



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

Final Report

September, 2015



Prepared by: RLS & Associates, Inc.



Table of Contents

Coordinated HSTP Update	1
Introduction.....	1
Purpose	1
Methodology	1
Acronyms	2
Potential Coordinated Transportation Funding Programs	3
Demographics	4
Overview	4
Population Projections	6
Population Density.....	6
Older Adult Population.....	6
Individuals with Disabilities	10
Household Income.....	11
Poverty Status	12
Zero Vehicle Households	12
Limited English Proficiency (LEP) Population	15
Major Trip Generators.....	15
Agencies.....	16
Education	16
Housing	16
Medical	16
Shopping.....	16
Existing Services	17
Overview	17
Inventory of Services and Key Stakeholders.....	18
Faith in Action Caregivers, Inc.....	19
Family Service Upper Ohio Valley.....	20



JCC Transportation, Inc./Burns & Church Transportation Company	22
Marshall County Senior Citizens Center	23
Northern Panhandle Head Start, Inc.....	24
Northwood Health Systems, Inc.	25
Ohio Valley Regional Transportation Authority (OVRTA)	26
Wetzel County Committee on Aging	29
Russell Nesbitt Services, Inc./Wheeling Area Training Center for the Handicapped (WATCH)	30
Other Stakeholders	31
Bel-O-Mar Regional Council.....	31
Greyhound Bus Lines	31
Wheeling Housing Authority.....	31
Greater Wheeling Coalition for the Homeless.....	32
Hometown Transportation, LLC.....	32
Summary of Transportation Services.....	32
Vehicle Utilization	39
Assessment of Unmet Needs and Gaps in Services	42
Introduction.....	42
Public and Stakeholder Involvement	42
Public and Stakeholder Meetings.....	42
Public Survey	43
Summary of Unmet Needs and Gaps in Services.....	46
Coordinated Transportation Challenges	47
Coordinated Transportation Priorities and Goals	48
Progress Since 2011 Coordination Plan.....	48
Updated Coordinated Transportation Goals – 2015 through 2019.....	48
Goals and Strategies	51
Action Steps.....	52
Goal #1: 1 Improve communication among organizations in the region.....	52
Goal #2: Develop coordinated outreach efforts	54



Goal #3: Increase Self-Sufficiency for all Populations of the Region.....	55
Goal #4: Expand Access to Employment.....	56
Potential Funding Scenarios	58
Conclusions.....	60

INTRODUCTION

The Region X Coordinated Public Transit-Human Services Transportation Plan (HSTP) Update has been developed in response to requirements set forth by Moving Ahead for Progress in the 21st Century (MAP-21). MAP-21 is a Federal transportation law that became effective on October 1, 2012, as a reauthorization of surface transportation programs. MAP-21 requires the establishment of a locally developed coordinated public transit-human services transportation plan for all Federal Transit Administration programs in underserved populations. This plan updates the 2011 Region X 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

Acronyms

ADA: Americans with Disabilities Act

Bel-O-Mar: Bel-O-Mar is the metropolitan planning organization (MPO) for the Wheeling Urbanized Area as well as the Region X Regional Intergovernmental Council (RIC).

FTA: Federal Transit Administration

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

LIFE: Legislative Initiative for the Elderly (LIFE) Programs

MAP-21: Moving Ahead for Progress in the 21st Century

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

NEMT: Non-Emergency Medical Transportation

OVRTA: The Ohio Valley Regional Transit Authority, the public transportation system for the greater Wheeling, WV area. OVRTA provides fixed route and ADA complementary paratransit service.

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

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

Funding

POTENTIAL COORDINATED TRANSPORTATION FUNDING PROGRAMS

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

Eligible Recipients:

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

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

Eligible Recipients:

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

Demographics

DEMOGRAPHICS

OVERVIEW

West Virginia's Region X is comprised of Marshall, Ohio, and Wetzel Counties. Wheeling has an estimated population of 28,439 and is the largest city within Region X. The Bel-O-Mar Regional Council is the planning organization that oversees transportation planning and development operations within the Region. As such, Bel-O-Mar 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.

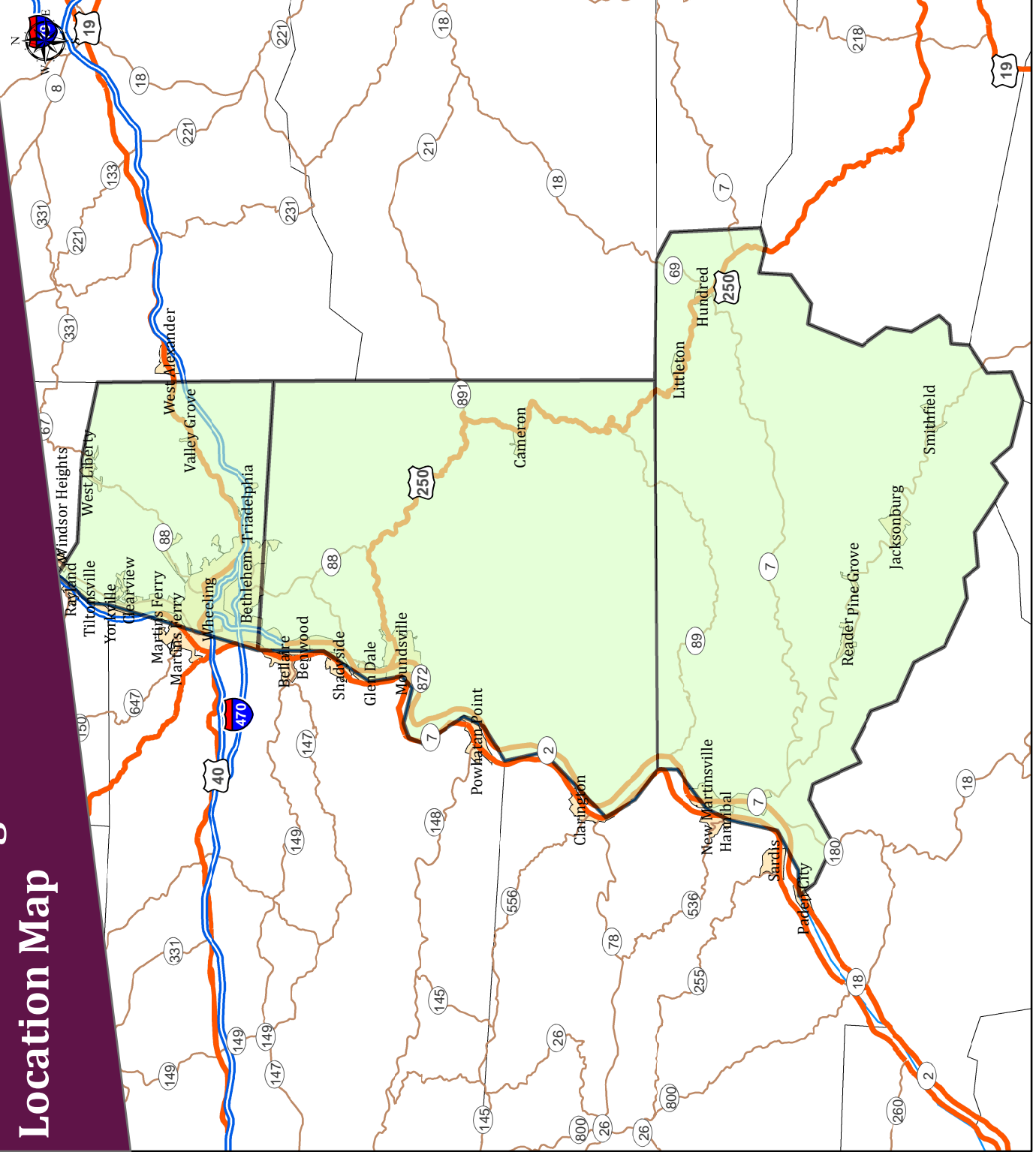
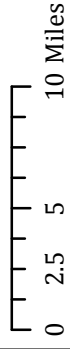
The data provided in the following section has been gathered from multiple sources including the U.S. Census Bureau's 2013 American Community Survey (ACS) Five-Year Estimates and the State of West Virginia. These sources are used to ensure that the most current and accurate information is presented.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

Coordinated Public Transit- Human Service Transportation Plan Region X

Legend

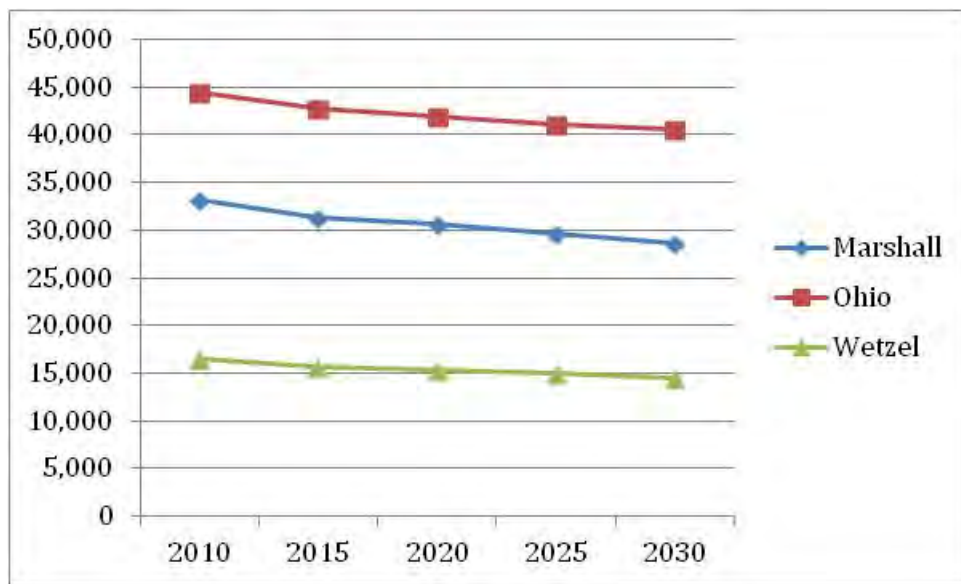
-  Region X
-  Interstate
-  Highway
-  Major Road
-  Rivers
-  Lakes
-  Cities/Towns



POPULATION PROJECTIONS

The West Virginia University (WVU) Regional Research Institute projects the region's population will fall slightly to 89,863 by 2015, a 4.5 percent decrease from the year 2010 population. From 2020 to 2030, it is estimated that the population will continue to decrease. The Institute projects an 11 percent decrease in total population for the Region during the next 20 years; the population of each county is projected to decrease a consistent rate. The projected population of the region in 2030 is 83,548. Exhibit II.2 shows population trends between 2010 and 2030 for each county.

Exhibit II.2
Population Trends, 2010-2030



Source: WVU Regional Research Institute

POPULATION DENSITY

Exhibit II.3 illustrates the population density per square mile for the region. As illustrated, population densities are centered on Wheeling and Moundsville. Both areas have the highest population per square mile, with block groups ranging from between 6,983 to 11,460 persons per square mile. Other block groups in Wheeling and Moundsville have block groups of moderately high population densities ranging from 3,372 to 6,982 people per square mile. The remaining portions in the region have population densities ranging from moderate to very low.

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.

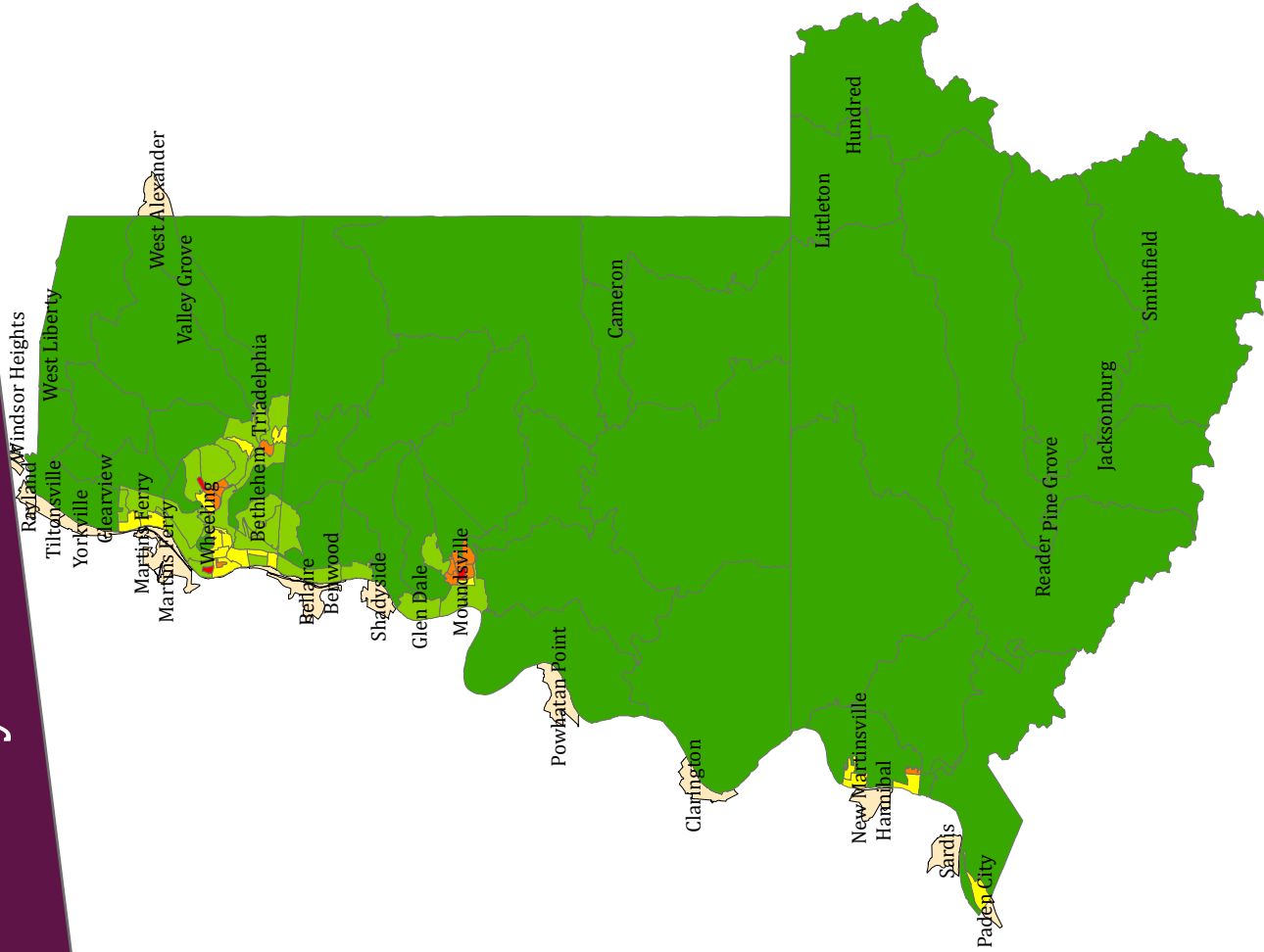
There is a trend occurring in the United States relating to the aging of the population. The two age cohorts with the largest percentage of growth over the last decade were the 50-54 year old cohort and the 45-49 year old cohort. People in these two age groups were primarily born during the post-WWII “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 older adults 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. Wheeling and Moundsville had the highest densities of older adults. These block groups with individuals 65 and over have densities higher than 958.4 people per square mile.

