



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

**Final Report**

**August, 2015**



Prepared by: RLS & Associates, Inc.



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### INTRODUCTION

The Region VII 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 VII 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

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

# Funding

## POTENTIAL COORDINATED TRANSPORTATION FUNDING PROGRAMS

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

**Eligible Recipients:**

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

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

**Eligible Recipients:**

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



# Demographics

## **DEMOGRAPHIC ANALYSIS**

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### **OVERVIEW**

West Virginia's Region VII is comprised of Barbour, Braxton, Gilmer, Lewis, Randolph, Tucker, and Upshur Counties. Elkins has an estimated population of 7,189 and is the largest city within Region VII. The Region VII Planning and Development Council is the planning organization that oversees transportation planning and development operations within the region. As such, the Planning and Development Council is responsible for coordinating the development of transportation plans and programs in the area. The map in Exhibit II.1 provides a depiction of the region.








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

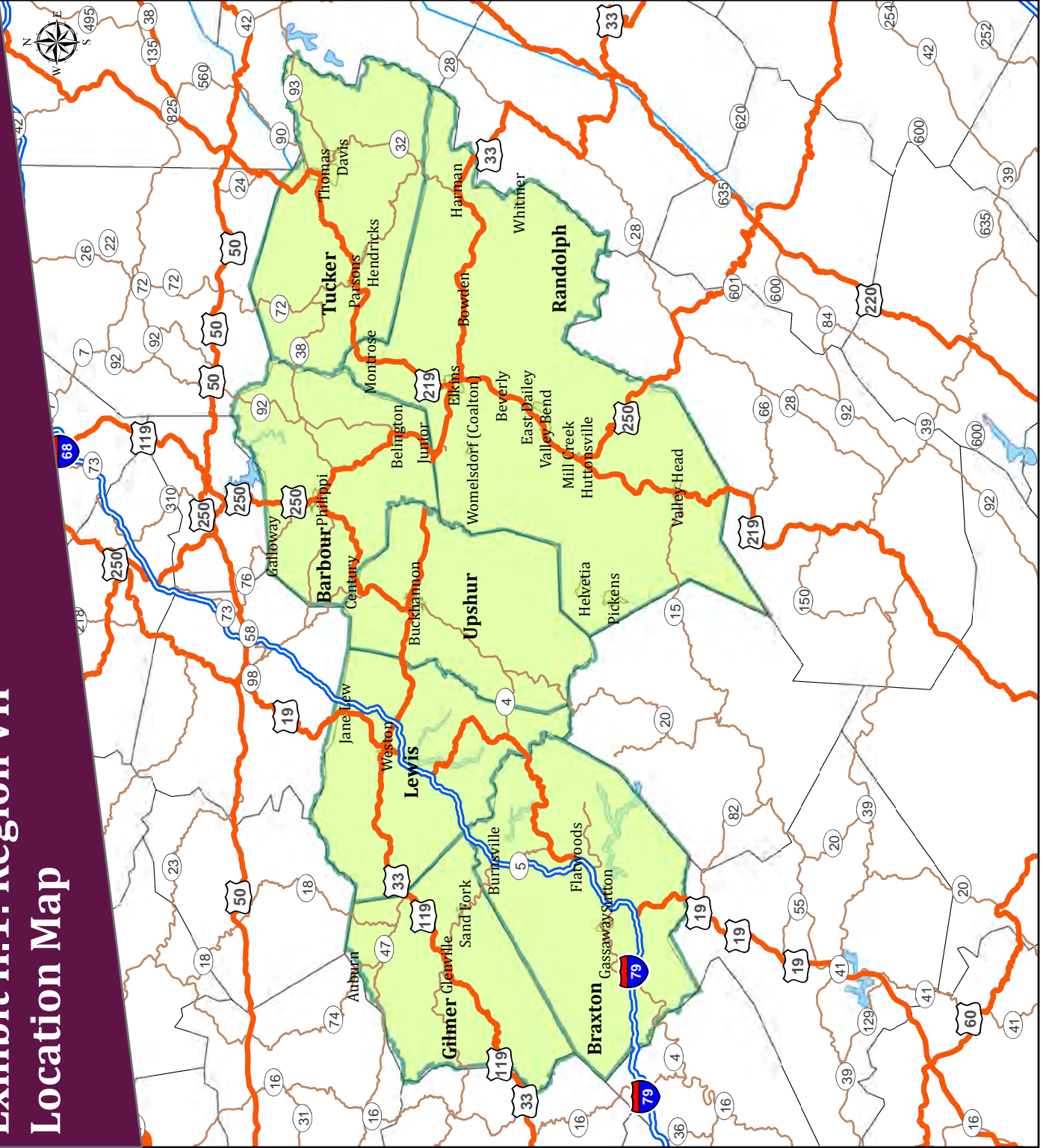
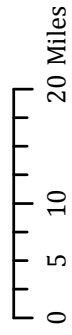
The data provided in the following section has been gathered from multiple sources including the U.S. Census Bureau's 2013 American Community Survey (ACS) Five-Year Estimates and the State of West Virginia. These sources are used to ensure that the most current and accurate information is presented.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

# Exhibit II.1: Region VII Location Map

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

### Legend

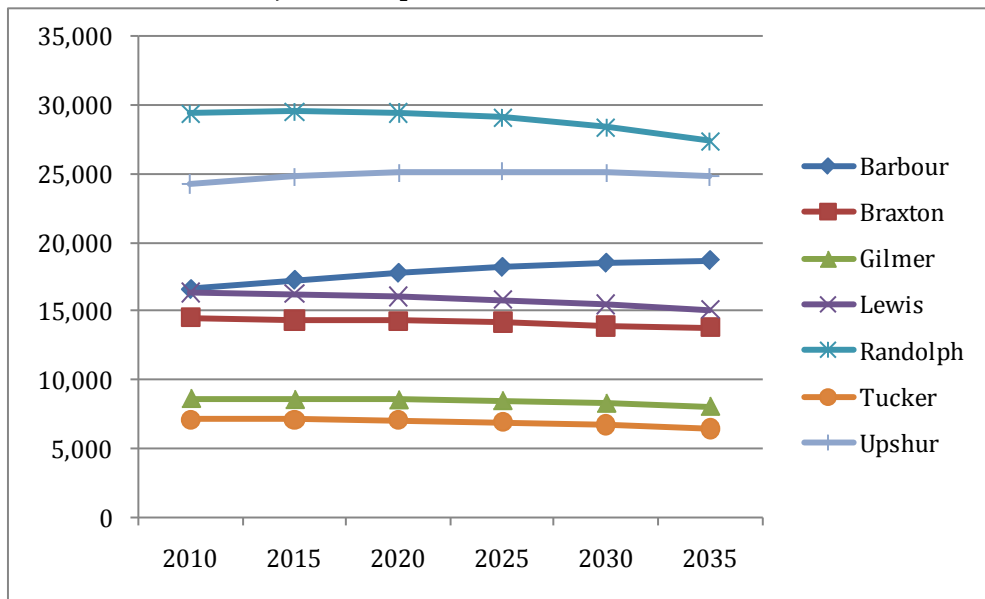
-  Interstate
-  Highway
-  Major Road
-  Region 7
-  Cities/Towns
-  Rivers
-  Lakes



## POPULATION PROJECTIONS

The West Virginia University (WVU) Bureau of Business and Economic Research, College of Business and Economics projects the region’s population will rise to 118,281 by 2020, an estimated gain of approximately one percent from the year 2010 population. However, the Bureau is projecting a two percent decrease for the region over the next 25 years. The projected population in 2035 is 114,375. Exhibit II.2 shows projected population trends between 2010 and 2035 for each county. Only Upshur and Barbour Counties are projected to increase in population between 2010 and 2035.

**Exhibit II.2  
Projected Population Trends, 2010-2035**



Source: WVU Bureau of Business and Economic Research

## POPULATION DENSITY

Exhibit II.3 illustrates the population density per square mile. As illustrated, population densities are centered on Elkins, Weston, and Buckhannon. These areas have the highest population density, with 1,459 to 4,970 persons per square mile. The rest of the area has low to very low population densities, with areas ranging from 5.8 to 1,458 persons per square mile.

## OLDER ADULT POPULATION

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

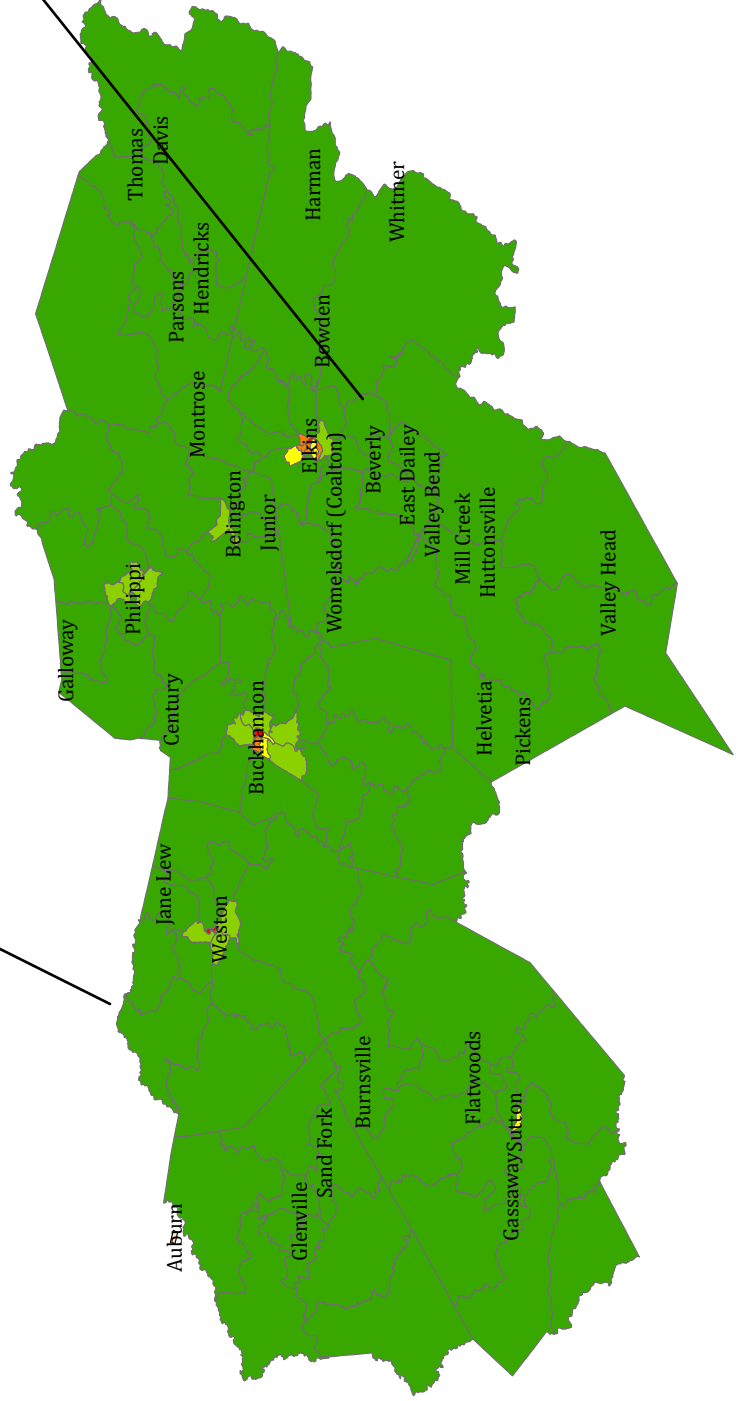
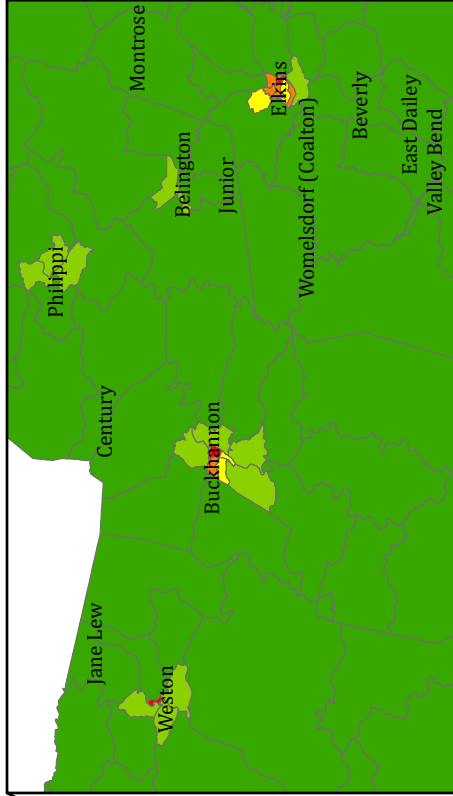
There is a trend occurring in the United States relating to the aging of the population. The two age cohorts with the largest percentage of growth over the last decade were the 50-54 year old cohort and the 45-49 year old cohort. People in these two age groups were primarily born during the post-WWII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

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

Exhibit II.4 illustrates the population density of persons over 65 years of age by block group. The concentrations of this age group mimic the densities of the overall population. Buckhannon, Elkins, and Weston had the highest densities of older adults. These block groups with individuals 65 and over have densities higher than 154 people per square mile.

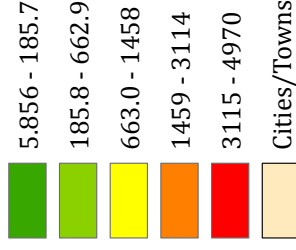
# Exhibit II.3: Region VII Population Density

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



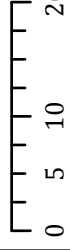
### Legend

#### Region VII Blockgroups



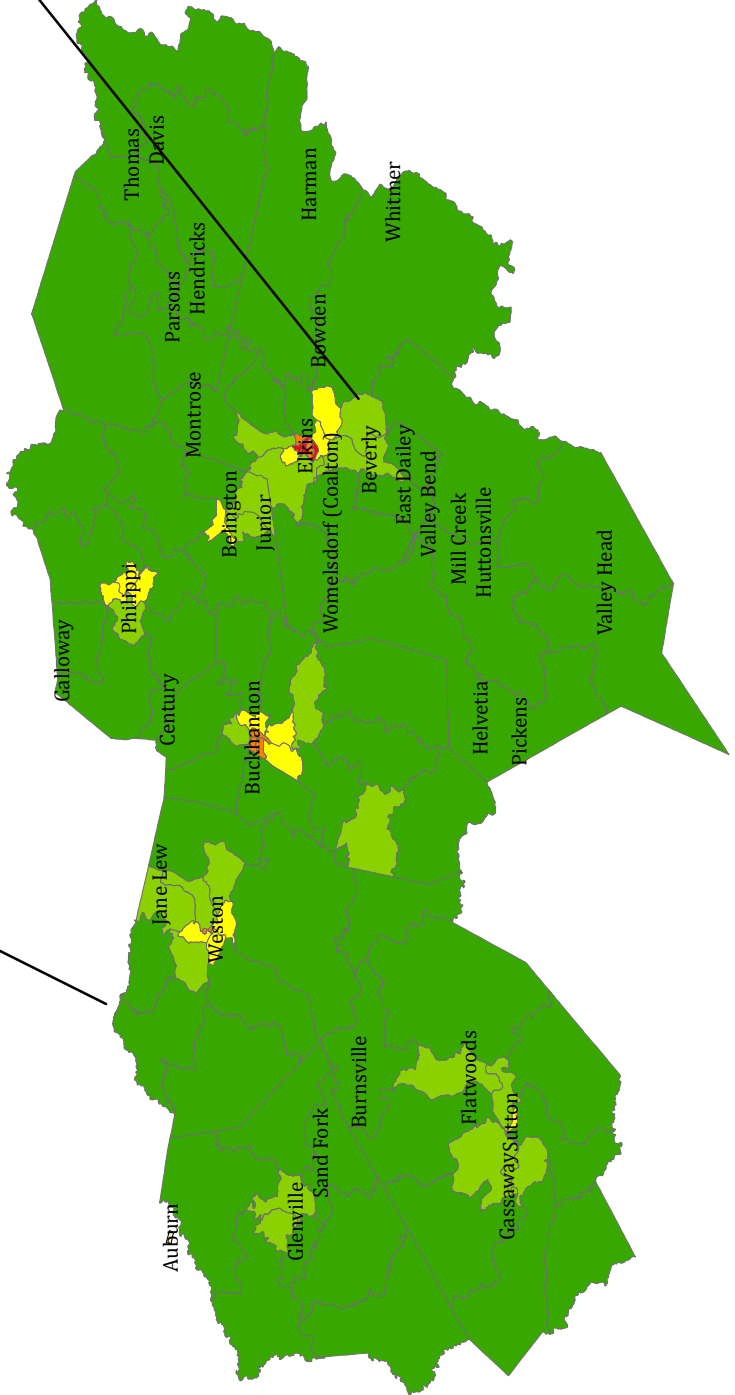
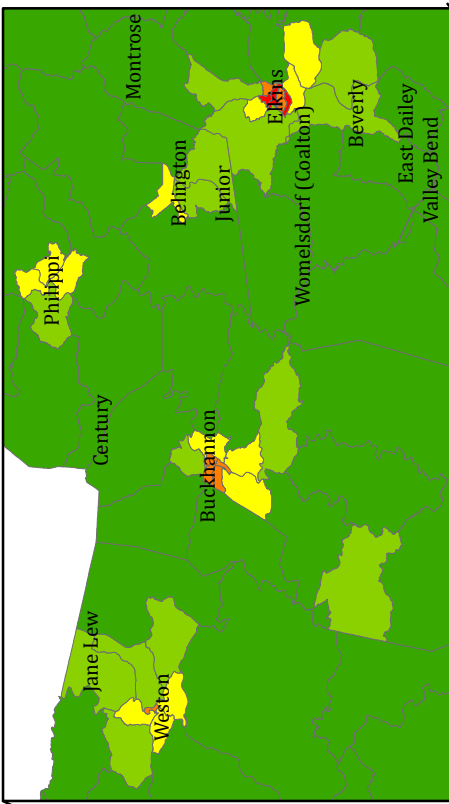
Source: 2013 ACS  
Five-Year Estimates

