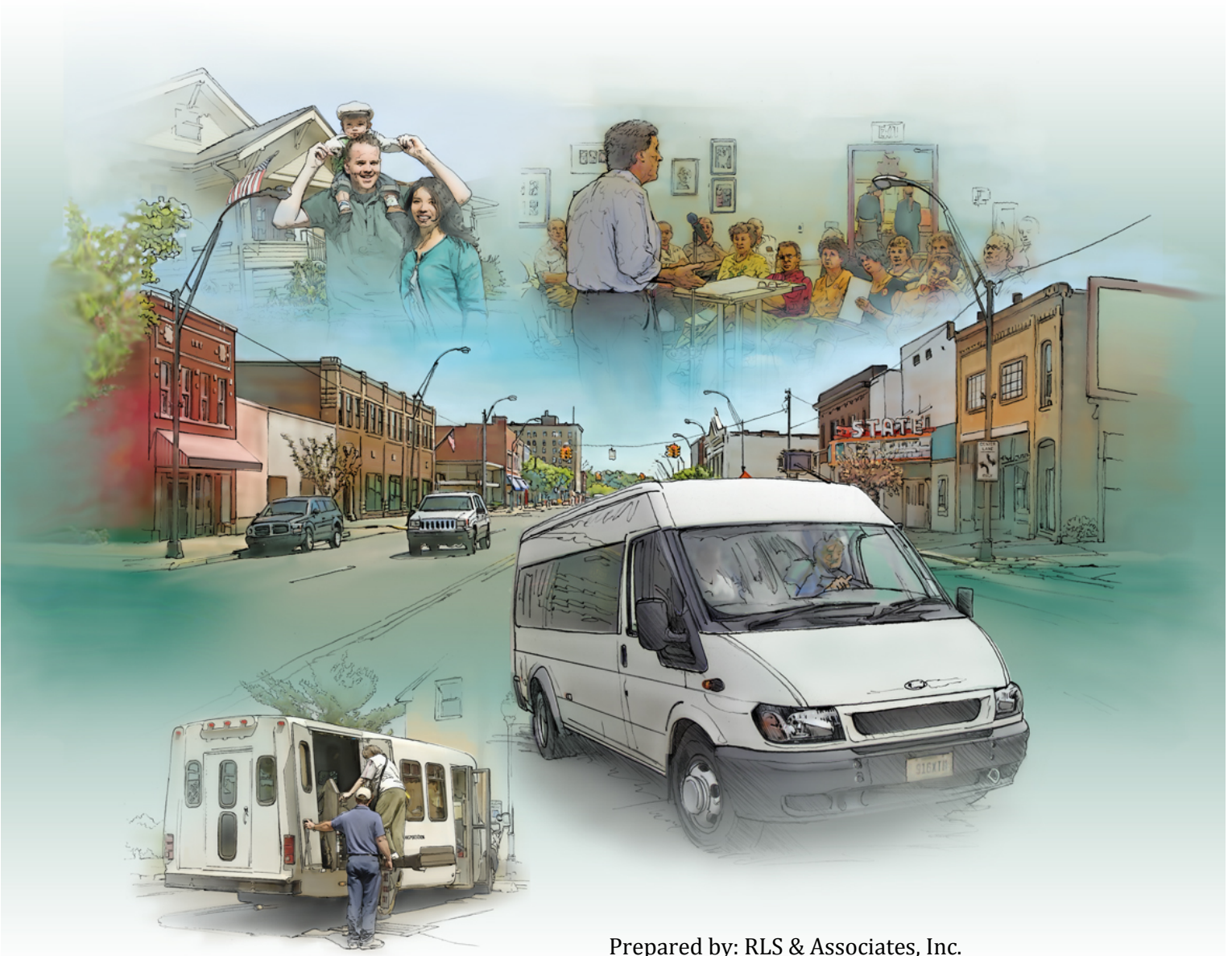




**Region XI
Coordinated Public Transit-Human Services
Transportation Plan Update**

Final Report

August, 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
Existing Services	17
Overview	17
Inventory of Services and Key Stakeholders.....	18
CHANGE, INC.	19
Brooke County Committee on Aging (Brooke County Senior Center).....	20
Hancock County Senior Services	22
Hancock County Sheltered Workshop, Inc.....	23
Healthways, Inc.	24
Kirk Livery, LLC.....	26
Steel Valley Regional Transit Authority	27



Tri-County Ambulance	28
Weir-Cove Taxi	29
Weirton Transit Corporation.....	30
Other Stakeholders	32
Summary of Transportation Services.....	33
Assessment of Unmet Needs and Gaps in Services	41
Introduction.....	41
Public and Stakeholder Involvement	41
Public and Stakeholder Meetings.....	41
Public Survey	42
Summary of Unmet Needs and Gaps in Services.....	45
Coordinated Transportation Challenges.....	46
Coordinated Transportation Priorities and Goals	47
Progress Since 2011 Coordination Plan.....	47
Updated Coordinated Transportation Goals – 2015 through 2019.....	47
Goals and Strategies	50
Action Steps.....	50
Goal #1: Continue RAMP Coordination Activities.....	50
Goal #2: Develop a Method of Effective Communication to Raise Awareness and Educate the Community to the Importance of Funding for Transportation.....	51
Goal #3: Complete Implementation of Centralized Scheduling Software.....	52
Goal #4: Develop Grant Applications as Part of a Unified Effort to Increase the Number of Vehicles, Hours/Days of Service, and Service to Outlying Areas.....	53
Goal #5: Revisit Coordination Goals from 2011 Region XI Coordination Plan for Reconsideration.....	54
Potential Funding Scenarios	55
Conclusions.....	56

INTRODUCTION

The Region XI 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 XI Coordinated HSTP. It identifies and addresses transportation needs of individuals with disabilities, older adults, individuals with low incomes, and the general public. The plan also provides an overview of local transportation service providers and goals and strategies to address the identified unmet needs and gaps in services, in each geographic area.