Exhibit II.3: Region X Population Density

Coordinated Public Transit- Human Service Transportation Plan Region X



Legend

Region X Blockgroups

- 12.12 - 594.4
- 594.5 - 1632
- 1633 - 3371
- 3372 - 6982
- 6983 - 11460
- Cities/Towns

Source: 2013 ACS
Five-Year Estimates

Population Per
Square Mile

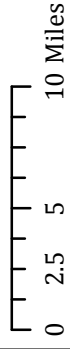
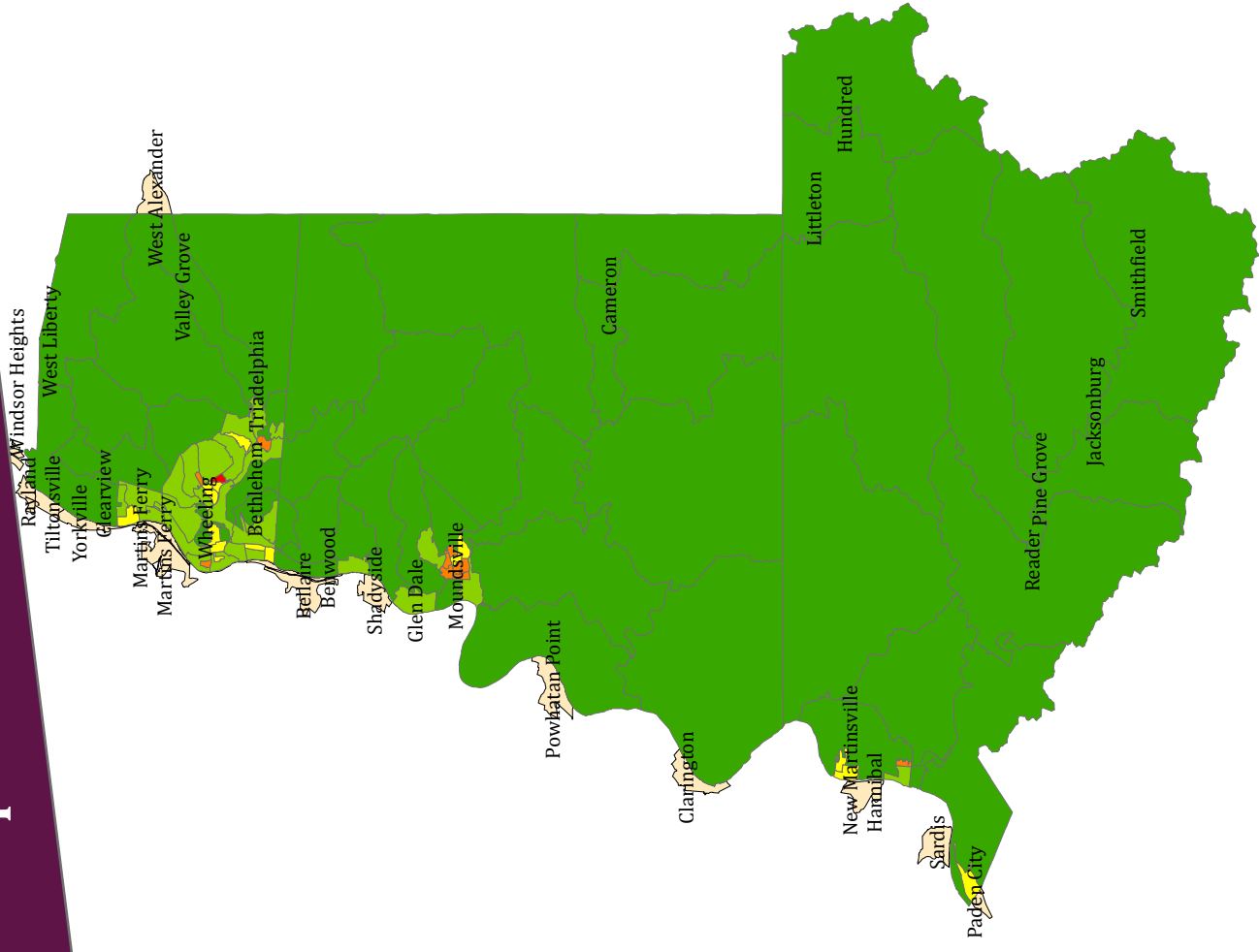


Exhibit II.4: Region X Older Adult Population Density

Coordinated Public Transit- Human Service Transportation Plan Region X



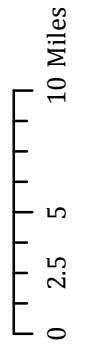
Legend

Region X Blockgroups

- 1,993 - 1,433.4
- 1,433.5 - 400.0
- 400.1 - 958.3
- 958.4 - 2,013
- 2,014 - 3,333
- Cities/Towns

Source: 2013 ACS
Five-Year Estimates

Population Per
Square Mile



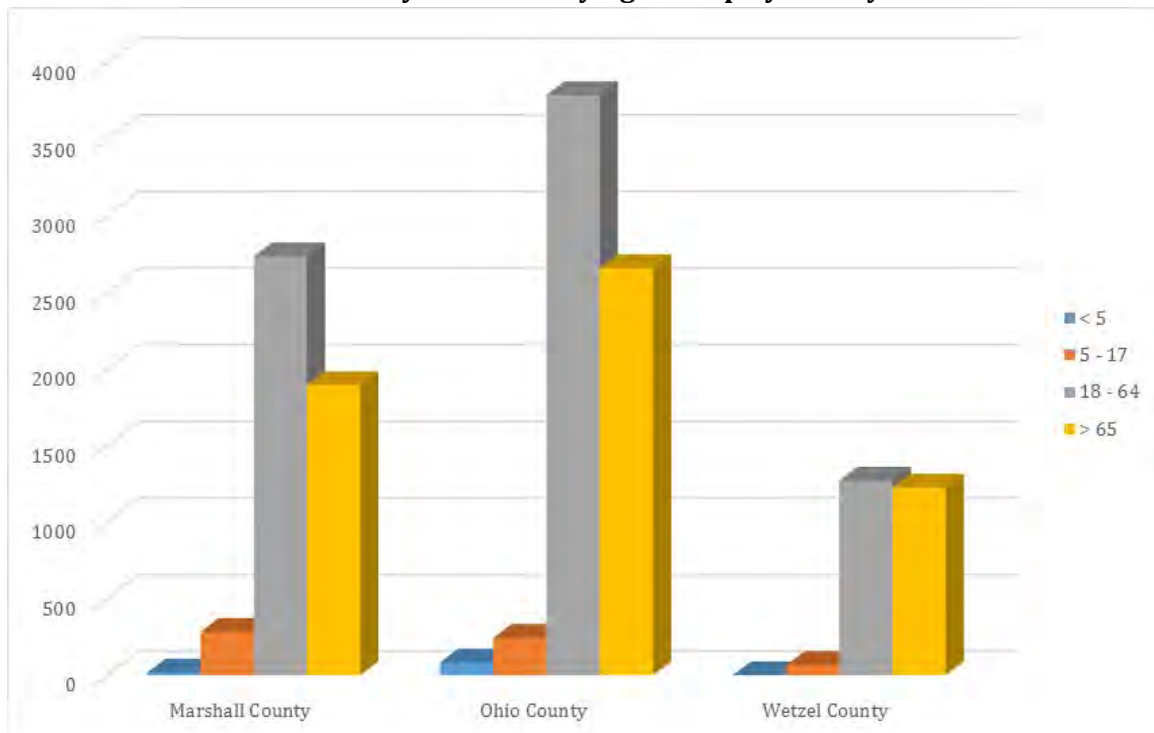
INDIVIDUALS WITH DISABILITIES

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

The U.S. Census offers no method of identifying individuals as having a transportation related disability. The best available data for Region X 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 Ohio County. The total disabled population estimate for the county is 6,771. Marshall County has an estimated 4,929 individuals with a disability while Wetzel County has 2,562.

Exhibit II.5
Disability Incidence by Age Group by County

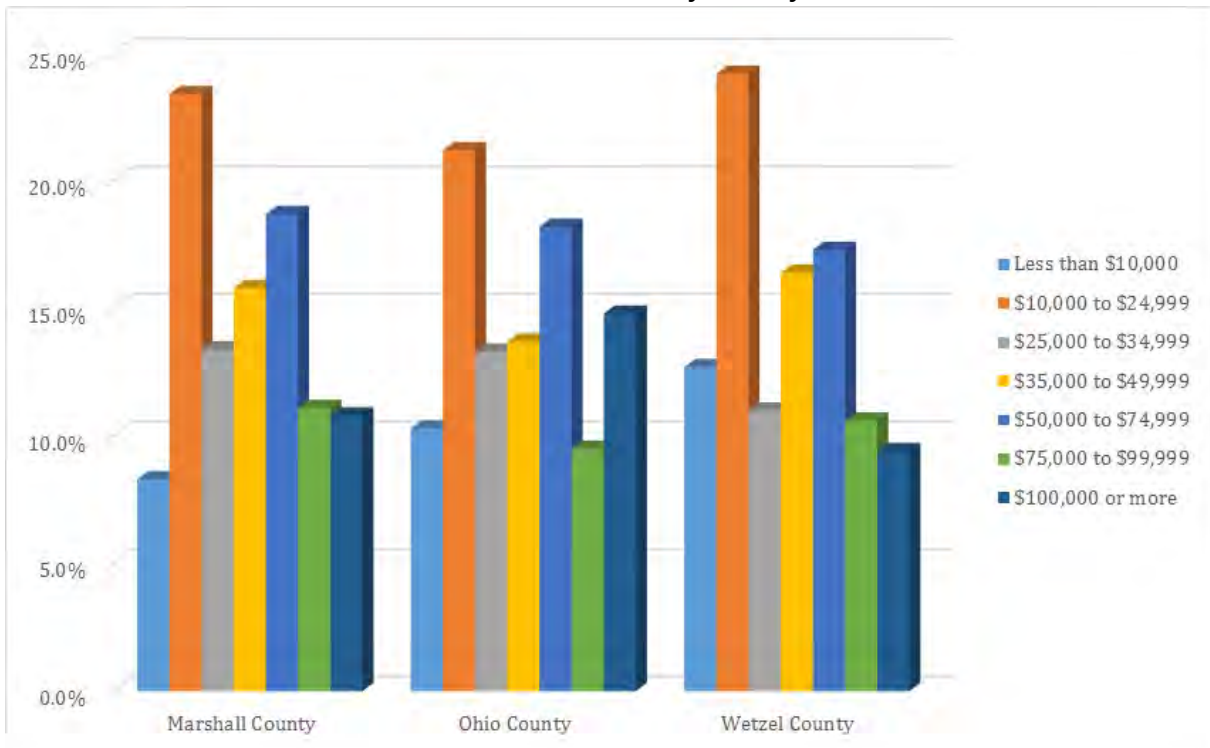


Source: 2013 ACS Five-Year Estimates

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 39,498 households in Region X. Of those households, about 45 percent earn less than \$35,000 annually. Of the households earning less than \$35,000, some 13 percent earned between \$25,000 and \$34,999. Another 23 percent earned between \$10,000 and \$24,999 and about 10 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**

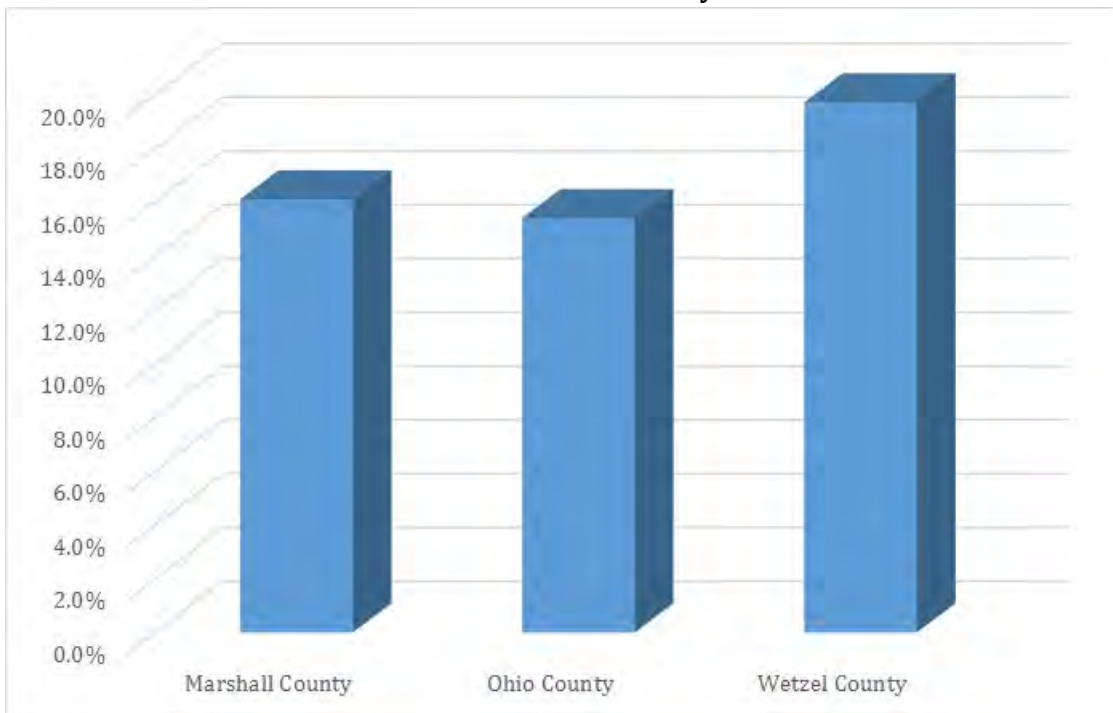
County	Median Income
Marshall	\$40,681
Ohio	\$41,025
Wetzel	\$37,969

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. Wetzel County has the highest percent of population living below the poverty level with 19.7 percent. Marshall County had 16.1 percent of the population living below the poverty level while Ohio County had 15.4 percent.

**Exhibit II.8
Percent Below Poverty**



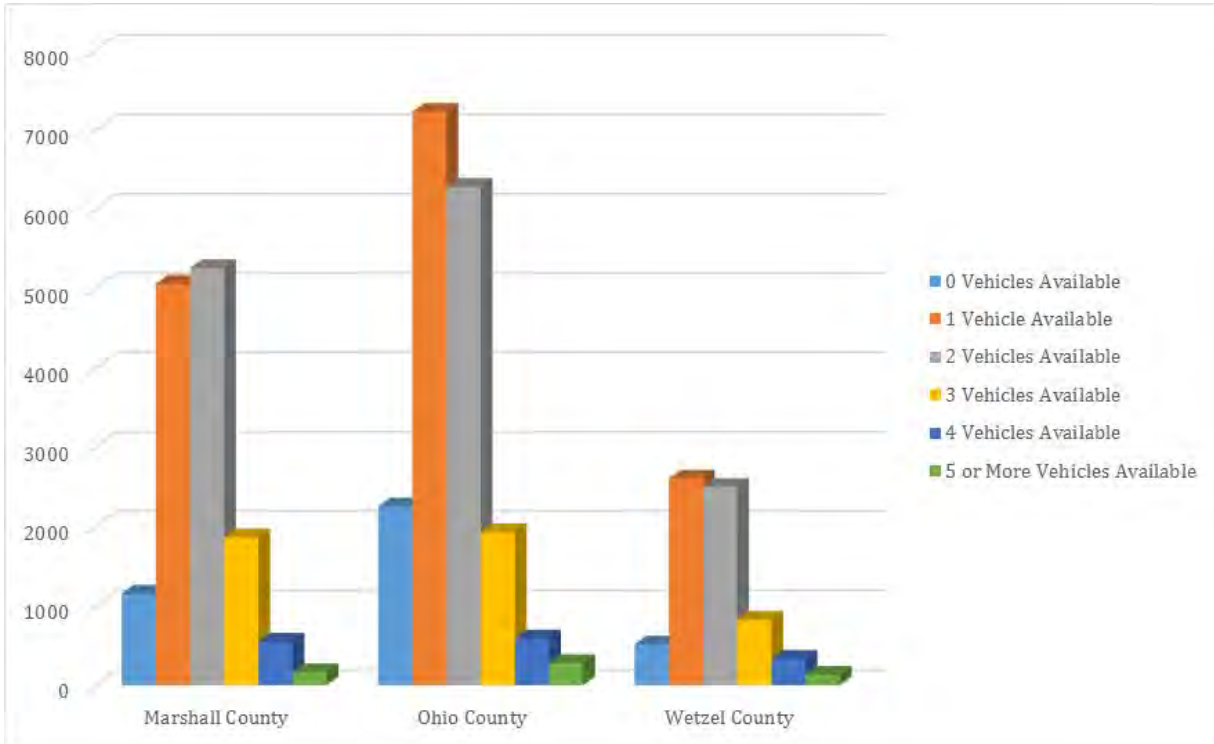
Source: 2013 ACS Five-Year Estimates

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 3,918 households in the region that have no available vehicle. This is 9.9 percent of all the households in the region. An additional 14,888 or 37.7 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**