Population Per  
Square Mile

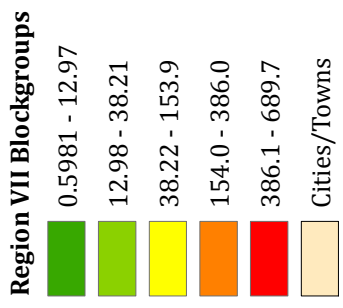


# Exhibit II.4: Region VII Older Adult Population Density

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



### Legend



Source: 2013 ACS  
Five-Year Estimates

Population Per  
Square Mile



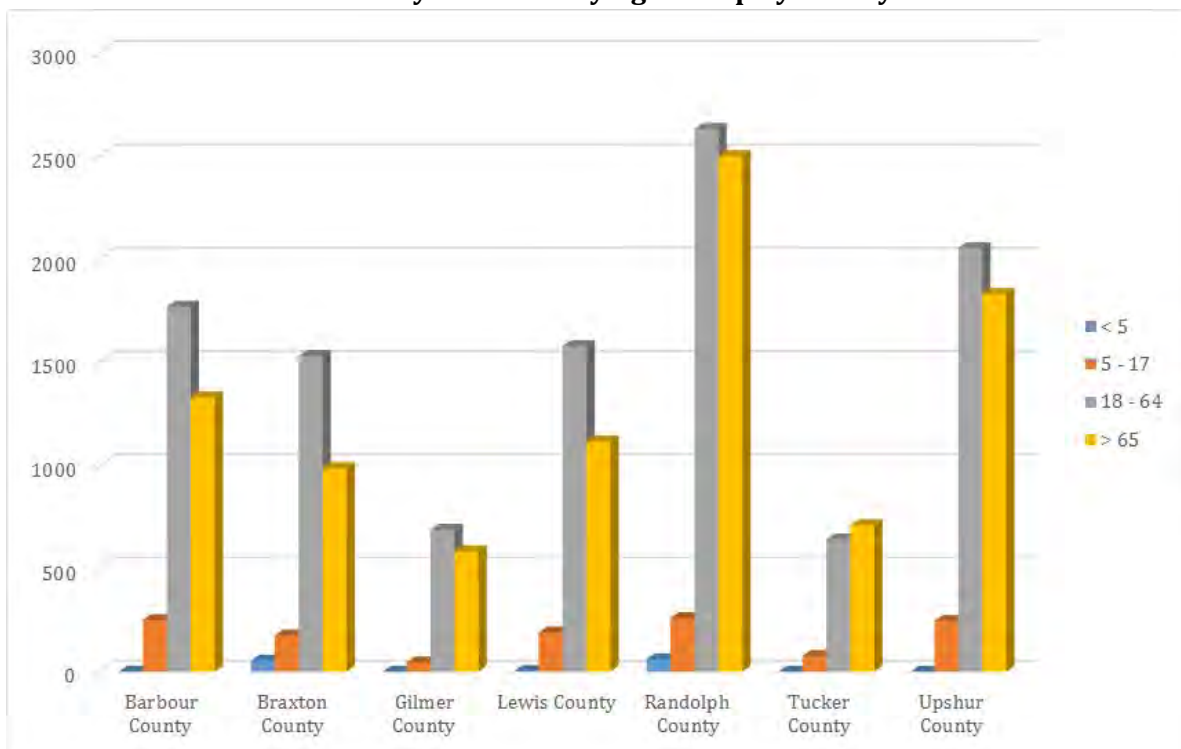
## INDIVIDUALS WITH DISABILITIES

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

The U.S. Census offers no method of identifying individuals as having a transportation related disability. The best available data for Region VII 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 Randolph County. The total disabled population estimate for the county is 5,441. Upshur County has an estimated 4,123 disabled people while Barbour County has 3,343. The other counties in the region have between an estimated 1,314 to 2,883 individuals with disability.

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



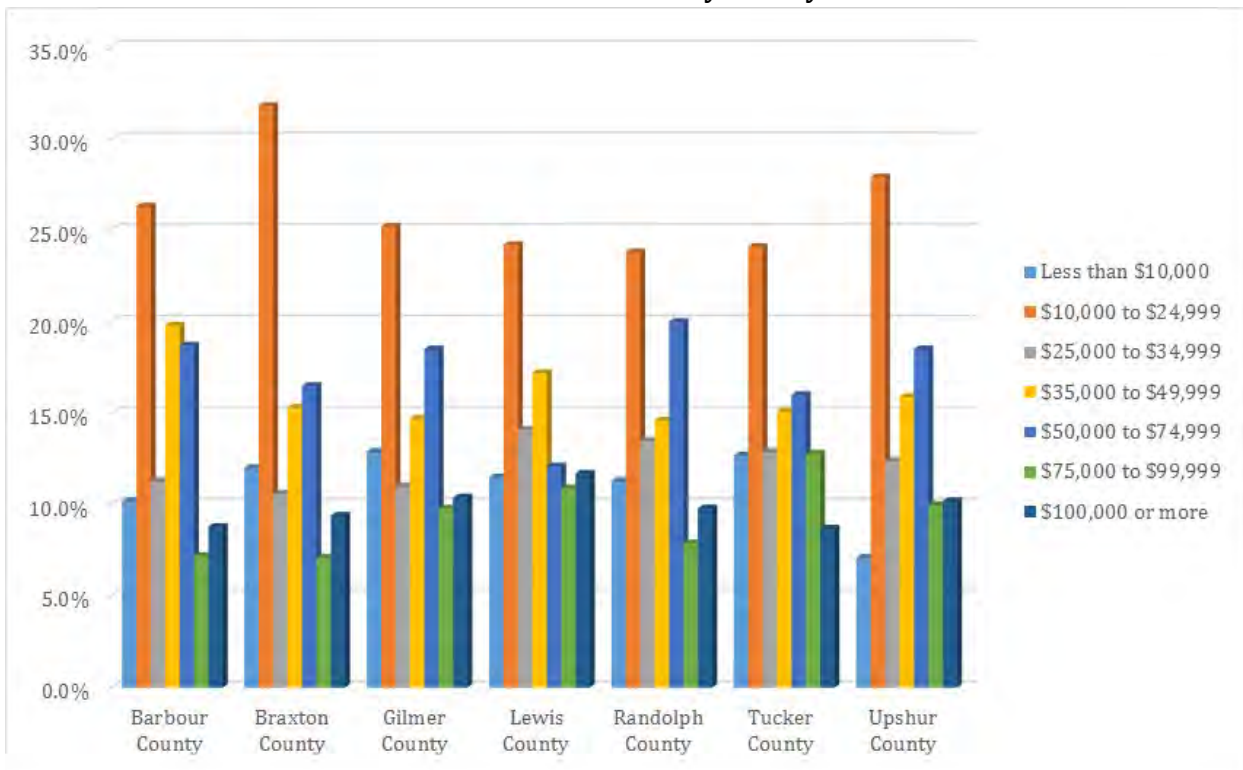
Source: 2013 ACS Five-Year Estimates



## 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 44,144 households in Region VII. Of those households, about 61 percent earn less than \$35,000 annually. Of the households earning less than \$35,000, some 15 percent earned between \$25,000 and \$34,999. Another 32 percent earned between \$10,000 and \$24,999 and about 13 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**

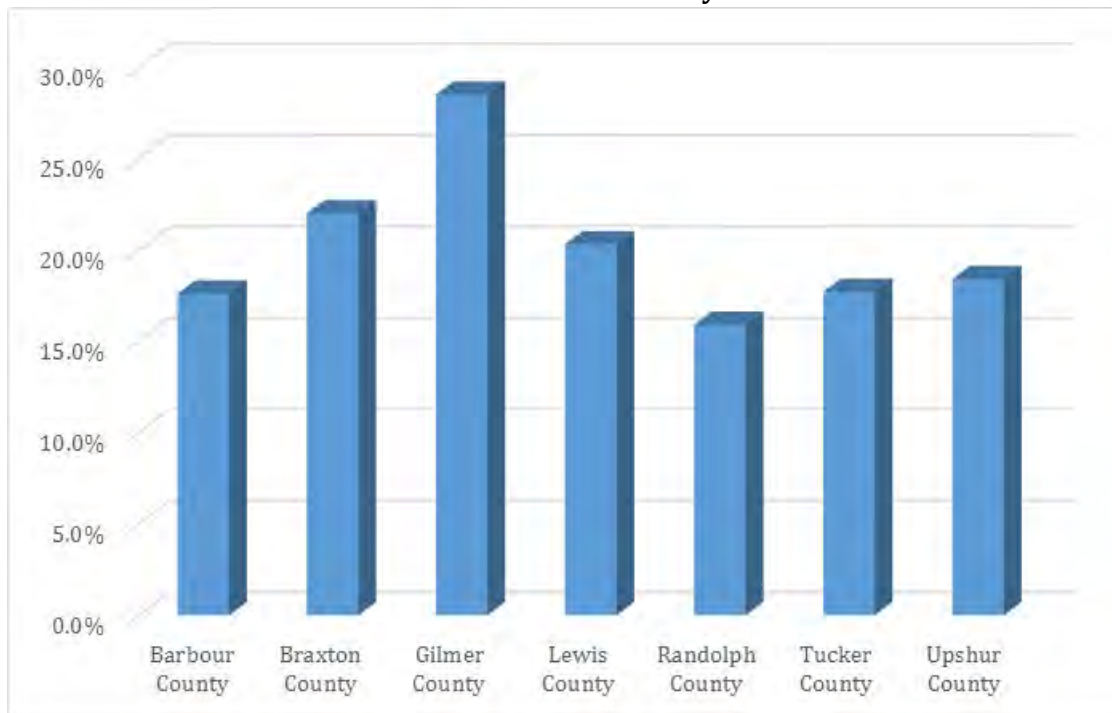
County	Median Income
<b>Barbour</b>	\$37,327
<b>Braxton</b>	\$31,848
<b>Gilmer</b>	\$38,442
<b>Lewis</b>	\$36,199
<b>Randolph</b>	\$37,276
<b>Tucker</b>	\$37,635
<b>Upshur</b>	\$39,381

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. Gilmer County has the highest percent of population living below the poverty level with 28.5 percent. Braxton and Lewis Counties had over 20 percent of the population living below the poverty level while the remaining Counties had between 15.9 and 18.4 percent of the population living below the poverty level.

**Exhibit II.8  
Percent Below Poverty**

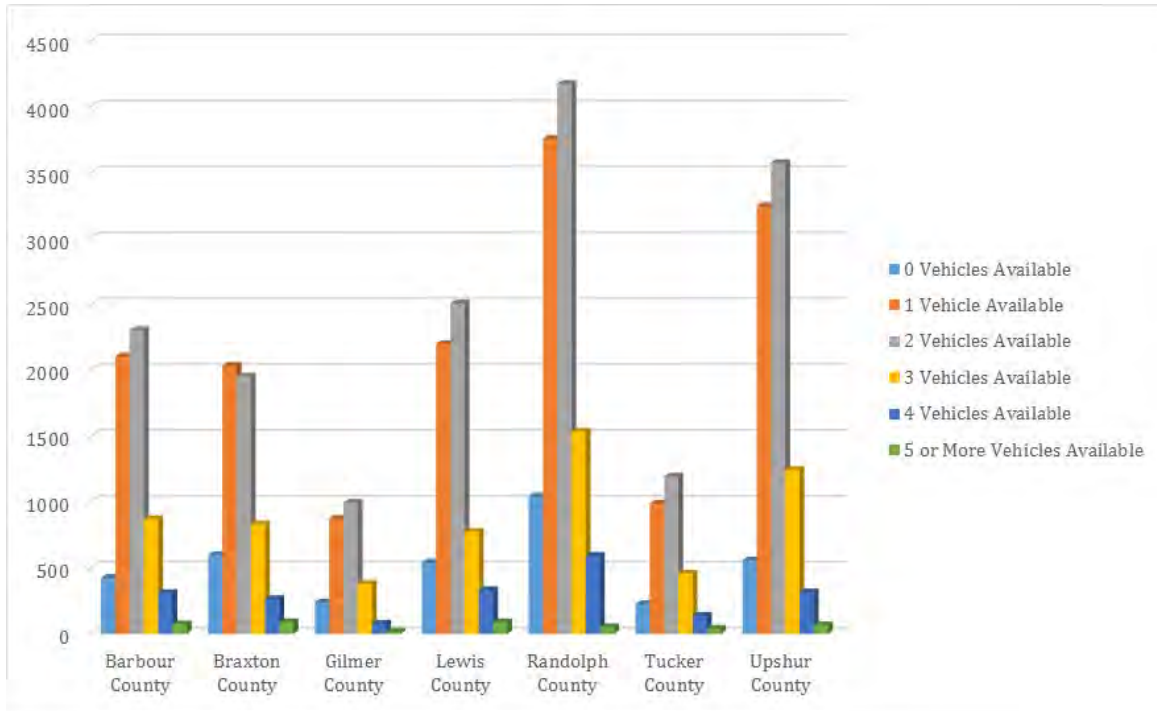


Source: 2013 ACS Five-Year Estimates

## 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 3,641 households in the region that have no available vehicle. This is 8.2 percent of all the households in the region. An additional 15,214 or 34.5 percent of households in the region have only one vehicle. Exhibit II.9 shows vehicle availability by the number of households in each county.

**Exhibit II.9  
Zero Vehicle Households**



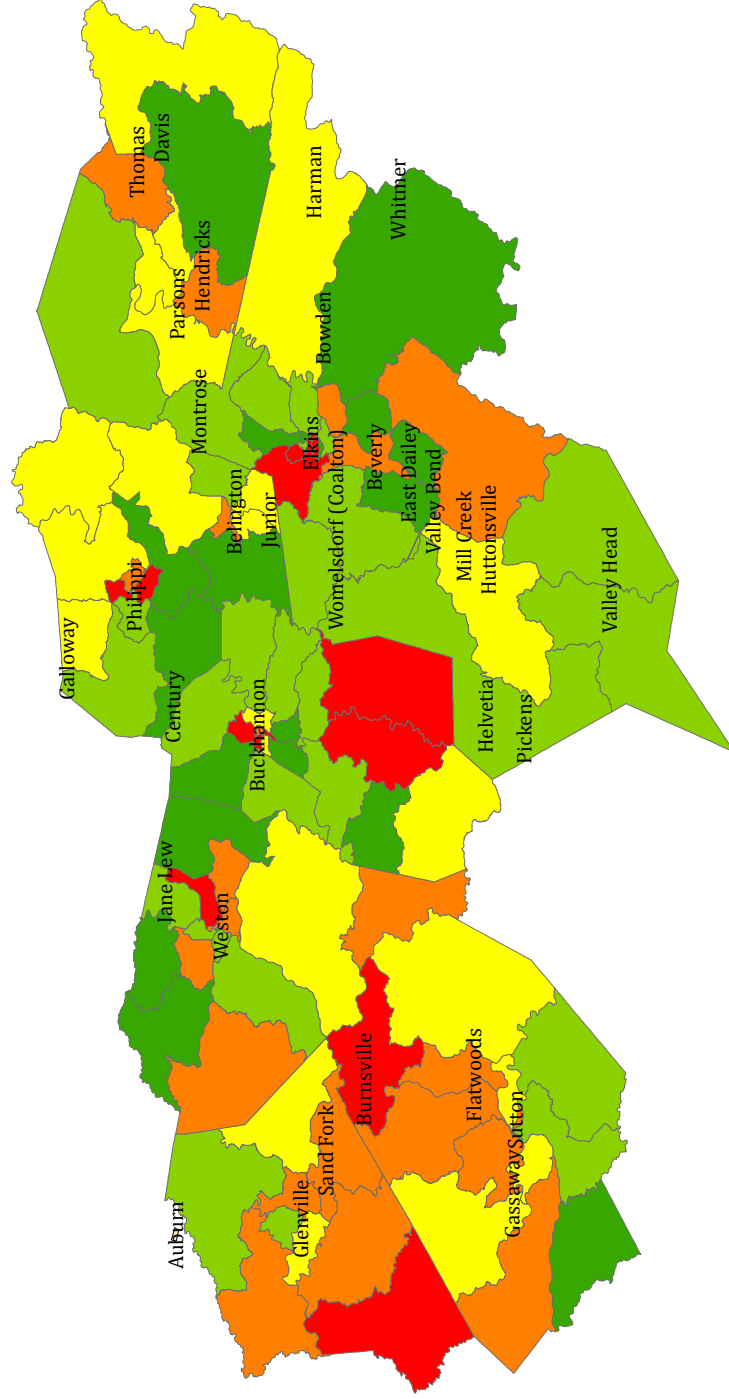
Source: 2013 ACS Five-Year Estimates

Exhibit II.10 illustrates the percentage of housing units that have no available vehicle, according to 2013 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are around western Gilmer County, Burnsville, Buckhannon, Philippi, Weston, and Elkins. Over 16.59 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 10.04 to 16.58 percent of zero vehicle households can be found throughout all of the counties. Block groups with moderate percentages (4.81 to 10.03 percent) can also be found within all counties in the region.