Purpose

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

Methodology

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

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

ACRONYMS

ADA: Americans with Disabilities Act

BHJ: The Brooke-Hancock-Jefferson (BHJ) Planning Commission is the metropolitan planning organization for the Steubenville and Weirton Urbanized Areas and the Regional Intergovernmental Council (RIC).

FTA: Federal Transit Administration

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

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

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

LIFE: Legislative Initiative for the Elderly (LIFE) Programs

NEMT: Non-emergency Medical Transportation

RAMP: RAMP is the coordinated transportation coalition pursuing coordination of transportation services in Brooke and Hancock counties.

RIC: Regional Intergovernmental Council

SVRTA: The Steel Valley Regional Transit Authority (SVRTA) is the public transit system serving Jefferson County, Ohio and Hancock County, West Virginia. SVRTA 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.

WTC: Weirton Transit Corporation is the public transit provider in the City of Weirton.

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

Funding

POTENTIAL COORDINATED TRANSPORTATION FUNDING PROGRAMS

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

Eligible Recipients:

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

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

Eligible Recipients:

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

Demographics

DEMOGRAPHICS

OVERVIEW

West Virginia's Region XI is comprised of Brooke and Hancock Counties. The City of Weirton has an estimated population of 19,634 and is the largest city within Region XI. The Brooke-Hancock-Jefferson Metropolitan Planning Commission (BHJ) is the planning organization that oversees transportation planning and development operations within the Region. As such, BHJ 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.

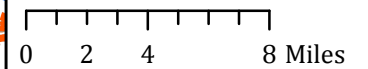
Exhibit II.1: Region XI Location Map



Coordinated Public Transit- Human Service Transportation Plan Region XI

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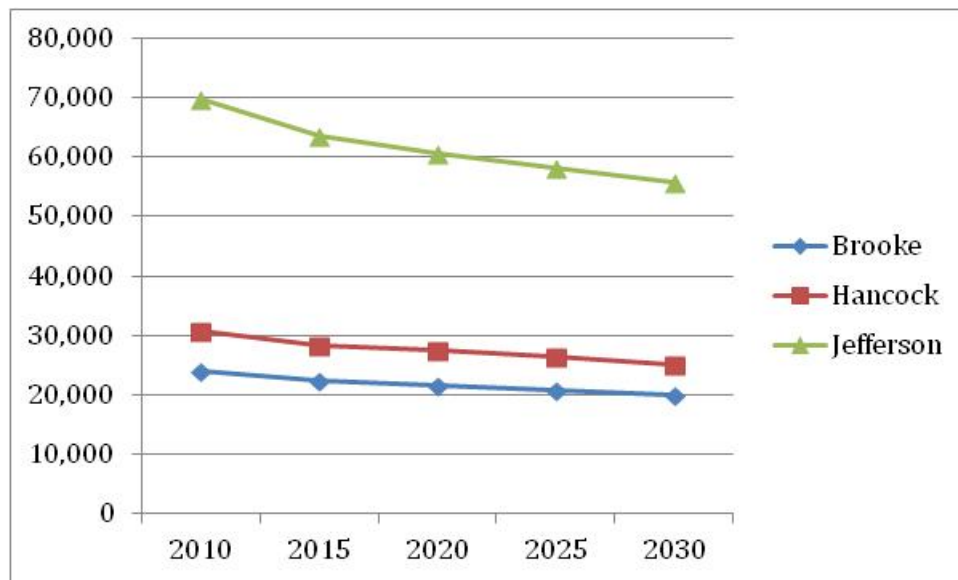
- Region XI
- Interstate
- Highway
- Major Road
- Cities/Towns
- Rivers
- Lakes



POPULATION PROJECTIONS

The West Virginia University (WVU) Regional Research Institute projects the region's population will fall to 114,389 by 2015, an 8.1 percent decrease from the year 2010 population. The Institute is projecting another 11.9 percent decrease for the region for the next 20 years. The projected population of Region XI in 2030 is 101,049. Exhibit II.2 shows population trends between 2010 and 2030 for each county in Region XI.

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



Source: WVU Regional Research Institute

POPULATION DENSITY

Exhibit II.3 illustrates the population density per square mile for the region. As illustrated, population densities vary throughout the region. The Weirton area has the highest population per square mile, with block groups ranging from between 3,957 to 6,450 persons per square mile. Other block groups in Weirton and in Follansbee have block groups of moderately high population densities ranging from 2,111 to 3,956 people per square mile. The moderate density block groups are located around Weirton, Chester, and Wellsburg. The remaining portions in the region have population densities ranging from low (470.5 to 1,229) to very low (57.76 to 470.4).

