro News, Wirt County Journal

Radio/TV PSAs:

Other:

Distributed in local community/senior centers, etc.

Information was provided in alternative formats, upon request.

Events were open to all individuals, including hearing impaired.

Information was provided in alternative formats, upon request.

Interpreters provided, upon request.

Number of Attendees (by location & date): Meeting 1: 16 (Wood County Seniors)

Meeting 2: 12 (Mid-Ohio Valley Transit Authority)

Invitation letter and mailing list attached.

Copies of flyers, brochures, etc.

Copy of Public Notice from each newspaper in which it appeared

Copy of email invitation and mailing list attached.

Sign-in Sheets attached.

Copy of web posting (if available)

Focus Group Summary Included in Report

## **Surveys**

Surveys Were Distributed:

U.S. Mail

Web Posting

E-mail Upon request

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

Newspaper Notice:

Radio/TV PSAs:

Distributed in local community/senior centers, etc.

Information was provided in alternative formats, upon request.

Number of Surveys Distributed: 260 paper (approximately) and also available on-line

Number of Surveys Returned: 64

## **Other Outreach Efforts**

Flyers or Brochures in

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

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

Miscellaneous Meetings, Conferences, etc.:

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

The West Virginia Division of Public Transit is conducting a regional coordinated public transit-human services transportation plan meeting for Calhoun, Jackson, Pleasants, Ritchie, Roane, Tyler, Wirt, & Wood Counties. The meeting will be on **August 4, 2014 , 1:00 PM to 3:00 PM at the Wood County Senior Citizens Association 914 Market St. Parkersburg, WV 26102**. The agenda includes a discussion of the content of the current locally developed coordinated transportation plan, unmet transportation needs, existing coordination efforts, and an action plan for improving coordination efforts in the region over the next four years.

Agencies who receive or intend to receive funding under the Federal Transit Administration Sections 5310 program must participate in coordination planning and development.

Please RSVP by August 1 to Laura [lbrown@rlsandassoc.com](mailto:lbrown@rlsandassoc.com) or 1-800-684-1458. Light Refreshments served. Facility is accessible. If language translation services or transportation to the meeting are needed, please call in advance, if possible.

The West Virginia Division of Public Transit is conducting a regional coordinated public transit-human services transportation plan meeting for Calhoun, Jackson, Pleasants, Ritchie, Roane, Tyler, Wirt and Wood Counties. The meeting will be on **October 7, 2014, 1:00 PM to 3:00 PM at the Mid-Ohio Valley Transit Authority, 520 Juliana St., Parkersburg, WV 26101**. The agenda includes a discussion of the content of the current plan, unmet transportation needs, existing coordination efforts, and an action plan for improving coordination efforts in the region over the next 4 years. The public is strongly encouraged to attend. Please also complete the public survey at <https://www.surveymonkey.com/s/WVMOBILITY> or at your local library. Agencies who receive or intend to receive funding under the Federal Transit Administration, Section 5310 Program must participate in the coordination plan. RSVP by October 5 to 800-684-1458. Light Refreshments served. Facility is accessible. If language translation or transportation to the meeting are needed, please call in advance.

<b>Name</b>	<b>Company</b>	<b>Address</b>	<b>City</b>	<b>State</b>	<b>Zip</b>
	American Arlington Nursing and Rehab	1716 Gihon Rd.	Parkersburg	WV	26101
	Calhoun County Commission	P.O. Box 320	Grantsville	WV	26147
Rick Poling	Calhoun County Committee on Aging	P.O. Box 434	Grantsville	WV	26147
Dave Johnson	Calhoun County E-911	P.O. Box 516	Grantsville	WV	26147
		HC 68 Box 2			
	Calhoun County Head Start	Highway 6	Grantsville	WV	26147
Ronald Blankenship	Calhoun County Schools	HC 89, Box 119	Mt. Zion	WV	26151
	Calhoun Gilmer Central School	RR 1 Box 542A	Grantsville	WV	26147
	Care Haven of Pleasants County	P.O. Box 625	Belmont	WV	26134
	City of Belmont	P.O. Box 375	Belmont	WV	26134
	City of Paden	P.O. Box 211	Paden City	WV	26159
	City of Parkersburg	P.O. Box 1627	Parkersburg	WV	26101
	City of Pennsboro	422 Main St.	Pennsboro	WV	26415
	City of Ravenswood	212 Walnut St.	Ravenswood	WV	26164
	City of Ripley	203 South Church St.	Ripley	WV	25271
	City of Spencer	116 Court St.	Spencer	WV	25276
	City of St. Marys	418 2nd St.	St. Marys	WV	26170
	City of Vienna	P.O. Box 5097	Vienna	WV	26105
	City of Williamstown	100 W. 5th St.	Williamstown	WV	26187
	Colonial House	1517 23rd St.	Parkersburg	WV	26101
	Community Resources, Inc.	P.O. Box 238	Elizabeth	WV	26143
Janet McCormick	Community Resources, Inc.	P.O. Box 309	Grantsville	WV	26147
Dee Scrichfield	Coplin Memorial Community Health	P.O. Box 609	Elizabeth	WV	26143
Amy Haught	Council of Senior Tyler Countians, Inc.	504 Cherry St	Middlebourne	WV	26149
	Cytec Industries	State Route 2	Belmont	WV	26134
James Morford	DHHR Office	P.O. Box 280	Grantsville	WV	26147
	Eldercare of West Virginia	107 Miller Dr.	Ripley	WV	26101
	Elite Limousine Services	1302 Pike St.	Parkersburg	WV	26101
Herk Conner	Family Resources Network	P.O. Box 244	Harrisville	WV	26362
Katrina Byers	Family Resources Network	P.O. Box 29	Middlebourne	WV	26149
Diane Vanhorn	Family Resources Network	P.O. Box 322	Spencer	WV	25276
Sandy Osborn	Family Resources Network	P.O. Box 620	Grantsville	WV	26147
	Fenton Art Glass Company	700 Elizabeth St.	Williamstown	WV	26187
	Friendly	P.O. Box 304	Friendly	WV	26146
	Grand Central Mall	100 Grand Central Ave.	Vienna	WV	26105
Donald Stephens	Jackson County Commission	P.O. Box 800	Ripley	WV	25271