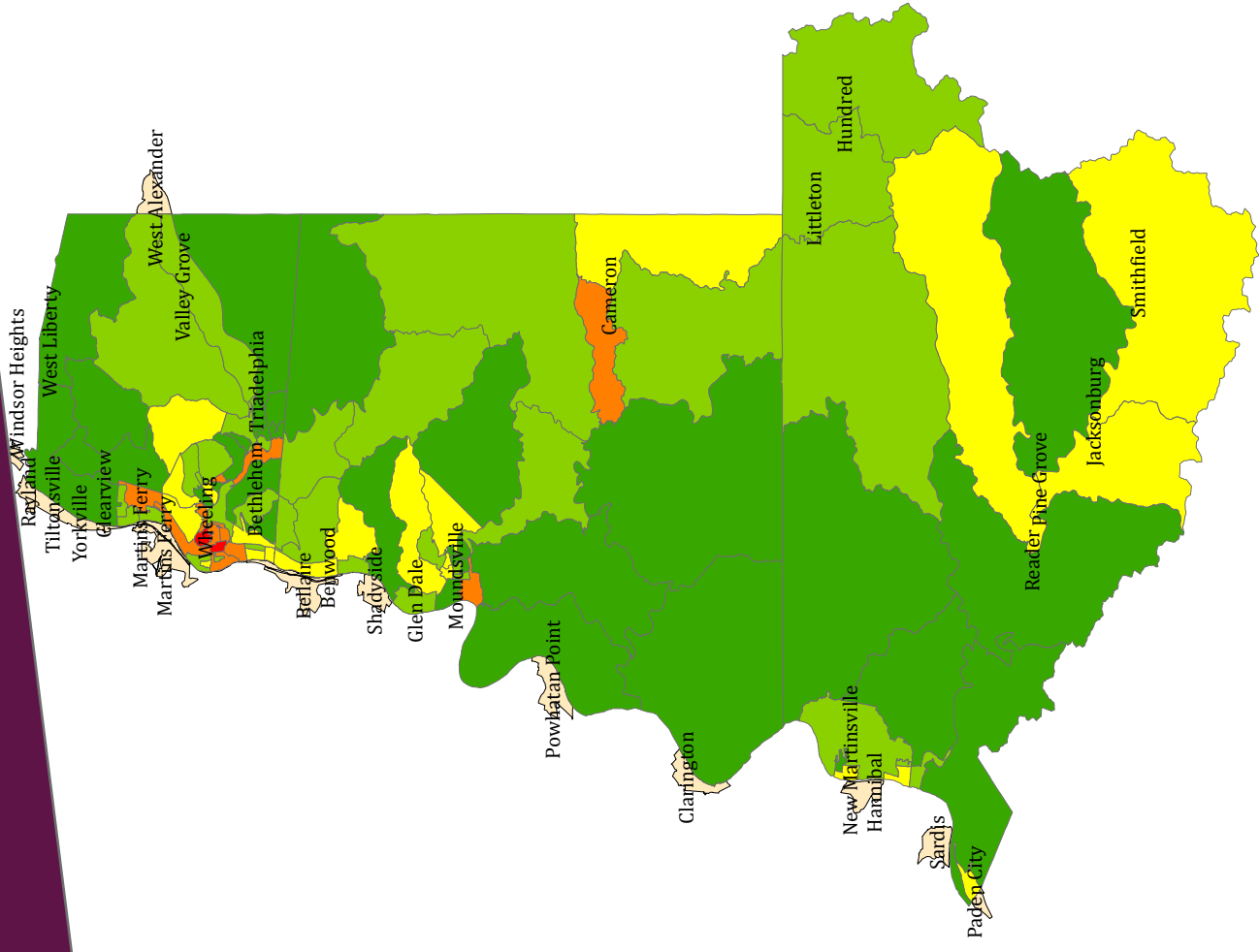


Source: 2013 ACS Five-Year Estimates

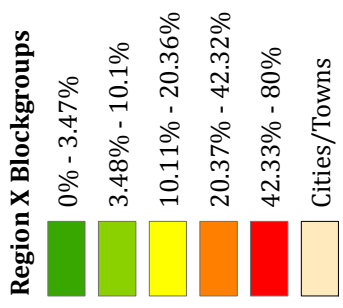
Exhibit II.10 illustrates the percentage of housing units that have no available vehicle, according to 2013 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are around Wheeling. Over 42.33 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 20.37 to 42.32 percent of zero vehicle households can be found around Wheeling, Martins Ferry, Moundsville, and Cameron. The remaining block groups have moderate to very low percentages of zero vehicle households.

Exhibit II.10: Region X Zero Vehicle Households

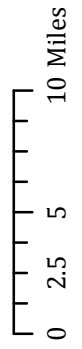
Coordinated Public Transit- Human Service Transportation Plan Region X



Legend



Source: 2013 ACS
Five-Year Estimates



LIMITED ENGLISH PROFICIENCY (LEP) POPULATION

At the time of the 2013 ACS Five-Year Estimates, Region X had a total population of 93,431, of which 88,685 were individuals age 5 years and older. Of this population, 97.7 percent speak only English, while the remaining 2.3 percent speak other languages, either in addition to or instead of English. People who speak English “not well” or “not at all,” which represent the LEP population, accounted for 0.2 percent of Region X’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
Marshall County	31,172	30,610	24	0.1%
Ohio County	41,908	40,644	98	0.2%
Wetzel County	15,605	15,417	27	0.2%
Region X Total	88,685	86,671	149	0.2%

Source: 2013 ACS Five-Year Estimates

Unlike West Virginia overall, the largest share of the LEP population in Region X speak Chinese as their primary language. Statewide, 0.3 percent of the LEP population ages five (5) and older are Spanish-speaking. In Region X, 0.2 percent of the LEP population ages five (5) and older speak Chinese as their primary language while 0.2 percent speak Spanish. Exhibit II.12 shows the top 5 languages spoken in Region X 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	Chinese	Gujarati	French	Tagalog
Marshall County	31,172	118	0	0	5	3
Ohio County	41,908	31	156	40	30	10
Wetzel County	15,605	29	23	0	0	15
Region X Total	88,685	178	179	40	35	28

Source: 2013 ACS Five-Year Estimates

MAJOR TRIP GENERATORS

The term “trip generator” is used to describe locations where concentrations of people are likely to live (apartment complexes, nursing homes, etc.) or where people are likely to meet their shopping, child care, health care, educational, or employment needs. The listing on the following page illustrates the major trip generators in Region X including major human service agencies, education centers, health care facilities, and shopping locations.

The most common trip origins and destinations by county, according to the 2011 Coordinated Public Transit-Human Services Transportation Plan are listed below:

Agencies

Family Service – Upper Ohio Valley
Marshall County Senior Citizens Center
Wetzel County Committee on Aging
Northwood Health Systems, Inc.
Russell Nesbitt Services, Inc./WATCH
Ohio County DHHR
Marshall County DHHR
Wetzel County DHHR

Education

West Virginia Northern Community College
West Virginia Business College

Housing

St. John’s Home
REM WV Inc.
Florence Critteton Services
Wheeling Housing Authority
Benwood-McMechern Housing Authority
Moundsville Housing Authority

Medical

Ohio Valley Medical Center
Wheeling Dialysis Center
Wheeling Hospital
Wetzel County Hospital
Reynolds Memorial Hospital

Shopping

The Highlands
Walmart Wheeling
Shopping Triadelphia
Walmart Moundsville
Walmart New Martinsville
Kroger Moundsville
Kroger Benwood
Kroger Wheeling

Services

EXISTING SERVICES

OVERVIEW

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

An understanding of existing resources, vehicle utilization, and financial information is necessary prior to implementation of new coordinated approaches to service for older adults, individuals with disabilities, 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 X that provide, purchase, or use transportation for older adults, individuals with disabilities, people with low incomes, and the general public is to improve upon the existing network of services to create new efficiencies so that programs can provide more service with the existing level of funding. 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 X 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 one or both of the stakeholder/public meetings is also provided in the Appendix as well as listed below:

- ◆ Bel-O-Mar
- ◆ Family Service Upper Ohio Valley
- ◆ Greater Wheeling Coalition for the Homeless
- ◆ Marshall County Senior Citizens Center
- ◆ Northwood Health Systems, Inc.
- ◆ Ohio Valley Regional Transportation Authority (OVRTA)
- ◆ Russell Nesbitt Services, Inc./Wheeling Area Training Center for the Handicapped (WATCH)
- ◆ Wheeling Dialysis Center
- ◆ Wheeling Housing Authority
- ◆ YWCA Family Violence Prevention Program

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, including the advocacy organization for the homeless, 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 X. Each of these organizations are listed below and descriptions are provided on the following pages.

- ◆ Faith in Action Caregivers, Inc.
- ◆ Family Service Upper Ohio Valley
- ◆ JCC Transportation/Burns & Church Transportation Company
- ◆ Marshall County Senior Citizens Center
- ◆ Northern Panhandle Head Start, Inc.
- ◆ Northwood Health Systems, Inc.
- ◆ OVRTA
- ◆ Russell Nesbitt Services, Inc./WATCH
- ◆ Wetzel County Committee on Aging

FAITH IN ACTION CAREGIVERS, INC.

Faith in Action Caregivers, Inc. is a private non-profit, faith-based organization. The agency uses volunteers to provide transportation for medical appointments, shopping and other purposes necessary to independent living for agency clients only. The agency’s mission is to support the independent living of older adults and people with disabilities through the shared ministry of faith communities in Ohio and Marshall Counties, West Virginia and Belmont County, Ohio, and focuses on escorted transportation services that other agencies are unable to provide.

Faith in Action Caregivers, Inc.	
Programs:	Escorted Transportation, Reassurance Phone Calls, Respite Care, Errands and Shopping, Friendly Visits, Home-Based Exercise Program
Consumer Eligibility:	General Public
Hours/Days of Service:	24 hours a day/7 days a week
Mode of Services:	Door-Through-Door Demand Response
Transportation Staff:	1 Director 1 Clerical Staff 1 Data Manager 1 Scheduler 80 to 90 Volunteer Drivers 1 Special Project Coordinator
Annual Trips Provided:	5,444 One Way Trips
Annual Transportation Cost:	Information Not Provided
Cost per Passenger Trip:	No Charge to Passengers
Funding Sources for Transportation:	Donations, Faith Based Support, Foundation Support, Fundraising

Schedule and Service Area

Volunteer transportation service is operated throughout Ohio and Marshall Counties, WV, and Belmont County, Ohio. Transportation is provided to medical appointments to local facilities and to Pittsburgh, PA and Morgantown, WV as well as other regional facilities. Service is available 24-hours a day and is only limited by volunteer driver availability.

Fare Structure and Eligibility

Those requesting assistance must be either elderly or physically disabled and must be able to transfer to a car. Faith in Action Caregivers, Inc. does not own or operate any vehicles with a wheelchair lift; the agency neither charges a fare nor suggests donations from passengers.

Scheduling

Advanced reservations are required, and passengers are encouraged to call as soon as possible to schedule trips. All services are based on the availability of volunteers.

Coordination

When appropriate, the agency currently coordinates by referring callers to other transportation providers in the area when a volunteer is not available or when a wheelchair accessible vehicle is required. Faith in Action Caregivers, Inc. does not have wheelchair accessible vehicles.

Funding

Faith in Action Caregivers, Inc. receives funding from donations, faith based support, foundation support, and fundraising. All funding for Faith in Action Caregivers, Inc. must be for the general budget because there are no separate budgets for transportation service. Faith in Action Caregivers, Inc. does not intend to accept State or Federal funding, either directly or indirectly.

FAMILY SERVICE UPPER OHIO VALLEY

Family Service Upper Ohio Valley is a non-profit agency serving older adults in Ohio County. Services include credit counseling, financial management assistance, adult day care Alzheimer’s support, in-home care, nutrition, and transportation. Consumers are transported to medical appointments, dialysis, and nutrition.

Family Service Upper Ohio Valley	
Programs:	Credit Counseling, Financial Management Assistance, Adult Day Care Alzheimer’s Support, In Home Care, Nutrition, Transportation
Consumer Eligibility:	<u>Van Transportation:</u> Ohio County Adults Age 60 and Older and Individuals With Disabilities of Any Age <u>NEMT:</u> Ohio County Residents Age 18 and Older
Hours/Days of Service:	9:00 AM to 3:00 PM Week Days
Mode of Services:	Door-to-Door Demand Response
Transportation Staff:	1 Director 1 Vice President 3 Drivers (Part Time)

	1 Scheduler 2 Maintenance Personnel (Part Time)
Annual Trips Provided:	Information Not Provided
Annual Transportation Cost:	Information Not Provided
Cost per Passenger Trip:	Information Not Provided
Funding Sources for Transportation:	Section 5310, Title III-B, Medicaid, Life Funds, Donations, United Way, Fundraising, Marshall County Commission, City of Wheeling, Northwestern AoA, fees, and various corporate grants.

Schedule and Service Area

The transportation service is operated using five vehicles, two of which are wheelchair accessible.

Transportation for adults age 60 and older is provided to the Ohio County Senior Center, banks, grocery stores, medical appointments, and for other essential functions. Destinations are primarily limited to Ohio County; transportation to border counties may be considered when services needed are unavailable in Ohio County, or if an equivalent service is available at a closer location outside of Ohio County.

Specialized Non-Emergency Medical Transportation (NEMT) is also available for Ohio County residents who are 18 to 59 years of age and require transportation to a medical appointment. The NEMT service is available for Medicaid and non-Medicaid eligible individuals. Those who do not receive Medicaid benefits pay a fee equivalent to the rate paid by West Virginia Medicaid, payable at the time of transport.

Fare Structure and Eligibility

There is no set fare structure. Passenger donations are suggested based on the distance to and from the requested destination. No one will be denied services based upon his/her unwillingness or inability to donate.

Scheduling

It is recommended that trips are scheduled one week in advance. The agency works with local doctors to group passenger trips whenever possible. Last minute requests will be accommodated, if possible. Older adults traveling to a senior center for nutrition are placed on a standing order and do not have to schedule the trip in advance.

Coordination

Currently, the Family Service Upper Ohio Valley is party to a contract agreement with Marshall County Senior Center. Under the contract, the Senior Center provides trips for Family Service and is reimbursed at a predetermined contract rate. The agency cites perceived restrictions placed on the use of vehicles by funding sources, insurance concerns, and unique consumer populations as barriers to sharing the use of vehicles and mixing consumers of different agencies.

Funding

The Family Service Upper Ohio Valley receives funding from West Virginia Bureau of Senior Services, the Northwestern Area Agency on Aging, the U.S. Department of Housing and Urban Development, the City of Wheeling, the Marshall County Commission, fees, Section 5310, Title III-B of the Older Americans Act, Medicaid, LIFE, donations, United Way, fundraising.

JCC TRANSPORTATION, INC./BURNS & CHURCH TRANSPORTATION COMPANY

JCC Transportation, Inc. is a private for profit taxi company operating out of Wheeling, WV. Transportation is provided to the general public; JCC is an NEMT provider. Hours of operation are 24-hours per day, seven days per week.

JCC Transportation, Inc.	
Programs:	Information Not Provided
Consumer Eligibility:	Information Not Provided
Hours/Days of Service:	24 Hours A Day/7 Days A Week
Mode of Services:	Demand Response
Transportation Staff:	Information Not Provided
Annual Trips Provided:	Information Not Provided
Annual Transportation Cost:	Information Not Provided
Cost per Passenger Trip:	Information Not Provided
Funding Sources for Transportation:	Fares and NEMT

Schedule and Service Area

Transportation is provided seven days per week, 24 hours per day.

MARSHALL COUNTY SENIOR CITIZENS CENTER

Marshall County Senior Citizens Center is a nonprofit organization serving adults age 60 and older, and individuals with disabilities. Centers in Cameron and Moundsville provide nutrition, social services, and transportation.

Marshall County Senior Citizens Center	
Programs:	Nutrition, Social Services, Transportation
Consumer Eligibility:	Adults age 60 and older and individuals with disabilities of any age
Hours/Days of Service:	8:00 AM to 4:00 PM Monday – Friday
Mode of Services:	Door-to-Door Demand Response
Transportation Staff:	1 Director 1 Clerical Staff 1 Dispatcher 5 Drivers (1 in Cameron, 2 in Moundsville, 1 in Wheeling/Bellaire, and 1 in the McMechen area)
Annual Trips Provided:	14,463
Annual Transportation Cost:	\$80,703.54 (estimated based on total trips and average cost provided by the agency)
Cost per Passenger Trip:	\$5.58
Funding Sources for Transportation:	Title III-B, LIFE, Section 5310, County Funding, Donations

Schedule and Service Area

Services are available from 8:00 AM to 4:00 PM, Monday through Friday. Transportation services are provided countywide within Marshall County as well as to adjacent areas for medical and shopping trips. Caps are set on the number of rides that can be scheduled per week.

Fare Structure and Eligibility

There is no set fare structure. Donations are requested but not required. Transportation is available for adults age 60 and older and individuals with disabilities of any age. Marshall County Senior Citizens Center is a Non-Emergency Transportation Provider.

Scheduling

Advanced reservations are recommended to ensure availability.

Coordinated Transportation

Marshall County Senior Citizens Center shares information about area transportation providers and agencies. It also makes referrals to Home Town Transportation. The Center has also allowed joint-use of their vehicle when Family Service had a vehicle in the garage for repair. Marshall County Senior Citizens Center provides transportation for Northwood Health Systems. The number of trips provided through the contract seem to have decreased, according to the Senior Center Transportation Director.

Finally, Marshall County Senior Citizens Center transports people to bus stops where they transfer to OVRTA to complete their trip. There have only been a few requests for transfers/connections to OVRTA.

The Center indicated that local officials have tried to coordinate transportation between the local organizations over recent years. Even with support of local officials, coordinated transportation efforts are only minimally successful because providers are protective of their services and current funding levels.

Funding

The senior center receives funding from the Federal Transit Administration Section 5310 Program via the West Virginia Division of Public Transit (DPT) to purchase its vehicles. Other revenue sources include Title III-B of the Older Americans Act, the Legislative Initiative for Seniors Fund, donations, and local match money from Marshall County.