# Exhibit II.10: Region VII Zero Vehicle Households



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



### Legend

- Region VII Blockgroups**
- 0% - 1.41%
  - 1.42% - 4.8%
  - 4.81% - 10.03%
  - 10.04% - 16.58%
  - 16.59% - 40.35%
  - Cities/Towns

Source: 2013 ACS  
Five-Year Estimates



## LIMITED ENGLISH PROFICIENCY (LEP) POPULATION

At the time of the 2013 ACS Five-Year Estimates, Region VII had a total population of 117,099, of which 110,857 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 0.2 percent of Region VII’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
Barbour County	15,760	15,586	26	0.2%
Braxton County	13,755	13,622	9	0.1%
Gilmer County	8,313	7,812	127	1.5%
Lewis County	15,464	15,273	20	0.1%
Randolph County	27,854	27,563	42	0.2%
Tucker County	6,756	6,717	0	0.0%
Upshur County	22,955	22,758	0	0.0%
<b>Region VII Total</b>	<b>110,857</b>	<b>109,331</b>	<b>224</b>	<b>0.2%</b>

Source: 2013 ACS Five-Year Estimates

Much like West Virginia overall, the largest share of the LEP population in Region VII speak Spanish as their primary language. Statewide, 0.3 percent of the LEP population ages five (5) and older are Spanish-speaking. In Region VII, 0.4 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 VII 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	Thai	German	Chinese	French
Barbour County	15,760	52	0	1	9	0
Braxton County	13,755	16	0	20	0	0
Gilmer County	8,313	240	0	3	19	16
Lewis County	15,464	10	13	14	0	9
Randolph County	27,854	64	44	0	0	0
Tucker County	6,756	0	0	0	0	0
Upshur County	22,955	9	0	0	0	0
<b>Region VII Total</b>	<b>110,857</b>	<b>391</b>	<b>57</b>	<b>38</b>	<b>28</b>	<b>25</b>

Source: 2013 ACS Five-Year Estimates

## **MAJOR TRIP GENERATORS**

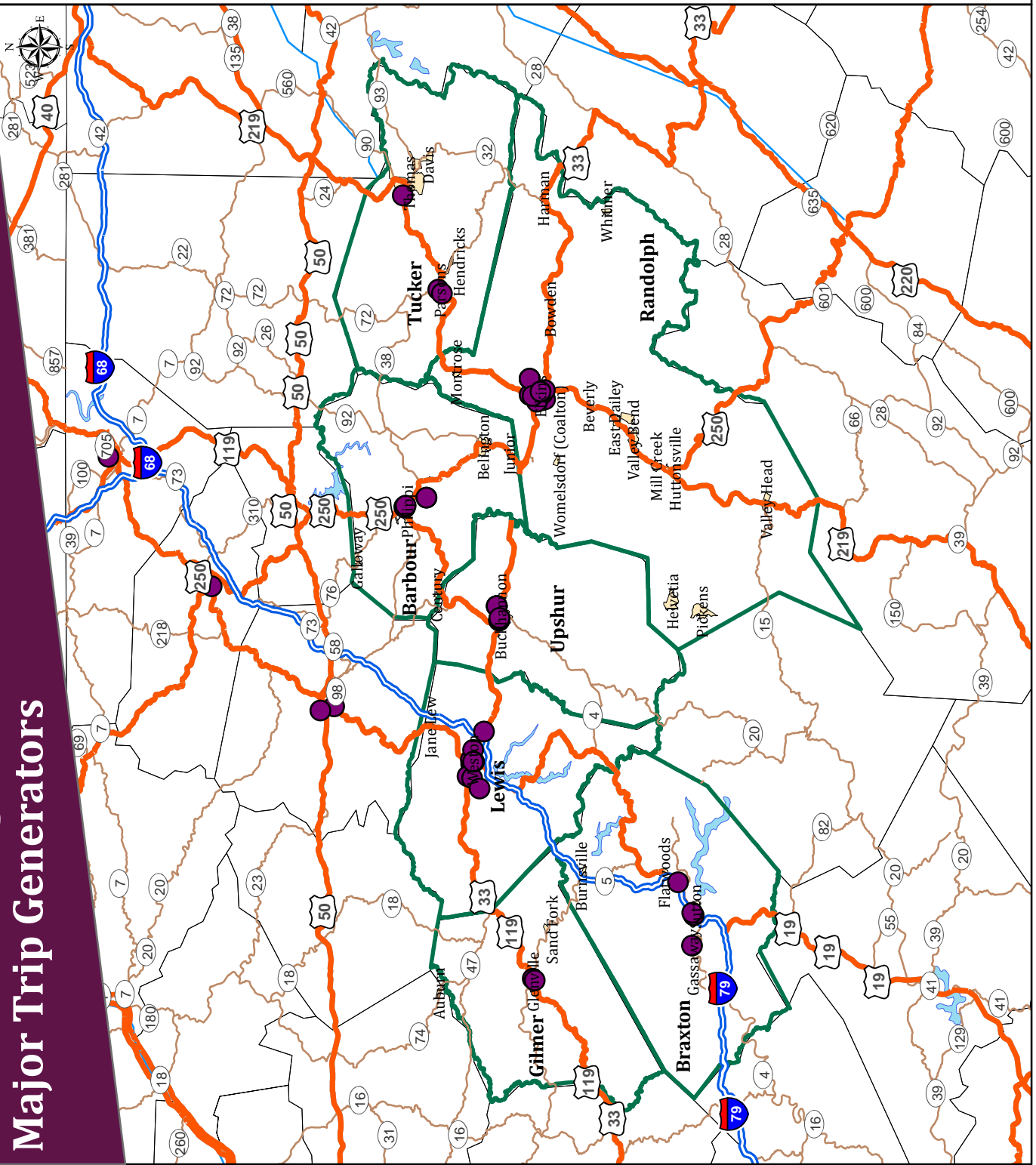
The term “trip generator” is used to describe locations where concentrations of people are likely to live (apartment complexes, nursing homes, etc.) or where people are likely to go for shopping, childcare, health care, educational, or employment. The map in Exhibit II.13 illustrates the major trip generators in the study area, including major employers, health care facilities, and human service agencies.

# Exhibit II.13: Region VII Major Trip Generators

## Coordinated Public Transit Human Service Transportation Plan Region VII

### Legend

- Trip Generators
- Interstate
- Highway
- Major Road
- Region 7
- Cities/Towns
- Rivers
- Lakes



## Major Trip Generators Table

ID	Agency	Address	City	State	Zip
1	Randolph County Technical Center	200 Kennedy Dr	Elkins	WV	26241
2	Barbour Co Senior Center/Here and There Transit	101 Church Street	Philippi	WV	26416
3	Braxton County Senior Citizens Center	33 Senior Center Drive	Sutton	WV	26601
4	Precision Services, Inc.	483 Elk River Rd	Gassaway	WV	26624
5	Council of Senior Citizens of Gilmer County	702 North Lewis	Glenville	WV	26351
6	Glenville State College	200 High St	Glenville	WV	26351
7	Lewis County Senior Citizens Center	171 West Second St	Weston	WV	26452
8	WVU Lewis Co Extension Office	104 Center Ave	Weston	WV	26452
9	Appalachian Community Health Center	725 Yokum St	Elkins	WV	26241
10	Randolph County Sheltered Workshop	890 Industrial Park Rd	Elkins	WV	26241
11	Youth Health Services, Inc.	971 Harrison Ave.	Elkins	WV	26241
12	North Central WV Community Action Corporate Office	1304 Goose Run Road	Fairmont	WV	26554
13	Central WV Community Action Assoc	468 Main Ave.	Weston	WV	26452
14	United Summit Center	6 Hospital Plaza	Clarksburg	WV	26301
15	United Summit Center	37 Elizabeth Drive	Weston	WV	26452
16	United Summit Center	1471 WV Highway 5 E	Glenville	WV	26351
17	United Summit Center	602 West Main Street	Sutton	WV	26601
18	Central WV Aging Services	8 North Spring Street	Buckhannon	WV	26201
19	Davis Memorial Hospital	812 Gorman Avenue	Elkins	WV	26241
20	Stonewall Jackson Memorial Hospital	230 Hospital Plaza	Weston	WV	26452
21	William R Sharpe Jr. Hospital	936 Sharpe Hospital Rd	Weston	WV	26452
22	Elkins Workforce WV Center	Pleasant Ave Ste 2	Elkins	WV	26241
23	Cortland Acres Association	HC 60, Box 98	Thomas	WV	26292
24	Tucker County Senior Citizens, Inc	217 Senior Lane	Parsons	WV	26287
25	Upshur County Senior Citizens Opportunity Center	28 North Kanawha St	Buckhannon	WV	26201
26	Region VII Aging Services	99 Edmiston Way	Buckhannon	WV	26201
27	County Roads Transit	1 5th Street	Elkins	WV	26241
28	North Central WV Community Action Barbour County Office	Route 250 S	Philippi	WV	26416
29	North Central WV Community Action Randolph County Office	938 S. Davis Avenue	Elkins	WV	26241
30	North Central WV Community Action Tucker County Office	513 Central Avenue	Parsons	WV	26287
31	Mountain Top Senior Center	Second & Spruce Street	Thomas	WV	26292
32	Region III Area Agency on Aging	PO Box 869	Petersburg	WV	26847
33	City of Buckhannon	70 East Main St., City Hall	Buckhannon	WV	26201
34	City of Philippi	116 N. Main St. Apt. A	Philippi	WV	26416
35	City of Elkins	401 Davis Ave	Elkins	WV	26241
36	VA Office	1 Freedom Way	Clarksburg	WV	26301
37	Kroger	450 11th Street	Elkins	WV	26241
38	WalMart	721 Beverly Pike	Elkins	WV	26241
39	Food Lion	749 Beverly Pike	Elkins	WV	26241
40	Tygart Valley Mall	1513 Harrison Avenue	Elkins	WV	26241
41	Davis & Elkins College	100 Campus Drive	Elkins	WV	26241
42	University Hospital	1 Medical Center Drive	Morgantown	WV	26506
43	Post Office	119 Center Ave	Weston	WV	26452
44	WalMart	110 Berlin Rd	Weston	WV	26452
45	WalMart	100 Buckhannon Crossroads	Buckhannon	WV	26201
46	Kroger	Route 20 S	Buckhannon	WV	26201
47	Kroger	272 Market Place Mall	Weston	WV	26452
48	Food Lion	1 Food Lion Plz	Buckhannon	WV	26201
49	Post Office	11 South Spring Street	Buckhannon	WV	26201
50	Post Office	105 S Railroad St	Philippi	WV	26416
51	Post Office	300 3rd St	Elkins	WV	26241
52	Barbour Co Family Resource Network	39 South Main Street	Philippi	WV	26416
53	Barbour County Bureau for Children and Families	271 Mattaliano Drive	Philippi	WV	26416
54	Braxton County Bureau for Children & Families	1920 Sutton Lane	Sutton	WV	26601
55	Gilmer County Bureau for Children & Families	1493 WV Highway 5, East	Glenville	WV	26351
56	Lewis County Family Resource Network	126 E 2nd St	Weston	WV	26452
57	Tucker County Bureau of Childern and Families	9346 Seneca Trl	Parsons	WV	26287
58	Tucker County Family Resource Network	501 Chestnut St.	Parsons	WV	26287
59	Upshur County Family Resource Network	79 East Main Street	Buckhannon	WV	26201
60	Randolph County Bureau of Childern and Families	1027 N. Randolph Ave.	Elkins	WV	26241
61	Randolph County Family Resource Network	305 Henry Avenue	Elkins	WV	26241



# 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 VII 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 VII 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 VII 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 VII.

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

- ◆ Braxton County Senior Citizens Center, Inc.
- ◆ Braxton County Head Start
- ◆ Central WV Community Action Association, Inc.
- ◆ The Council of Senior Citizens of Gilmer County, Inc.
- ◆ Country Roads Transit (Committee On Aging-Randolph County)
- ◆ Here and There Transit (Barbour County Senior Center)
- ◆ Lewis County Senior Citizens Center
- ◆ Mountain State Inc.
- ◆ Precision Services, Inc.
- ◆ Randolph County Sheltered Workshop dba: Seneca Designs
- ◆ Region VII Planning and Development Council
- ◆ Route 19 Taxi
- ◆ Tucker County Senior Citizens, Inc.
- ◆ Upshur Human Resources, Inc.
- ◆ Upshur County Senior Citizens Opportunity Center, Inc.
- ◆ Youth Health Services, Inc.

Descriptions of the community transportation related services provided by the organizations that operate a transit program are provided in the following pages.

## **BRAXTON COUNTY SENIOR CITIZENS CENTER, INC.**

Braxton County Senior Citizens Center’s goal is to provide services to the elderly and disabled through nutrition services, in-home services, education, transportation, socialization, exercise, crafts, computer lab, recreation, health screenings, and other services. Passengers are transported to medical appointments, nutrition sites, and shopping. Braxton County Senior Citizens Center provides shopping opportunities five days per week.

<b>Braxton County Senior Citizens Center, Inc.</b>	
<b>Programs:</b>	Transportation and Nutrition
<b>Client Eligibility:</b>	Adults age 60 and older and individuals with disabilities of any age
<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, Deviated Route
<b>Transportation Staff:</b>	1 Executive Director 1 Part-Time Dispatcher 4 Full-Time Drivers 2 Part-Time Drivers (One driver is the Transportation Director)
<b>Annual Trips Provided:</b>	12,069
<b>Annual Transportation Cost:</b>	\$71,547.75
<b>Cost per Passenger Trip:</b>	\$4.22
<b>Funding Sources for Transportation:</b>	Section 5310, LIFE, Donations, Title III-B, and Medicaid

### **Schedule and Service Area**

The transportation service is operated using three accessible vans, one van, and one minivan. The vans are used interchangeably, depending on the daily number of trips. In an average day, the vans are used to provide medical runs, nutrition, and shopping. Monday through Friday between 8:00 AM and 10:00 AM, passengers are transported to the Braxton County Senior Center for programs. From 10:00 AM to 12:00 PM, the vans are used to transport passengers to shopping destinations, medical trips, or to the senior center. Beginning at 1:00 PM, passengers are picked up at the senior center and taken home. The routes run until 4:00 PM returning passengers home. In-county medical trips are available Monday through Friday while out-of-county trips are only available on Tuesday, Wednesday, and Thursday.

**Fare Structure and Eligibility**

Braxton County Senior Citizens Center does not charge a fare. Donations are accepted but there is no set donation amount. All passengers, including those who are Medicaid eligible, are given the opportunity to donate, but a donation is not required.

**Scheduling**

According to the Braxton County Senior Citizens Center Newsletter, demand response medical transportation needs to be scheduled as soon as possible. There are also three van routes that take people to the senior center and shopping on a daily basis. Advance reservations for the routes are not required.

**Coordination**

While there is no formal coordination of trip scheduling with other agencies, the Braxton County Senior Citizens Center refers callers to other agencies if it cannot provide trip and if it believes the other agency(s) can meet the transportation needs of the caller. Additionally, the Center participated in the 2011 Region VII Coordinated Public Transit Human Service Transportation Plan.

**Funding**

The Braxton County Senior Citizens Center (BCSC) 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 Braxton County. BCSC is also funded by LIFE, Title III-B of the Older Americans Act, Medicaid Non-Emergency Medical Transportation (NEMT), and donations. The budget of \$71,547.75 includes fuel, salaries for drivers, and vehicle maintenance.

**PRECISION SERVICES, INC.**

Precision Services, Inc. is a private nonprofit community rehabilitation program. Its goal is to provide job training and social skills to individuals with disabilities and help them secure jobs in the community. Passengers are transported from a predetermined location to Precision Services, and then transported back after their job training is completed.

<b>Precision Services, Inc.</b>	
<b>Programs:</b>	Rehabilitation Program, Job Training, and Transportation
<b>Client Eligibility:</b>	Older adults and individual with disabilities who are registered with Precision Services
<b>Hours/Days of Service:</b>	Monday through Friday, 8:00 AM through 4:30 PM

<b>Mode of Services:</b>	Curb-to-Curb/School Bus Route
<b>Transportation Staff:</b>	1 Executive Director 1 Clerical/Staff 2 Part-Time Drivers
<b>Annual Trips Provided:</b>	1,408
<b>Annual Transportation Cost:</b>	\$7,000
<b>Cost per Passenger Trip:</b>	Approximately \$4.97
<b>Funding Sources for Transportation:</b>	General Revenue from Precision Services and Section 5310

**Schedule and Service Area**

The transportation service is operated using one 8-passenger van that is wheelchair equipped. The van is used Monday through Friday mornings to pick up passengers and bring them to Precision Services for rehabilitation and job training; passengers are returned home with the van at the end of the day.

**Fare and Eligibility**

Any student or registered member who is enrolled with Precision Services is eligible for transportation provided by the program. Passengers do not pay a fare or fee for transportation to and from Precision Services.