Gerry Dunbar	Jackson County Commission on Aging	P.O. Box 617	Ripley	WV	25271
Mark Whitley	Jackson County Development Authority	104 Miller Drive	Ripley	WV	25271
	Jackson County Schools	P.O. Box 770	Ripley	WV	25271
	Jackson General Hospital	P.O. Box 720	Ripley	WV	25271
	Jones Board and Care	314 East St.	Middlebourne	WV	26149
	Judges Private Care Homes	212 Fair St.	Middlebourne	WV	26149
Diane Ludwig	Little Kanawha Area Development Corporation	P.O. Box 508	Elizabeth	WV	26143
Darlene Crane	Little Kanawha Transit Authority	PO Box 387	Grantsville	WV	26147
	Love and Care Inc.	P.O. Box 1512	Parkersburg	WV	26101
	Mid Ohio Valley Health Department	P.O. Box 33	Grantsville	WV	26147
	Middlebourne	100 Main St.	Middlebourne	WV	26149
Carol Jackson	Mid-Ohio Valley Regional Development Council	531 Market St	Parkersburg	WV	26101
Sandy Chaddock	Mid-Ohio Valley Transit Authority	520 Juliana St.	Parkersburg	WV	26101
	Miletree Health Care Center	825 Summit St.	Spencer	WV	25276
Barbara Lay	Minnie Hamilton Health Care Center	Rt. 1 Box 1A	Grantsville	WV	26147
Tina Oldfield	Neighbor Network	301 Court Lane Room 101	St. Marys	WV	26170
Lynn Williams	Northwestern AAA	P.O. Box 2086	Wheeling	WV	26003
	Northwestern Area Agency on Aging	P.O. Box 2086	Wheeling	WV	26003
	Ohio Valley Health Care	222 Nicolette Road	Parkersburg	WV	26104
Dr. Harold Shank, President	Ohio Valley University	1 Campus View Dr.	Vienna	WV	26105
Judy Sjostedt	Parkersburg Area Community Foundation	P.O. Box 1762	Parkersburg	WV	26102
	Parkview Healthcare Center	1600 27th St.	Parkersburg	WV	26101
	Pechiney Rolled Products	P.O. Box 68	Ravenswood	WV	26164
	Pineveiw Continuous Care Center	400 McKinley St.	Harrisville	WV	26362
Jessica Rupert	Pleasant County Senior Services	209 2nd St.	St. Marys	WV	26170
Tina Oldfield	Pleasants County Commission	301 Court Lane	St. Marys	WV	26170
Larry Gainer	Pleasants County Economic Development Authority	P.O. Box 339	St. Marys	WV	26170
Jim McKnight	Pleasants County Neighborhood Network	411 Second St	St. Marys	WV	26170
	Pleasants County Schools	202 Fairview Dr.	St. Marys	WV	26170
	Ralph H. Boone Personal Care Home	314 South Wells St.	Sistersville	WV	26175
	Ravenswood Village Health Center	200 Richie St.	Ravenswood	WV	26164
	Ritchie County Commission	115 E. Main St. Room 201	Harrisville	WV	26362
Kent Spellman	Ritchie County Development Authority	P.O. Box 177	Harrisville	WV	26362
Lee Jones	Ritchie County Integrated Family Services	P.O. Box 195	Harrisville	WV	26362
Nedra Riggins	Ritchie County Schools Office	134 S. Penn Ave.	Harrisville	WV	26362
	Ritchie's Private Care Homes	207 Russell Ave.	Sistersville	WV	26175
Shirley Conley	Roane County Committee on Aging	811 Madison Ave.	Spencer	WV	25726



	Roane County Family Health Care	250 Hospital Dr.	Spencer	WV	25276
	Roane County Schools	P.O. Box 609	Spencer	WV	25276
	Roane-Jackson Vo-Tech Center	4800 Spencer Road	Leroy	WV	25252
	Simonton Windows	P.O. Box 1646	Parkersburg	WV	26102
	Sistersville	207 Walnut St.	Sistersville	WV	26175
Michael Hall	Sistersville General Hospital	314 South Wells St.	Sistersville	WV	26175
	Sistersville Nursing and Rehab Center	201 Wood St.	Sistersville	WV	26175
April Pennell	SW Resources	1007 Mary St.	Parkersburg	WV	26101
	Town of Auburn	P.O. Box 37	Auburn	WV	26325
Mayor's Office	Town of Cairo	P.O. Box 162	Cairo	WV	26337
	Town of Elizabeth	P.O. Box 478	Elizabeth	WV	26143
	Town of Grantsville	P.O. Box 146	Grantsville	WV	26147
	Town of Harrisville	P.O. Box 243	Harrisville	WV	26362
	Tyler County Commission	P.O. Box 66	Middlebourne	WV	26149
Eric Peters	Tyler County Economic Development Authority	P.O. Box 58	Sistersville	WV	26175
	Tyler County Schools	P.O. Box 25	Middlebourne	WV	26149
	United Way Alliance of the Mid-Ohio Valley	520 Grand Central Ave.	Vienna	WV	26105
Dr. Marie Gnage	West Virginia University at Parkersburg	300 Campus Drive	Parkersburg	WV	26104
Jeff Himes	West Virginia University Extension Services	P.O. Box 680	Grantsville	WV	26147
Patty Morrison	West Virginia University Extension Services	P.O. Box 700	Elizabeth	WV	26143
Jonathan Lane	Westbrook Health Services	2121 7th St.	Parkersburg	WV	26101
	Willows Nursing and Rehab Center	723 Summers Street	Parkersburg	WV	26101
	Wirt County Commission	P.O. Box 53	Elizabeth	WV	26143
Lorraine Roberts	Wirt County Commission on Aging and Family Services	P.O. Box 370	Elizabeth	WV	26143
	Wirt County Schools	P.O. Box 189	Elizabeth	WV	26143
	Wood County Commission	1 Court Square	Parkersburg	WV	26101
	Wood County Family Resources Network	914 Market St. Suite 304	Parkersburg	WV	26102
	Wood County Schools	1210 31th ST.	Parkersburg	We	26101
Michael Dennis	Wood County Senior Citizens Association, Inc	P. O. Box 1229	Parkersburg	WV	26101
Vincent Post	Wood Washington Wirt Interstate Planning Commission	PO Box 247	Parkersburg	WV	26102
	Woodridge Personal Care Home	P.O. Box 5024	Vienna	WV	26105
	Workforce WV Office	201 2nd St.	St. Marys	WV	26170
Dr. Tracy Wilson	Worthington Center	3199 Core Rd.	Parkersburg	WV	26101
	Worthington Manor	P.O. Box 4010	Parkersburg	WV	26104
Charlotte Stalnaker	WVDHHR	2139 Cedar Lakes Rd.	Ripley	WV	25271
John Gorrell	WVU-P Jackson County Center	107 Academy Dr.	Ripley	WV	25271
R. Heckert	Yellow Taxi of Parkersburg, Taxi Leasing, Inc.	P.O. Box 361	Parkersburg	WV	26102

Mary Chaffin		P.O. Box 310	Elizabeth	WV	26143
	Applachian Council Head Start	2501 Dudley Ave #2	Parkersburg	WV	26101
Christina Meyer	MTM	16 Hawk Ridge Dr	Lake Saint Louis	MO	63367

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

*Monday, August 4, 2014*

*Wood County Senior Citizens Association 914 Market Street Parkersburg, WV  
1:00 PM to 3:00 PM*

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

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

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

West Virginia Department of Transportation, Division of Public Transit  
Cordially Invites You to Attend a Public Workshop to Contribute to the  
Regional Plan.