OLDER ADULT POPULATION

Older adults are most likely to use transportation services when they are unable to drive themselves or choose not to drive. Older adults also tend to be on a limited retirement income and, therefore,

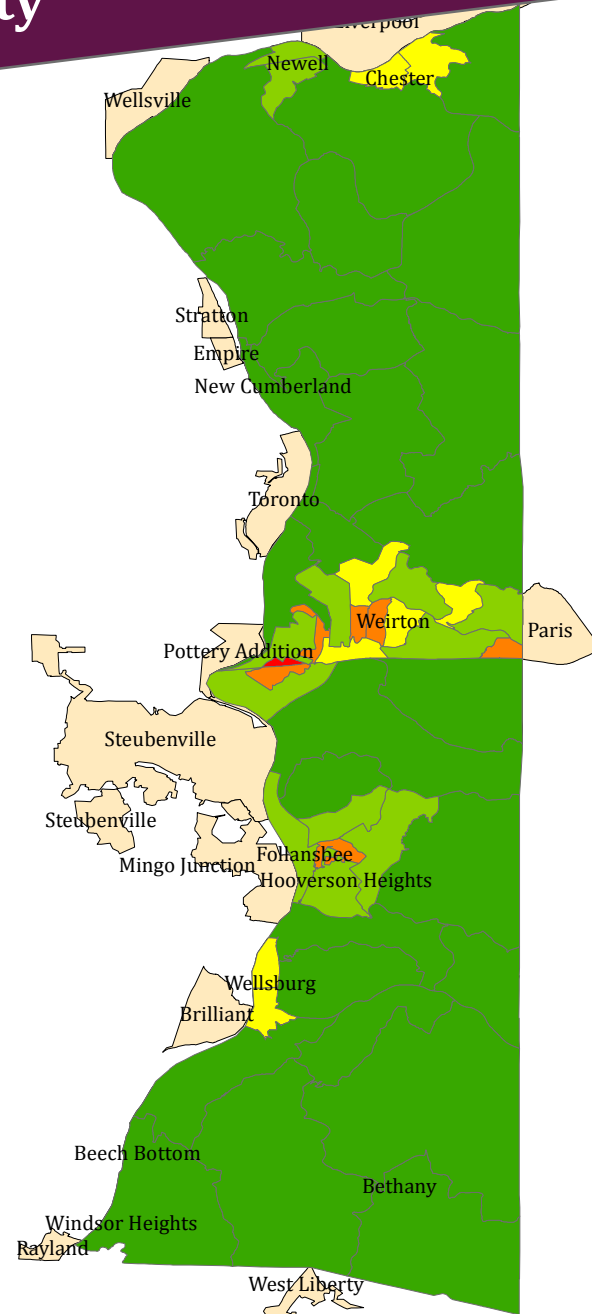
transportation services are a more economical option to owning a vehicle. For these reasons, the population of older adults in an area is an indicator of potential transit demand.

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

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

Exhibit II.4 illustrates the population density of persons over 65 years of age by block group. The concentrations of this age group mimic the densities of the overall population. Weirton, Follansbee, Chester, and Wellsburg had the highest densities of older adults. These block groups with individuals 65 and over have densities higher than 382.6 people per square mile.

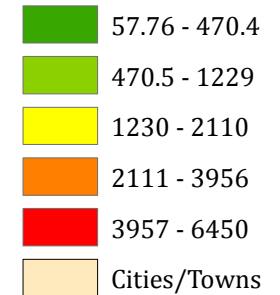
Exhibit II.3: Region XI Population Density



Coordinated Public Transit- Human Service Transportation Plan Region XI

Legend

Region XI Blockgroups



Source: 2013 ACS
Five-Year Estimates

Population Per
Square Mile

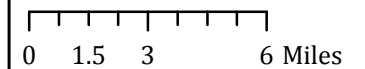
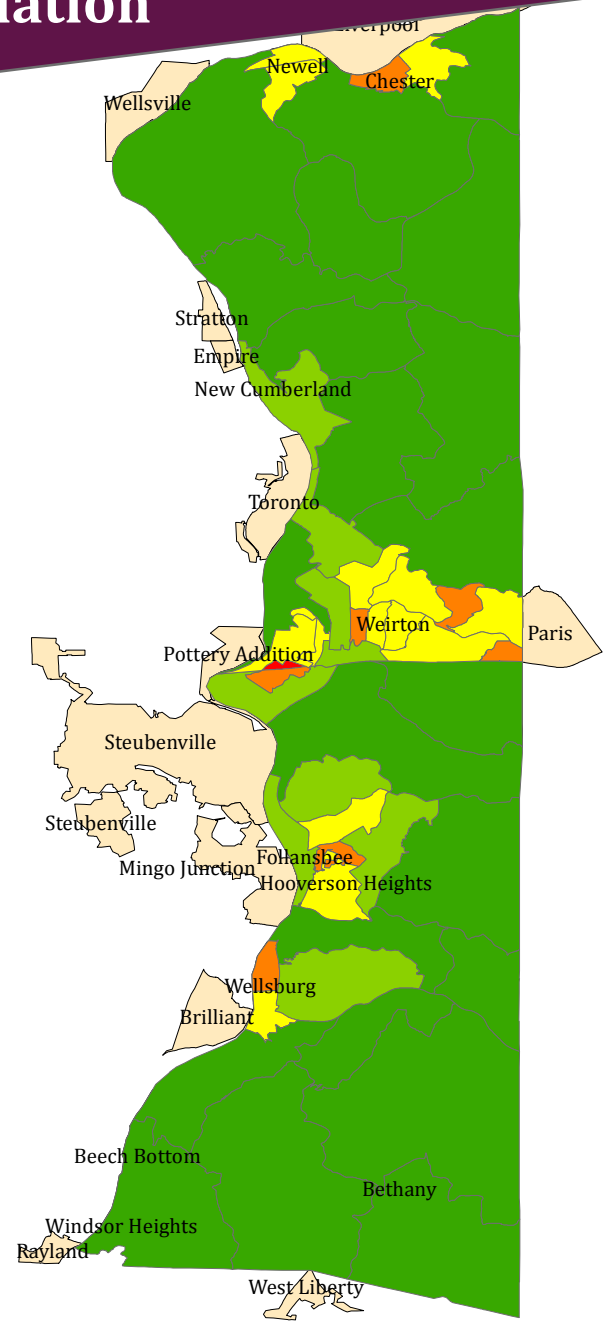