NORTHERN PANHANDLE HEAD START, INC.

Northern Panhandle Head Start, Inc. (NPHS) is a private nonprofit organization located in Wheeling, WV with centers in Hancock, Brooke, Ohio, Marshall, and Wetzel Counties. NPHS’ mission is to provide a high-quality, family-focused program uniquely designed to prepare children for learning and life. To accomplish this mission, NPHS provides transportation to and from Head Start programs as well as for other support services for Head Start families. NPHS offers CDL training to train individuals to become Head Start drivers. NPHS is a non-emergency transportation provider.

Northern Panhandle Head Start, Inc.	
Programs:	Head Start and support services
Consumer Eligibility:	No Information Provided
Hours/Days of Service:	8:00 AM – 4:00 PM Monday – Friday; Weekends, as needed
Mode of Services:	No Information Provided

Transportation Staff:	No Information Provided
Annual Trips Provided:	No Information Provided
Annual Transportation Cost:	No Information Provided
Cost per Passenger Trip:	No Information Provided
Funding Sources for Transportation:	No Information Provided

Schedule and Service Area

Transportation is provided countywide and is available from 8:00 AM to 4:00 PM, Monday through Friday.

NORTHWOOD HEALTH SYSTEMS, INC.

Northwood Health Systems, Inc. is a private non-profit organization that is dedicated to providing cost-effective, quality care of children, adolescents, adults, and senior citizens with emotional problems, mental illness and drug and alcohol addictions. The organization is committed to helping people achieve their highest possible quality of life. Transportation is provided for Northwood Health Systems consumers.

Northwood Health Systems, Inc.	
Programs:	Care for individuals with emotional problems and mental illness
Consumer Eligibility:	Individuals with emotional problems and mental illness
Hours/Days of Service:	8:00 AM – 9:00 PM Sunday - Saturday
Mode of Services:	Door-to-Door Demand Response
Transportation Staff:	5 Clerical/Management 90 Drivers (Everybody in the organization can be a driver. Only PASS certified drivers drive 5310 vehicles) 2 Maintenance 3 Dispatchers/Schedulers
Annual Trips Provided:	27,000 (est.)

Annual Transportation Cost:	\$570,000 (est.)
Cost per Passenger Trip:	\$21.11 (using estimates; data not tracked)
Funding Sources for Transportation:	Section 5310, Medicaid (MTM), Agency Funding

Schedule and Service Area

Transportation services are available on a demand response basis, Weekdays, weekends, and all holidays, from 8:00 AM to 9:00 PM.

Fare Structure and Eligibility

Consumers do not pay a fare for transportation. Transportation costs are part of the consumer’s total service costs. Only agency consumers are eligible for transportation.

Scheduling

Northwood Health Systems requires advanced reservations and does impose certain restrictions on trip purposes and the total number of riders per month. The agency operates a fleet of 31 vehicles, seven of which are wheelchair accessible.

Coordinated Transportation

Northwood Health Systems understands the benefits of coordinating transportation resources. However, licensure requirements significantly reduce the trip-sharing opportunities (i.e., client mixing on vehicles) for Northwood.

Funding

Northwood Health Systems estimated its total transportation budget at \$570,000. The agency receives Section 5310 funding for vehicle purchases and Medicaid funding via MTM. Other agency funds are used to support the overall transportation budget.

OHIO VALLEY REGIONAL TRANSPORTATION AUTHORITY (OVRTA)

The Ohio Valley Regional Transportation Authority (OVRTA) is the public transportation provider in the Wheeling, WV area (service provided in the Ohio portion of the service area operates under the name, Eastern Ohio Regional Transportation Authority (EORTA)). OVRTA operates seven fixed routes and AdVANTage, an Americans With Disabilities (ADA) complementary paratransit service in West Virginia (four additional routes are operated in Ohio, for a total of 11 routes operated by the OVRTA/EORTA system). Paratransit services are available within 1.5 miles of any fixed route to individuals who are certified as ADA eligible.

Ohio Valley Regional Transit Authority (OVRTA)	
Programs:	Transportation
Consumer Eligibility:	General Public
Hours/Days of Service:	6:00 AM to 6:30 PM Monday – Saturday 6:00 AM to 6:30, Monday – Saturday, AdvANTage
Mode of Services:	Fixed Route and Paratransit, Advanced Reservation, Origin to Destination Service
Transportation Staff:	1 Director 3 Managers 31 Drivers 9 Maintenance Personnel 2 Dispatchers
Annual Trips Provided:	Fixed Route: 321,847 Paratransit: 3,543
Annual Transportation Cost:	Fixed Route: \$2,423,680 Paratransit: \$231,652
Cost per Passenger Trip:	Fixed Route: \$7.53 Paratransit: \$65.38
Funding Sources for Transportation:	Passenger Fares, Property Tax Levy, Sections 5307 and 5339, Local Agency Bus Pass and Token Sales

Schedule and Service Area

The transportation authority operates a fleet of 13 buses and 2 paratransit vehicles. One locally owned trolley is operated for charter service only. All vehicles are lift equipped. Service is provided Monday through Saturday, from 6:00 AM to 6:30 PM, for both OVRTA’s fixed route and AdvANTage paratransit, advanced reservation, origin to destination service. OVRTA operates throughout the West Virginia communities of Wheeling and Bethlehem in Ohio County, as well as, Benwood and McMechen in Marshall County. EORTA operates four fixed routes that primarily serve the Ohio communities in Belmont and Jefferson Counties of Bellaire, Bridgeport, Brookside, Martin’s Ferry, Rayland, Shadyside, Tiltonsville, Yorkville and the communities located along the Blaine route west of Brookside.

OVRTA’s ADA paratransit service, AdvANTage, is provided for wheelchair users and other persons whose disability prohibits their use of the OVRTA/EORTA fixed-routes. OVRTA certifies eligibility for AdvANTage users to access this advanced reservation, origin-to-destination service.

Trips are provided up to 1.5 miles from the OVRTA fixed-route bus routes within the OVRTA service area. Service hours are 6:00 AM to 6:00 PM Monday through Saturday.

Please go to OVRTA website, <http://www.ovrta.org/schedule.htm>, for the most recent schedules and routes.

Fare Structure and Eligibility

Fixed route transportation is available to the general public, while demand response paratransit is available to individuals with disabilities. Fares are \$1.30 for the general public and \$0.65 for older adults and individuals with disabilities. Monthly passes are sold for \$42.00 to the general public and \$21.00 for older adults and individuals with disabilities. The AdVANTage service is available to eligible disabled individuals who are otherwise unable to use the OVRTA accessible fixed route bus service. The cost of the AdVANTage service is \$2.60 per trip only; bus passes for the service are not available.

Scheduling

Trips on the paratransit service can be scheduled up to 14 days in advance. If possible, requests for same day transportation will be accommodated.

Coordinated Transportation

OVRTA occasionally sells tokens and bus passes to local agencies, including the United Way and WV DHHR, who in turn distribute these to their consumers. OVRTA accepts the tokens and passes as payment for trips.

OVRTA is very aware of the needs and gaps in service in the area and has worked hard over the years, within its available resources and other constraints, to address the needs. Attempts at coordination among transportation providers in the area have been explored over the years, but no real coordination of service has been realized. Federal labor provisions under which OVRTA operates may limit OVRTA's ability to participate in contracted service arrangements. However, OVRTA remains willing to discuss all coordination opportunities with organizations in the service area.

Funding

The Ohio Valley Regional Transportation Authority (OVRTA) is funded by a local levy, Sections 5307 and 5339 funding, and local fare revenues. The local property tax is the authority's primary source of funding and provides the majority of the local match for grants. OVRTA sells, and accepts as payment for trips, tokens and bus passes to local agencies for distribution to their clients.

If additional funding became available, OVRTA would continue to update the fleet and further explore the feasibility of expanding routes and extending operating hours.

WETZEL COUNTY COMMITTEE ON AGING

Wetzel County Committee on Aging is a private non-profit agency funded through the Area Agency on Aging with Federal and State funding that provides services for daily living for adults 60 years of age and older, individuals with disabilities, and veterans in Wetzel County. The agency operates nutrition programs, senior activities, and transportation.

The agency operates eight transportation vehicles, two of which are wheelchair accessible. The primary trip purpose of agency customers is Non-Emergency Medical Transportation and transportation service to the senior center as well as social, recreational, and shopping trips.

Wetzel County Committee on Aging	
Programs:	Transportation, Senior Nutrition
Client Eligibility:	Adults age 60 and Older, Individuals with Disabilities, Veterans
Hours/Days of Service:	8:00 AM to 4:00 PM Monday – Friday
Mode of Services:	Door-to-Door, Demand Response
Transportation Staff:	Information Not Provided
Annual Trips Provided:	Information Not Provided
Annual Transportation Cost:	Information Not Provided
Cost per Passenger Trip:	Information Not Provided
Funding Sources for Transportation:	Title III-B, Medicaid, United Way, Local Funding, Section 5310

Schedule and Service Area

The transportation service is operated throughout Wetzel County, using one minivan, two converted vans equipped with wheelchair lifts, two four-wheel drive vehicles, and two 12-passenger vans. The hours of transportation are Monday through Friday, 8:00 AM to 4:00 PM. Transportation services are provided door-to-door. Drivers assist passengers as needed.

Fare Structure and Eligibility

No fares are charged, however, there is a suggested donation. The agency serves adults age 60 and older, individuals with disabilities, veterans, and people with low incomes in Wetzel County.

Scheduling

Passengers are encouraged to call as far in advance as possible. The agency’s policy requires a 24-hour notice, but same day trips reservations can be taken if space is available.

Coordination

Wetzel County Committee on Aging does not formally coordinate. However, it does send its drivers to training groups with other agencies and transit services in the region. They also work with their clients to provide referrals whenever the agency cannot provide the trip.

Funding

The agency is a recipient of Title III-B of the Older Americans Act, Medicaid reimbursement for Non-Emergency Medical Transportation, United Way, Local Funding and, Section 5310.

RUSSELL NESBITT SERVICES, INC./WHEELING AREA TRAINING CENTER FOR THE HANDICAPPED (WATCH)

Russell Nesbitt Services, Inc./Wheeling Area Training Center for the Handicapped (WATCH) is a private, non-profit organization located in Wheeling. The agency provides job training, day treatment, employment, and transportation assistance to individuals with disabilities in and around Wheeling. Russell Nesbitt/WATCH provides a variety of services to individuals with disabilities in the Wheeling area. Ten vehicles are operated countywide in Ohio, Marshall, and Wetzel Counties.

Russell Nesbitt Services, Inc./WATCH	
Programs:	Job Training, Employment, Job Support, Transportation
Consumer Eligibility:	Individuals with disabilities
Hours/Days of Service:	7:30 AM to 3:30 PM, Monday - Friday
Mode of Services:	Curb-to-Curb Demand Response
Transportation Staff:	Information Not Provided
Annual Trips Provided:	Information Not Provided
Annual Transportation Cost:	Information Not Provided
Funding Sources for Transportation:	Information Not Provided

Schedule and Service Area

Transportation services are available from 7:30 AM to 3:30 PM, Monday through Friday. The agency operates two minivans, seven accessible vans, and one light duty bus. Services are available to consumers living in Ohio, Marshall, and Wetzel Counties. Consumers are transported from their home to the Russell Nesbitt and the Watch Sheltered Workshop facilities where consumers receive services and perform various contracted work services.

Fare Structure and Eligibility

Transportation services are limited to agency consumers and there are no fares.

Scheduling

Consumers are listed as standing order and utilize transportation services to get to and from employment.

Funding

No information provided.

OTHER STAKEHOLDERS

Bel-O-Mar Regional Council

The Bel-O-Mar Regional Council is responsible for transportation planning in the Region, including Ohio and West Virginia counties. As such, the Council deals with the transportation needs and gaps in service. While there is some coordination occurring in the region, there is opportunity for more. Continued efforts to inform and educate local agencies and officials will help with the progress of coordinated transportation efforts in the region.

Greyhound Bus Lines

The Greyhound station that serves Region X is located at 1207 Market Street in Wheeling. Hours of operation are listed in Exhibit III.1. Please note that hours are subject to change.

Exhibit III.1: Greyhound Operation Hours

Days	Hours of Operation
Monday - Friday	8:30 AM - 6:00 PM
Saturday	9:00 AM- 12:00 PM

Source: Greyhound Bus Lines; www.greyhound.com

Wheeling Housing Authority

The Wheeling Housing Authority is a public housing authority that provides housing opportunities to low-income individuals. The agency does not provide transportation directly to its residents, nor does it purchase transportation from other providers. However, it does provide assistance to residents interested in becoming self-sufficient by linking them with potential job

opportunities. Because of their income, many have transportation needs that are not met. The agency indicated that, sometimes, the limited routes and service times creates a barrier to finding meaningful employment.

The Wheeling Housing Authority sees expanded service routes/times to areas where employment opportunities are high, on call service for working persons who work non-traditional hours, and coordination of ride sharing opportunities as important to improving access for transportation disadvantaged individuals in the Region.

Greater Wheeling Coalition for the Homeless

The Greater Wheeling Coalition for the Homeless does not routinely provide transportation services to its clients located in the agency's five county region. In the past, to assist those where OVRTA had runs, the agency purchased tokens from OVRTA and offered them to agency consumers to attend required appointments. This practice proved to be too costly and cumbersome to operate, therefore, the practice ended in 2014. During some years, the agency spent over \$10,000 on OVRTA tokens for its consumers.

The agency, its clients and others in the community identify access to transportation as one of the largest barriers present among the homeless community. Individuals who are homeless need transportation services to work, school, and required medical treatments. The continued sprawl of service and employment centers into the Wheeling suburbs and beyond the existing transit system service area is creating a growing gap between homeless shelters and low-income residential areas and employment or shopping areas.

The agency identified several necessary service improvements. More daily transportation services both in frequency and hours of operation are needed. There are no late evening options to cater to later employment shifts and no to very limited service between the following points: Moundsville and Wheeling, Weirton and Wheeling, St. Clairsville and Wheeling and the Highlands and Wheeling. The limited schedule severely impedes access to medical care and employment. All of OVRTA's routes and service hours are greatly needed, but Sunday service in particular is a great need among the homeless population. Also, the addition of bus shelters would be an improvement to safety over the existing open stops.

Hometown Transportation, LLC.

Hometown Transportation is a private company that provides Non-Emergency Medical Transportation (NEMT) in and around Moundsville. It is located in Moundsville, WV.

SUMMARY OF TRANSPORTATION SERVICES

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

**Exhibit III.2
Transportation Service Matrix**

County	Public Transportation	Senior Transportation	Transportation for Individuals with Disabilities	Veterans	Intercity Transportation
Ohio	x	x	x		x
Marshall	x	x	x		x
Wetzel		x	x	x	

Exhibit III.3 identifies the organizations that provide transportation in the Region. The list includes public, private, and non-profit organizations. Within the table the number of vehicles, the types of services, the service area, service hours, and funding sources are identified for each provider.

There are 72 passenger transportation vehicles in Ohio, Marshall, and Wetzel counties that are operated by seven public and non-profit agencies, not including private limousine, Greyhound Bus, taxi companies, and non-profit organizations that did not disclose their fleet inventory. The majority of transportation services are available on weekdays between 8:00 AM and 4:00 PM. Weekend and evening transportation is available on a more limited basis. All of the identified vehicles are used to transport older adults, people with low incomes, individuals with disabilities, and/or the general public, many of who are registered as consumers of the organizations identified as transportation stakeholders. This inventory does not include school buses or Head Start vehicles.