Please come and provide your input and insights to discuss unmet transportation  
needs, gaps in transportation services, and recommended strategies to improve  
transportation and mobility options in and around Calhoun, Jackson, Pleasants,  
Ritchie, Roane, Tyler, Wirt & Wood Counties.

**All are invited!**

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

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

**Monday, August 4th from 1:00 PM to 3:00 PM at the Wood County Senior  
Citizens 914 Market Street Parkersburg, WV 26101**

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

\*Meeting Facility is Wheelchair Accessible

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



**WEST VIRGINIA DEPARTMENT OF TRANSPORTATION**  
**Division of Public Transit**

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

Dear Transportation Stakeholder:

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

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

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

The DPT is working with RLS & Associates, Inc. to update the plans. A local meeting is scheduled for **Monday, August 4, 2014 from 1:00 pm to 3:00 pm at Wood County Senior Citizens Association, 914 Market Street, Parkersburg, WV 26102. All grant applications for Section 5310 that will be submitted now through FY 2018 must be clearly stated in the update. Therefore, your participation in the process is required. If you submit an application for a project not included in the plan, it may not be approved due to the requirements set by MAP-21.** If you are unable to attend the meeting, please contact Laura Brown, from RLS & Associates, Inc. at (813) 482-8828 or [lbrown@rlsandassoc.com](mailto:lbrown@rlsandassoc.com).

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

We look forward to seeing you at the local meetings.

Sincerely,

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

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



**REGION V COORDINATED PUBLIC TRANSIT-HUMAN SERVICES PLAN MAP-21 UPDATE  
2<sup>ND</sup> WORKSHOP AGENDA**

**October 7, 2014 from 1:00 PM to 3:00 PM at the Mid-Ohio Valley Transit Authority  
520 Juliana St., Parkersburg, WV 26101.**

- **Registration, Introductions, and Welcome**
- **Purpose and Overview**
  - Discuss and refine coordinated public transit and human services transportation goals and implementation strategies for the next four years.*
- **Funding Review (Eligibility and Purpose of MAP-21 Programs)**
  - Review the intent of Federal Transit Administration's program:  
Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities);  
and other related funding programs.*
- **Review the Transportation Needs Assessment and Goals**
  - *Review the results from the first meeting for the Region V plan.*
  - *Outline unmet transportation needs, gaps and duplications in service for older adults, individuals with disabilities, people with low incomes, and the general public.*
- **Select Coordinated Transportation Strategies**
  - *RLS & Associates, Inc. will present a range of coordinated transportation strategies for the region.*
  - *Stakeholders will select strategies for implementation.*
  - *Stakeholders will discuss priorities for implementation.*
  - *Stakeholders will discuss responsible parties for each phase of implementation.*
- **Rating Implementation of Suggested Strategies**
  - *Is there a foundation for each strategy? Does support already exist?*
  - *Is each strategy financially feasible?*
  - *Will each strategy create the foundation for future actions?*
  - *Is progress possible within the next 6 months, 1 year, 4 years?*
- **Next Steps**
  - *RLS will continue the Public Survey and Inventory efforts, as needed.*
  - *Stakeholders will review the Draft Final Coordinated Public Transit-Human Services Transportation Plan Update.*
  - *Following the review, the plan must be locally adopted.*

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

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

West Virginia Department of Transportation, Division of Public Transit  
Cordially Invites You to Attend a Public Workshop to Contribute to the  
Regional Plan.

Please come and provide your input and insights to discuss unmet transportation  
needs, gaps in transportation services, and recommended strategies to improve  
transportation and mobility options in and around Calhoun, Jackson, Pleasants,  
Ritchie, Roane, Tyler, Wirt and Wood Counties.

**All are invited!**

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

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

**October 7th from 1:00 PM to 3:00 PM at**  
**Mid-Ohio Valley Transit Authority**  
**520 Juliana St., Parkersburg, WV 26101**

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

\*Meeting Facility is Wheelchair Accessible

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





**WEST VIRGINIA DEPARTMENT OF TRANSPORTATION**  
**Division of Public Transit**

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

Dear Transportation Stakeholder:

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

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

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

The DPT is working with RLS & Associates, Inc. to update the plans. The second of two local public meetings is scheduled for **October 7, 2014 from 1:00 p.m. to 3:00 p.m. at Mid-Ohio Valley Transit Authority, 520 Juliana St., Parkersburg, WV 26101**. The meeting will be an opportunity to prioritize the recommended goals and strategies for coordinated transportation, including Section 5310 projects, for the near future. **All grant applications for Section 5310 that will be submitted now through FY 2018 must be clearly stated in the recommended goals and strategies. Therefore, your participation in the process is required if you intend to apply for Section 5310 funding. If you submit an application for a project not included in the plan, it may not be approved due to the requirements set by MAP-21.** If you represent an agency, please encourage your clients to attend and provide input. If you are unable to attend the meeting, please contact Laura Brown, from RLS & Associates, Inc. at (813) 482-8828 or [lbrown@rlsandassoc.com](mailto:lbrown@rlsandassoc.com).

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

We look forward to seeing you at the local meetings.

Sincerely,

A handwritten signature in blue ink that reads "Susan O'Connell". The signature is written in a cursive style with a large, stylized 'S' and 'O'.