**Scheduling**

Bus schedules are created on a yearly basis and adjusted by Precision Services staff throughout the year, as necessary. Adjustments in the schedule are typically a result of a new enrollee.

**Coordination**

Precision Services, Inc. is currently coordinating with the Braxton County Senior Citizens Center and Braxton County Schools. If a Precision Services vehicle breaks down or needs maintenance, the Braxton County Senior Citizens Center lends one of their vehicles for use.

An agreement has been put in place for registered consumers of Precision Services who need transportation to the facility to ride Braxton County School buses from their home to a stop on the Precision Services route. In order to ride the school bus, consumers must pass a background inspection, but there is no age limit on who can ride the school bus for Precision Services consumers.

**Funding**

Transportation is funded through revenues generated from Precision Services. They are engaged in several business activities including: microfilming, document imaging, and janitorial services. The budget of \$7,000 includes fuel, salaries for bus-aides and drivers, and vehicle maintenance.

**THE COUNCIL OF SENIOR CITIZENS OF GILMER COUNTY, INC.**

The Council of Senior Citizens of Gilmer County, Inc. provides services to older adults and individuals with disabilities through nutrition services and transportation. Passengers are transported to medical appointments, nutrition sites, and shopping. The Center will transport people under age 65 if there is available capacity, but older adults have priority.

<b>The Council of Senior Citizens of Gilmer County, Inc.</b>	
<b>Programs:</b>	Transportation and Nutrition
<b>Client Eligibility:</b>	Older adults, individuals with disabilities, and people with low incomes
<b>Hours/Days of Service:</b>	8:00 AM through 4:00 PM, Monday through Friday
<b>Mode of Services:</b>	Door-to-Door Demand Response, Deviated Route
<b>Transportation Staff:</b>	1 Executive Director/Manager 1 Clerical/Staff 2 Full-Time Drivers 3 Part-Time Drivers
<b>Annual Trips Provided:</b>	7,030
<b>Annual Transportation Cost:</b>	\$93,586
<b>Cost per Passenger Trip:</b>	\$13.31
<b>Funding Sources for Transportation:</b>	Donations, Section 5310, Medicaid, LIFE, Title III-B

**Schedule and Service Area**

The transportation service is operated using one minivan and two 4-wheel drive vehicles. In an average day, the vehicles are used to provide medical runs, nutrition, and shopping. Monday through Friday between 8:30 AM and 12:00 PM, passengers are transported to the Gilmer County Senior Center for programs. From 12:30 PM to 2:30 PM, passengers are picked up at the senior center and taken home.

Throughout the day, the Council also provides medical trips as long as a vehicle is available. In- and out-of-county medical trips are available Monday through Friday. For out-of-county medical transportation, a three-day advanced notification is needed.

**Fare Structure and Eligibility**

The Council of Senior Citizens of Gilmer County, Inc. does not charge a fare. In most cases, donations are accepted but there is no set donation amount. However, passengers transported for out-of-county medical trips, depending on location, are given a suggested donation amount ranging from \$15 up to \$50 for a round-trip.

**Scheduling**

According to the Council of Senior Citizens of Gilmer County, Inc. Newsletter, medical transportation needs to be scheduled at least three days in advance. Monday through Friday there is one vehicle route that transports people to the Center and shopping.

**Coordination**

While there is no formal coordination of trip scheduling with other agencies, the Council of Senior Citizens of Gilmer County, Inc. refers callers to other agencies if it cannot provide trip and if it believes can meet the transportation needs of the caller.

**Funding**

The Council of Senior Citizens of Gilmer County, Inc. (CSCG) 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 Gilmer County. CSCG is also funded by LIFE, Title III-B of the Older Americans Act, Medicaid Non-Emergency Medical Transportation (NEMT), and donations. The budget of \$38,714 includes fuel, salaries for drivers, and vehicle maintenance.

**MOUNTAIN STATE INC.**

Mountain State Inc. is a private, for-profit organization that provides non-emergency medical transportation services.

<b>Mountain State Inc.</b>	
<b>Programs:</b>	Non-Emergency Medical Transportation
<b>Client Eligibility:</b>	Medicaid or consumers with insurance
<b>Hours/Days of Service:</b>	6:00 AM to 6:00 PM Monday through Friday Weekends if scheduled in advanced
<b>Mode of Services:</b>	Door-to-Door Demand Response
<b>Transportation Staff:</b>	2 Managers

	3 Clerical/Staff 15 Drivers 1 Maintenance Crew
<b>Annual Trips Provided:</b>	38,250 (estimate)
<b>Annual Transportation Cost:</b>	Fuel = \$120,000 (estimate) Pay = \$300,000 (estimate) Insurance= \$74,000 (estimate) Maintenance= \$50,000 (estimate) Subtotal = \$544,000 Other expenses were not provided.
<b>Cost per Passenger Trip:</b>	More than \$14.22 (estimate)
<b>Funding Sources for Transportation:</b>	Medicaid, Donations, Health Insurance

**Schedule and Service Area**

Mountain State Inc. has a fleet of 18 vehicles, five of which are wheelchair accessible. Daily service typically involves use of 15 vehicles and drivers. The hours of transportation are Monday through Friday, 6:00 AM to 6:00 PM. If arrangements are made ahead of time, transportation can be scheduled on the weekends. Transportation services are provided door-to-door in Barbour, Harrison, Lewis, Marion, Randolph, Tucker, and Upshur Counties.

**Fare Structure and Eligibility**

While there is no set fare for passengers, donations are welcome. The company is reimbursed for trips through the Medicaid Non-Emergency Medical Transportation (NEMT) program or the consumer’s health insurance policy.

**Scheduling**

Passengers are required to call in advance for a trip. Same day scheduling is available.

**Coordination**

Mountain State Inc. shares in driver training with other area transportation agencies. Information and referrals are shared between Mountain State and other local public and human service agency transportation providers.

**Funding**

Revenue sources include donations, Medicaid NEMT, and the consumer’s health insurance policy. Mountain State Inc. is a private for-profit company and does not receive any Federal Transit Administration funding for operating.

**YOUTH HEALTH SERVICES, INC.**

Youth Health Services, Inc.'s (YHS') goal is to provide *quality outpatient health services to children and young adults in rural North Central West Virginia (Barbour, Randolph, Tucker, Upshur, and Pocahontas Counties)*. It also provides quality educational center-based childcare to infants and children (6 weeks to 12 years) year round. At the time of the interview, approximately 400 children were enrolled in YHS.

Most YHS passengers are between ages 4 and 18. Due to the rural nature of the area and the lack of public transportation in much of their catchment area, YHS provides door-to-door transportation services to children and their parents in order to assure access to services at YHS.

The following table provides a summary of YHS transportation.

<b>Youth Health Services, Inc.</b>	
<b>Programs:</b>	Transportation, Children and Young Adults Outpatient Mental Health Services, Child Care
<b>Client Eligibility:</b>	Individuals with mental disabilities and childcare
<b>Hours/Days of Service:</b>	8:00 AM to 5:30 PM Monday – Friday, and special arrangements on Saturday
<b>Mode of Services:</b>	Door-to-Door Demand Response
<b>Transportation Staff:</b>	1 Executive Director/Manager 1 Driver/Coordinator 3 Drivers 2 Substitute Drivers
<b>Annual Trips Provided:</b>	6,575
<b>Annual Transportation Cost:</b>	\$100,570
<b>Cost per Passenger Trip:</b>	\$15.30 (approx)
<b>Funding Sources for Transportation:</b>	Section 5310, Donations, Medicaid (NEMT), DHHR, Fundraising, Program Income

**Schedule and Service Area**

Transportation services are operated out of YHS's Randolph County Office. Currently, the center has four vehicles, three of which were purchased with Federal Transit Administration (FTA) Section 5310 funds and one purchased with DHHR funds. The hours of transportation are



Monday through Friday 8:00 AM to 5:30 PM. Transportation services are provided door-to-door.

**Fare Structure and Eligibility**

There is no fare or accepted donations for passengers. Transportation expenses are billed to Medicaid for eligible clients and not billed for non-Medicaid clients.

**Scheduling**

Passengers are required to call 24 hours in advance for a trip that is not a re-occurring trip to and from a program. Re-occurring trips are automatically scheduled as standing orders. The YHS makes every attempt to group trips with two to three people riding at the same time.

**Coordination**

There is no formal coordination of trip scheduling with other agencies, but YHS refers callers to Country Roads Transit. Also, because Country Roads Transit and YHS are located in close proximity to each other, sometimes vehicles and drivers are shared when additional service is needed. YHS also participated in the 2011 Region VII Coordinated Public Transit Human Service Transportation Plan.

**Funding**

YHS received funding from the Federal Transit Administration Section 5310 Program via the West Virginia DOT/DPT to purchase three of its transportation vehicles. Other funding for transportation is derived from Medicaid Non-Emergency Medical trips, fundraising, DHHR Capital in-kind grant, and other agency program income. Transportation revenue is only about a quarter of transportation expenses. Therefore, the majority of the transportation budget is supplemented with other programs at the agency.

**LEWIS COUNTY SENIOR CITIZENS CENTER**

Lewis County Senior Citizens Center provides services to the elderly and disabled of Lewis County through nutrition services and transportation. Passengers are transported to medical appointments, nutrition sites, and shopping.

<b>Lewis County Senior Citizens Center</b>	
<b>Programs:</b>	Transportation and Nutrition Services
<b>Client Eligibility:</b>	Adults 60 and over, and individuals with disabilities
<b>Hours/Days of Service:</b>	7:00 AM to 4:30 PM, Monday – Friday
<b>Mode of Services:</b>	Deviated Route and Door-to-Door Demand Response
<b>Annual Trips Provided:</b>	18,000

<b>Annual Transportation Cost:</b>	\$242,743
<b>Cost per Passenger Trip:</b>	\$13.49
<b>Funding Sources for Transportation:</b>	Donations, LIFE, Medicaid NEMT, Section 5310 Funding, Title III-B, United Way, Fundraising

**Schedule and Service Area**

The transportation service is operated using three accessible vans, two standard vans, two minivans, and one accessible minivan. All Lewis County Senior Citizens Center vehicles are used interchangeably, depending on the daily number of trips. In an average day, the vans are used to provide medical runs, nutrition, and shopping. Monday through Friday between 7:00 AM and 12:00 PM, passengers are transported to the Lewis County Senior Center for programs or transported to various shopping locations in Lewis County. From 12:30 PM to 4:30 PM, passengers are picked up and transported home from the senior center. Between 3:00 PM and 4:30 PM transportation use is slower. During the day, the agency also provides medical trips as long as a vehicle is available. In- and out-of-county medical trips are available Monday through Friday.

The program also operates scheduled routes, as follows:

- ◆ Every Tuesday at 12:30 PM, there is a shopping trip to Walmart.
- ◆ Every Thursday, the program provides a route to and from Clover Fork, Orlando, and Oli Creek.
- ◆ On a daily basis, a vehicle stops at Weston Arbors at 10:15 AM; Criss Manor at 10:30 AM; and Weston Commons at 10:45 AM before dropping passengers off at the senior center.

**Fare Structure and Eligibility**

Lewis County Senior Center does not charge a fare. Donations are accepted and the suggested amount depends on the trip. The donation for in-county transportation ranges from \$2 to \$5 for a round-trip. Out-of-county medical trip contributions are on a sliding fee based on the consumer’s monthly income and the trip destination.

**Scheduling**

According to the Lewis County Senior Center Newsletter, out-of-county medical transportation needs to be scheduled at least three days in advance. For any other transportation that is needed, clients must call the transportation manager by 8:30 AM the day of the requested ride.

**Coordination**

While there is no formal coordination with other agencies, the Lewis County Senior Center refers callers to other agencies (Mountain State Inc., Central WV Community Action Program, Inc., or United Summit Center) if it cannot provide the requested trip and if it believes the other agencies can meet the transportation needs of the caller. The Center also coordinates vehicle

maintenance with CENTRA in Clarksburg, WV. Additionally, the Center participated in the 2011 Region VII Coordinated Public Transit Human Service Transportation Plan.

**Funding**

The Lewis County Senior Citizens Center (LCSC) 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 Lewis County. LCSC is also funded by LIFE, Title III-B of the Older Americans Act, Medicaid Non-Emergency Medical Transportation (NEMT), United Way, fundraising, and donations. The budget of \$242,743 includes fuel, insurance, salaries for drivers and the dispatcher/coordinator, and vehicle maintenance.

**COUNTRY ROADS TRANSIT (COMMITTEE ON AGING-RANDOLPH COUNTY)**

Country Roads Transit (CRT) is a rural public transportation provider that serves Randolph and Upshur counties. CRT currently runs a deviate fixed route in Elkins and provides demand response service throughout Randolph and Upshur Counties. CRT’s goal is to *provide transportation to all segments of the general population within their designated counties of Randolph and Upshur.*

<b>Country Roads Transit</b>	
<b>Programs:</b>	Transportation
<b>Client Eligibility:</b>	General Public
<b>Hours/Days of Service:</b>	8:00 AM to 4:00 PM, Monday – Friday
<b>Mode of Services:</b>	Curb-to-Curb Demand Response, and Deviated Fixed Route
<b>Transportation Staff:</b>	1 Director 1 Manager 14 Drivers 1 Dispatcher/Scheduler 1 Other
<b>Annual Trips Provided:</b>	36,822
<b>Annual Transportation Cost:</b>	\$503,941
<b>Cost per Passenger Trip:</b>	\$13.69
<b>Funding Sources for Transportation:</b>	Fares, Donations, Local Government Appropriations, State Government

**Schedule and Service Area**

The transportation service is operated using fifteen vehicles. The vehicles include four minivans, eight accessible vans, one standard van, and two accessible minivans. CRT operates from 8:00 AM to 4:00 PM, weekdays. Demand response service is available throughout Upshur and Randolph Counties, while deviated fixed route service is available only in Elkins.

**Fare Structure and Eligibility**

Transportation is open to the general public. The cost to ride the deviated fixed route is \$1.25 for passengers ages five and older. Passengers may also purchase an unlimited monthly ride pass for \$30 for the deviated fixed route. Customers who purchase the monthly pass also can apply that pass as \$1.25 toward the fare on the demand response service. Fares for the demand response service are based on distance. The table below gives the complete breakdown of CRT’s fare structure.

<b>Country Roads Transit Fare Structure</b>	
<b>Randolph County</b>	
Elkins Loop North or South	\$1.25
Within ¾ mile of “deviated route” service	\$2.50
Within 15 miles of Elkins city limits	\$3.75
Between 16 and 24 miles of Elkins city limits	\$6.25
Farther than 25 miles from city limits (and still within Randolph County)	\$10.00
<b>Upshur County</b>	
Within Buckhannon city limits	\$2.50
Within 15 miles of city limits	\$3.75
Between 16 and 24 miles of city limits	\$6.25
Farther than 25 miles from city limits (and still within Upshur County)	\$10.00

**Scheduling**

Trips should be scheduled 24 hours in advance. CRT will provide same day transportation if the schedule permits.

**Coordinated Transportation**

CRT is willing to coordinate with local agencies to provide transportation on a contractual basis should there be a need and opportunity to do so. Right now, coordination efforts are in place to utilize Youth Health Services, Inc. vans if needed and vice versa. They are also providing transportation services for the Upshur County Senior Citizens Opportunity Center, Inc. under a contract.

**Funding**

Funding sources for CRT include farebox collection, Medicaid NEMT reimbursements, LIFE, local funding, ARRA, donations, and Federal Transit Administration (FTA) Section 5311. In 2010,

donations yielded \$5,000 in revenue. Farebox collection provided \$24,501.27 in revenue, while NEMT provided \$23,736.13. Section 5311 funding provided \$161,235 in funding. The remaining transportation program revenue was derived from local sources and donations.

**HERE & THERE TRANSIT (BARBOUR COUNTY SENIOR CENTER)**

Here & There Transit is a rural public transportation provider that serves Barbour County. Here & There Transit currently runs a deviated fixed route in Philippi and provides demand response service throughout Barbour County. Here & There transit is *committed to enriching the quality of life for Seniors, persons with disabilities, and the general public by helping them live an independent, happy, and healthy lifestyle. This mission will be achieved through the establishment and operation of social services and general public transportation through public and private funding sources.*

Here & There Transit	
<b>Programs:</b>	Transportation
<b>Client Eligibility:</b>	General Public
<b>Hours/Days of Service:</b>	7:30 AM to 4:00 PM, Monday – Friday
<b>Mode of Services:</b>	Curb-to-Curb Demand Response, Deviated Fixed Route
<b>Transportation Staff:</b>	1 Director 1 Volunteer (Clerical/Staff) 9 Drivers 1 Dispatcher/Scheduler 1 Part-Time Operations Manager
<b>Annual Trips Provided:</b>	24,656
<b>Annual Transportation Cost:</b>	\$499,172
<b>Cost per Passenger Trip:</b>	\$20.25
<b>Funding Sources for Transportation:</b>	Fares, State Government Appropriations, FTA Section 5311, LIFE, Title III-B, Medicaid NEMT, Local Cash

**Schedule and Service Area**

The transportation service is operated using eleven vehicles. These vehicles include four minivans, one accessible minivan, and six accessible vans. Here & There Transit operates from

7:30 AM to 4:00 PM, weekdays. Demand response service is minivan, and six are accessible vans throughout Barbour County, while deviated fixed route service is available in Philippi.