Exhibit II.4: Region XI Older Adult Population Density



Coordinated Public Transit- Human Service Transportation Plan Region XI

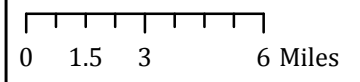
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Region XI Blockgroups

	5.728 - 60.58
	60.59 - 156.4
	156.5 - 382.5
	382.6 - 698.5
	698.6 - 1600
	Cities/Towns

Source: 2013 ACS
Five-Year Estimates

Population Per
Square Mile



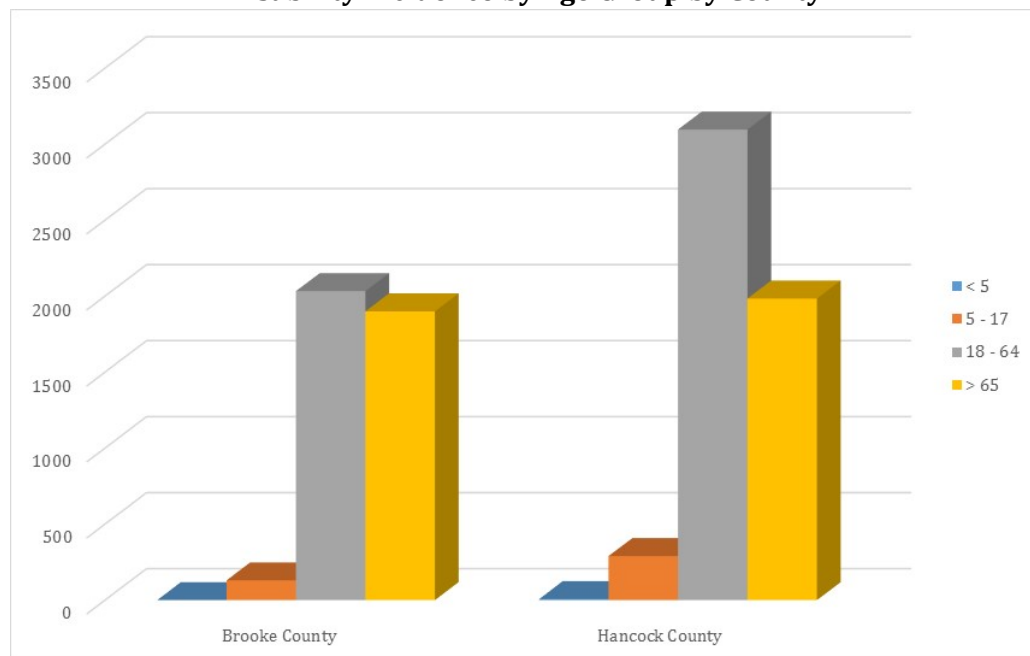
INDIVIDUALS WITH DISABILITIES

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 XI 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 Hancock County. The total disabled population estimate for the county is 5,377. Brooke County has an estimated 4,063 individuals with a disability.