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

Coordinated Transportation Plan for West Virginia Region V

August 4, 2014  
Sign-In-Sheet

Please Print

Name & Agency	Agency Address	Telephone	E-Mail
Rockie L. HALL PLASANTS Co Senior Ctr	PLASANTS Co Senior Ctr 209 2nd St. ST. MARYS WV 26170	304 684-9243	
Nedra Riggins Secretary, Transportation	Ritchie Co. BOE 134 S. Penn Ave Harrisville WV 26362	304 643-2991	
April Pennell SW Resources	SW Resources 1007 Mary St. Parkersburg, WV 26101	304-428-6344	apennell@swresources.com
Shirley Conley Roane Co. Committee on Aging	811 Madison Ave Spencer, WV 25276	304-927-1997	
Dulge Turk Roane Co. Committee on Aging	811 Madison Ave Spencer, WV 25276	304-927-1997	
Gerry Dunbar Jackson Co. Commission On Aging	P.O. Box 617 Ripley, WV 25071	304-372-2406	jccoawv@hotmail.com
LEE JONES Ritchie Co. Family Services	PO BOX 195 HARRISVILLE, WV 26362	304-643-4941	rcseniors@zoominternet.net

Coordinated Transportation Plan for West Virginia Region V

August 4, 2014  
Sign-In-Sheet

Please Print

Name & Agency	Agency Address	Telephone	E-Mail
Lorraine Roberts Wirt Co CDA	P.O. 1302 Elizabeth, WV 26143	309-275-3158	wccorae.suddenlink.net.com
Craig Zappin Prestera Center Region II	5600 US Rt. 60 E Huntington, WV 25705	(304) 525-7851 x 2014	Craig.zappin@prestera.org
Sandy Chaddock Mid-Ohio Valley Transit Authority	520 Juliana St Parkersburg WV 26101	304-422-4100	Sandyc@easgridetbus.com
Darlene Crane Little Kanawha Transit Calhoun, Boone, Jackson & Gilmer	PO BOX 387 Grantsville, WV 26147	304-354-6216	1kbc@frontiernet.net
Mike Dennis Wood Co. Senior Citizens	P.O. Box 1229 Parkersburg WV 26102	304 485 6748	mdennis@suddenlinkmail.com
Vincent Post Wood-Washington-Wirt Interstate Planning Commission Mid-Ohio Valley Regional Council	P.O. Box 247 531 Market Street Parkersburg, WV 26101	(304) 422-4993 x 106	vince.post@morrc.org
Jonathan Lane Westbrook Health Services, Inc	212 7th St. Parkersburg WV 26101	(304) 485-1721	Jlane@westbrookhealth.com

MICHAEL HALL  
Sistersville General  
Hospital

314 S. Wells St.  
Sistersville, WV  
26175

304-447-2506

mhall@sistersvillegeneral.  
18.com





Coordinated Transportation Plan for West Virginia Region V

October 7, 2014  
Sign-In-Sheet

Please Print

Name & Agency	Agency Address	Telephone	E-Mail
Julie Schaefer RLS & Assoc. Inc.	3131 S. Dixie Hwy Dayton	937-299-5007	jschafer@rlsandassoc.com
Toni Boyd WV Div of Public Transit	1900 Kan Blvd E Bldg 5, Room 906 Charleston, WV 25305	304-558-0428	Toni.R.Boyd@WV.gov
Darlene Crane Little Kanawha Transit	#PO Box 387 Grantsville WV 26147	304-354-6216	1kbc@frontiernet.net
Tina Oldfield Pleasants Co. Commission	301 COURT LN St. Marys, WV 26170	304-684-1127	tina@butcher@yahoo.com
JESSI RUPERT PLEASANTS CO SR CENTER	209 2nd Street St. Marys, WV 26170	304-684-9243	pcscjr@frontier.com
Gerry Dunbar Jackson Co. Commission On Aging	P.O. Box 617 Ripley WV 25271	304-372-2406	jceoawv@hotmail.com
Sandy Chaddock Mid. Ohio Valley Transit	520 Juliana St Parkersburg WV	304-422-4100	Sandy@easyridenbus.com

## Coordinated Transportation Plan for West Virginia Region V

October 7, 2014

Sign-In-Sheet

Please Print

Name & Agency	Agency Address	Telephone	E-Mail
Lorraine Roberts Wink Co COA	P.O. Box 370 Ely, WV 26143	304-275-3158	wcco@juddaolinkmail.com
LARRY JONES Ritchie Co. COA	PO BOX 195 HARRISVILLE WV 26362	304-643-4941	lrseniors@zoominternet.net
Mike Dennis wood @ Senior Citizens	P.O. Box 1229 Parkersburg WV 26102	304 485 6748	mdennis@suddentlintermail.com
DAVID CISLER	WESTBROOK 2171 7th St PARKERSBURG WV	304-485-1721	DCISLER@WESTBROOKWV.NET
Levi Brady Sw Resources (wood county)	1007 Marys Street Parkersburg WV 26101	304-428-6344	lbrady@swresources.com Apennell@swresources.com




Moving Public Transportation  
Into the Future

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

1  
www.rlsandassoc.com

## Study Area



2

## Meeting Objectives

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

3

## Why Do We Do These Plans?

### Why Were Plans Developed?

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

4



## Recent History of Coordinated Transportation Plans

- ◆ Regional Plans were Last Updated in 2011 to Satisfy SAFETEA-LU Legislation Requirements
  - Your Plan is Available for Download at <http://www.transportation.wv.gov/publictransit/Documents/Region%20V%20Final%20Report.pdf>
- ◆ MAP-21 was Signed into Law on July 6, 2012; Effective October 1, 2012
  - Authorizes Programs through September 30, 2014

5

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

New	Repealed	Consolidated	Modified
<ul style="list-style-type: none"> <li>• Safety Authority (5329)</li> <li>• State of Good Repair Grants (5337)</li> <li>• Asset Management (5326)</li> <li>• Bus and Bus Facilities Formula Grants (5339)</li> <li>• Public Transportation Emergency Relief (5324)</li> <li>• TOD Planning Pilot Grants (2005(b) of MAP-21)</li> </ul>	<ul style="list-style-type: none"> <li>• Clean Fuels Grants (5308)</li> <li>• Job Access and Reverse Commute (5316) [JARC]</li> <li>• New Freedom Program (5317)</li> <li>• Paul S. Sarbanes Transit in the Parks (5320)</li> <li>• Alternatives Analysis (5339)</li> <li>• Over-the-Road Bus (Sec. 3038 – TEA-21)</li> </ul>	<ul style="list-style-type: none"> <li>• Urbanized Area Formula Grants (5307) [JARC]</li> <li>• Enhanced Mobility of Seniors and Individuals with Disabilities (5310) [New Freedom]</li> <li>• Rural Area Formula Grants (5311) [JARC]</li> </ul>	<ul style="list-style-type: none"> <li>• Fixed Guideway Capital Investment Grants (5309)</li> <li>• Metropolitan and Statewide Planning (5303 &amp; 5304)</li> <li>• Research, Development, Demonstration, and Deployment (5312)</li> <li>• Technical Assistance and Standards (5314)</li> <li>• Human Resources and Training (5322)</li> </ul>