**Fare Structure and Eligibility**

Transportation is open to the general public. The cost to ride the deviated fixed route is \$1.00. Passengers may also purchase an unlimited monthly ride pass for \$30 for the deviated fixed route. Fares for the demand response service are based on location distance. The table below gives the complete breakdown of Here & There Transit’s fare structure.

<b>Here &amp; There Transit Fare Structure</b>	
A trip of 10 miles or less	\$2.25
A trip between 11 and 20 miles	\$2.50
A trip between 21 and 30 miles	\$2.75
A trip more than 30 miles, but within Barbour County	\$3.00
In-County Non-Emergency Medical	Sliding Scale
Out-of-County Non-Emergency Medical	Sliding Scale
Shopping to Morgantown	\$16.00 round trip
Shopping other Areas	\$8.00 round trip

**Scheduling**

Trips should be scheduled 24 hours in advance. Here & There Transit will provide same day transportation if the schedule permits.

**Coordinated Transportation**

Officially, Here & There Transit is not coordinating with any other transportation providers in Region VII at the moment. Information referral, driver training, and maintenance are being shared with other agencies in the region.

**Funding**

Funding sources for Here & There Transit include farebox collection, Medicaid NEMT reimbursements, LIFE, Local Funding, Title III-B of the Older Americans Act, and Federal Transit Administration (FTA) Section 5311. Farebox collection provided \$32,747 in revenue, while Medicaid NEMT reimbursements provided \$48,330. Section 5311 funding provided \$159,738 in funding. Remaining revenue for the transportation program was derived from local funding, LIFE, and Title III-B of the Older Americans Act.

**CENTRAL WV COMMUNITY ACTION ASSOCIATION, INC.**

The Central WV Community Action Association, Inc. is a community action program that serves Harrison and Lewis Counties. It provides many programs including rural transportation. The promise of Community Action is *...Changes people’s lives...Embodies the spirit of hope...Improves communities. Making America a better place to live.*

<b>Central WV Community Action Association, Inc.</b>	
<b>Programs:</b>	Transportation
<b>Client Eligibility:</b>	General Public and Medicaid Eligible
<b>Hours/Days of Service:</b>	7:30 AM – 4:30 PM Monday - Friday
<b>Mode of Services:</b>	Curb-to-Curb Demand Response
<b>Transportation Staff:</b>	Director Volunteer (Clerical/Staff) Drivers Dispatcher/Scheduler Part-Time Operations Manager
<b>Annual Trips Provided:</b>	Information Not Provided
<b>Annual Transportation Cost:</b>	Information Not Provided
<b>Cost per Passenger Trip</b>	Information Not Provided
<b>Funding Sources for Transportation:</b>	Section 5310, Medicaid NEMT, Donations, and CSBG

**Schedule and Service Area**

The transportation service is operated using two vans. One of the vehicles is an accessible minivan and the other vehicle is a standard van.

**Fare Structure and Eligibility**

Transportation is open to the general public.

**Scheduling**

Information about scheduling was not provided by the agency.

**Coordinated Transportation**

Information referral, driver training, and maintenance are being shared with other agencies in the region.

**Funding**

Funding sources for Central WV Community Action include Medicaid NEMT reimbursements, CSBG, donations, and Federal Transit Administration (FTA) Section 5310.

## **TUCKER COUNTY SENIOR CITIZENS, INC.**

The Tucker County Senior Citizens, Inc. provides nutrition and transportation services to older adults and individuals with disabilities in Tucker County. It also provides Non-Emergency Medical Transportation.

The Tucker County Senior Citizens, Inc. transportation services are operated from 8:00 AM to 4:00 PM, Monday thru Friday. Transportation is provided using two accessible vans, two accessible minivans, six minivans, one standard van, and one four wheel drive vehicle.

## **RANDOLPH COUNTY SHELTERED WORKSHOP DBA: SENECA DESIGNS**

Seneca Designs is a sheltered workshop that provides its clients in Elkins transportation to and from work. Seneca Designs is a screen printing, embroidery, and signage company that supports a Community Rehabilitation Program. They also offer services in janitorial and product packaging areas.

## **UPSHUR HUMAN RESOURCES, INC.**

Upshur Human Resources, Inc. provides Head Start transportation to its students in Upshur County. They operate one small school bus and five large school buses from 7:00 AM to 4:30 PM, Monday thru Friday.

## **ROUTE 19 TAXI**

Route 19 Taxi provides taxi services in Lewis County, Weston, Jane Lew, and Buckhannon. The service is open 24 hours a day and operate one non accessible minivan. Route 19 Taxi provides trips to nutrition sites, social, recreation, education, employment, social services, day care, mental health, and sheltered workshops.

## **BRAXTON COUNTY HEAD START**

Braxton County Head Start provides transportation to students in Braxton County.

## **OTHER TRANSPORTATION STAKEHOLDERS**

Besides the stakeholders that directly provide transportation, there are other agencies in Region VII that utilize social service transportation. Some of these agencies provide transportation but do not receive Department of Transportation funding to operate it.

### **Region VII Planning and Development Council**

The Region VII Planning and Development Council (PDC) engages in a wide variety of activities in an effort to promote economic development, enhance infrastructure, and promote leadership and entrepreneurial skills.



The PDC is participating in the Coordinated Transportation Plan Update by providing input into the transportation needs of the area. As such, a Community Development Specialist provided information about ongoing development plans in the area which include Corridor H, a plan to develop a new highway corridor through the area. The Corridor H project is working toward construction in 2020. The PDC is also involved in various downtown improvement plans such as The Depot in Elkins, which is a scenic railroad stop and restaurant which attracts tourists and visitors.

### **Upshur County Senior Citizens Opportunity Center, Inc.**

Upshur County Senior Citizens Opportunity Center provides services to older adults and individuals with disabilities of Upshur County through nutrition services. Their primary mission is *to enhance the quality of life for older persons and to help them remain independent and active.*

### **Coordination**

The Upshur County Senior Citizens Opportunity Center, Inc. discontinued operation of transportation services in June 2014. Since that time, a contract with Country Roads Transit was developed to operate services in Upshur County. Additionally, the Center participated in the 2011 Region VII Coordinated Public Transit Human Service Transportation Plan.

## **VEHICLE UTILIZATION**

From the transportation provider interviews, a vehicle utilization chart was developed to provide an overview of when services are being provided in Region VII. Exhibit III.1 outlines the times when vehicles are being utilized and identifies 11:00 AM as the overall peak service time for all transportation in the region.

## **INTERCITY SERVICES**

Currently in Region VII, the new I-RIDE 79 operated by Barons Bus offers intercity bus service. The route stops in Weston and Flatwoods/Sutton on its way from Morgantown and Charleston.

No transportation provider in the region provides service directly to the I-RIDE 79 stops. There have been conversations about making a connection to the two stops within the region.





## SUMMARY OF TRANSPORTATION SERVICES

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

**Exhibit III.2: Transportation Services**

County	Public Transportation	Senior Transportation	Transportation for Individuals with Disabilities	Intercity Transportation
<b>Barbour</b>	X	X	X	
<b>Braxton</b>		X	X	X
<b>Gilmer</b>		X	X	
<b>Lewis</b>		X	X	X
<b>Randolph</b>	X	X	X	
<b>Tucker</b>		X	X	
<b>Upshur</b>	X	X	X	

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

There are over 70 passenger transportation vehicles in the study area that are operated by 14 public and non-profit agencies, not including private limousine, intercity, school buses, or taxi companies. The majority of transportation services are available on weekdays between 7:30 AM and 5:00 PM. Weekend and evening transportation is available on a more limited basis. All of the identified vehicles are used for transportation of older adults, people with low incomes, and/or individuals with disabilities, and the general public, many of who are consumers of the 89 organizations identified as transportation stakeholders. School buses are not included in the inventory.

Exhibit III.3: Region VII Transportation Providers							
Barbour County							
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
Here & There Transit	Public Transit	General Public	Barbour County	Demand Response, Deviated Fixed Route	7:30 AM – 4:00 PM Monday - Friday	6 Accessible Vans 1 Accessible Minivan 4 Minivans	5311, Medicaid, Title III-B, LIFE, and Fares
Mountain State Inc.	Private For-Profit Medical Transportation	Medicaid or Insurance Eligible	Barbour, Lewis, Randolph, Tucker, and Upshur Counties	Demand Response	6:00 AM – 6:00 PM Monday - Friday	18 Vehicles (5 Are Accessible)	Insurance, Medicaid, and Donations
Youth Health Services, Inc.	Human Service Agency	Youth	Randolph, Upshur, Barbour, and Tucker Counties	Demand Response	8:00 AM – 5:30 PM Monday - Friday	4 Vehicles	5310, Medicaid, Fundraising, and Program Income
Braxton County							
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
Braxton County Senior Citizens Center, Inc.	Human Service Agency	Adults 60 and Older, Individuals With Disabilities, and Medicaid Eligible	Braxton County	Demand Response, Deviated Route	8:00 AM – 4:00 PM Monday - Friday	1 Minivan 3 Accessible Vans 1 Van	5310, LIFE, Title III-B, Medicaid, and Donations

Precision Services, Inc.	Rehabilitation Services and Job Training	Program Trips	Braxton County	School Bus Route	8:00 AM – 4:30 PM Monday - Friday	1 Accessible Van	Section 5310 and Revenues Generated
<b>Gilmer 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>
The Council of Senior Citizens of Gilmer County, Inc.	Human Service Agency	Older Adults, Low Income, Individuals With Disabilities, and Medicaid Eligible	Gilmer County	Demand Response, Deviated Route	8:00 AM – 4:00 PM Monday - Friday	1 Mini Van 2 4-Wheel Drive Vehicles	5310, LIFE, Title III-B, and Medicaid
<b>Lewis 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>
Lewis County Senior Citizens Center	Human Service Agency	Adults 60 and Older, Individuals with Disabilities, and Medicaid Eligible	Lewis County	Demand Response, Deviated Route	7:00 AM – 4:30 PM Monday - Friday	3 Accessible Vans 2 Mini Vans 1 Accessible Mini Van	5310, Medicaid, Donations, Title III-B, LIFE, United Way, and Fundraising
Mountain State Inc.	Private For-Profit Medical Transportation	Medicaid or Insurance Eligible	Barbour, Lewis, Randolph, Tucker, and Upshur Counties	Demand Response	6:00 AM – 6:00 PM Monday - Friday	18 Vehicles (5 Are Accessible)	Insurance, Medicaid, and Donations

Central WV Community Action Association, Inc.	Human Service Agency	General Public and Medicaid Eligible	Lewis and Harrison Counties	Demand Response	7:00 AM – 4:30 PM Monday – Friday	1 Standard Van 1 Accessible Mini Van	Medicaid, Donations, CSBG, and 5310
Route 19 Taxi	Taxi	General Public	Lewis County	Immediate Response	24 Hours/Day	1 Accessible Mini Van	Fares
<b>Randolph 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>
Country Roads Transit	Public Transit	General Public	Randolph and Upshur Counties	Demand Response, Deviated Fixed Route	8:00 AM – 4:00 PM Monday - Friday	8 Accessible Vans 1 Standard Van 4 Mini Vans 2 Accessible Mini Vans	5311, Medicaid, Title III-B, LIFE, and Fares
Youth Health Services, Inc.	Human Service Agency	Youth	Randolph, Upshur, Barbour, and Tucker Counties	Demand Response	8:00 AM – 5:30 PM Monday - Friday	4 Vehicles	5310, Medicaid, Fundraising, and Program Income
Mountain State Inc.	Private For-Profit Medical Transportation	Medicaid or Insurance Eligible	Barbour, Lewis, Randolph, Tucker, and Upshur Counties	Demand Response	6:00 AM – 6:00 PM Monday - Friday	18 Vehicles (5 Are Accessible)	Insurance, Medicaid, and Donations

Tucker County							
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
Tucker County Senior Citizens, Inc.	Human Service Agency	Older Adults and Individuals With Disabilities	Tucker County	Demand Response	8:00 AM – 4:00PM Monday – Friday	2 Accessible Vans 2 Accessible Mini Vans 6 Mini Vans 1 Van 1 4WD Vehicle	Title III-B, LIFE, Local Cash, Medicaid, and Donations
Mountain State Inc.	Private For-Profit Medical Transportation	Medicaid or Insurance Eligible	Barbour, Lewis, Randolph, Tucker, and Upshur Counties	Demand Response	6:00 AM – 6:00 PM Monday - Friday	18 Vehicles (5 Are Accessible)	Insurance, Medicaid, and Donations
Youth Health Services, Inc.	Human Service Agency	Youth	Randolph, Upshur, Barbour, and Tucker Counties	Demand Response	8:00 AM – 5:30 PM Monday – Friday	4 Vehicles	5310, Medicaid, Fundraising, and Program Income
Upshur County							
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
Country Roads Transit	Public Transit	General Public	Randolph and Upshur Counties	Demand Response, Deviated Fixed Route	8:00 AM – 4:00 PM Monday - Friday	8 Accessible Vans 1 Standard Van 4 Mini Vans 2 Accessible Mini Vans	5311, Medicaid, Title III-B, LIFE, and Fares



Youth Health Services, Inc.	Human Service Agency	Youth	Randolph, Upshur, Barbour, and Tucker Counties	Demand Response	8:00 AM – 5:30 PM Monday - Friday	4 Vehicles	5310, Medicaid, Fundraising, and Program Income
Mountain State Inc.	Private For-Profit Medical Transportation	Medicaid or Insurance Eligible	Barbour, Lewis, Randolph, Tucker, and Upshur Counties	Demand Response	6:00 AM – 6:00 PM Monday - Friday	18 Vehicles (5 Are Accessible)	Insurance, Medicaid, and Donations

# 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 13, 2014 at the Upshur County Senior Citizens Opportunity Center, Inc.
  - October 15, 2014 at the Randolph County Senior Center
- ◆ 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

Ninety-six 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 meetings are listed below:

- ◆ Marion County Senior Center
- ◆ Youth Health Services, Inc.
- ◆ Central West Virginia Community Action Association, Inc.
- ◆ Country Roads Transit
- ◆ Upshur County Senior Citizens Opportunity Center, Inc.
- ◆ CENTRA
- ◆ Here and There Transit (Barbour County Senior Center)
- ◆ Braxton County Senior Citizens Center, Inc.
- ◆ Precision Services, Inc.
- ◆ Lewis County Senior Citizens Center
- ◆ The Council of Senior Citizens of Gilmer County, Inc.
- ◆ The Inter-Mountain

- ◆ Tucker County Senior Citizens, Inc.
- ◆ Tucker County Chamber of Commerce
- ◆ 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 Barbour, Braxton, Gilmer, Lewis, Randolph, Tucker, and Upshur 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, 14 individuals from Region VII participated in the public survey.