Exhibit II.5
Disability Incidence by Age Group by County

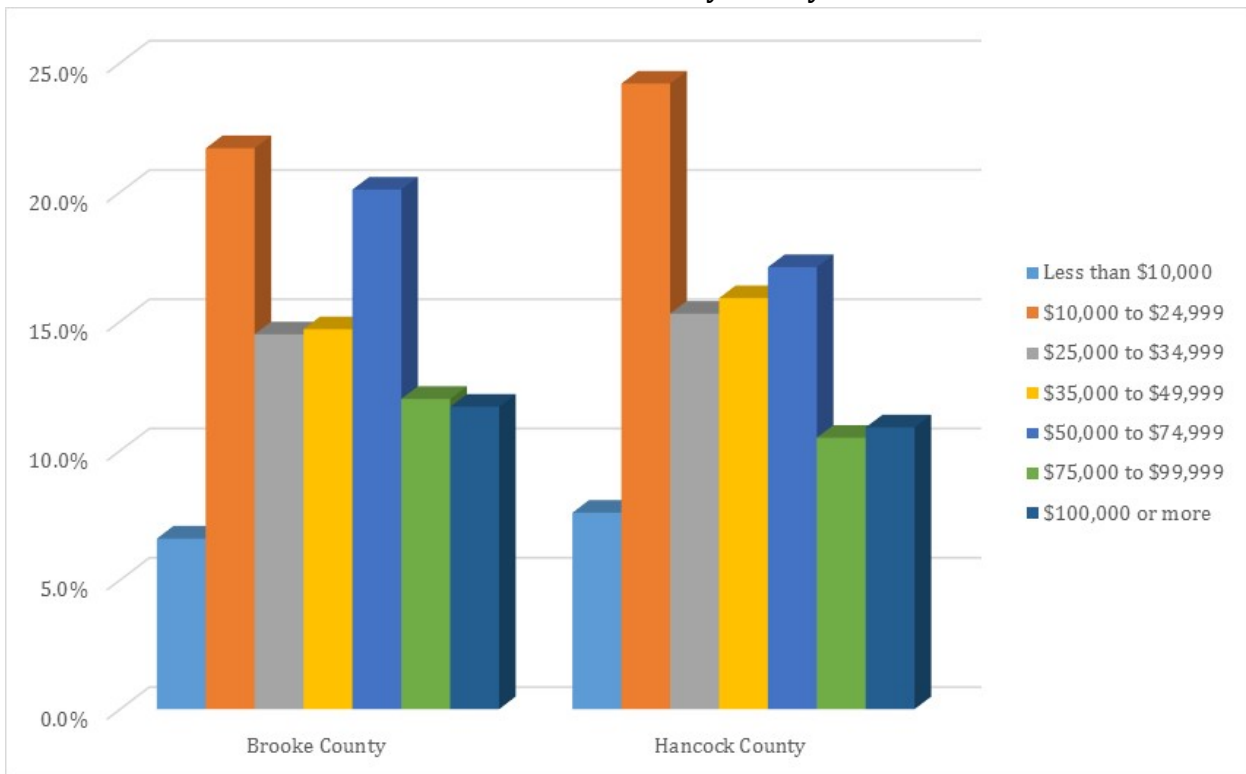


Source: 2013 ACS Five-Year Estimates

HOUSEHOLD INCOME

Exhibit II.6 illustrates the household incomes for the study area according to the 2013 ACS Five-Year Estimates. According to the survey, there are a total of 22,858 households in Region XI. Of those households, about 45 percent earn less than \$35,000 annually. Of the households earning less than \$35,000, some 15 percent earned between \$25,000 and \$34,999. Another 23 percent earned between \$10,000 and \$24,999 and about seven 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**

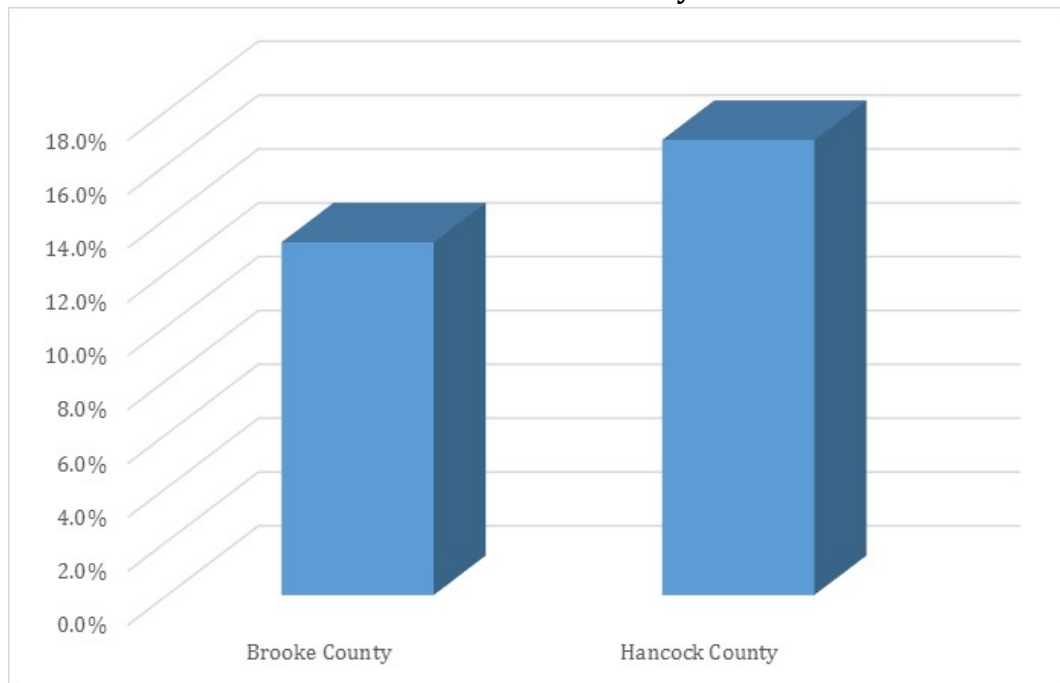
County	Median Income
Brooke	\$42,493
Hancock	\$38,522

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. Hancock County has the highest percent of population living below the poverty level with 16.9 percent. Brooke County had 13.1 percent of the population living below the poverty level.