6

## Important Note About MAP-21 Program Changes

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

7

## Why it is Important to Participate

- ◆ **#1 – To Stay Current on Unmet Transportation Needs and Prioritize Effective Solutions**
- ◆ Recipients of Section 5310 Funding **Must** Certify that Projects Selected Are Included in the Locally Developed, Coordinated Public Transit-Human Services Transportation Plan
- ◆ Other Stakeholders are Reminded that Local Match is Required for FTA Funded Programs. Match May be Derived from Non-DOT Transportation Funding Sources

8

## Who Should Participate?

- ◆ 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 Councils
- ◆ West Virginia DOT, DPT
- ◆ Local Citizens

9



## Current Section Funding Recipients

### Section 5310

- Westbrook Health Services
- Wirt County COA
- Wood County Senior Citizens Association
- SW Resources, Inc.
- Jackson County Commission on Aging
- Council of Senior Tyler Countians, Inc.
- Calhoun County COA

### Section 5310 (Continued)

- Ritchie County Integrated Family Services
- Pleasants County Neighbor Network
- Pleasants County Senior Services
- Neighbor Network/Pleasants County Commission

10

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### West Virginia Region V



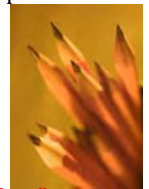
## UPDATE OF CURRENT RESOURCES AND UNMET NEEDS



11

## Unmet Transportation Needs And Gaps In Services

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



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

12

## Existing Resources

Who are the transportation providers in Each County Today?

Calhoun  
Jackson  
Pleasants  
Ritchie  
Roan  
Tyler  
Wood  
Wirt

13

## Goals from the 2011 Plan

1. Improve Communication among the Public Transportation Providers, Non-Profits, Faith-Based Organizations, and For-Profit Companies with the Intent to Fill Gaps and Reduce Duplication
2. Develop Reliable Services to Transport People to College Classes and Medical Appointments

14

## Goals from the 2011 Plan (Continued)

3. Advocate for the State and Federal-Level of Program Administration to Revise Funding Regulations in Favor of Supporting Coordinated Transportation
4. Implement a "Pilot" Mobility Management Program to Improve Coordination of Trips and Focus on Public Outreach and Education about All Local Transportation Options

15

## Goals from the 2011 Plan (Continued)

5. Coordinate the Use of Vehicles for Human Service Agencies, Older Adult Programs, Individuals with Disabilities, and Public. Reduce Duplication, Including for NEMT.
6. Develop and Deploy Effective Outreach and Marketing Activities and Materials Explaining Public and Human Service Agency Transportation Options Throughout the Region

16

## Goals from the 2011 Plan (Continued)

7. Maintain At Least the Same Level of Transportation Service to Ensure that All People in the Region Maintain a Sustainable Level of Self-Sufficiency
8. Address Any Economic Development Opportunities that Could Benefit from the Support of Transportation Services Provided by Private, Public, Non-Profit, or Human Service Agency Operators

17

## New Goals and Priorities

- ♦ What Progress Was Made On the 2011 Plan Goals?
- ♦ What are Coordinated Transportation Goals and Priorities that You would Recommend for 2014-2018?

18

## NEXT STEPS

19

## Update Inventory and Needs Assessment

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

20

## Public Meeting #2

- ◆ Date: September or October????
- ◆ Agenda: Discuss Proposed Strategies and Priorities
  - The Refined Priorities will go into the Final Plan

21

## Participation Reminder

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

22



## Questions?

### **FOLLOW UP QUESTIONS:**

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

23

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



**RLS**  
Associates, Inc.

Moving Public Transportation  
Into the Future

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

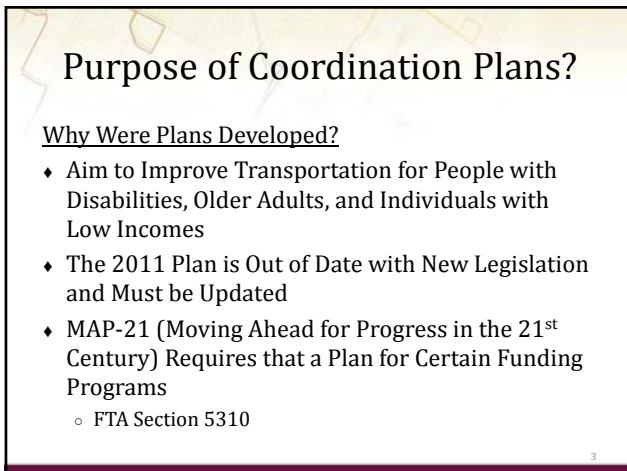
Presented October 7, 2014  
by Julie Schafer, Associate, RLS & Associates, Inc.  
3131 South Dixie Hwy, Suite 545 Dayton, Ohio  
(937) 299-5007

www.rlsandassoc.com



## Meeting Objectives

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



## Purpose of Coordination Plans?

Why Were Plans Developed?

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



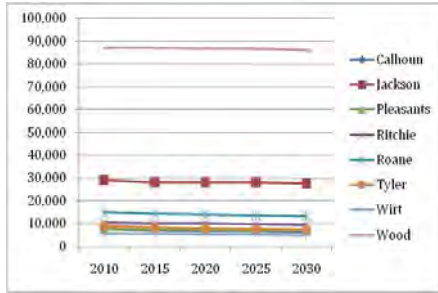
## Recent History of Coordinated Transportation Plans

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





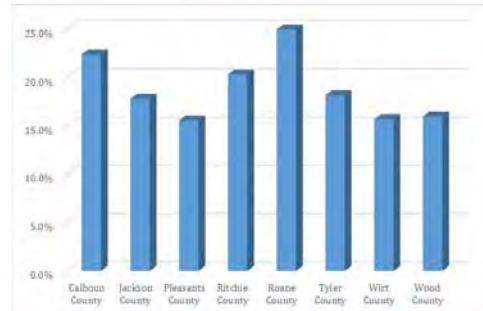
## Population Projections



9

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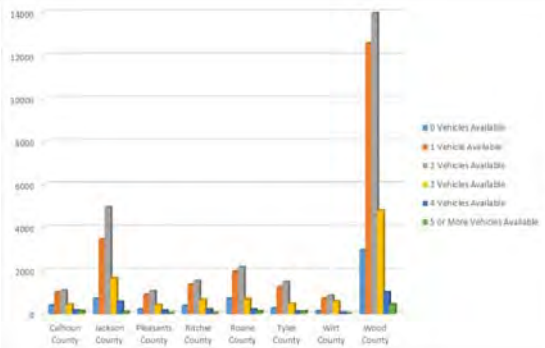
## Below Poverty