Exhibit III.3: Provider Summary Table

Marshall County							
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
JCC Transportation Inc./Burns & Church Transportation Company	Taxi	General Public	Ohio and Marshall Counties	Immediate Response	24 Hours/Day 7 Days/Week	Not Reported	Passenger Fares Medicaid
Faith in Action Caregivers, Inc.	Human Service Agency	Older Adults and Individuals With Disabilities	Ohio and Marshall Counties	Demand Response	Anytime Monday – Sunday	Volunteers Use Their Personal Vehicles	Donations, Faith Based Support, Foundation Support, Fundraising
First Class Limo	Limousine	General Public	Ohio and Marshall Counties	Immediate Response	Office Hours, Monday – Friday 8:00 AM – 4:30 PM	10 Limos	Passenger Fares
Marshall County Senior Citizens Center	Human Service Agency	Older Adults and Individuals With Disabilities	Marshall County	Demand Response	8:00 AM – 4:00 PM Monday – Friday	3 Accessible Vans 3 Mini Vans	Title III-B, LIFE, Section 5310, County Funding, Donations
Northern Panhandle Head Start	Head Start	Head Start Students	Marshall, Ohio, and Wetzel Counties	Demand Response	8:00 AM – 4:00 PM Monday - Friday Weekends, As Needed	1 Sedan 6 Minivans 14 Buses	Head Start

Marshall County							
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
Ohio Valley/Eastern Ohio Regional Transportation Authority	Public Transportation	General Public	Wheeling, Bethlehem, Benwood, McMechen	Fixed Route and Paratransit	6:00 AM - 6:30 PM Monday - Saturday	13 Accessible Buses 2 Accessible Vans	Fares, Tax Levy, Sections 5307 and 5339, Agency Token and Pass Sales
Russell Nesbitt Services, Inc./WATCH	Human Service Agency	Registered Agency Consumers	Marshall, Ohio, and Wetzel Counties	Demand Response	7:30 AM - 3:30 PM Monday - Friday	2 Minivans 7 Accessible Vans 1 Bus	Medicaid, Title 19
Hometown Transportation	Non-Emergency Ambulance Service	Medicaid Eligible and Non-Medicaid Eligible	Moundsville	Medical Transportation	Not Reported	Ambulance	Not Reported
Northwood Health Systems	Human Service Agency	Agency Consumers	Ohio, Marshall, and Wetzel Counties	Demand Response	8:00 AM - 9:00 PM Sunday - Saturday	22 Minivans 2 Vans 7 Accessible Vans	Section 5310, Medicaid, Agency Funding

Ohio County							
JCC Transportation, Inc./Burns & Church Transportation Company	Taxi	General Public	Ohio and Marshall Counties	Immediate Response	24 Hours/Day 7 Days/Week	Not Reported	Passenger Fares and Medicaid
Family Service Upper Ohio Valley	Human Service Agency	Older Adults and Medicaid Eligible	Ohio County	Demand Response	9:00 AM - 3:00 PM Week Days	2 Accessible Vans 2 Mini Vans 1 Van	Section 5310, Title III-B, Medicaid, Life Funds, Donations, United Way, Fundraising, Local Government
Faith in Action Caregivers, Inc.	Human Service Agency	Older Adults and Individuals With Disabilities	Ohio and Marshall Counties	Demand Response	Any Time Monday - Sunday	Volunteers Use Their Personal Vehicles	Donations, Faith Based Support, Foundation Support, Fundraising
First Class Limo	Taxi	General Public	Ohio and Marshall Counties	Immediate Response	Monday - Friday 8:00 AM - 4:30 PM	10 Limos	Passenger Fares

Ohio County							
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
Northern Panhandle Head Start	Head Start	Head Start Students	Marshall, Ohio, and Wetzel Counties	Demand Response	8:00 AM – 4:00 PM Monday – Friday Weekends, As Needed	1 Sedan 6 Minivans 14 Buses	Head Start
Northwood Health Systems	Human Service Agency	Agency Customers	Ohio, Marshall, and Wetzel Counties	Demand Response	8:00 AM – 9:00 PM Sunday – Saturday	22 Minivans 2 Vans 7 Accessible Vans	Section 5310, Medicaid, Agency Funding
Ohio Valley/Eastern Ohio Regional Transportation Authority	Public Transportation	General Public	Wheeling, Bethlehem, Benwood, McMechen	Fixed Route and Paratransit	6:00 AM - 6:30 PM Monday - Saturday	13 Accessible Buses 2 Accessible Vans	Fares, Tax Levy, Sections 5307 and 5339, Token and Pass Sales
Russell Nesbitt Services, Inc./WATCH	Human Service Agency	Registered Agency Customers	Marshall, Ohio, and Wetzel Counties	Demand Response	7:30 AM – 3:30 PM Monday - Friday	2 Minivans 7 Accessible Vans 1 Bus	Medicaid, Title 19

Wetzel County							
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
Northern Panhandle Head Start	Head Start	Head Start Students	Marshall, Ohio, and Wetzel Counties	Demand Response	8:00 AM – 4:00 PM Monday - Friday Saturdays, As Needed	1 Sedan 6 Minivans 14 Buses	Head Start
Northwood Health Systems	Human Service Agency	Agency Consumers	Ohio, Marshall, and Wetzel Counties	Demand Response	8:00 AM – 9:00 PM Sunday – Saturday	22 Minivans 2 Vans 7 Accessible Vans	Section 5310, Medicaid, Agency Funding
Russell Nesbitt Services, Inc./ WATCH	Human Service Agency	Registered Agency Consumers	Marshall, Ohio, and Wetzel Counties	Demand Response	7:30 AM – 3:30 PM Monday - Friday	2 Minivans 7 Accessible Vans 1 Bus	Medicaid, Title 19
Wetzel County Committee on Aging	Human Service Agency	Older Adults, Individuals With Disabilities, Medicaid Eligible, and Veterans	Wetzel County	Demand Response	8:00 AM - 4:00 PM Monday - Friday	1 Minivan 3 Vans 2 Accessible Vans 2 AWD Vehicles	Title III-B, Medicaid, United Way, Local Funding, Section 5310

VEHICLE UTILIZATION

From the interviewed transportation providers, a vehicle utilization chart was developed to provide an overview of when services are being provided in Region X. Exhibit III.4 outlines the times when vehicles are being utilized and identifies the hours of 8:00 AM to 4:00 PM as the overall core service time for all transportation in the region.

Needs & Gaps

ASSESSMENT OF UNMET NEEDS AND GAPS IN SERVICES

INTRODUCTION

This chapter provides documentation of the needs assessment and gap 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:
 - October 8, 2014 at the Ohio County Public Library Auditorium
 - November 5, 2014 at the Ohio County Public Library Auditorium
- ◆ Standardized interviews with stakeholders to update inventory data and information about unmet needs and changes in service since the previous coordination plan.
- ◆ Public surveys available at public libraries in each county and on-line. The public survey opportunity was also advertised in newspaper announcements.

PUBLIC AND STAKEHOLDER INVOLVEMENT

Public and Stakeholder Meetings

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

- ◆ Bel-O-Mar Regional Council
- ◆ Faith in Action Caregivers, Inc.
- ◆ Family Service Upper Ohio Valley
- ◆ Greater Wheeling Coalition for the Homeless
- ◆ Marshall County Senior Citizens Center
- ◆ Northwood Health Systems, Inc.
- ◆ Ohio Valley Regional Transportation Authority (OVRTA)
- ◆ Russell Nesbitt Services, Inc./Wheeling Area Training Center for the Handicapped (WATCH)
- ◆ WV DOT Division of Public Transit
- ◆ Wetzel County Committee on Aging
- ◆ Wheeling Dialysis Center

- ◆ Wheeling Housing Authority
- ◆ YWCA Family Violence Prevention Program

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

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

Public Survey

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

In total, 183 individuals from the Region participated in the public survey. Survey results are summarized in Table IV.1 and IV.2. The lowest response was from Wetzel County. Ohio County had the highest number of responses at 127.

Table IV.1: Public Survey Results Summary

	Marshall	Wetzel	Ohio
Total Surveys Received by County:	41	15	127
How do you manage your transportation needs?			
Drive your own car	46%	57%	40%
Walk or ride a bicycle	13%	9%	24%
Ride with family or friends	49%	48%	37%
Use an agency transportation service	31%	17%	26%
Use public transportation	13%	0%	32%
What do you need but cannot do because you do not have transportation?			
Go to Work	7%	12%	10%
Go to Medical Appointments	29%	75%	72%
Shop to Feed Yourself or Family	64%	50%	54%
Go to School (Vocational or College)	7%	13%	3%
Do Errands (Shopping or Other)	43%	38%	57%
Go to Appointments	21%	50%	34%
Attend Social Outings	43%	25%	37%
Attend Sunday Religious Functions	37%	13%	19%
Do you have any transportation Limitations?			
No	58%	64%	56%
Yes. Need access to wheelchair accessible vehicles	42%	36%	44%
Is there someone with a disability in your household that limits his or her mobility?			
No	64%	62%	67%
Yes	36%	38%	33%
Would you utilize any of the following resources for updates on this topic in the future?			
Twitter	9%	0%	6%
Facebook	64%	67%	45%
WV Department of Transportation/DPT	45%	11%	25%
Local Agency or Transit System Website	0%	0%	4%
Text Messages	36%	22%	32%
Email	45%	22%	38%
Other Social Media	0%	0%	8%

Table IV.2: Demographic Breakdown of Survey Results

	Marshall	Wetzel	Ohio
Total Surveys Received by County:	41	15	127
Age			
Under Age 15	0%	0%	0%
15 – 24 Years	0%	14%	2%
25 – 64 Years	100%	23%	40%
65 Years or Older	0%	0%	58%
Which of the following best represents your heritage?			
White (non-Hispanic)	91%	100%	89%
Black or African American	3%	0%	9%
Latino or Hispanic	0%	0%	0%
East Asian or Asian American	0%	0%	0%
South Asian or Indiana American	0%	0%	0%
Middle Eastern or Arab American	0%	0%	0%
Native American or Alaska Native	6%	0%	2%
Approximate Annual Household Income			
Less than \$10,000	53%	48%	42%
\$10,000 - \$15,000	28%	19%	40%
\$15,000 - \$20,000	3%	0%	<1%
\$20,000 - \$30,000	12.5%	29%	11%
\$30,000 - \$40,000	0%	0%	<1%
\$40,000 - \$50,000	0%	0%	2%
\$50,000 - \$60,000	0%	0%	3%
\$60,000 - \$85,000	0%	0%	<1%
\$85,000 or More	3%	5%	<1%
Is English your primary language?			
Yes	100%	99.5%	100%
No	0%	0.5%	0%

Summary of Unmet Needs and Gaps in Services

- ◆ Service in rural areas.
- ◆ Service for severely disabled in rural areas.
- ◆ Service for low income employees who live or work off of bus route – 5:00 AM to 3:00 AM for shift work 365 days per year.
- ◆ Adequate funding for out of county medical trips.
- ◆ There were many comments regarding the need for additional public transit service in the region (it was noted that additional funding is needed before any real expansion of service can occur):
 - Increase coverage to Marshall, Belmont, Brooke, Hancock Counties to include the Highlands and Ohio Valley Mall.
 - Increase hours of operation to 6:00 AM thru 3:00 AM for all service areas stated above Monday – Sunday service.
 - Offer reduced rates for folks with verification of homeless status.
 - Develop or utilize other resources in the community to help fill the service gaps.
 - Later fixed route service to locations such as Highlands and Ohio Valley Mall.
 - Greater access to federal and state money to operate expanded service and to purchase vehicles.
 - Social Service organizations need to be more willing to allow other than clients ride in vehicles.
 - Extended transit hours are needed in the evening and morning to get people to and from work. The Wheeling Highlands area is underserved for employment transportation.
 - Establish additional funding stream from countywide bus levies.
 - Increase public transit to surrounding areas of Wheeling.
 - Extended hours of transportation for workers and medical appointments.
 - More frequent trips to the Ohio Valley Mall in St. Clairsville for employment.
 - More frequent runs from Wheeling to Highlands in Triadelphia for employment.
 - Reinstated runs to Moundsville from Wheeling.
 - Extend transportation times until at least 10 PM for most routes – later would be better.
 - Consider having at least some routes available on Sundays.
 - Transportation available from 6 AM to 6 PM for medical appointments.
 - Transportation for social events and service for nursing home residents.
 - More service available in rural areas – van transportation.
 - One on one service for someone who needs assistance – someone to go with client to the appointment.
 - Transportation to state line of PA.
 - More door to door service.
 - More medical transportation service.
 - Longer hours.
 - Holiday transportation.
 - Service to more areas.

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

Coordinated Transportation Challenges

The primary challenge to coordination in Region X appears to be the lack of a unified effort to share information and lack of an advocate or lead agency to step forward and lead the effort. Human service agencies, public transit providers, nonprofit transit providers, and for profit transit providers are open to coordination and limited progress has been made, but the interest is still there, especially from the homeless community and advocacy groups.

Priorities & Goals

COORDINATED TRANSPORTATION PRIORITIES AND GOALS

PROGRESS SINCE 2011 COORDINATION PLAN

Region X has made limited progress toward achieving two of the goals established in the 2011 coordination plan. Efforts to achieve these goals include:

- ◆ Service has been maintained and increased slightly for Russell Nesbitt Services, Inc./WATCH. Transportation for homeless remains a major issue. Additional funding and service is needed for benefit enrollment, medical and employment.
- ◆ Employment transportation has increased, but still falls short for many of the organizations, including the Coalition for the Homeless, Russell Nesbitt Services, Inc./WATCH, and Family Service Upper Ohio Valley. There appear to be sufficient service jobs available, but no transportation. Early morning, year round, service in addition to out of county medical trips and service to the Highlands Mall remain an issue.

UPDATED COORDINATED TRANSPORTATION GOALS – 2015 THROUGH 2019

The primary focus for solutions in Region X remains the need to establish a strong communications network among the providers to facilitate sharing of information to hopefully result in a coordinated effort that would lead to expanded service in the Region. Obtaining funding for a Mobility Manager, was listed as a high priority for initiating and sustaining regional coordination efforts.

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, Bel-O-Mar, the Region X Council, the WV DOT/DPT, and participating human service agencies, senior centers, and organizations serving and representing the homeless population. The goals are not listed in order of priority, but the priority level is assigned to sub-categories within each goal.

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

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

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

Table V.1: Goals and Needs Matrix

Goals	Categories of Unmet Transportation Needs/Gaps					
	Increase Awareness of Available Transportation Services	Expanded Hours and Service Areas for Public Transportation	Better Coordination of Existing Resources	Access to Medical Facilities	Employment Transportation, Especially Earlier and Later Hours	Access to Major Retail Areas
Goal #1 Improve Communication Among Organizations in the Region	X		X			
Goal #2 Develop Coordinated Outreach	X	X	X	X	X	X
Goal #3 Increase Self-Sufficiency	X	X	X	X	X	X
Goal #4 Expand Access to Employment	X	X	X	X	X	X

In addition to the goals listed below, the Region XI 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: 1 Improve Communication Among Organizations in the Region.

Objectives:

- ◆ Ensure All Human Service Agencies and Public Transit Providers are Knowledgeable About the Transportation Services, Schedules, and Eligibility.
- ◆ Establish a Method of Effective Communication for Sharing of Information Among All Human Service Agencies, Public Transit Providers, and Community Leaders.

Goal #2: Develop Coordinated Outreach Efforts.

Objectives:

- ◆ Ensure that the General Public and Agencies or Organizations that Serve the Targeted Population are Knowledgeable About Transportation Providers and Services.
- ◆ Hire a Mobility Manager to coordinate available services and assist transit dependent individuals

Goal #3: Increase Self-Sufficiency for all Populations of the Region.

Objectives:

- ◆ Expand the Service Area for Public Transportation.
- ◆ Remove Perceived Eligibility Barriers to Allow Increased Access to Service for all Populations.

Goal #4: Expand Access to Employment.

Objectives:

- ◆ Support Employment Opportunities and Economic Development by Providing Transportation to and from Work or Job Training and Education Opportunities.
- ◆ Assist People with Low Incomes, Including the Homeless Population.

GOALS AND STRATEGIES

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

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

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

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

ACTION STEPS

Goal #1: 1 Improve communication among organizations in the region.

Action Steps:

Step 1: Distribute the Updated Coordinated Public Transit-Human Services Transportation

Plan. Once formally adopted, the updated Coordinated Public Transit-Human Services Transportation Plan will be distributed among all stakeholders and agencies in the region, including those participating in the plan update, all local governmental entities, etc. The Plan will be posted to stakeholder websites, including the West Virginia DPT's website. Where possible, the Plan should be added to all applicable meeting agendas in the area for discussion of the plan.

Step 2: Create a Coordinated Transportation Coalition (CTC) with Appropriate Membership and

Meet Quarterly. A Coordinated Transportation Coalition (CTC) will be developed from stakeholders participating in the planning process. Leadership will be determined (Chair, Co-Chair, Secretary, etc.) and, at minimum, a quarterly meeting schedule will be developed. Assignments and subcommittees will be developed based on the goals and objectives set forth in this Plan.

Step 3: Establish an effective communication network among coordination partners that includes a Resource Guide and electronic method of information sharing.

Develop a Resource Guide that can be posted electronically and easily updated so that all partners are aware of the services available and coordination opportunities in the Region. Then, establish an electronic method of communication such as mass e-mail, secure Facebook or LinkedIn sites to allow for quick and easy sharing of information with all partners and also allow partners to get information and feedback quickly.

Step 4: Develop a Coordinated Funding Mechanism to Support Operation of A Cost-Efficient and Customer-Focused Transportation Call Center.