**Exhibit II.8
Percent Below Poverty**

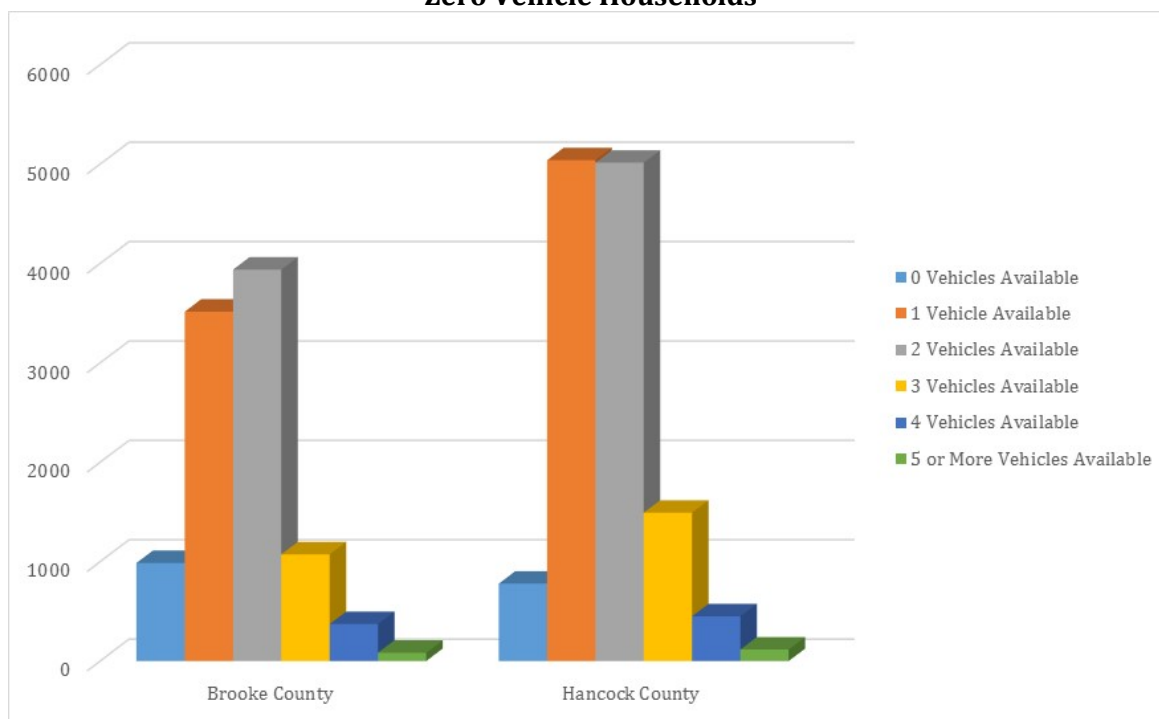


Source: 2013 ACS Five-Year Estimates

ZERO VEHICLE HOUSEHOLDS

The number of vehicles available to a housing unit is also used as an indicator of demand for transit service. There are 1,765 households in the region that have no available vehicle. This is 7.7 percent of all the households in the region. An additional 8,554 or 37.4 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**



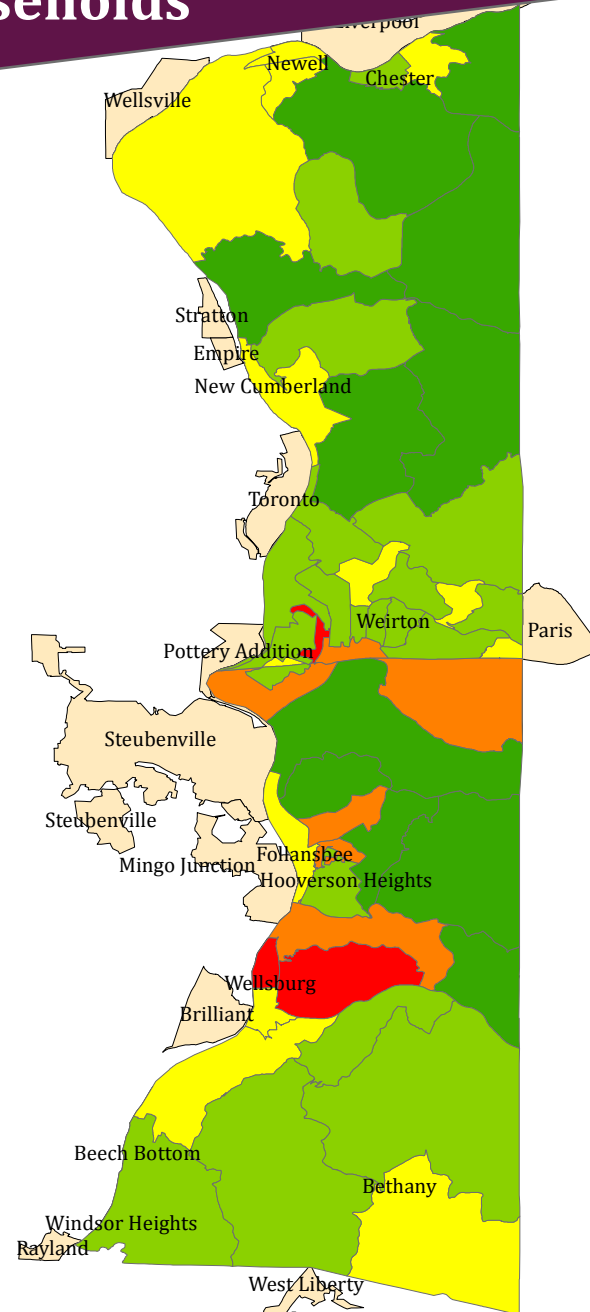
Source: 2013 ACS Five-Year Estimates

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 Weirton and Wellsburg. Over 19 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 11.41 to 18.99 percent of zero vehicle households can be found around Weirton, Wellsburg, and Follansbee.

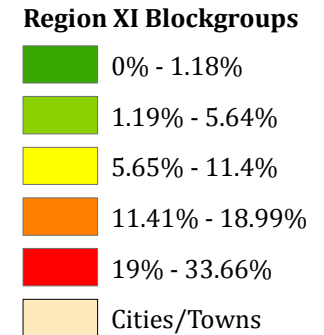
Exhibit II.10: Region XI Zero Vehicle Households



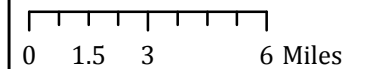
Coordinated Public Transit- Human Service Transportation Plan Region XI



Legend



Source: 2013 ACS
Five-Year Estimates



LIMITED ENGLISH PROFICIENCY (LEP) POPULATION

At the time of the 2013 ACS Five-Year Estimates, Region XI had a total population of 54,449, of which 51,831 were individuals age 5 years and older. Of this population, 98.2 percent speak only English, while the remaining 1.8 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 0.3 percent of Region XI’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
Brooke County	22,924	22,534	8	0.0%
Hancock County	28,907	28,353	131	0.5%
Region XI Total	51,831	50,887	139	0.3%

Source: 2013 ACS Five-Year Estimates

Like West Virginia, the largest share of the LEP population in Region XI speak Spanish as their primary language. Statewide, 0.3 percent of the LEP population ages five (5) and older are Spanish-speaking. In Region XI, 0.2 percent of the LEP population ages five (5) and older speak Spanish as their primary language while 0.1 percent speak Italian. Exhibit II.12 shows the top 5 languages spoken in Region XI 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	Italian	Greek	Arabic	Vietnamese
Brooke County	22,924	0	39	0	6	2
Hancock County	28,907	111	5	28	20	12
Region XI Total	51,831	111	44	28	26	14

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 table in Exhibit II.13 identifies the region’s major trip generator.