10

www.tlcom2assoc.com

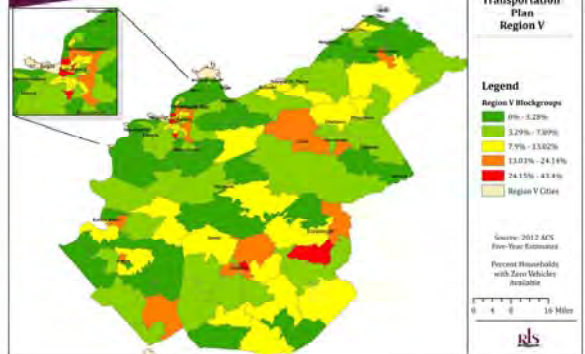
## Vehicles Available Per Household



11

www.tlcom2assoc.com

## Exhibit II.10: Region V Zero Vehicle Households





## **COORDINATED TRANSPORTATION UNMET NEEDS/GAPS, GOALS**

### **Goals from the 2011 Plan**

1. Improve Communication among the Public Transportation Providers, Non-Profits, Faith-Based Organizations, and For-Profit Companies with the Intent to Fill Gaps and Reduce Duplication
2. Develop Reliable Services to Transport People to College Classes and Medical Appointments

14

### **Goals from the 2011 Plan (Continued)**

3. Advocate for the State and Federal-Level of Program Administration to Revise Funding Regulations in Favor of Supporting Coordinated Transportation
4. Implement a "Pilot" Mobility Management Program to Improve Coordination of Trips and Focus on Public Outreach and Education about All Local Transportation Options

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### **Goals from the 2011 Plan (Continued)**

5. Coordinate the Use of Vehicles for Human Service Agencies, Older Adult Programs, Individuals with Disabilities, and Public. Reduce Duplication, Including for NEMT.
6. Develop and Deploy Effective Outreach and Marketing Activities and Materials Explaining Public and Human Service Agency Transportation Options Throughout the Region

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## Goals from the 2011 Plan (Continued)

7. Maintain At Least the Same Level of Transportation Service to Ensure that All People in the Region Maintain a Sustainable Level of Self-Sufficiency
8. Address Any Economic Development Opportunities that Could Benefit from the Support of Transportation Services Provided by Private, Public, Non-Profit, or Human Service Agency Operators

17

## Purpose

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

18

## Goals Summary

- Goal 1:** Expand the Hours, Days and Increase Number of Vehicles for Transportation Throughout the Region to Allow for Recurring Daily Trips and Same Day Short Notice Trips.
- Employment
  - Life Sustaining Medical
  - Medical Discharges
  - Recreation for Disabled Individuals
  - Service to WUP Outside of Wood County

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## Goals Summary

- ◆ **Goal 2:** Improve Access to Transportation and Door to Door Service to Outlying Rural Areas
- ◆ **Goal 3:** Establish an Effective Method of Communication and Networking Among Transit Providers.

20



## Goals Summary

- ◆ **Goal 4:** Remove Barriers of Eligibility, Accessibility, and Affordability from the Transportation Network
- ◆ **Goal 5:** Establish a Network of Personal Care Attendants/Escorts to Assist and Frail and Disabled Passengers
- ◆ **Goal 6:** Establish a Central Trip Coordination Center for All Providers
  - Trip Coordination
  - NEMT

21

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## Goal 1: Expand the Hours and Days of Transportation Throughout the Region

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

- Early Morning and Later Evening (after 6PM) Transportation is Needed
- Weekend Transportation is Needed for Dialysis, Employment, Church, and Other Purposes
- Existing Capacity Constraints Service Hours and Vehicle Cause Trip Denials
- Transportation is needed for Life Sustaining Medical Appointments and Hospital Releases

22

## Goal 2: Improve Access to Transportation and Door to Door Service in Rural Areas

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

- Service Down Long Driveways to Doors
- Proper Size Vehicle for Roads
- More Accessible Vehicles

23

## Goal 3: Establish Effective Method of Networking and Communication Among Providers

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

- Need an Easy Method for Peers to Discuss Issues and Communicate Information

24

## **Goal 4: Remove Barriers of Eligibility, Accessibility, and Affordability from Transportation**

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

- ❑ Transportation for Individuals with Low-Incomes who Don't Meet Eligibility for Programs is Needed
- ❑ Wheelchair Accessible Vehicles, both New and Replacement, are Needed throughout the Region to Sustain or Improve the Level and Quality of Transportation Available

25

## **Goal 5: Establish and System of Personal Care Attendants/Escorts**

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

- ❑ Frail, Disabled, and Individuals with Memory Issues Need Someone to Provide One on One Assistance

26

## **Goal 6: Establish a Central Trip Coordination Center for All Providers**

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

- ❑ Method for Sharing Trip and Travel Patterns Among Providers
- ❑ Possible Regional Mobility Manager to Coordinate Services
- ❑ One Place to Call to Get Information for All Providers

27

# **COORDINATED TRANSPORTATION GOALS AND STRATEGIES**

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

**NEED/GAP:** Early Morning, Evening, and Weekend Service Needed for Medical and Non-Medical Purposes

**CHALLENGE:** INSUFFICIENT OPERATING REVENUE AVAILABLE

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

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

**NEED/GAP:** Employment Transportation is Needed Weekdays and Weekends

**CHALLENGE:** INSUFFICIENT OPERATING REVENUE AVAILABLE FOR PROVIDERS TO EXPAND HOURS/DAYS

**Strategy 1.2:** Negotiate with local employers to encourage them to supplement the cost of transportation for employees using public transit. Use funds as local match.