A customer-focused, centralized call center would enhance the ability to provide more, cost-efficient, and unduplicated transportation in the Region. Contact with the WVDOT/DPT should be made to determine if Section 5310 funding would be an appropriate source of funding. A lead agency for the call center would need to be established.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Distribute the Updated Coordinated Plan.	CTC Partners	Near-Term	<ul style="list-style-type: none"> ▪ Plan is adopted. ▪ Number of Updated Plans distributed. ▪ Number of websites on which the Plan is posted. ▪ Number of meetings where the Plan is discussed.
Step 2: Create a Coordinated Transportation Coalition (CTC) with appropriate membership; establish quarterly meeting schedule	Lead Agency(ies)	Near-Term	<ul style="list-style-type: none"> ▪ Coalition is formed. ▪ Leadership is decided (chair, co-chair, etc.) ▪ Quarterly meeting schedule is established. ▪ Meetings begin. ▪ Assignments and subcommittees assigned/developed.
Step 3: Establish communication and information sharing network	CTC and all stakeholders	Near-Term	<ul style="list-style-type: none"> ▪ Resource guide is developed. ▪ Number of Guides distributed. ▪ Email list of all stakeholders is developed and distributed. ▪ Secure Facebook and/or LinkedIn accounts are established. ▪ Number of email notices sent/events posted.
Step 4: Develop a coordinated funding mechanism to support operation of a cost-efficient and customer-focused transportation call center	CTC, if formed. If not, lead agency	Long-Term	<ul style="list-style-type: none"> ▪ WVDOT/DPT is contacted to discuss Section 5310 or other funding. ▪ Lead agency is designated Funding is secured. ▪ Funding is used to establish call center. ▪ Call center becomes operational.

Goal #2: Develop coordinated outreach efforts.

Action Steps:

Step 1: Participating Agencies will Collaborate and Develop Shared Marketing and Outreach Opportunities and Approaches to Educate the Public about Safe Transportation Options.

(i.e., PSAs, Pamphlets, etc.) An obstacle to coordinating transportation can often be a misconception and/or fear that the transportation services may not be safe for certain clientele. A proactive step in dispelling these misconceptions is to develop a marketing piece that describes the transportation services available, the agencies that provide them, who the services are for, how the services are provided, the availability of trained drivers and safe vehicles, etc. This information can be communicated by pamphlets, brochures, public service announcements, addressing various groups and meetings, etc.

Step 2: Create a New or Enhance an Existing Resource with Complete Information about Transportation Options. Include Fares, Hours of Operation, Service Area, Eligibility, Accessibility, Contact Information, Etc., Printed and/or Electronic.

The next step to communicating information regarding available transportation services to the public is to develop a companion brochure that lists all transportation providers and services in the region, their fares, hours of operation, any eligibility criteria, how to access the services, accessibility features of the service. This information would be made available in printed form and electronically.

Step 3: Apply to WVDPT for funding to support a mobility manager for the region. Mobility management is a strategic approach to service coordination and customer service which enhances the ease of use and accessibility of transportation networks. Mobility management can expand the range of viable options that communities have for transportation. Any agency can take on mobility management activities, but designating a designated mobility manager whose job is only to pursue coordinated, mobility management activities within the region has the potential to more quickly move transit agencies toward collaboration with other transportation providers.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Develop shared marketing and outreach opportunities and approaches to educate the public about	CTC, if formed, if not lead agency	Near-Term	<ul style="list-style-type: none"> ▪ PSAs, pamphlets, etc. are developed. ▪ Outreach opportunities are identified (meetings, conferences, events, etc.). ▪ Number of meetings, conferences, events attended to address transportation and safety. ▪ Number of PSAs made, brochures, pamphlets, etc. distributed.

safe
transportation

Step 2: Create a new or enhance an existing resource (paper and electronic) with complete information about transportation options, including all service information (fares, hours, service area, etc.)	CTC, if formed. If not, lead agency.	Near-Term	<ul style="list-style-type: none">▪ Transportation brochure is developed that describes all transportation services available in the region.▪ Number of meetings, conferences, attended to distribute the brochure.▪ Number of brochures distributed.▪ Number of websites on which the brochure is posted.
Step 3: Apply for funding for a Mobility Manager	A lead agency must take on the responsibility of establishing the Mobility Manager position	Mid-Term and On-going	<ul style="list-style-type: none">▪ Mobility Manager job description is developed.▪ Funding application is developed and submitted to the WV DPT.▪ Funding is secured.▪ Local matching funds (20%) are secured.▪ Mobility Manager is hired.

Goal #3: Increase Self-Sufficiency for all Populations of the Region.

Action Steps:

Step 1: Extend Demand Response Public Transit Service into Wetzel County and All Communities Outside of Wheeling, Focusing on Employment Transportation. A needs assessment should be conducted to explore the reality of expanding public transit.

Step2: Expand the use of Section 5310 vehicles to include other populations (low income) within the allowable guidelines of the Section 5310 Program. Contact the WVDOT/DPT for written confirmation to share with all partners that other populations (low income) can be transported on Section 5310 vehicles as long as the transportation needs of older adults and individuals with disabilities are being met. Share this information with all partners to coordinate trips for low income

as can be accommodated by existing Section 5310 vehicles. Include these types of coordination efforts to support future Section 5310 applications.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Extend public transportation (employment focused) into Wetzel County	CTC and/or Mobility Manager, if hired	Mid-Term	<ul style="list-style-type: none"> ▪ Scope of work for a needs assessment is developed, focusing on employment transportation. ▪ Funding for needs assessment, if necessary, is secured. ▪ Entity to conduct needs assessment is identified. ▪ Needs assessment is conducted. ▪ Service and funding plans are developed. ▪ Service is initiated.
Step 2: Expand the use of Section 5310 vehicles to other populations within the allowable Section 5310 guidelines	CTC and/or Mobility Manager, if hired	Near-Term	<ul style="list-style-type: none"> ▪ Written confirmation on acceptable Section 5310 vehicle use is received. ▪ Number of additional trips provided for individuals with low income are provided. ▪ Future applications include these types of coordination efforts to ensure the effective utilization of Section 5310 vehicles.

Goal #4: Expand Access to Employment.

Action Steps:

Step 1: Work-related and Economic Development Transportation Services will be Developed and/or Expanded, as Appropriate. Potential services to expand access to employment will include carpools, vanpools, car loans, voucher programs, employer sponsored transportation, and demand response services.

Step 2: Transportation Providers and Participating Agencies will Negotiate Opportunities for Implementing a Transit Voucher. In order to assist people with low incomes in the job hunting process and/or to maintain employment, a voucher program will be initiated. Vouchers are tickets that eligible riders who are transportation disadvantaged can exchange for a ride. Funded by one or more agencies, in this case by the Region X CTC, vouchers guarantee that a transportation provider will be paid for the ride. Vouchers can be used to pay for a portion of or the entire cost of the trip.

Voucher programs can give people, in particular those living in rural areas, choice and control in managing their lives.

Step 3: Expand Public Transit Hours of Operation. An expansion of public transit hours must be based on a needs assessment, as any additional funding for this type of service would require justification to support the need for the funding. This needs assessment could be conducted through the services of a private consultant, the local planning agency, or a local university. The possibility of expanding this service through coordination with other providers, most likely through the execution of contracts or service agreements, will be explored. *(Note: While OVRTA, the local public transit system, is very supportive of coordination as a solution to addressing transportation needs in the region, it may be constrained not only by available funding, but also by its local employee labor union agreement in participating in the type of services described in this step. Therefore, any participation by OVRTA in this area would require additional research.)*

Step 4: Expand Public Transit Hours of Operation Through Vehicle Sharing or Driver Sharing Agreements between Agencies. Once the needs assessment has been conducted in Step 3, the possibility of expanding this service through vehicle sharing and driver sharing with other members of the CTC. *(Note: While OVRTA, the local public transit system, is very supportive of coordination as a solution to addressing transportation needs in the region, it may be constrained not only by available funding, but also by its local employee labor union agreement in participating in the type of services described in this step. Therefore, any participation by OVRTA in this area would require additional research.)*

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Work-Related and Economic Development Services Are Developed	CTC or Mobility Manager, if hired	Mid-Term	<ul style="list-style-type: none"> ▪ Explore all options; determine those best suited to the Region. ▪ Services are chosen and a service plan is developed. ▪ Funding is secured. ▪ Availability of the expanded services is publicized. ▪ Number of additional employment trips provided. ▪ Service is monitored via survey.
Step 2: Transportation Voucher Program is Initiated	CTC or Mobility Manager, if hired	Mid-Term	<ul style="list-style-type: none"> ▪ Voucher Program is designed. ▪ Funding is secured, including the required 20% local match. ▪ Program is publicized. ▪ Number of vouchers distributed and redeemed.

Step 3: Public transit service hours of service are expanded through coordination	CTC or Mobility Manager, if hired, with Region's public transit system	Mid-Term	<ul style="list-style-type: none"> ▪ Funding for needs assessment is secured, if applicable. ▪ Entity to conduct the needs assessment is identified. ▪ Needs assessment is conducted. ▪ Expansion plan developed. ▪ Expansion option(s) selected. ▪ Funding is secured, including the required local match. ▪ Service agreements are executed. ▪ Number of additional hours of service provided. ▪ Number of additional trips provided.
Step 4: Expansion of public transit hours through driver/vehicle sharing	CTC or Mobility Manager, if hired with the Region's public transit system	Mid-Term	<ul style="list-style-type: none"> ▪ Needs assessment is conducted. ▪ Agencies identified for possible driver and/or vehicle sharing. ▪ Expanded service plan is developed. ▪ Service agreements developed. ▪ Funding is secured, including the required local match, if applicable. ▪ Expansion is initiated. ▪ Number of additional drivers and/or vehicles available for the service. ▪ Number of addition hours of service provided. ▪ Number of additional trips provided.

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) Section 5311 program require a 50 percent local match. Capital funding from the Section 5311 program as well as the Section 5310 program requires a 20 percent local match. This includes the purchase of transportation services (contracted services) funding eligible under the Section 5310 program. It is noted that Mobility Management is considered a capital expense and is eligible for Federal funding at 80 percent. Local match for operating and capital expenses may be derived from any non-U.S. Department of Transportation program, including Federal, State, and local programs and contributions. The contributions for transportation

activities, such as transportation to employment, may also be derived from local and regional businesses that will benefit from the program. Similarly, funding to support recurring trips, such as dialysis, may be derived in part or in total from local hospitals and treatment clinics, among other sources.

CONCLUSIONS

Inventory results indicate that there are transportation operators that serve older adults and individuals with disabilities throughout each county in the region. However, resources for public transportation are more limited, especially in Marshall and Wetzel Counties. 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.

The first Goal for this plan is for the establishment of a Coordinated Transportation Coalition. This CTC must be a proactive group with active members in order to achieve the goals and objectives outlined in this Plan. Also recommended is participation in State-wide transit groups to facilitate information sharing and networking.

Several recommended actions, such as developing marketing brochures and pursuing opportunities to publicize the availability of transportation resources in the Region require little, if any, additional funding. Other recommended actions, such as expanding hours of service and implementing a coordinated call center may not only require additional funding, but also a significant work effort in the form of a needs assessment. This funding may come from a combination of Federal, State, and local dollars. Local support could come from a combination of all participating agencies; when each agency contributes a small portion, it could add up to the necessary 20% local match needed to hire a Mobility Manager. Mobility management efforts are considered capital expenses under the Federal Transit Administration (FTA) programs, making them available for up to 80% funding.

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



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

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

September, 2015

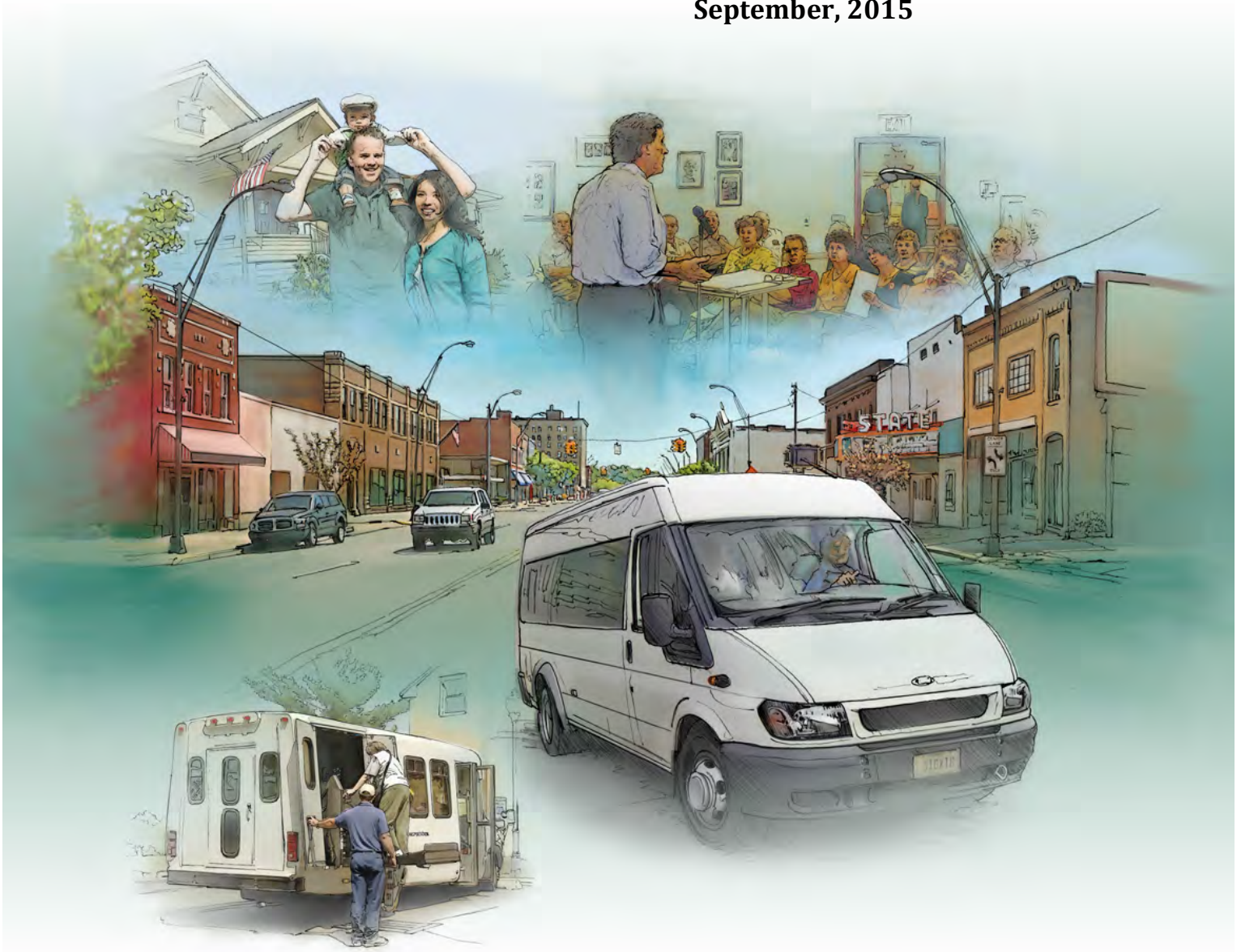


Table of Contents

Appendix A:

Outreach Summary Check Sheet.....	A-1
Newspaper Announcements Meeting 1 and 2.....	A-3
Contact List.....	A-5
Invitations and Flyers	A-8
Meeting 1 and 2 Sign-In Sheets.....	A-14
Meeting 1 and 2 Presentations	A-19
Public Survey.....	A-33

Appendix B: Signatures of Adoption

Focus Group

Stakeholder and General Public Meetings

Date: Meeting 10/8/2014

Location: Ohio County Public Library

Meeting 2: 11/5/2014

Location: Ohio County Public Library

Invitations Distributed

- U.S. Mail: Meeting 1: 09/25/2014 Meeting 2: 10/20/2014
- Email: Invitations emailed to Section 5310 and Section 5311 recipients
- Web Posting:
- Newspaper Notice: The Intelligencer/Wheeling News Register
- 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: 12

Meeting 2: 10

- Invitation letter and mailing list attached.
- Copies of flyers, brochures, etc.
- Copy of Public Notice from each newspaper in which it appeared
- Copy of email invitation and mailing list attached.
- Sign-in Sheets attached.
- Copy of web posting (if available)
- Focus Group Summary Included in Report

Surveys

Date(s) Surveys Were Distributed:

- U.S. Mail
- Web Posting
- E-mail Upon request
- Other (please specify): Announced at meetings and posted at Public Libraries
- Newspaper Notice:
- Radio/TV PSAs:
- Distributed in local community/senior centers, etc.
- Information was provided in alternative formats, upon request.

Number of Surveys Distributed: 150 paper (approximately) and also available on-line

Number of Surveys Returned: 185

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 Marshall, Ohio, and Wetzel Counties. The meeting will be on **October 8, 2014, 1:30 PM to 3:30 PM at the Ohio County Public Library Auditorium, 52 16th St, Wheeling, WV 26003**. The agenda includes a discussion of the content of the current plan, unmet transportation needs, existing coordination efforts, and an action plan for improving coordination efforts in the region over the next 4 years. The public is strongly encouraged to attend. Please also complete the public survey at <https://www.surveymonkey.com/s/WVMOBILITY> or at your local library. Agencies who receive or intend to receive funding under the Federal Transit Administration Section 5310 Program must participate in coordination planning. RSVP by October 7 to (800)684-1458. Light refreshments served. Facility is accessible. If language translation or transportation to the meeting are needed, please call in advance.