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

Topic	County							
	Barbour	Braxton	Gilmer	Lewis	Randolph	Tucker	Upshur	
Total Surveys Received by County:	6	0	0	5	1	1	1	
How do you manage your transportation needs?								
Drive your own car	67%	N/A	N/A	25%	100%	100%	100%	
Walk or ride a bicycle	17%	N/A	N/A	0%	0%	0%	0%	
Ride with family or friends	33%	N/A	N/A	25%	0%	0%	0%	
Use an agency transportation service	0%	N/A	N/A	50%	0%	0%	0%	
Use public transportation	17%	N/A	N/A	0%	0%	0%	0%	
What do you need but cannot do because you do not have transportation?								
Go to Work	0%	N/A	N/A	0%	0%	0%	0%	
Go to Medical Appointments	100%	N/A	N/A	100%	0%	0%	0%	
Shop to Feed Yourself or Family	0%	N/A	N/A	0%	0%	0%	0%	
Go to School (Vocational or College)	0%	N/A	N/A	0%	0%	0%	0%	
Do Errands (Shopping or Other)	0%	N/A	N/A	0%	0%	0%	0%	
Go to Appointments	100%	N/A	N/A	100%	0%	0%	0%	
Attend Social Outings	0%	N/A	N/A	0%	0%	0%	0%	
Attend Sunday Religious Functions	0%	N/A	N/A	0%	0%	0%	0%	
Do you have any transportation Limitations?								
No	100%	N/A	N/A	33%	100%	100%	100%	
Yes. Need access to wheelchair accessible vehicles	0%	N/A	N/A	67%	0%	0%	0%	
Is there someone with a disability in your households that limits his or her mobility?								
No	83%	N/A	N/A	40%	100%	100%	100%	
Yes	17%	N/A	N/A	60%	0%	0%	0%	

Topic	County							
	Barbour	Braxton	Gilmer	Lewis	Randolph	Tucker	Upshur	
Would you utilize any of the following resources for updates on this topic in the future?								
Twitter	0%	N/A	N/A	0%	0%	0%	0%	0%
Facebook	67%	N/A	N/A	50%	100%	0%	100%	0%
WV Department of Transportation/DPT	67%	N/A	N/A	0%	0%	0%	0%	0%
Local Agency or Transit System Website	33%	N/A	N/A	0%	0%	0%	0%	0%
Text Messages	67%	N/A	N/A	50%	0%	0%	0%	0%
Email	100%	N/A	N/A	0%	0%	0%	100%	0%
Other Social Media	0%	N/A	N/A	0%	0%	0%	0%	0%

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

Topic	County							
	Barbour	Braxton	Gilmer	Lewis	Randolph	Tucker	Upshur	
Total Surveys Received by County:	6	0	0	5	1	1	1	
Age								
Under Age 15	0%	N/A	N/A	20%	0%	0%	0%	
15 – 24 Years	0%	N/A	N/A	0%	0%	0%	0%	
25 – 64 Years	83%	N/A	N/A	80%	100%	0%	100%	
65 Years or Older	17%	N/A	N/A	0%	0%	100%	0%	
Which of the following best represents your heritage?								
White (non-Hispanic)	100%	N/A	N/A	100%	100%	100%	100%	
Black or African American	0%	N/A	N/A	0%	0%	0%	0%	
Latino or Hispanic	0%	N/A	N/A	0%	0%	0%	0%	

Topic	County						
	Barbour	Braxton	Gilmer	Lewis	Randolph	Tucker	Upshur
East Asian or Asian American	0%	N/A	N/A	0%	0%	0%	0%
South Asian or Indiana American	0%	N/A	N/A	0%	0%	0%	0%
Middle Eastern or Arab American	0%	N/A	N/A	0%	0%	0%	0%
Native American or Alaska Native	0%	N/A	N/A	0%	0%	0%	0%
Approximate Annual Household Income							
Less than \$10,000	17%	N/A	N/A	33%	0%	0%	0%
\$10,000 - \$15,000	0%	N/A	N/A	0%	0%	100%	0%
\$15,000 - \$20,000	0%	N/A	N/A	0%	0%	0%	0%
\$20,000 - \$30,000	0%	N/A	N/A	0%	0%	0%	0%
\$30,000 - \$40,000	50%	N/A	N/A	0%	0%	0%	0%
\$50,000 - \$60,000	0%	N/A	N/A	33%	0%	0%	0%
\$60,000 - \$85,000	33%	N/A	N/A	0%	0%	0%	0%
\$85,000 or More	0%	N/A	N/A	33%	100%	0%	100%
Is English your primary language?							
Yes	100%	N/A	N/A	100%	100%	100%	100%
No	0%	N/A	N/A	0%	0%	0%	0%

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

- ◆ Transportation aides trained to assist frail and/or disabled individuals are needed in all counties.
- ◆ Education about transportation services and options is needed for the medical community so that the medical facilities and offices can help with scheduling.
- ◆ Education on how to become a Medicaid provider through the state brokerage is needed.
- ◆ Expanded and extended transportation operating schedules and service areas are needed to enable low income individuals, individuals with disabilities, and those who are under the age of 60 to have access to work, recreation, and other activities.
- ◆ In Gilmer County, weekend transportation and extended service hours are needed for dialysis and other medical transportation.
- ◆ All counties need more service provided to rural areas and to the outlying areas of each county for employment, shopping, and medical appointments.
- ◆ More connections are needed between neighboring counties and from rural areas to more populated areas.
- ◆ Transportation options suitable for children and young adults are needed.
- ◆ College students need better access to transit services.
- ◆ On-demand service is needed for appointments or emergencies for which an individual cannot plan ahead.
- ◆ More transportation options are needed for non-medical trips, such as grocery shopping and banking.
- ◆ Wheelchair accessible vehicles are needed throughout the region to sustain or improve the level and quality of transportation available to wheelchair-bound individuals.

In the second regional meeting on October 15, 2014, participants focused on prioritization of transportation goals and refinement of implementation objectives and strategies to address those goals over a four-year planning period. The results of that discussion are included in the Goals and Priorities Chapter of this plan.

## **Coordinated Transportation Challenges**

- ◆ Limited funding and operating revenue were considered to be the primary challenges to addressing the needs identified during this planning process. Transportation providers, in particular, indicated that they 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.

- ◆ Many transportation providers in the region are only able to provide services to their own agency clients. These eligibility requirements often exclude many sectors of the public which are in need of transportation.
- ◆ The public perception of transportation in rural areas is that it is not available to them or that it is an undesirable option.
- ◆ Transportation providers receiving federal transit funding are limited in the types of services they are able to provide by federal charter regulations.
- ◆ Transportation to rural areas typically results in low productivity and low cost-effectiveness. Rural roads can also be narrow and difficult to navigate with larger vehicles.
- ◆ Transportation providers struggle to obtain qualified and available aides for disabled and frail individuals.
- ◆ Safe transportation options appropriate for children and young adults are difficult to provide.
- ◆ Many agencies would like to coordinate and share trips, but insurance limitations have been a barrier to successful coordination.



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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 improved and very little duplication of service occurs. Region VII has accomplished the goal of creating driver training standards which each participating provider follows. Gilmer, Randolph, and Barbour Counties now participate in their county Emergency Medical Services Plans. Lewis County has increased their local match capabilities through assistance from United Way.

While Region VII can be lauded in their accomplishments, recurring unmet needs still stand. Limited trip sharing occurs between agencies and counties, often due to real or perceived insurance barriers. Braxton County still does not provide public transportation. Consistent employment transportation is still an unmet need going forward, although Lewis County is currently trying to work with the Department of Health and Human Services to remedy this issue in their area.

The level of service has been maintained since 2011, and while public transportation does not exist in the counties which have none, new 5310 funding to expand contracted services was obtained. A goal going forward will be meeting all of the transportation demand in the region, and Braxton, Lewis, and Gilmer Counties are exploring the transit need and feasibility study required by WV DOT to be eligible for Section 5311 public transportation funding.

Moving forward, Region VII will focus on decreasing transportation unmet needs and gaps by eliminating eligibility requirements, bringing in community partners to alleviate funding and scheduling burdens, and by planning and coordinating transportation to underserved areas and populations.

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

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

Opportunities for improving transportation services must nurture a trusting relationship between participating organizations by clarifying objectives and costs, ultimately guiding the participants toward a more coordinated approach to transportation and mobility throughout the counties, the

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

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

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

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

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

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

Goals	Categories of Unmet Transportation Needs/Gaps						
	Access to Transportation (Geographic)	Non-Emergency Medical Trips	Capital Resources & Capacity Limits	Service Hours	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 Have Available Resources to Meet All Transportation Demand	X	X			X	X	
Goal #4 Remove the Barriers of Accessibility & Affordability	X	X	X		X		

In addition to the goals listed below, the Region VII 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.

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

Objectives:

- ◆ Provide early morning and later evening (after 6:00 PM) transportation for all purposes.
- ◆ Provide weekend transportation for all purposes.
- ◆ Increase capacity for transportation for employment on weekdays and weekends.
- ◆ Increase capacity for transportation for life-sustaining medical appointments on weekdays and weekends.

**Goal #2: Improve Access to Transportation from Outlying Rural Areas.**

Objectives:

- ◆ Provide connections to community resources for people in rural areas.
- ◆ Provide employment transportation from rural areas to more populated areas.
- ◆ Operate vehicles which are appropriate for travel on narrow rural roads.
- ◆ Provide more transportation connections between neighboring communities.

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

Objectives:

- ◆ Change the general perception of public transportation being only for certain members of the population.
- ◆ Decrease eligibility restrictions.
- ◆ Increase transportation options for young adults.
- ◆ Provide safe transportation options for children without adult supervision.
- ◆ Provide group transportation for specific purposes.
- ◆ Provide connections with other transportation providers to facilitate long-distance trips.
- ◆ Research the feasibility of implementing public transportation in Braxton County.

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

Objectives:

- ◆ Provide affordable employment-related transportation for low income individuals.
- ◆ Procure both new and replacement ambulatory and wheelchair accessible vehicles throughout the region.
- ◆ Implement a training program for transportation aides to provide assistance to the frail elderly and individuals with disabilities.

## GOALS AND STRATEGIES

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

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

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

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

## ACTION STEPS

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

#### **Action Steps:**

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

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

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

**Step 4: Coordinate and/or contract with private providers.** Explore the possibility of creating a Memorandum of Understanding agreement with private providers, such as taxi companies, to

provide the most cost-effective transportation during the extended hours and days needed. 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: Coordinate with Other Providers	Section 5310 providers	Mid-Term	<ul style="list-style-type: none"> <li>▪ Specialized transportation providers secure the necessary local match for the Section 5310 grant.</li> <li>▪ Number of trips provided by specialized transportation providers during the new hours and days of service for the general public, people with disabilities, older adults, and individuals with low income.</li> <li>▪ Number of trips for purposes that meet the identified needs.</li> </ul>
Step 2: Employers	Public and/or human service agency providers	Immediate	<ul style="list-style-type: none"> <li>▪ Public and specialized transportation providers secure the match required for eligibility for more federal funding.</li> <li>▪ Number of trips provided for employment purposes per year.</li> <li>▪ Decrease in level of unmet demand for employment trips.</li> </ul>
Step 3: Medical Professionals	Public and/or human service agency providers	Immediate	<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 Providers	Public and/or human service agency providers; private providers	Long Term	<ul style="list-style-type: none"> <li>▪ Number of trips per month and year referred to private taxi providers for purposes that meet the identified needs.</li> <li>▪ Number of wheelchair accessible vehicles available and used by private taxi providers under the MOU(s).</li> </ul>

**Goal #2: Improve Access to Transportation from Outlying Rural Areas.**

**Action Steps:**

**Step 1: Analyze trip demand.** Transportation providers will analyze current trip demand in rural areas and consider zone service to increase cost-effectiveness and productivity. As part of the analysis, providers will evaluate the feasibility of a set service day or days per week for a designated area, such as Wednesday trips from rural areas to major hubs and return.

**Step 2: Investigate Ride-Share Programs.** Transportation providers will investigate the potential of implementing a ride-share program. Providers will begin by organizing the program through an employer which has employees in outlying areas, and/or an employer which needs a steady workforce.

**Step 3: Purchase and operate appropriate vehicles.** Transportation providers will purchase vehicles which are appropriate to operate on the narrow, difficult to navigate roads found in rural areas.

**Step 4: Conduct a cost-benefit study.** All transportation providers will conduct a cost-benefit study to determine the most cost-efficient service structure for outlying areas. Providers will determine the structure which provides the greatest level of cost-efficiency while still maintaining the appropriate customer service standards. Participation in inter-agency agreements will be necessary to coordinate trips within the service structure.

**Step 5: Conduct a feasibility study and a needs assessment.** Transportation providers will perform a feasibility study and needs assessment to determine which rural connections are needed. Providers will design appropriate routes and fare structures based on the outcome of the needs assessment and secure the funding needed to implement the service.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Analyze Demand	Section 5310 and 5311 transportation providers	Immediate	<ul style="list-style-type: none"><li>▪ Data indicating trip demand for each rural area served.</li><li>▪ Number of trips provided each year to/from rural areas.</li><li>▪ Cost per mile for trips to/from rural areas.</li><li>▪ Trips per hour to/from rural areas.</li></ul>
Step 2: Ride-Share	Section 5310 and 5311 transportation providers	Near-Term	<ul style="list-style-type: none"><li>▪ Number of employers participating in the program.</li><li>▪ Number of trips provided.</li></ul>



Step 3: Purchase/Operate Vehicles	Section 5310 and 5311 transportation providers	Near-Term	<ul style="list-style-type: none"> <li>▪ Types of vehicles selected to meet service requirements.</li> <li>▪ Applications submitted/approved.</li> <li>▪ Funding secured.</li> <li>▪ Number of vehicles received and placed into operation.</li> <li>▪ Increased number of vehicles now available to navigate narrow rural roads.</li> </ul>
Step 4: Cost- Benefit Study	Section 5310 and 5311 transportation providers	Near-Term	<ul style="list-style-type: none"> <li>▪ Number of inter-agency agreements formed.</li> <li>▪ Number of coordinated trips provided.</li> <li>▪ Cost per mile to/from rural areas.</li> </ul>
Step 5: Feasibility Study and Needs Assessment	Section 5310 and 5311 transportation providers	Mid-Term	<ul style="list-style-type: none"> <li>▪ Data indicating needed rural connections.</li> <li>▪ Level of funding obtained to implement new services.</li> <li>▪ Number of trips provided connecting rural areas.</li> </ul>

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

**Action Steps:**

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

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

**Step 3: Exchange local match for vehicle use in order to transport children.** 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 pre-determined hours or days.

**Step 4: Operate charter trips with new branches of existing entities.** Non-Profit and/or For-Profit entities will implement a new branch of their existing company to operate charter trips not allowed by transportation programs receiving Section 5310 and Section 5311 funding. All expenses

incurred from charter trips must be kept entirely separate from expenses incurred as part of a Section 5310 or Section 5311 program.

**Step 5: Connect with intercity service.** Transportation providers will feed into/connect with the I-RIDE 79 Intercity Service provided by Barons Bus from Morgantown to Charleston. This service will provide long distance trips to those who need it without the transit operator incurring high costs.

**Step 6: Request one-on-one Medicaid provider training.** Transportation providers interested in becoming a Medicaid provider with the statewide brokerage will request individualized trainings from MTM to better understand what is required.

**Step 7: Conduct a public transportation needs assessment and feasibility study for Braxton County.** The Braxton County Senior Citizens Center, Inc. will conduct the Public Transportation Needs Assessment and Feasibility Study for public transportation to determine specific unmet needs and transportation demand in Braxton County. If results from these efforts indicate service is needed, the agency will apply for funding and set up a public transportation program.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Change Public Perception	Public transportation providers	Immediate	<ul style="list-style-type: none"> <li>▪ Increased advertising and interaction with the public.</li> <li>▪ Percentage of increase in ridership.</li> <li>▪ Percentage of decrease in unmet needs outlined in this plan.</li> <li>▪ Trips per hour.</li> </ul>
Step 2: Decrease Eligibility Limitations	All transportation providers	Immediate	<ul style="list-style-type: none"> <li>▪ Percentage of increase in ridership.</li> <li>▪ Percentage of decrease in unmet needs outlined in this plan.</li> <li>▪ Trips per hour.</li> </ul>
Step 3: Exchange Local Match for Increased Child Transportation	Youth Health Services, Inc.	Immediate	<ul style="list-style-type: none"> <li>▪ Increased ability to transport children safely.</li> <li>▪ Decreased unmet need.</li> <li>▪ Number of trips provided to children/young adults.</li> </ul>
Step 4: Operate Charter Trips	All transportation providers	Mid-Term	<ul style="list-style-type: none"> <li>▪ Increased ability to serve rural areas.</li> <li>▪ Number of charter trips provided.</li> </ul>
Step 5: Connect with Intercity Service	Section 5310 and 5311 transportation providers	Immediate	<ul style="list-style-type: none"> <li>▪ Decreased unmet need for long-distance trips.</li> <li>▪ Cost savings of providing long trips vs. making connections.</li> </ul>

			<ul style="list-style-type: none"> <li>▪ Number of trips provided to long-distance connections.</li> </ul>
Step 6: Request Medicaid Training	Providers interested in becoming contract Medicaid providers with MTM	Immediate	<ul style="list-style-type: none"> <li>▪ Number of providers willing to become Medicaid providers.</li> <li>▪ Number of Medicaid trips provided.</li> <li>▪ Increased ability to match federal grants.</li> </ul>
Step 7: Conduct a Public Transportation Needs Assessment and Feasibility Study	Braxton County Senior Citizens Center, Inc.	Near-Term	<ul style="list-style-type: none"> <li>▪ Data indicating need for public transportation in Braxton County.</li> <li>▪ Data indicating cost of implementing public transportation in Braxton County.</li> <li>▪ Cost per hour.</li> <li>▪ Trips per hour.</li> <li>▪ Positive public feedback.</li> </ul>

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

**Action Steps:**

**Step 1: Seek passenger fare subsidies for low income individuals.** Transportation providers will negotiate with local human service agencies and non-profit organizations to seek passenger fare subsidies for individuals with low incomes. Some funding sources which seek to assist low-income individuals can be used for transportation of these individuals.

**Step 2: Purchase Section 5310 replacement vehicles.** Transportation providers will purchase replacement vehicles through the Section 5310 Program which have wheelchair and ambulatory accessibility.

**Step 3: Develop a regional or multi-county vehicle replacement and expansion plan.** Transportation providers will contribute to a regional vehicle replacement and expansion plan, which will aim to provide the vehicles necessary to achieve the goals and strategies outlined in this plan.

**Step 4: Implement a training program for transportation aides.** Transportation providers will implement a training program for transportation aides. Providers will organize a volunteer program and schedule transportation aides for any coordinated transportation partner needing assistance with disabled and/or frail elderly individuals.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Fare Subsidies	Section 5310 and 5311 transportation providers	Immediate	<ul style="list-style-type: none"> <li>▪ Number of agencies providing fare subsidies.</li> <li>▪ Number of low income passengers served.</li> </ul>
Step 2: Replacement Vehicles	Section 5310 and 5311 transportation providers	Immediate	<ul style="list-style-type: none"> <li>▪ Number of accessible vehicles added to the fleet.</li> <li>▪ Ratio of fleet accessibility.</li> </ul>
Step 3: Vehicle Replacement and Expansion Plan	Section 5310 and 5311 transportation providers	Immediate	<ul style="list-style-type: none"> <li>▪ Number of vehicles in regional fleet.</li> <li>▪ Age of vehicles in regional fleet.</li> <li>▪ Percentage of capacity increase.</li> </ul>
Step 4: Training for Transportation Aides	Central WV Community Action Association, Inc. and Lewis County	Immediate	<ul style="list-style-type: none"> <li>▪ Number of aides in the program.</li> <li>▪ Number of trips provided using aides.</li> <li>▪ Positive feedback from disabled and frail individuals.</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 the Federal Transportation Administration (FTA) 5311 program require a 50 percent local match. Capital funding from this program and from the Section 5310 program requires a 20 percent local match as does Section 5310 funding for contracted services/purchase of transportation services. It is noted that Mobility Management is considered a capital expense and is eligible for Federal funding at 80 percent. Local match for operating and capital expenses may be derived from any non-U.S. Department of Transportation program, including Federal, State, and local programs and contributions.