Offer an Advertisement Opportunity in Exchange for Funds  
("ABC Inc. is fueling this vehicle")

30

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

**NEED/GAP:** Transportation to Medical Appointments is Needed Weekdays and Weekends

**CHALLENGE:** INSUFFICIENT OPERATING REVENUE AVAILABLE FOR PROVIDERS TO EXPAND HOURS/DAYS

**Strategy 1.3:** Negotiate with Local or Regional Medical Facilities or Groups of Doctors to Fill the Gap in Operating Funds Needed for the Extra Hours of Operation

**Strategy 1.4:** Contract with Private Taxi for More Cost-Effective Service During Extra Hours or Days

31

## Goal 2: Improve Access from Outlying Rural Areas

**NEED/GAP:** Need to Provide Service to People in Rural Areas

**CHALLENGE:** OPERATING TRIPS IN OUTLYING RURAL AREAS RESULTS IN LOW PRODUCTIVITY AND LOW COST-EFFECTIVENESS

**Strategy 2.1:** Transportation Operators will Analyze Current Trip Demand and Consider Zone Service

For Example: Serve the Northern Portion of a County on M, W, F and the Southern Half on T, Th, Sat. Continue to Serve the Core Areas Daily

32

## Goal 2: Improve Access from Outlying Rural Areas

**NEED/GAP:** Need to Connect People in Rural Areas to Community Resources

**CHALLENGE:** OPERATING TRIPS IN OUTLYING RURAL AREAS RESULTS IN LOW PRODUCTIVITY AND LOW COST-EFFECTIVENESS

**Strategy 2.3:** All Transportation Providers will Conduct a Cost-Benefit Study to Determine the Most Cost-Efficient Service Structure for Outlying Areas – while Protecting Customer Service Standards  
Develop Inter-Agency Agreements to Coordinate these Trips

33

## Goal 2: Improve Access from Outlying Rural Areas

**NEED/GAP:** Daily Employment- Related Transportation from Outlying Areas

**CHALLENGE:** RURAL OPERATING TRIPS IN OUTLYING RURAL AREAS RESULTS IN LOW PRODUCTIVITY AND LOW COST-EFFECTIVENESS

**Strategy 2.2:** Investigate the Potential of Implementing a Ride-Share Program – Start by Organizing the Program through an Employer that has Employees in Outlying Areas – or An Employer that is Always Hiring and Needs a Steady Workforce

34

## Goal 2: Improve Access from Outlying Rural Areas

**NEED/GAP:** Need to Connect People in Rural Areas to Community Resources

**CHALLENGE:** RURAL ROADS ARE NARROW AND SOMETIMES CHALLENGING TO NAVIGATE

**Strategy 2.3:** Purchase and operate vehicles appropriate for travel on narrow rural roads

35

## Goal 2: Improve Access from Outlying Rural Areas

**NEED/GAP:** More Options for Trips Between Neighboring Communities

**CHALLENGE:** INSUFFICIENT OPERATING DOLLARS FOR TRANSPORTATION PROVIDERS

**Strategy 2.4:** Transportation Operators Conduct a Feasibility Study and Needs Assessment  
Based on Need and Demand – Design Appropriate Routes and Fare Structures, Secure Funding, Implement Service.

36

### Goal 3: Establish Effective Method of Networking and Communicating Among Providers

**NEED/GAP:**  
SYSTEM OF NETWORKING  
**CHALLENGE:**  
SYSTEM DESIGN, SET UP AND MAINTENANCE

Strategy 3.1: Establish Chatroom on WVDPT website

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### Goal 4: Remove Barriers of Accessibility and Affordability

**NEED/GAP:** Affordable Employment-Related Transportation for Individuals with Low-Incomes  
**CHALLENGE:** SUPPLEMENTING SERVICE TO MAKE IT MORE AFFORDABLE

Strategy 4.1: Transportation Providers will Negotiate with Local Human Service Agencies and Non-Profit Organizations to Seek Passenger Fare Subsidies for Individuals with Low-Incomes

38

### Goal 4: Remove Barriers of Accessibility and Affordability

**NEED/GAP:** Safe Wheelchair and Ambulatory Accessible Vehicles  
**CHALLENGE:** SECURING LOCAL MATCH AND DEVELOPING A VEHICLE REPLACEMENT/EXPANSION PLAN

Strategy 4.2: Purchase replacement vehicles for the Section 5310 Program

Strategy 4.3: Develop a Regional or Multi-County Vehicle Replacement and Expansion Plan

39

### Goal 5: Establish and System of Personal Care Attendants/Escorts

**NEED/GAP:** Not Enough Aides Available to Assist Individuals with Disabilities and Frail Elderly  
**CHALLENGE:** SECURING QUALIFIED AND RELIABLE AIDES

Strategy 5.1: Implement a Training Program for Transportation Aides. Organize a Volunteer Program and Schedule Transportation Aides for Any Coordinated Transportation Partner

40

## Goal 6: Establish a Central Trip Coordination Center for All Providers

**NEED/GAP: NO SYSTEM IN PLACE FOR PROVIDERS TO QUICKLY AND EASILY SHARE TRIP INFORMATION**  
**CHALLENGE: FUNDING AND SET -UP**

Strategy 5.1: Hire Regional Mobility Manager to act as Coordinator of Services.

DISCUSSION OF OTHER STRATEGIES

41

## Goal 6: Establish a Central Trip Coordination Center for All Providers

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

- ❑ Method for Sharing Trip and Travel Patterns Among Providers
- ❑ Possible Regional Mobility Manager to Coordinate Services
- ❑ One Place to Call to Get Information for All Providers

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## NEXT STEPS

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## Update Inventory and Needs Assessment

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

44





## Questions?

### FOLLOW UP QUESTIONS:

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

45  
www.rlsandassoc.com

## Goal 3: Have Available Resources to Meet All Transportation Demand

**NEED/GAP:**  
Transportation for Young Adults

**CHALLENGE:**  
ELIGIBILITY REQUIREMENTS OF NON-PUBLIC TRANSPORTATION PROVIDERS

Strategy 3.2: Review Agency Regulations and/or Change Regulations to Expand Eligibility Limitations, If Possible.