The West Virginia Division of Public Transit is conducting a regional coordinated public transit-human services transportation plan meeting for Marshall, Ohio, and Wetzel Counties. The meeting will be on **November 5, 2014, 2:00 PM to 4:00 PM at the Ohio County Public Library Auditorium, 52 16th St, Wheeling, WV 26003**. The agenda includes a discussion of the content of the current plan, unmet transportation needs, existing coordination efforts, and an action plan for improving coordination efforts in the region over the next 4 years. The public is strongly encouraged to attend. Please also complete the public survey at <https://www.surveymonkey.com/s/WVMOBILITY> or at your local library. Agencies who receive or intend to receive funding under the Federal Transit Administration Section 5310 Program must participate in coordination planning. RSVP by November 4 to (800)684-1458. Light refreshments served. Facility is accessible. If language translation or transportation to the meeting are needed, please call in advance.

Organization	Name	Address	City	State	Zip
Affordable Elderly Home Care		PO Box 223	Glen Dale	WV	26038
Aids Task Force	Jay Adams	PO Box 6360	Wheeling	WV	26033
Anthem Home for Aged	George Dakovic	1387 National Rd.	Wheeling	WV	26003
Benwood-McMechen Housing Auth.	Cindy Tribett	2200 Marshall St.	Benwood	WV	26031
Bishop Hodges Continuous Care	Laurie Thomas	Medical Park	Wheeling	WV	26003
Brookpark Place Apartments	Sister Constance Dodd	1290 National Road	Wheeling	WV	26003
Catholic Charities		125 18th St.	Wheeling	WV	26003
CHANGE, Inc.	Jeff DeStefano, Trans. Manager	3136 WeSt. St.	Weirton	WV	26062
City Manager of Wheeling	Robert Herron	1500 Chapline St. # 302	Wheeling	WV	26003
City of Benwood	Mayor Kuca	430 Main St.	Benwood	WV	26031
City of Cameron	Mayor, Julie Beresford	44 Main St.	Cameron	WV	26033
City of Glen Dale	Mayor, David Blazer	402 Wheeling Ave.	Glen Dale	WV	26038
City of McMechen	Mayor	47 9th St.	McMechen	WV	26040
City of Moundsville	Mayor Eugene Saunders	800 6th St.	Moundsville	WV	26041
City of Moundsville	City Manager, Deanna Hess	800 6th St.	Moundsville	WV	26041
City of New Martinsville	Mayor	191 Main St.	New Martinsville	WV	26155
City of Wheeling	Mayor Andy McKenzie	300 Betty St.	Wheeling	WV	26003
Community Child Care Center		1136 Eoff St.	Wheeling	WV	26003
Country Home	Joel Palez	800 5th St.	Moundsville	WV	26041
Country Junction Childcare		725 Fairmont Pike	Mt. Olivet	WV	26003
Cradle to Crayons		2606 National Rd.	Wheeling	WV	26003
Dental Clinic	West Liberty State College	Rt 88	West Liberty	WV	26074
Easter Seals Association	Lori Untch	1305 National Rd.	Wheeling	WV	26003
Elmhurst	Jamie Crow	1228 National Road	Wheeling	WV	26005
Elmhurst, House of Friendship	Cheryl Jones	1228 National Rd.	Wheeling	WV	26003
Faith In Action Caregivers	Jeanette Wojcik	38 N 4th Street	Martins Ferry	OH	43935
Family Service - UOV	June Leindecker, CEO	51 Eleventh St.	Wheeling	WV	26003
Florence Crittendon - Wellsprings Family Services		2606 National Rd.	Wheeling	WV	26003
Florence Critteton Services		2606 National Rd.	Wheeling	WV	26003
FRN Marshall County	Stacie Dei	2200 Marshall Suite, Suite 18	Benwood	WV	26031
FRN-Ohio	Deb Allen	3700 Wood St.	Wheeling	WV	26003
Good Shepherd Nursing Home	Don Kirsch	159 Edgington Lane	Wheeling	WV	26003
Greater Wheeling Homeless Coalition	Lisa Badia	84 15th St.	Wheeling	WV	26003
Hillcrest Mental Health	OVMC	2000 Eoff St.	Wheeling	WV	26003
Home for Men	Sarah McKeever	1700 Warwood Ave.	Wheeling	WV	26003
House of the Carpenter	Diane Bell	200 South Front St.	Wheeling	WV	26003
Howard Long Wellness Center	Joe Slavik	Medical Park	Wheeling	WV	26003
Kids and Crayons Childcare		1610 Warwood Ave.	Wheeling	WV	26003
Kids Club Daycare		141 Key Ave.	Wheeling	WV	26003
Kings Daughter's ELF Center	William Gossett	61 13th St.	Wheeling	WV	26003
Laughlin Chapel	Jim Ellison	PO Box 6195 1/2 18th St.	Wheeling	WV	26003
Marshall County Commission		PO Box Drawer B	Moundsville	WV	26041

Organization	Name	Address	City	State	Zip
Marshall County DHHR		400 Teletech Drive, Suite 2	Moundsville	WV	26041
Marshall County Health Dept		6th St. & Court Ave.	Moundsville	WV	26041
Marshall County Senior Citizens Center	Joyce Howard, Director	805 5th St.	Moundsville	WV	26041
Mason Rehab Center		Community Street	Wheeling	WV	26003
Montani Towers	Linda Stiles	940 Market Street	Wheeling	WV	26006
Moundsville Housing Authority	Brad West	511 Tenth St.	Moundsville	WV	26041
Moundview Nursing Home		2200 Floral St.	Moundsville	WV	26041
Mountani Towner	Linda Stiles	940 Market St.	Wheeling	WV	26003
New Martinsville Health Care Center		225 Russell Ave.	New Martinsville	WV	26115
New Martinsville Towers		191 North State Route 2	Wheeling	WV	26155
Northwood Health Systems	Tina Derksen, Controller	PO Box 6400, 111 19th St	Wheeling	WV	26003
Oglebay Village Apartments	Carol Glass	220 Village Lane	Wheeling	WV	26003
Ohio County Commission		1500 Chapline St. # 215	Wheeling	WV	26003
Ohio County DHHR	Jan Gouge	PO Box 6165	Wheeling	WV	26003
Ohio County Health Dept		1600 Chapline St.	Wheeling	WV	26003
Ohio Valley Medical Center	Social Services Dept	2000 Eoff Street	Wheeling	WV	26003
Ohio Valley Regional Transportation Authority	Tom Hvizdos	21 South Huron St.	Wheeling	WV	26003
Orchard Park Child Care Center	Louise Patee	1 Orchard Park Rd.	Wheeling	WV	26003
Peterson Rehabilitation and Nursing Home		1600 Homestead Ave.	Wheeling	WV	26003
Petroplus Towers	Brenda Hetzel	1414 National Road	Wheeling	WV	26003
Petropolis Towers	Carla Wojtasek	1313 National Road	Wheeling	WV	26003
Providence Greene	Manager	8 - 5 th Street	Wheeling	WV	26008
REM WV Inc.	James Ketzhaul	748 McMechen St.	Benwood	WV	26031
Reynolds Memorial Hospital		800 Wheeling Ave.	Glen Dale	WV	26038
RSVP Program	Kimberly Lee	51 11th St.	Wheeling	WV	26003
Russell Nesbitt Services	Brian Breyer, Exec. Director	431 Fulton St.	Wheeling	WV	26003
Salvation Army		16th St.	Wheeling	WV	26003
Upper Ohio Valley Sexual Assault Help Center		PO Box 6764	Wheeling	WV	26003
Social Security Administration	Curtis Brown	123 16th St.	Wheeling	WV	26003
St. Johns Home	Terry McCormick	141 Key Ave.	Wheeling	WV	26003
St. Paul's Terrace Apartments		1 Mollahan Drive	Wheeling	WV	26003
Tender Loving Care and Hospice		1221 Warwood Ave.	Wheeling	WV	26003
The Salvation Army		100 16th St.	Wheeling	WV	26003
The Seeing Hand Assoc	Alvin Schaffer	750 Main St.	Wheeling	WV	26003
The Wheeling Soup Kitchen	Becky- Shilling Rodocker	1600 Eoff St.	Wheeling	WV	26003
Town of Hundred	Mayor	PO Box 1100	Hunderd	WV	26575
Town of Pine Grove		PO Box 286	Pine Grove	WV	26419
Town of Smithfield	Mayor	PO Box 67	Smithfield	WV	26437
Town of Triadelphia	Mayor	PO Box 177	Triadelphia	WV	26059
Town of West Liberty	Mayor	PO Box 353	West Liberty	WV	26074
United Way of Upper Ohio Valley	George Smoulder, Executive Director	51 Eleventh St.	Wheeling	WV	26003
Village of Bethlehem	Mayor	PO Box 6339	Wheeling	WV	26003

Organization	Name	Address	City	State	Zip
Village of Clearview	Mayor	187 Clearview Ave.	Wheeling	WV	26003
Village of Valley Grove	Mayor	PO Box 103	Valley Grove	WV	26060
WATCH, Inc.	Lynn Wallace	2600 Main St.	Wheeling	WV	26003
Wely Apartments	Sherry Nolan	1276 National Rd.	Wheeling	WV	26003
Wely Home for the Aged	Barb Ball	21 Washington Ave.	Wheeling	WV	26003
Wesley Park United Methodist Homes		200 Candlewick Lane	Moundsville	WV	26041
West Virginia Business College		1052 Main St.	Wheeling	WV	26300
West Virginia Northern Community College		1704 Market St.	Wheeling	WV	26003
Wetzel County Commission	Commissioners Lemon, Mason, and Gorbey	PO Box 156	New Martinsville	WV	26155
Wetzel County Committee on Aging	Mary Ash	145 Panduach Drive	New Martinsville	WV	26155
Wetzel County Hospital		3 East Benjamin Drive	New Martinsville	WV	26155
Wetzel-Tyler County Health Dept	Stacey Carney	425 S 4th St. PO Box 273	Paden City	WV	26159
Wheeling Dialysis Center	Jayne Freeman	500 Medical Park, Suite 100	Wheeling	WV	26003
Wheeling Healthrite	Kathy Brown	61 29th St.	Wheeling	WV	26003
Wheeling Hospital	Social Services Dept	Medical Park	Wheeling	WV	26003
Wheeling Housing Authority	Joyce Wolen	11 Community St.	Wheeling	WV	26003
Wheeling Station Apartment		103 Station Lane	Wheeling	WV	26003
Windsor Manor	Margaret Massey	1143 Main St.	Wheeling	WV	26003
WV Bureau of Employment Prog.		PO Box 6118 1275 Warwood Ave.	Wheeling	WV	26003
WV Rehabilitation Services	Faith Hicks	Cent Un. Bldg 14th & Market St..	Wheeling	WV	26003
YWCA Family Violence Prevention Program	Carolyn Dominguez	1100 Chapline St.	Wheeling	WV	26003
Young's Care Home		1205 2nd St.	Moundsville	WV	26041
	Will Turani	11 Woodcrest Drive	Wheeling	WV	26003
	Bernard Twigg	202 12th St.	Glen Dale	WV	26038
Bel-O-Mar Regional Council	James Benner	PO Box 2086, 105 Bridge Street	Wheeling	WV	26003
MTM	Christina Meyer	Plaza	Lake Saint Louis	MO	63367
WV DOT, Division of Public Transit	Toni Boyd	16 Hawk Ridge Dr.	Charleston	WV	25305-0432
Wheeling Area Training Center for the Handicapped	Kurt Benedict, Exec Dir	2600 Main St.	Wheeling	WV	26003
Bel-O-Mar Regional Council	Bob Muransky	PO Box 2086, 105 Bridge Street	Wheeling	WV	26003
NPWIB, Inc.	Rosemary Guida, Executive Director	1245 Warwood Ave.	Wheeling	WV	26003
WV Department of Health and Human Resources	Mark B. Patee	PO Box 6165	Wheeling	WV	26003
WV Department of Health and Human Resources	Mickie K. Hall	1236 North State Route 2	New Martinsville	WV	26155
Northwestern AAA	Lynn Williams	PO Box 2086	Wheeling	WV	26003

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 Marshall, Ohio and Wetzel
Counties.

All are invited!

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

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

October 8, 2014 from 1:30 PM to 3:30 PM at
Ohio County Public Library Auditorium
52 16th Street, Wheeling, WV

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

*Meeting Facility is Wheelchair Accessible

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



WEST VIRGINIA DEPARTMENT OF TRANSPORTATION
Division of Public Transit

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

Dear Transportation Stakeholder:

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

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

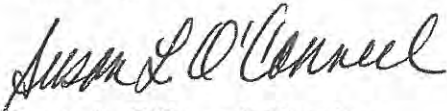
On July 6, 2012, President Obama signed Moving Ahead for Progress in the 21st Century (MAP-21), reauthorizing surface transportation programs through fiscal year (FY) 2014. The reauthorization took effect on October 1, 2012. MAP-21 included significant changes to the FTA grant programs included in your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

The DPT is working with RLS & Associates, Inc. to update the plans. A local meeting is scheduled for **October 8, 2014 from 1:30 p.m. to 3:30 p.m. at Ohio County Public Library Auditorium. All grant applications for Section 5310 that will be submitted now through FY 2018 must be clearly stated in the update. Therefore, your participation in the process is required. If you submit an application for a project not included in the plan, it may not be approved due to the requirements set by MAP-21.** If you represent an agency, please encourage your clients to attend and provide input. If you are unable to attend the meeting, please contact Laura Brown, from RLS & Associates, Inc. at (813) 482-8828 or lbrown@rlsandassoc.com.

In addition to Section 5310 recipients, organizations that receive Section 5311 funding for public transportation, as well as, private and non-profit organizations, human service agencies, and private transportation operators that serve older adults, individuals with disabilities, people with low incomes, and the general public are strongly encouraged to attend. Your attendance is important to ensuring that transportation providers are fully aware of the local transportation needs and 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 cursive script that reads "Susan L. O'Connell".

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
Marshall, Ohio, and Wetzel Counties.

Open to the Public! All are Invited!

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

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

**November 5, 2014, 2:00 PM to 4:00 PM at
the Ohio County Public Library Auditorium,
52 16th St, Wheeling, WV 26003**

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

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

The DPT is working with RLS & Associates, Inc. to update the plans. The second of two local public meetings is scheduled for **Wednesday, November 5, 2014, from 2:00 PM to 4:00 PM at the Ohio County Public Library Auditorium, 52 16th St, Wheeling, WV 26003**. The meeting will be an opportunity to prioritize the recommended goals and strategies for coordinated transportation, including Section 5310 projects, for the near future. **All grant applications for Section 5310 funding that will be submitted now through FY 2018 must be clearly stated in the recommended goals and strategies. Therefore, your participation in the process is required if you intend to apply for Section 5310 funding. If you submit an application for a project not included in the plan, it may not be approved due to the requirements set by MAP-21.** If you represent an agency, please encourage your clients to attend and provide input. If you are unable to attend the meeting, please contact Laura Brown, from RLS & Associates, Inc. at (813) 482-8828 or lbrown@rlsandassoc.com.

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

We look forward to seeing you at the local meetings.

Sincerely,

A handwritten signature in blue ink that reads "Susan O'Connell". The signature is fluid and cursive, with the first name "Susan" being larger and more prominent than the last name "O'Connell".