Additional funding will be needed for service expansions that cannot be achieved through coordinated transportation efforts with existing resources.

# CONCLUSIONS

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

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

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

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

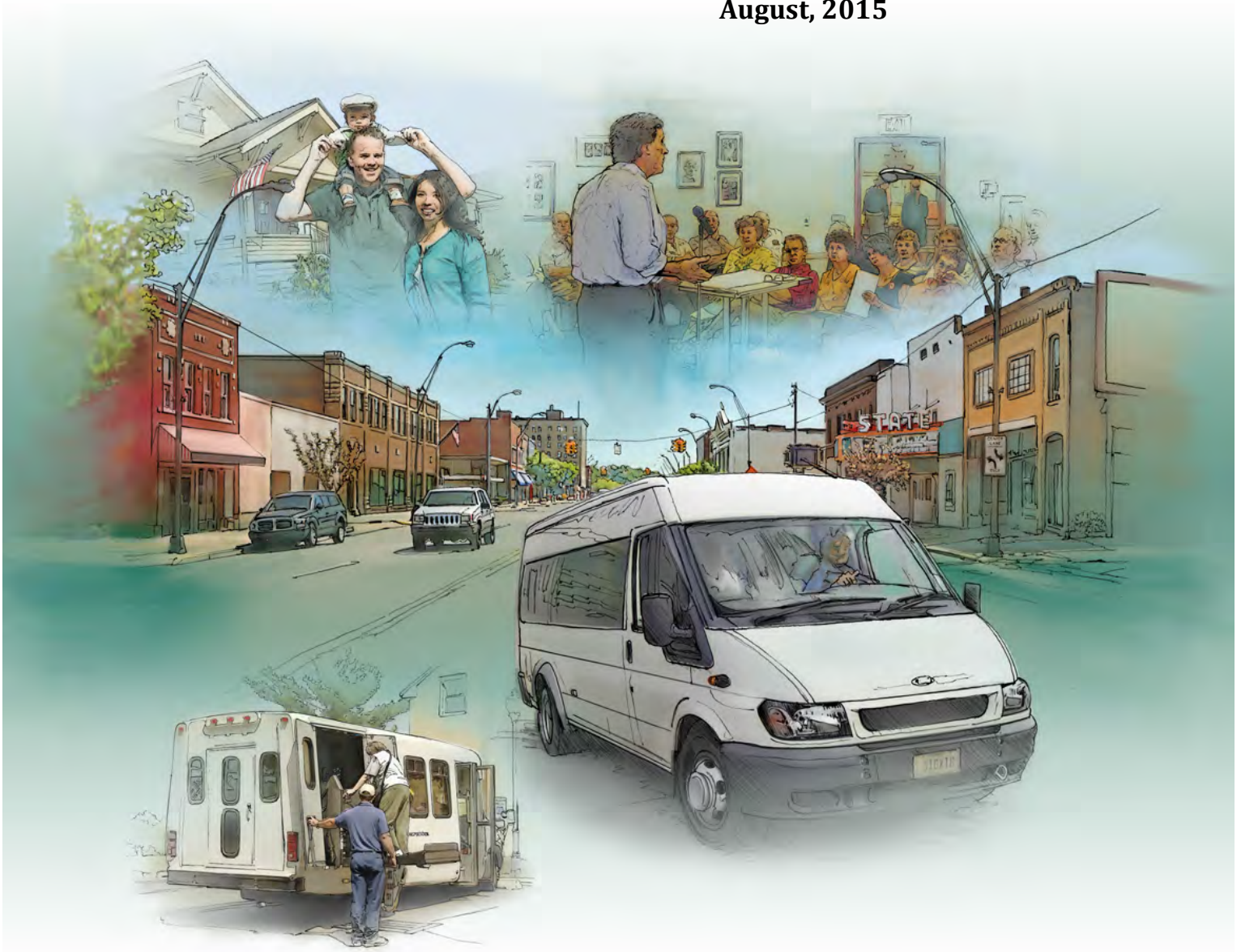
To enable success, there must be a level of flexibility to respond to changes. As circumstances change, this HSTP Update may be amended at the regional level; however, West Virginia DOT/DPT has the authority to override regional decisions regarding the addition of goals or participants to the plan. Requests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



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

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

**August, 2015**



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

## **Focus Group**

### *Stakeholder and General Public Meetings*

Date: Meeting 8/13/2014

Location: Upshur County Senior Center

Meeting 2: 10/15/2014

Location: Randolph County Senior Center

### *Invitations Distributed*

U.S. Mail: Meeting 1: 07/22/2014 Meeting 2: 09/28/2014

Email: Invitations emailed to Section 5310 and Section 5311 recipients

Web Posting:

Newspaper Notice: Parsons Advocate, Elkins InterMountain, Record Delta, Barbour Democrat, The Weston Democrat, Braxton Citizens' News

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: 14

Meeting 2: 13

Invitation letter and mailing list attached.

Copies of flyers, brochures, etc.

Copy of Public Notice from each newspaper in which it appeared

Copy of email invitation and mailing list attached.

Sign-in Sheets attached.

Copy of web posting (if available)

Focus Group Summary Included in Report

## **Surveys**

Date(s) Surveys Were Distributed:

U.S. Mail

Web Posting

E-mail Upon request

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

Newspaper Notice:

Radio/TV PSAs:

Distributed in local community/senior centers, etc.

Information was provided in alternative formats, upon request.

Number of Surveys Distributed: 80 paper (approximately) and also available on-line

Number of Surveys Returned: 14

## **Other Outreach Efforts**

Flyers or Brochures in



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

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

Miscellaneous Meetings, Conferences, etc.:

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

## **NEWSPAPER MEETING 1**

The West Virginia Division of Public Transit is conducting a regional coordinated public transit-human services transportation plan meeting for Barbour, Braxton, Gilmer, Lewis, Randolph, Tucker, and Upshur Counties. The meeting will be on **August 13, 2014, 2:00 PM to 4:00 PM at the Upshur County Senior Citizens Opportunity Center, 28 North Kanawha St, Buckhannon, WV**. The agenda includes a discussion of 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 August 12 to 800-684-1458. Light Refreshments served. Facility is accessible. If language translation or transportation to the meeting are needed, please call in advance.

## **NEWSPAPER MEETING 2**

The West Virginia Division of Public Transit is conducting a regional coordinated public transit-human services transportation plan meeting for Barbour, Braxton, Gilmer, Lewis, Randolph, Tucker, and Upshur Counties. The meeting will be on **October 15, 2014, 1:00 PM to 3:00 PM at the Randolph County Senior Center, 1 Fifth St. and Railroad Avenue, Elkins, WV**. The agenda includes a discussion of 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 14 to 800-684-1458. Light Refreshments served. Facility is accessible. If language translation or transportation to the meeting are needed, please call in advance.

Stakeholder Contact List

Agency	Contact Person	Address	City	State	Zip
Appalachian Community Health Center		725 Yokum St	Elkins	WV	26241
Barbour Co Family Resource Network	Linda Watson	PO Box 126	Philippi	WV	26416
Barbour Co Schools	Superintendent	105 Railroad St	Philippi	WV	26416
Barbour County Bureau for Children and Families		271 Mattaliano Drive	Philippi	WV	26416
Barbour County Economic Development Authority	Jerry Edens	124 North Main St.	Philippi	WV	26416
Braxton County Bureau for Children & Families	Transit Officer	1920 Sutton Lane	Sutton	WV	26601
Braxton County Head Start	Director	411 North Hill Rd	Sutton	WV	26601
Braxton County Schools	Superintendent	411 North Hill Rd	Sutton	WV	26601
Braxton County Senior Citizens Center	Mary Chapman, Director	23 Senior Center Drive	Sutton	WV	26601
Braxton County Senior Citizens Center	Wilma Bly	23 Senior Center Drive	Sutton	WV	26601
Central WV Aging Services		PO Box 186	Buckhannon	WV	26201
Central WV Community Action Assoc	Lolita Astacio	468 Main Ave.	Weston	WV	26452
Central WV Community Action Assoc	Vonda Berry	P. O. Box 1070	Clarksburg	WV	26301
City of Buckhannon	Kenny Davidson, Mayor	70 East Main St, City Hall	Buckhannon	WV	26201
City of Elkins	Duke Talbott, Mayor	401 Davis Ave	Elkins	WV	26241
City of Philippi	Karen Weaver, City Manager	PO Box 460	Philippi	WV	26416
Cortland Acres Association	Don Black	HC 60, Box 98	Thomas	WV	26292
Council of Senior Citizens of Gilmer County	Sallie Mathess, Director	702 North Lewis	Glenville	WV	26351
County Roads Transit	Laura Ward, Executive Director	PO Box 727	Elkins	WV	26241
D&L Limousine		35 West Main St.	Grafton	WV	26354
Davis Memorial Hospital		Reed St & Gorman Ave	Elkins	WV	26241
Elkins Workforce WV Center		1023 North Randolph Ave	Elkins	WV	26241
Fairshake Network	Vanessa Van Gilder	PO Box 354	Institute	WV	25112
Gilmer Co Commission		10 Howard St	Glenville	WV	26351
Gilmer County Bureau for Children & Families		1493 WV Highway 5, East	Glenville	WV	26351
Gilmer County Economic Development Association	David B. Millard	P.O. Box 223	Glenville	WV	26351
Gilmer County Family Resources Network	Donna Waddell	PO Box 115	Glenville	WV	26351
Gilmer County Schools	Superintendent	201 North South St.	Glenville	WV	26351
Gilmer County Senior Center	Sallie L. Mathess	720 N Lewis St	Glenville	WV	26351
Glenville State College	President's Office	200 High St	Glenville	WV	26351
Here and There Transit	Brenda Wilmoth	PO Box 146	Philippi	WV	26416
LGEDA	Doug Parsons	PO Box 466	Weston	WV	26452
Lewis County Bureau for Children & Families	Transit Officer	PO Box 1268	Weston	WV	26452
Lewis County Chamber of Commerce		115 East Second Street	Weston	WV	26452
Lewis County Commission	Phyllis Corathers	P.O. Box 466, 18 Garton Plaza	Weston	WV	26452
Lewis County Family Resource Network	Jacky Weeks	PO Box 1168	Weston	WV	26452
Lewis County Schools	Superintendent	239 Court Ave	Weston	WV	26452
Lewis County Senior Citizens Center	Dinah Mills, Director	171 West Second St	Weston	WV	26452
Lewis County Senior Citizens Center	Gary Wiant, Sr.	171 West Second St	Weston	WV	26452
MTM	Christina Meyer	16 Hawk Ridge Dr	Lake Saint Louis	MO	63367
Mountain State Inc.	Mike Bond	PO Box 1691	Elkins	WV	26241
Mountain Top Senior Center	Director	Second Spruce Street	Thomas	WV	26292

Stakeholder Contact List

Agency	Contact Person	Address	City	State	Zip
North Central WV Community Action Barbour County Office	Jane B. Pingley	P.O. Box 279	Philippi	WV	26416
North Central WV Community Action Corporate Office	Vicki Geary	1304 Goose Run Road	Fairmont	WV	26554
North Central WV Community Action Randolph County Office	Gene Purkey	938 S. Davis Avenue	Elkins	WV	26241
North Central WV Community Action Tucker County Office	Barbara Simmons	P.O. Box 361	Parsons	WV	26287
Parsons Advocate		PO Box 345	Parsons	WV	26287
Precision Services, Inc.	Jack Holcomb, Executive Director	483 Elk River Road	Cassaway	WV	26624
Randolph County Bureau of Childern and Families		1027 N. Randolph Ave.	Elkins	WV	26241
Randolph County Commission	Michael Taylor	4 Randolph Ave, Suite 102	Elkins	WV	26241
Randolph County Convention and Visitors	Brenda Pritt	1302 North Randolph Avenue	Elkins	WV	26241
Randolph County Family Resource Network	Debbie Williams	PO Box 1172	Elkins	WV	26241
Randolph County Sheltered Workshop	Executive Director	890 Industrial Park Rd	Elkins	WV	26241
Randolph County Technical Center		PO Box 727	Elkins	WV	26241
Region III Area Agency on Aging	Scott Gossard, Director	PO Box 869	Petersburg	WV	26847
Region VII Planning and Development Council	Shane Whitehair	99 Edmiston Way, Suite 225	Buckhannon	WV	26201
Route 19 Taxi Cab	Manager	1342 North Highway 19	Jane Lew	WV	26378
Starting Points		501 Chestnut St.	Parsons	WV	26287
Stonewall Jackson Memorial Hospital	Human Resources	230 Hospital Plaza	Weston	WV	26452
Tucker County Bureau of Childern and Families		9346 Seneca Trl	Parsons	WV	26287
Tucker County Commission		215 First ST	Parsons	WV	26287
Tucker County Family Resource Network	George Ann Metheny	501 Chestnut St.	Parsons	WV	26287
Tucker County Schools		501 Chestnut St.	Parsons	WV	26287
Tucker County Senior Citizens, Inc	Roxanne Tuesing	217 Senior Lane	Parsons	WV	26287
Upshur County Bureau of Childern and Families		PO Box 460	Buckhannon	WV	26201
Upshur County Commission		PO Box 125	Tallmansville	WV	26237
Upshur County Commission	Willie Parker	38 W. Main St. Room 302	Buckhannon	WV	26201
Upshur County Family Resource Network	Charlene Stump	PO Box 2115	Buckhannon	WV	26201
Upshur County Senior Citizens Opportunity Center	Allen Cook, Director	28 North Kanawha St	Buckhannon	WV	26201
Upshur Human Resources		8 Cleveland Ave	Buckhannon	WV	26201
VA Office	DAVID ERVIN	1 Freedom Way	Clarksburg	WV	26301
VA Office	JEFF ROSSITER	Route 4, Box 271	Elkins	WV	26241
VIP Limousine Service LTD	Manager	210 East Piedmont St	Keyser	WV	26726
William R Sharpe Jr. Hospital	Human Resources	936 Sharpe Hospital Rd	Weston	WV	26452
WVDDOT	Toni Boyd	1900 Kanawha Boulevard East			
WVU Lewis Co Extension Office	Director	Building 5, Room 906	Charleston	WV	25305-0432
Youth Health Services, Inc.	Margy Burns, Executive Director	PO Box 447	Weston	WV	26452
	Philip Hart	971 Harrison Ave.	Elkins	WV	26241
	Anfela Rexroad	North Main St	Philippi	WV	26416
	Jo Ann Marsh	Rt. 3 #7 New Era Village	Philippi	WV	26250
		11 Maple Ave	Philippi	WV	26416

Stakeholder Contact List

Agency	Contact Person	Address	City	State	Zip
	Eugene Everson	RR 02 Box 148	Belington	WV	26250
	Calvin J Knight	3700 Centralia Rd	Sutton	WV	26601
	Robert Conley	1153 Old Mill Rd	Weston	WV	26452
	Robert McActee	PO Box 150	Huttonsville	WV	26273
	Paul Brady III	PO Box 128	Creek	WV	26280
	Jerry Teter	PO Box 131	Harman	WV	26270
	Donald Goldizen	PO Drawer 279	Beverly	WV	26253
	Judy Guye	401 Davis Ave	Elkins	WV	26241
	Jim Rossi	PO Box 279	Coalton	WV	26257

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

*Wednesday, August 13, 2014*

*Upshur County Senior Citizens Opportunity Center 28 North Kanawha St. Buckhannon, WV  
2:00 PM to 4:00 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*



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.

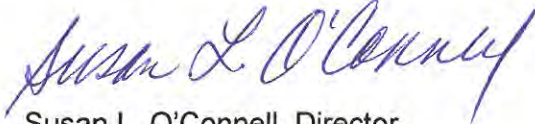
The DPT is working with RLS & Associates, Inc. to update the plans. A local meeting is scheduled for **Wednesday, August 13, 2014 from 2:00 pm to 4:00 pm at Upshur County Senior Citizens Opportunity Center, 28 North Kanawha Street, Buckhannon, WV 26201.** **All grant applications for Section 5310 that 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 fluid and cursive, with the first name "Susan" being the most prominent.

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

**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 Barbour, Braxton, Gilmer, Lewis,  
Randolph, Tucker, and Upshur 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.