**Exhibit II.13
Trip Generators**

Type	Location	Type	Location
Agency	CHANGE, Inc.	School	Weir High School
	Weirton Senior Center		Brooke County High School
	Brooke County Senior Center		Oak Glen High School
	Hancock County Senior Center		Madonna High School
	Sheltered Workshop	Shopping	Three Springs Retail Center
	State Building, City Building, Library, Milsop Community Center		Shop-n-Save Plaza
College	Bethany College		Brooke Plaza
	West Virginia Northern Community College		Kroger's (Three locations in Brooke and Hancock Counties)
	Franciscan University		Fort Steuben Mall
	West Liberty State College	Robinson Town Center	
	Eastern Gateway Community College	Ohio Valley Mall	
Employer	Mittal Steel USA	Tanger Outlet Mall	
	Homer Laughlin China	State Route 170 Corridor	
		Weirton Three Springs Drive	
	Mountaineer Racetrack and Resort		
	Wheeling Pittsburgh Steel		
	Half Moon Industrial Park		
Hospital	Weirton Medical Center		
	Serra Manor		
	Weirton Geriatric Center		
	East Liverpool City Hospital		
	Trinity Health System		

OVERVIEW

The evaluation of service provider capabilities and the structure of transportation resources in Region XI 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 XI that provide, purchase, or use transportation for older adults, individuals with disabilities, people with low incomes, and the general public is to maintain and 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 XI 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 stakeholder/public meetings is listed below as well as included in the Appendix:

- ◆ Brooke-Hancock-Jefferson (BHJ) Regional Council
- ◆ Brooke County Senior Center/Brooke County Committee on Aging
- ◆ Brooke Hancock Family Resource Network
- ◆ CHANGE Inc.
- ◆ Hancock County Senior Services
- ◆ Hancock County Sheltered Workshop, Inc.
- ◆ HealthWays, Inc.
- ◆ Mountain State Council for the Blind (MSCB)
- ◆ Weirton Transit Corporation
- ◆ West Virginia Division of Public Transit (WVDPT)
- ◆ West Virginia Department of Rehabilitation Services (WVDRS)

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

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

- ◆ Brooke County Senior Center/Brooke County Committee on Aging
- ◆ Brooke Hancock Family Resource Network
- ◆ CHANGE, Inc.
- ◆ Hancock County Senior Services
- ◆ Hancock County Sheltered Workshop, Inc.
- ◆ HealthWays, Inc.
- ◆ Kirk Livery, LLC
- ◆ Steel Valley RTA
- ◆ Tri-County Ambulance
- ◆ Weir-Cove Taxi
- ◆ Weirton Transit Corporation
- ◆ West Virginia Division of Public Transit (WVDPT)

◆ West Virginia Department of Rehabilitation Services (WVDRS)

Descriptions of the transportation-related services provided by these organizations are provided in this chapter.

CHANGE, INC.

CHANGE Inc. is a private nonprofit Community Action Program and Community Health Agency. The agency provides a variety of services including emergency services assistance, housing programs, nutrition programs, family medical care and transportation. Transportation is limited to non-emergency medical, educational transportation, and job access. CHANGE serves the Northern Panhandle of WV and also travels to connecting communities in Ohio and Pennsylvania.

CHANGE, Inc.	
Programs:	Housing, Emergency Services, Family Medical Care and Transportation
Client Eligibility:	None for Transit
Hours/Days of Service:	6:00 AM to 12:00 AM All Weekdays and Weekends, excluding Christmas Day
Mode of Services:	Door-to-Door Demand Response
Transportation Staff:	1 Manager 1 Administrative Assistant 11 Drivers Positions Supported by CEO and Administrative Staff of CHANGE
Annual Trips Provided:	13,505
Annual Transportation Cost:	\$433,000
Cost per Passenger Trip	\$22.15
Funding Sources for Transportation:	Section 5310, Private Contracts, NEMT, Medicaid, WV and Ohio

Schedule and Service Area

Services are available from 6:00 AM to 12:00 AM weekdays and weekends, excluding Christmas Day. Office hours are 8:00 AM to 4:00 PM. Transportation services are provided throughout the Northern Panhandle and across state lines into Ohio and Pennsylvania. Major destinations are Mountaineer Gaming and Resorts, Hancock County Sheltered Workshop, and Weirton Geriatric Center.

Fare Structure and Eligibility

Fares are established at 2.50 per boarding.

Scheduling

Trips are scheduled one day in advance however the majority of trips are standing order trips.

Coordinated Transportation

CHANGE is an active participant of the RAMP committee formed by BHJ as the MPO for Region XI. RAMP promotes and encourages coordination. CHANGE coordinates with Hancock County Sheltered Workshop by providing contract trips. CHANGE will be participating in the use of TransView scheduling software along with several other RAMP members. CHANGE staff identified turf issues and lack of funding as major obstacles to coordination. The most significant obstacles also included the size of Region XI and the number of transit providers actively participating in coordination efforts.

Funding

CHANGE, Inc. receives funding from the Federal Transit Administration Section 5310 Program via the West Virginia Division of Public Transit (DPT) to purchase transportation vehicles and contracted services funding to purchase transportation services for seniors and individuals with disabilities in Brooke and Hancock Counties. CHANGE, Inc. is also funded by private contracts, NEMT and Medicaid in WV and Ohio.