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

Coordinated Transportation Plan for West Virginia Region X*

October 8, 2014
Sign-In-Sheet

Please Print

Name & Agency	Agency Address	Telephone	E-Mail
Lisa Cladia Greater Wheeling Coalition for the Homeless	84 15th St Wheeling, WV 26003	304-238-4105	lbadia@wheelinghomeless.org
Carolyn Dominguez YWCA Family Violence Prevention Program	1100 Chapline St. Wheeling, WV 26003	304-232-2748	cdominguez@ywca wheeling.org
James Bennet Belmar	P.O. Box 2084 Wheeling, WV 26003	304-242-1800	jbenner@belmar.org
Tom Huizdos Ohio Valley RTA	21 S. Hudson St Wheeling, WV 26005	304-232-2190	huizdos@ovrta.org
Wayne Freeman Wheeling Dialysis Center	500 Medical Park Bldg 100 Wheeling, WV 26003	304-242-7770	
Joyce Wolen Wheeling Housing Authority	11 Community St Wheeling, WV 26003	304-242-4447	joyce@wheelingwv-hpa.org
Toni Boyd WV Div of Public Transit	Bldg 5, Room 906 1900 Kan Blvd E Charleston, WV 25305	304-558-0428	Toni.R.Boyd@wv.gov

Coordinated Transportation Plan for West Virginia Region X

October 8, 2014
Sign-In-Sheet

Please Print

Name & Agency	Agency Address	Telephone	E-Mail
JUNE L. LEINDECKER Family Service - Upper Ohio Valley	51 11th ST Wheeling WV 26003	(304) 233-2350	jleindecker@fsuvv.com
Joyce Howard Marshall County Senior Center	805 5th St Moundsville, WV 26041	(304) 845-8200	jhoward@swave.net

Coordinated Transportation Plan for West Virginia Region ~~X~~

October 8, 2014
Sign-In-Sheet

Please Print

Name & Agency	Agency Address	Telephone	E-Mail
Northwood Health Systems	111 19th Street W49, WV 26003	304-234-3500 EXT 2309	TODERKSEN@Northwoodhealth.com Tina's.
Russell Rehabilitation Services	431 Fulton Street Wheeling, WV 26003	304-232-0233	tbreyer@RNS-WATCH.ORG
WATCH, Inc	2600 Main Street Wheeling, WV 26003	(304) 232-1750	kbenedict@RNS-watch.org

Sign-In Sheet
 2014 Coordinated Public Transit-Human Services Transportation Plan Update for Region X
 Meeting 2
 November 5, 2014
 2pm to 4pm Ohio County Public Library

Name	Organization	Address	E-mail	Phone Number
Tom Huizdos	Ohio Valley RTA	Address: 21 S. Huron St. City: Wheeling Zip: 26003	huizdos@ovta.org	304 232-2190
PHIL RHEIN	GREATER WHEELING COMMUNITY FOR THE HOMELESS	Address: _____ City: _____ Zip: _____	prhein@wheelinghomeless.org	
Joyce Howard	Marshall Co Senior Center	Address: 805 5th St City: Moundsville Zip: 26041	Howard@swave.net	304- 845-8200
JUNE LEINDECKER	Family Service - Upper Ohio Valley	Address: 51 11th St City: Wheeling WV Zip: 26003	jleindecker@fsjov.com	(304) 233-2350
Tina Dillzen	Northwoods Health Systems	Address: 111 19th St City: Wheeling Zip: 26003	tdillzen@northwoodhealth.com	304-234 3500 ext 2305

Sign-In Sheet
 2014 Coordinated Public Transit-Human Services Transportation Plan Update for Region X
 Meeting 2
 November 5, 2014
 2pm to 4pm Ohio County Public Library

Name	Organization	Address	E-mail	Phone Number
Carolyn Dominguez	YWCA	Address: 1100 Chapline St. City: Wheeling, WV Zip: 26003	cdominguez@ywcawheeling.org	304-232-2748
Brian Bryer	Russell Weisbit	Address: 431 Fulton St. City: Wheeling Zip: 26003	bbryer@rws-watch.org	304-232-0237
James Benner	Bel-o-Mer	Address: 80 Box 2086 City: Wheeling Zip: 26003	jbenner@belamer.org	304 242 1800
Kurt Benedict	WATCH, Inc.	Address: 2600 Main Street City: Wheeling, WV Zip: 26003	kbenedict@rws-watch.org	(304) 232-1750
Toni Boyd	WV Div of Public Transport	Address: Bldg 5 Room 906 1900 Kan Blvd E City: Charleston, WV Zip: 25305	Toni.R.Boyd@wv.gov	304-558-0428



Moving Public Transportation
Into the Future

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

Presented October 8, 2014
by Julie Schafer, Associate RLS & Associates, Inc.

1
www.rlsandassoc.com

Meeting Objectives

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

2

Why Do We Do Coordination Plans?

Why Were Plans Developed?

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

3

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>

4

Recent History of Coordinated Transportation Plans

Participants in the 2011 Region X Plan

- ♦ Altenheim Resource
- ♦ Bel-O-Mar Regional Council
- ♦ Center for Excellence in Disabilities, West Virginia University
- ♦ Faith in Action Caregivers
- ♦ Family Services Upper Ohio Valley
- ♦ Hancock City Senior Wellness Center
- ♦ Marshall County Senior Center
- ♦ Northwood Health Systems
- ♦ Ohio Valley RTA
- ♦ Russell Nesbitt Services
- ♦ RNS- WATCH
- ♦ Steal Valley RTA
- ♦ WVDHHR

5

Recent History of Coordinated Transportation Plans

Participants in the 2011 Region X Plan

- ♦ WV DOT Division of Public Transit
- ♦ Wetzel County Senior Center
- ♦ Wheeling Dialysis Center

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

8

Important Note About MAP-21 Program Changes

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

9

Why it is Important to Participate

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

10

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)

11

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

12



Region VII Service Area

UPDATE OF CURRENT RESOURCES AND UNMET NEEDS




West Virginia Region VII Coordination Plan

13

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"

14

Existing Resources

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

15

A Review of Goals from the 2011 Plan

GOAL #1: Improve communication among public transportation providers, non-profit agencies, and for-profit companies with the intent to fill gaps in each county and the region.

GOAL #2: Address escalating costs and barriers to sharing resources, passengers, or funding.

16

Goals from the 2011 Plan (Continued)

GOAL #3: Develop and deploy effective public outreach materials and activities.

GOAL #4: Maintain at least the same level of transportation to ensure all people in the Region have a sustainable level of self-sufficiency.

17

Goals from the 2011 Plan (Continued)

GOAL #5: Address any economic development opportunities that could benefit from the support of transportation service provided by private, public, non-profit, or human service agency operators.

GOAL #6: Improve access to employment and employment-related opportunities for individuals with low incomes and the general public.

18

Goals from the 2011 Plan (Continued)

◆ GOAL #7: Develop Local, State, and Federal policy and enabling legislation, with language to encourage coordinated public and human service agency transportation among various agencies.

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: Nov 5th
- ◆ Location: ?
- ◆ 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



Questions?

FOLLOW UP QUESTIONS:

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

25
www.rlsandassoc.com



Moving Public Transportation
Into the Future

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

www.rlsandassoc.com

Meeting Objectives

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

2

Purpose of Coordination Plans?

Why Were Plans Developed?

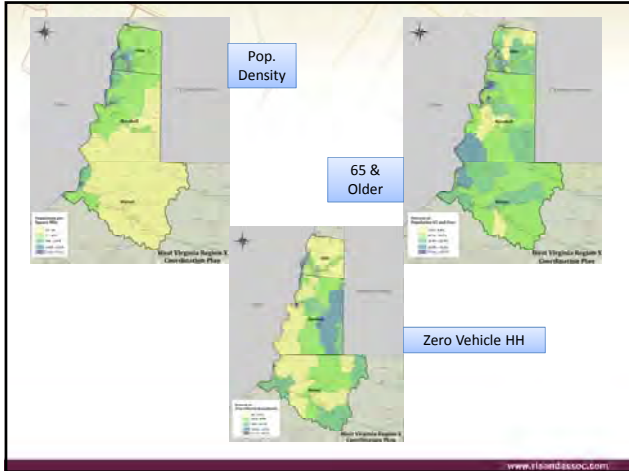
- ◆ Aim to Improve Transportation for People with Disabilities, Older Adults, and Individuals with Low Incomes
- ◆ The 2011 Plan is Out of Date with New Legislation and Must be Updated
- ◆ MAP-21 (Moving Ahead for Progress in the 21st Century) Requires that a Plan for Certain Funding Programs
 - FTA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

3

Recent History of Coordinated Transportation Plans

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

4



COORDINATED TRANSPORTATION GOALS AND STRATEGIES

- ## Purpose
- **Goals Must Be Directly Related to Unmet Transportation Needs and Gaps in Service**
 - **Section 5310 Grant Application Projects Must Be Directly Related to Goals and Needs**
 - **Goals and Strategies Must be Prioritized:**
 1. Immediate Implementation (6 mos. to 1 Year)
 2. Mid-Term Implementation (1 to 2 Years)
 3. Near-Term Implementation (2 to 3 Years)
 4. Long-Term Implementation (3 to 4+Years)
- 7

- ## Identified Unmet Transportation Needs/Challenges/Gaps
- UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED
- ☐ NEEDS IDENTIFIED DURING THE 1st MEETING
- 8

Meeting 2 PowerPoint

- Service in rural areas
- Service for severely disabled in rural areas
- Service for low income employees who live or work off of bus route – 5am to 3 am for shift work 365 days per year
- Adequate funding for out of county medical trips
- Comments for OVRTA only:
- Increase in coverage to Marshall, Belmont, Brooke, Hancock counties to include the Highlands and Ohio Valley mall.

9

- Increase hours of operation to 6am thru 3am for all service areas stated above Monday – Sunday service
- Offer reduced rates for folks with verification of homeless status
- Develop or utilize other resources in the community to help fill the service gaps.
- Later fixed route service to locations such as Highlands and Ohio Valley mall
- Greater access to federal and state money to operate expanded service and to purchase vehicles
- Social Service organizations need to be more willing to allow other than clients ride in vehicles

10

- Extended transit hours in the evening and morning to get people to and from work. Wheeling Highlands area is underserved for employment transportation,
- Establish additional funding stream from countywide bus levies
- Increase public transit to surrounding areas of wheeling
- Extended hours of transportation for workers and medical appointments
- More frequent trips to the Ohio Valley Mall in St. Clairesville for employment
- More frequent runs from Wheeling to Highlands in Triadelphia for employment
- Reinstated runs to Moundsville from Wheeling

11

- Extend transportation times until at least 10pm for most routes – later would be better
- Consider having at least some routes available on Sundays
- Transportation available from 6am to 6pm for medical appts.
- Transportation for social events and service for nursing home residents
- More service available in rural areas – van transportation
- One on one service for someone who needs assistance – someone to go with client to the appointment.

12

- Transportation to state line of PA
- More door to door service
- More medical transportation service
- Longer hours
- Holiday transportation
- Service to more areas.

13

For Wheeling Only:

- Additional bus stops needed in Elm Grove, Hil-Dar Community, currently bus stops at bottom of hill and elderly and disabled residents are not able to walk down the hill to catch the bus,
- Stops within Hil Dar would be very beneficial to residents.

14

TIME TO DEVELOP NEW COORDINATED TRANSPORTATION STRATEGIES

Strategies to Address Unmet Needs/Gaps/Challenges

REQUIRED TOPICS FOR EACH STRATEGY

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

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

16

Goal #1: Improve Communication

Objective: Ensure All Human Service Agencies and Public Transit Providers are Knowledgeable About the Transportation Services, Schedules, and Eligibility.

Strategy 1.1: Distribute the Updated Coordinated Public Transit-Human Services Transportation Plan.

Strategy 1.2: Create a Coordinated Transportation Coalition (CTC) with Appropriate Membership and Meet Quarterly.

17

Goal #1: Improve Communication

Objective: Ensure All Human Service Agencies and Public Transit Providers are Knowledgeable About the Transportation Services, Schedules, and Eligibility.

Strategy 1.3: Develop a Coordinated Funding Mechanism to Support Operation of A Cost-Efficient and Customer-Focused Transportation Call Center.

18

Goal #2: Coordinated Outreach

Objective: Ensure that the General Public and Agencies or Organizations that Serve the Targeted Population are Knowledgeable About Transportation Providers and Services.

Strategy 2.1: Participating Agencies will Collaborate and Develop Shared Marketing and Outreach Opportunities and Approaches to Educate the Public about Safe Transportation Options. (i.e., PSAs, Pamphlets, etc.)

19

Goal #2: Coordinated Outreach

Objective: Ensure that the General Public and Agencies or Organizations that Serve the Targeted Population are Knowledgeable About Transportation Providers and Services.

Strategy 2.2: Create a New or Enhance an Existing Resource with Complete Information about Transportation Options.

Include Fares, Hours of Operation, Service Area, Eligibility, Accessibility, Contact Information, Etc.

Printed and/or Electronic

20

Goal #2: Coordinated Outreach

Objective:

Hire Mobility Manager to coordinate available services and assist transit dependent individuals

Strategy 2.3: Apply to WVDPT for funding to support a mobility manager for the region.

21

Goal #3: Self-Sufficiency

Objective :

Expand the Service Area for Public Transportation.

Strategy 3.1: Extend Demand Response Public Transit Service into Wetzel County and All Communities Outside of Wheeling.
Focus on employment transportation needs.

Expansion of Public Transit Should be Based on a Needs Assessment.

22

Goal #4: Access to Employment

Objective:

Support Employment Opportunities and Economic Development by Providing Transportation to and from Work or Job Training and Education Opportunities.

Strategy 4.1: Work-related and Economic Development Transportation Services will be Developed and/or Expanded, as Appropriate. Potential Services Include:

- o CARPOOLS
- o VANPOOLS
- o CAR-LOAN
- o VOUCHER PROGRAMS
- o EMPLOYER SPONSORED
- o DEMAND RESPONSE

23

Goal #4: Access to Employment

Objective:

Assist People with Low Incomes who are Working or Job-Hunting.

Strategy 4.2: Transportation Providers and Participating Agencies will Negotiate Opportunities for Implementing a Transit Voucher.

Secure Match Funding.

24

Goal #4: Access to Employment

Objective:

Assist People with Low Incomes who are Working or Job-Hunting.

Strategy 4.2: Expand Public Transit Hours of Operation.

Expanded Service Should be Based on A Needs Assessment Process.

Expanded Service Should be Coordinated.

25

Goal #4: Access to Employment

Objective:

Assist People with Low Incomes who are Working or Job-Hunting.

Strategy 4.3: Expand Public Transit Hours of Operation Through Vehicle Sharing or Driver Sharing Agreements between Agencies.

Expanded Service Should be Based on A Needs Assessment Process.

Expanded Service Should be Coordinated.

26

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

27



Questions?

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

28

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 X**

The Regional Coordinated Public Transit-Human Services Transportation Plan Update for the Region X study area, including Marshall, Ohio, and Wetzel 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: Lisa A. Badia

Title of Plan Participant: Executive Director

Organization Representing: The Greater Wheeling Coalition for the Homeless, Inc.

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


Signature _____

September 2, 2015
Date

Signature

Date

Signature

Date

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

The Regional Coordinated Public Transit-Human Services Transportation Plan Update for the Region X study area, including Marshall, Ohio, and Wetzel 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: Brian T. Breyer

Title of Plan Participant: Executive Director

Organization Representing: Russell Nesbitt Services Inc.

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

B-T Breyer
Signature

August 24, 2015
Date

Signature

Date

Signature

Date

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

The Regional Coordinated Public Transit-Human Services Transportation Plan Update for the Region X study area, including Marshall, Ohio, and Wetzel 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: Brian S. Baeyer

Title of Plan Participant: Executive Director

Organization Representing: WATCH, Inc.

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

B. S. Baeyer
Signature

August 24, 2015
Date

Signature

Date

Signature

Date

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

The Regional Coordinated Public Transit-Human Services Transportation Plan Update for the Region X study area, including Marshall, Ohio, and Wetzel 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: June Leindecker
Title of Plan Participant: CEO
Organization Representing: Family Service - Upper Ohio Valley
Or Senior, Individual With disability, Low Income or General Public Representative: _____

Paul R. Calvert CEO 10/2/15
Signature Date

* June Leindecker was former CEO

Signature Date

Signature Date

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

The Regional Coordinated Public Transit-Human Services Transportation Plan Update for the Region X study area, including Marshall, Ohio, and Wetzel 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: Thomas E. Huizdos

Title of Plan Participant: Executive Director

Organization Representing: Ohio Valley RTA

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

Thomas E Huizdos
Signature

8/22/2015
Date

Signature

Date

Signature

Date

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

The Regional Coordinated Public Transit-Human Services Transportation Plan Update for the Region X study area, including Marshall, Ohio, and Wetzel 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: Tina Derksen
Title of Plan Participant: Controller
Organization Representing: Northwood Health Systems Inc.
Or Senior, Individual With disability, Low Income or General Public Representative: _____

Tina Derksen
Signature

9/2/15
Date

Signature

Date

Signature

Date

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

The Regional Coordinated Public Transit-Human Services Transportation Plan Update for the Region X study area, including Marshall, Ohio, and Wetzel 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: Joyce Howard
Title of Plan Participant: Director
Organization Representing: Marshall County Senior Center
Or Senior, Individual With disability, Low Income or General Public Representative: _____

Joyce Howard 9-2-15
Signature Date

Signature Date

Signature Date

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

The Regional Coordinated Public Transit-Human Services Transportation Plan Update for the Region X study area, including Marshall, Ohio, and Wetzel 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: PAUL SCOTT HICKS

Title of Plan Participant: EXECUTIVE DIRECTOR

Organization Representing: BEL-O-MAR REGIONAL COUNCIL

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

P. Scott Hicks
Signature

9/24/15
Date

Signature

Date

Signature

Date