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

**October 15th from 1:00 PM to 3:00 PM at**  
**Randolph County Senior Center**  
**1 Fifth Street and Railroad Avenue, Elkins, WV**

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

\*Meeting Facility is Wheelchair Accessible

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



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

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

Dear Transportation Stakeholder:

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

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

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

The DPT is working with RLS & Associates, Inc. to update the plans. The second of two local public meetings is scheduled for **October 15, 2014 from 1:00 p.m. to 3:00 p.m. at Randolph County Senior Center, 1 Fifth Street and Railroad Avenue, Elkins, WV**. The meeting will be an opportunity to prioritize the recommended goals and strategies for coordinated transportation, including Section 5310 projects, for the near future. **All grant applications for Section 5310 that will be submitted now through FY 2018 must be clearly stated in the recommended goals and strategies. Therefore, your participation in the process is required if you intend to apply for Section 5310 funding. If you submit an application for a project not included in the plan, it may not be approved due to the requirements set by MAP-21.** If you represent an agency, please encourage your clients to attend and provide input. If you are unable to attend the meeting, please contact Laura Brown, from RLS & Associates, Inc. at (813) 482-8828 or [lbrown@rlsandassoc.com](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,



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



Coordinated Transportation Plan for West Virginia Region VII

August 13, 2014

Sign-In-Sheet

Please Print

Name & Agency	Agency Address	Telephone	E-Mail
Martin County Senior Ctr	105 Maplewood dr Farmington WV	304-366-8779	Transportation@marco.org
Toni Boyd Div of Public Transit	Bldg 5 Room 906 1900 Kan Blvd E Chas, WV 25305-0432	304-558-0428	Toni.R.Boyd@wv.gov
Margy Burns Youth Health Services	971 Harrison Ave Elkins, WV 26241	304-636-9460	ymargy@yahoo.com
Lolita Astacio CWVCA	106 Frederick St Clarksburg, WV 26301	304 622 8495	lolita@cwvca.org
Vonda Berry Central WV Community Action, Inc.	P.O. Box 1070 Clarksburg, WV 26302	304-622-8495 Ex. 40	Vondab@cwvca.org
Traie Thompson Country Roads Transit	PO Box 727 Elkins, WV 26241	304-636-4747 Ext 404	tthompson@rcsc.org
Allen Cook Upshur Co. Senior Ctr	28 N Kanawha st Buckhannon, WV 26201	304-472-0528	acook@upwvsc.org

Coordinated Transportation Plan for West Virginia Region VII

August 13, 2014  
Sign-In-Sheet

Please Print

Name & Agency	Agency Address	Telephone	E-Mail
Vanessa Perkins CENTRA	P.O. Box 430 Clbg WV 26302	304-623-6002	Vanessa@centrabus.com
Brenda Wilmoth Barbour County Senior Center	PO Box 146 Philippi WV 26416	304-457-4545	bcsc@bcscwv.org
Wilma Bly Braxton Co. Senior Center	23 Senior Center Dr. Sutton, WV 26601	304-765-4090	Wbcsce.frontier.com.
Mary Chapman Braxton Co. Senior Citizens Center	23 Senior Center Dr, Sutton, WV 26601	(304) 765-4090	dirbcsc@frontier.com
JACK HOLCOMB PRECISION SERVICES, INC	483 Euk River Rd. Gassaway, WV 26424	(304) 364-3500	jholcomb-ps181@yahoo.com
GARY WINTER Lewis Co Sr Center	171 Wand St Weston, W.Va. 26452	(304) 269-5738	
Sallie L Mathess Gilmer Co. Senior Center	720 North Lewis St. Glennville, WV 26351	304-462-5761	gilmerSeniors@yahoo.com



Coordinated Transportation Plan for West Virginia Region VII

October 15, 2014  
Sign-In-Sheet

Please Print

Name & Agency	Agency Address	Telephone	E-Mail
Central WV Community Action, Inc. Vonda Berry	PO Box 1070 Clarksburg, WV 26302	304-622-8495 Ex. 40	Vonda6@cwucaa.org
Chris Lee The Intermountain		304-636-2124	
Tracie Thompson Country Roads Transit	PO Box 727 Elkins, WV 26241	304-636-4747 Ext. 109	tthompson@rcscwv.org
Brenda Wilmoth Here & There Transit	PO Box 146 Phillippi WV 26416	304-457-4545	bcsc@busc.wv.edu
Margy Burns Youth Health Service, Inc	921 Harrison Ave. Elkins WV 26241	304-636-9450	yhsmary@yahoo.com

Coordinated Transportation Plan for West Virginia Region VII

October 15, 2014  
Sign-In-Sheet

Please Print

Name & Agency	Agency Address	Telephone	E-Mail
Sallie Mathess Gilmer Co Senior Center	720 North Lewis St. Glennville, WV 26351	304-462-5761	gilmerseniors@yahoo.com
Laura Ward Country Roads Transit	PO Box 727 / #1 Fifth St Elkins, WV 26241	304-636-6472	lward@rcsc.wv.org
Toni Boyd WV Div of Public Transit	Bldg 5 Room 900 1900 Kan Blvd E Charleston, WV 25305	304-558-0428	Toni.A.Boyd@wv.gov
Wilma Bly Brayton Co. Senior Center	23 Senior Center Dr. Sutton, WV 26160	304-765-4090	<del>wbly</del> wbbesec.frontier.com
Roxanne Tuesing Tyler County Senior Citizens Tyler Co. Chamber of Commerce	217 Senior Lane Parsons WV 26287	304-614-3101 304-478-2423	rdnestor@hotmail.com



Coordinated Transportation Plan for West Virginia Region VII

October 15, 2014  
Sign-In-Sheet

Please Print

Name & Agency	Agency Address	Telephone	E-Mail
Gary Wiant Sr Lewis Co Sr Center	171 W 2nd St Weston, W.VA. 26452	304 269 5738	
Mary Chapman Braxton Co, Senior Citizens Center, Inc.	23 Senior Center Drive Sutton, WV 26601	(304) 765-4090	dir.bcscc@frontier.com
Melissa Keplinger Braxton Co Senior Citizens Center Inc	23 Senior Center Drive Sutton, WV 26601	(304) 765-4090	mkepln @braxtoncofrontier.com

# Meeting 1 Presentation



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

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

1  
www.rlsandassoc.com

## Planning Area



Region VII Service Area

14 October 2010

West Virginia Region VII Coordination Plan

## Meeting Objectives

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

3

## Why Do We Do Coordination Plans?

### Why Were Plans Developed?

- ♦ Aim to Improve Transportation for People with Disabilities, Older Adults, and Individuals with Low Incomes
- ♦ The 2011 Plan is Out of Date with New Legislation and Must be Updated
- ♦ MAP-21 (Moving Ahead for Progress in the 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%20IV%20Final%20Report.pdf>

5

## Recent History of Coordinated Transportation Plans

### Participants in the 2011 Region VII Plan

- ◆ Braxton County Senior Citizens Center, Inc.
- ◆ Precision Services, Inc.
- ◆ Council of Senior Citizens of Gilmer County
- ◆ Mountain State, Inc.
- ◆ Youth Health Services, Inc.
- ◆ Lewis County Senior Citizens Center
- ◆ Tucker County Senior Center
- ◆ North Central WV Community Action Program
- ◆ Upshur County Senior Citizens Opportunity Center
- ◆ Country Roads Transit (COA Randolph County)
- ◆ Here & There Transit (Barbour Co. Senior Center)
- ◆ Central WV Community Action Association
- ◆ Cortland Acres Association
- ◆ Region VII PDC

6

## Recent History of Coordinated Transportation Plans

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

7

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

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

8

## Important Note About MAP-21 Program Changes

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

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## Why it is Important to Participate

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

10

## Current Section 5310 Funding Recipients in Region VII

### Section 5310

- Upshur County Senior Citizens Opportunity Center
- Youth Health Services, Inc.
- Tucker County Senior Citizens
- Precision Services, Inc.
- Lewis County Senior Citizens Center
- Council of Senior Citizens of Gilmer County
- Braxton County Senior Citizens Center

11

## Why it is Important to Participate

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


12

# Meeting 1 Presentation

## Stakeholder Participation Goal in the 2014 Plan Update


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

13



Region VII Service Area

### UPDATE OF CURRENT RESOURCES AND UNMET NEEDS

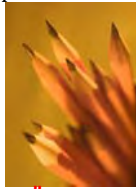


West Virginia Region VII Coordination Plan

14

## Unmet Transportation Needs And Gaps In Services

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



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

15

## Existing Resources

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

**Barbour**

Braxton

**Gilmer**

Lewis

Tucker

Upshur

16

## A Review of Goals from the 2011 Plan

1. Improve Communication Among Public Transportation Providers, Non-Profits, For-Profits with the Intent to Fill Gaps and Reduce Unnecessary Duplication in Each County
2. Joint Use of Vehicles and Trip Sharing
3. Set Standard Driver Training Requirements

17

## Goals from the 2011 Plan (Continued)

4. Control Operating Costs and Diversify Revenue Sources
5. Improve Access to Employment and Employment-Related Services for People with Low Incomes and the General Public
6. Explore Public Transportation in Braxton County

18

## Goals from the 2011 Plan (Continued)

7. Maintain at Least the Same Level of Transportation Service to Ensure Self-Sufficiency of Our Citizens
8. Address Any Economic Development Opportunities that Could Benefit from the Support of Transportation Service Operators
9. Incorporate Transportation Vehicles and Communication Resources into the Emergency Preparedness Plans

19

## New Goals and Priorities

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

20



### NEXT STEPS FOR THE PLANNING PROCESS

21

### Update Inventory and Needs Assessment

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

22

### Public Meeting #2

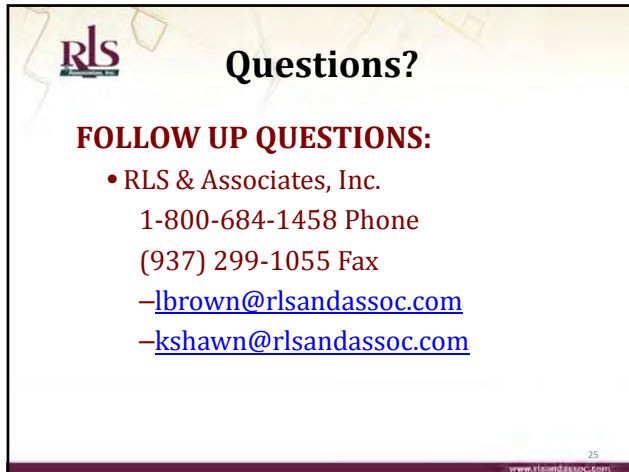
- ◆ Date: Week of October 13????
- ◆ Location: Possibly at the COA in Randolph County?
- ◆ Agenda: Discuss Proposed Strategies and Priorities
  - The Refined Priorities will go into the Final Plan

23

### Participation Reminder

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

24



**RLS**

## Questions?

**FOLLOW UP QUESTIONS:**

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

25  
www.rlsandassoc.com



**RLS**  
Associates, Inc.

Moving Public Transportation  
Into the Future

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

Presented October 15, 2014  
by Kelly Shawn, Senior Associate, RLS & Associates, Inc.  
3131 South Dixie Hwy, Suite 545 Dayton, Ohio  
(937) 299-5007

1  
www.rlsandassoc.com

**Service Area**

Region VII Service Area

10/13/2014

Figure 2  
West Virginia Region VII  
Coordination Plan

**Meeting Objectives**

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

3

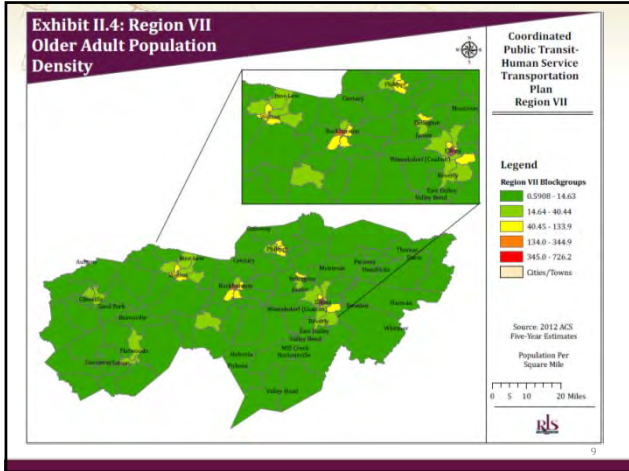
**Purpose of Coordination Plans?**

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

4





# COORDINATED TRANSPORTATION UNMET NEEDS/GAPS, GOALS

- ## 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)

- ## Goals Summary
- Goal 1:** Expand the Hours and Days of Transportation Throughout the Region
  - Goal 2:** Improve Access to Transportation and Community Resources from Outlying Rural Areas
  - Goal 3:** Have Affordable Resources to Meet All Transportation Demand
  - Goal 4:** Remove Barriers of Eligibility, Accessibility, and Affordability from the Transportation Network

## 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 Shopping, Dialysis, Employment, Church, and Other Purposes
- ❑ Transportation is needed for Dialysis Appointments on Saturdays
- ❑ Transportation is needed for Medical Appointments on Weekends and Weekdays After 3:00 PM

13

## Goal 2: Improve Transportation Service in Outlying Rural Areas

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

- ❑ Service in Rural Areas Results in Low Productivity for Transportation Providers – Cost-Effective Options are Needed
- ❑ Need More Options for Trips Between Neighboring Communities
- ❑ No Public Transportation Suitable for Transporting People from Outlying Areas to Work – Daily Basis

14

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

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

- ❑ There is Limited Transportation Available for Young Adults
- ❑ Group Trips are Needed but Public Transportation Service Providers are Hindered by Federal Charter Regulations
- ❑ Options are Needed for Last-Minute Trip Requests

15

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

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

- ❑ Safe Transportation Service that is Appropriate for Children without Adult Supervision is Needed
- ❑ Transportation for Long-Distance Trips is Needed
- ❑ Consequences of the Statewide NEMT Broker are Unknown at this Time
- ❑ Public Transportation is Needed in Braxton County

16

### 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 are Searching for Employment 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

17

## 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

19

### 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”)

20

### 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

21

### 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 2.1:**  
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

22

### 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

23

### 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

24

### 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

25

### 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.

26

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

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

**CHALLENGE:** PUBLIC PERCEPTION

**Strategy 3.1:** Advertise Public Transit as being Open to the Public. It is Common for People to Perceive Transportation in Rural Areas as having Eligibility Requirements

27

### 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)

28



### 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

29

### 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)

30

### 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)

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### 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

32



### 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

33

### 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

34

### 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

35

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

**NEED/GAP:** Not Enough Aides Available to Assist Individuals with Disabilities and Frail Elderly

**CHALLENGE:**

SECURING QUALIFIED AND RELIABLE AIDES

**Strategy 4.1:** Implement a Training Program for Transportation Aides. Organize a Volunteer Program and Schedule Transportation Aides for Any Coordinated Transportation Partner

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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

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## Questions?

### FOLLOW UP QUESTIONS:

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

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www.rlsandassoc.com

## 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 VII**

The Regional Coordinated Public Transit-Human Services Transportation Plan Update for the Region VII study area, including Barbour, Braxton, Gilmer, Lewis, Randolph, Tucker, and Upshur Counties, as completed in August 2015 must be locally adopted.

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

Name of Plan Participant: Laura Ward  
Title of Plan Participant: Director  
Organization Representing: Country Roads Transit  
Or Senior, Individual With disability, Low Income or General Public Representative: \_\_\_\_\_

Laura Ward  
Signature

10/07/15  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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Name of Plan Participant: JACK HOLLOMB

Title of Plan Participant: EXECUTIVE DIRECTOR

Organization Representing: PRECISION SERVICES, INC

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

  
Signature

9/30/15  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



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Name of Plan Participant: Roxanne Tuesing

Title of Plan Participant: Executive Director

Organization Representing: Tucker County Senior Citizens, Inc.

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

Roxanne Tuesing  
Signature

10/01/2015  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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Name of Plan Participant: Tammie D Pizzio, Interim Executive Director  
Title of Plan Participant: CHS, Inc. Transportation  
Organization Representing: Yawn Health Service, Inc.  
Or Senior, Individual With disability, Low Income or General Public Representative: \_\_\_\_\_

Tammie D Pizzio  
Signature

10/07/2015  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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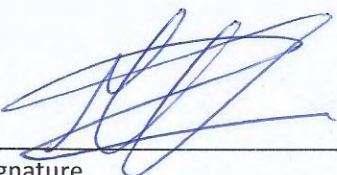
Your signature below indicates that the organization you represent or yourself is a participant in the coordinated transportation plan and that you adopt this Plan for coordinated transportation efforts for 2015-2019.

Name of Plan Participant: Gary Morris

Title of Plan Participant: President

Organization Representing: Lewis County Senior Citizens Center Inc

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

  
\_\_\_\_\_  
Signature

8 27 15  
\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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Name of Plan Participant: Susie Cvechko

Title of Plan Participant: Board President

Organization Representing: Barbour County Senior Center dba Here & There Transit

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

Susie Cvechko  
Signature

8/31/15  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



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Name of Plan Participant: *Patricia L. Mathews*  
Title of Plan Participant: *Executive Director*  
Organization Representing: *Council of Senior Citizens of Gilmer Co. Inc.*  
Or Senior, Individual With disability, Low Income or General Public Representative: \_\_\_\_\_

*Brenda K. Mc Cartney*                      *9/2/15*  
Signature    Date

\_\_\_\_\_  
Signature    Date

\_\_\_\_\_  
Signature    Date

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Name of Plan Participant: Lolita Astacio

Title of Plan Participant: Program Coordinator

Organization Representing: Central WV Community Action Inc

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

  
Signature

8-24-15  
Date

  
Signature

8-24-18  
Date

  
Signature

8-24-15  
Date

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

Name of Plan Participant: Mary Chapman

Title of Plan Participant: Executive Director

Organization Representing: Braxton Co. Senior Citizens Center, Inc.

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

Mary Chapman  
Signature

9/04/2015  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date