For Example, If at Least 90% of the Trips Provided are for Seniors, 10% of Trips Could be Provided for Young Adults (Maybe Agency Clients)

## Goal 3: Have Available Resources to Meet All Transportation Demand

**NEED/GAP:** Safe Transportation Options for Children without Adult Supervision

**CHALLENGE:**  
ELIGIBILITY, SAFETY, AND VEHICLE AVAILABILITY DURING PEAK HOURS

Strategy 3.3: Youth Health Services, Inc. will Provide a Portion of Local Match to a Section 5310 Applicant in Exchange for Use of the Vehicle to Transport Children During Certain Hours or Days

## Goal 3: Have Available Resources to Meet All Transportation Demand

**NEED/GAP:** Need to Provide Trips for Groups

**CHALLENGE:**  
PUBLIC TRANSPORTATION OPERATORS ARE LIMITED BY FEDERAL CHARTER REGULATIONS

Strategy 3.5: Non-Profit and/or For-Profit Entities Implement a New Branch of their Existing Company to Operate Charter Trips (could have a limited service area)

### Goal 3: Have Available Resources to Meet All Transportation Demand

**NEED/GAP:** Long-Distance Trips

**CHALLENGE:**

LONG DISTANCE TRIPS ARE NOT COST EFFECTIVE FOR LOCAL OPERATORS

**Strategy 3.6:** Local Providers should Feed Into/Connect with the I-RIDE 79 Inter-City Service Provided from Morgantown to Charleston (Prices between \$3 and \$15)

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

### Goal 3: Have Available Resources to Meet All Transportation Demand

**NEED/GAP:** Consequences of Statewide NEMT Broker are Unknown

**CHALLENGE:**

DIFFICULT TO PLAN FOR THE FUTURE

**Strategy 3.7:** Request that MTM offer a Statewide Conference for One-on-One Training

### Goal 3: Have Available Resources to Meet All Transportation Demand

**NEED/GAP:** Public Transportation in Braxton County

**CHALLENGE:**

NO PUBLIC TRANSPORTATION SERVICE CURRENTLY PROVIDED

**Strategy 3.8:** Conduct or Update the Public Transportation Needs Assessment and Feasibility Study for Public Transportation to Determine Specific Unmet Needs and Transportation Demand. If Results Indicate Service is Needed, Apply for Funding and Set Up Program

## 1. Transportation Survey

### 1. How do you manage your transportation needs? (Please select all that apply)

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

Please write in the name of the agency or public transportation provider

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

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

Other (please specify)

# Access to Transportation - WV Coordinated Transportation Plan Update

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

- You do not have transportation limitations
- You need access to wheelchair accessible vehicle.
- You can't work because you don't have reliable transportation
- You don't go to medical appointments because you don't have reliable transportation
- You find it difficult to feed yourself or your family because you don't have reliable transportation
- You're not able to further your education because you don't have reliable transportation
- You're not able to do errands because you don't have reliable transportation
- You're not able to go to other appointments (social services, legal, etc...) because you don't have reliable transportation
- You can't attend Sunday religious services because you don't have reliable transportation

Other (please specify)

## 2. Household Information

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

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

County

West Virginia

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

Number of adults

Number of children (under the age of 18)

### 7. Please tell us your age.

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

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

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

Other (please specify)

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

- Yes
- No

## 10. What is your approximate household income?

- Less than \$10,000 a year
- More than \$10,000 but less than \$15,000 a year
- More than \$15,000 but less than \$20,000 a year
- More than \$20,000 but less than \$25,000 a year
- More than \$25,000 but less than \$30,000 a year
- More than \$30,000 but less than \$35,000 a year
- More than \$35,000 but less than \$40,000 a year
- More than \$40,000 but less than \$45,000 a year
- More than \$45,000 but less than \$50,000 a year
- More than \$50,000 but less than \$55,000 a year
- More than \$55,000 but less than \$60,000 a year
- More than \$60,000 but less than \$65,000 a year
- More than \$65,000 but less than \$70,000 a year
- More than \$70,000 but less than \$75,000 a year
- More than \$75,000 but less than \$80,000 a year
- More than \$80,000 but less than \$85,000 a year
- More than \$85,000 a year

# Access to Transportation - WV Coordinated Transportation Plan Update

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

- Yes
- No

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

- Spanish
- Korean
- Vietnamese
- Chinese or Mandarin

Other (please specify)

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

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

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

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

The Regional Coordinated Public Transit-Human Services Transportation Plan Update for the Region V study area, including Calhoun, Jackson, Pleasants, Roane, Ritchie, Tyler, Wood, and Wirt Counties, as completed on April 28, 2015 must be locally adopted.

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

Name of Plan Participant: WESTBROOK HEALTH SERVICES, INC

Title of Plan Participant: SAME

Organization Representing: SAME

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

W. Al... 10-4-15

Signature

10-03-15

Date

J. Ann... 10-7-15

Signature

10-7-15

Date

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

Name of Plan Participant: Darlene Crane  
Title of Plan Participant: Manager  
Organization Representing: Little Kanawha Transit Authority  
Or Senior, Individual With Disability, Low Income or General Public Representative: \_\_\_\_\_

Darlene Crane                      10-1-15  
Signature                                      Date

\_\_\_\_\_  
Signature                                      Date



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

Name of Plan Participant: Gerry Dunbar  
Title of Plan Participant: Executive Director  
Organization Representing: Jackson County Commission On Aging  
Or Senior, Individual With Disability, Low Income or General Public Representative: \_\_\_\_\_

Gerry Dunbar                      5/6/15  
Signature                                      Date

\_\_\_\_\_  
Signature                                      Date

**Adoption and Approval of  
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Name of Plan Participant: Jessica Rupert  
Title of Plan Participant: Director  
Organization Representing: Pleasants Co. Senior Center  
Or Senior, Individual With Disability, Low Income or General Public Representative: \_\_\_\_\_

Jessica Rupert  
Signature

5-12-15  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



**Adoption and Approval of  
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Region V**

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

Name of Plan Participant: Lee Jones  
Title of Plan Participant: Director  
Organization Representing: Ritchie Co. Integrated Family Services  
Or Senior, Individual With Disability, Low Income or General Public Representative: \_\_\_\_\_

Lee Jones  
Signature

5-11-15  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Adoption and Approval of  
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Region V**

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

Name of Plan Participant: April Pennell  
Title of Plan Participant: Director of Rehabilitation  
Organization Representing: SW Resources

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

April Pennell  
Signature

5/7/15  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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

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

Name of Plan Participant: Lorraine Roberts

Title of Plan Participant: Executive Director

Organization Representing: Wirt County Committee on Aging

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



Signature

5-52015

Date

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

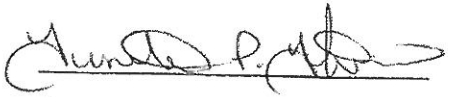
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Name of Plan Participant: Timothy P. Thomas  
Title of Plan Participant: General manager  
Organization Representing: MOVTA

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



Signature

9/30/15

Date

\_\_\_\_\_

Signature

\_\_\_\_\_

Date