BROOKE COUNTY COMMITTEE ON AGING (BROOKE COUNTY SENIOR CENTER)

Brooke County Committee on Aging is the service provider for senior services in Brooke County. Services include case management, nutrition services, and in home services. Transportation is provided for purposes that are directly associated with an activity of daily living such as medical appointments and nutrition services.

Brooke County Committee on Aging	
Programs:	Senior Services – Case Mgt., Transportation and Nutrition
Client Eligibility:	Age 60 and Over
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 3 Drivers 2 Dispatchers/Schedulers
Annual Trips Provided:	3,500
Annual Transportation Cost:	\$40,000
Cost per Passenger Trip	\$10.50
Funding Sources for Transportation:	Section 5310, Title III-B, Donations, and Medicaid

Schedule and Service Area

Transportation services are available from 8:00 AM to 4:00 PM Monday through Friday. The agency operates six vehicles. Services are available to clients 60 and over living in Brooke County. Clients are transported for purposes established to meet the definition of assistance with an activity of daily living. This restriction is directly related to funding restrictions.

Fare Structure and Eligibility

Transportation services are limited to agency clients. Donations are requested.

Scheduling

Client trips are scheduled on a first come first served basis with established transportation to the Senior Center each Wednesday. Clients are permitted to schedule trips months in advance. Same day trip requests are accepted when the schedule allows.

Coordinated Transportation

Brooke County Committee on Aging is a member of RAMP. Currently, Brooke County Committee on Aging does not coordinate through any formal agreements. Brooke County Committee on Aging identified several obstacles to coordination including; statutory barriers to funding pools, restrictions placed on use of vehicles, lack of funding, liability and insurance concerns, and turf issues among providers.

Funding

Funding sources for transportation services include Title III-B, Section 5310, and Medicaid work reimbursement. With more funding the agency would purchase a new van to increase their capacity to serve clients.

HANCOCK COUNTY SENIOR SERVICES

Hancock County Senior Services is a private non-profit company established to serve the seniors and individuals with disabilities in Hancock County. Hancock County Senior Services provides supportive services, activities and assistance with issues of wellbeing. Services include meals, social and recreational activities, transportation, homemakers, and personal care attendants. Door to door transportation service is provided with drivers assisting clients with packages. Clients are permitted to travel with their own personal care attendant or escort. Four vehicles, three of which are ADA accessible, are operated.

Hancock County Senior Services	
Programs:	Transportation, In Home Services, Case Mgt., Nutrition, Activities, and Events
Client Eligibility:	Older Adults, Individuals With Disabilities
Hours/Days of Service:	8:30 AM to 4:00 PM Monday - Friday
Mode of Services:	Door-to-Door Demand Response
Transportation Staff:	1 Director 1 Associate Director 1 Clerical Staff 4 Drivers
Annual Trips Provided:	6,000
Annual Transportation Cost:	Information Not Provided
Cost per Passenger Trip	Information Not Provided
Funding Sources for Transportation:	Section 5310, Donations, and Title III-B

Schedule and Service Area

Transportation is provided throughout the City of Weirton and Hancock County. Hancock County Senior Services provides transportation to additional counties and to neighboring metropolitan areas as needed. Transportation service is available Monday through Friday 8:30 AM to 4:00 PM.

Fare Structure and Eligibility

Hancock County Senior Services does not have established fares; however, donations are requested. Donation boxes are located on each vehicle. Services are restricted to seniors and individuals with disabilities.

Scheduling

Scheduling policies require 48-hour advance notice for trip requests and permit scheduling up to two months in advance.

Coordination

Hancock County Senior Services is a member of RAMP and attends committee meetings on a regular basis. At this time, Hancock County Senior Services has not committed to utilizing TransView scheduling software nor are there any formal coordination contracting agreements in place.

Funding

Hancock County Senior Services (HCSS) receives funding from the Federal Transit Administration Section 5310 Program via the West Virginia Division of Public Transit (DPT) to purchase transportation vehicles and contracted services funding to purchase transportation services for seniors and individuals with disabilities in Hancock County. HCSS is also funded by Title III-B, Medicaid, and donations.

HANCOCK COUNTY SHELTERED WORKSHOP, INC.

Hancock County Sheltered Workshop, Inc. is a private non-profit agency providing pre-vocational, vocational, and social opportunities to individuals with disabilities in Hancock and Brooke counties. Hancock County Sheltered Workshop, Inc. operates a full service laundry facility that employs individuals with disabilities and secures community employment for some clients.

Hancock County Sheltered Workshop, Inc.	
Programs:	Case Management, Employment, and Transportation
Client Eligibility:	Workshop Clients
Hours/Days of Service:	7:00 AM – 4:00 PM
Mode of Services:	Door-to-Door Demand Response, Based on Client Locations
Transportation Staff:	1 Director 7 Drivers 2 Schedulers 1 Maintenance Personnel
Annual Trips Provided:	22,547 – 11,265 Direct and 11,282 Contracted

Annual Transportation Cost:	\$47,584
Cost per Passenger Trip	\$2.11
Funding Sources for Transportation:	Section 5310, Medicaid

Schedule and Service Area

The transportation service is operated using six agency owned vehicles; one vehicle is wheelchair accessible. Routes are established based on location of clients’ homes. Service is provided 7:00 AM to 4:00 PM. Hancock County Sheltered Workshop, Inc. is a certified NEMT provider.

Fare Structure and Eligibility

To be eligible for service one must be a Hancock County Sheltered Workshop client. Client trips are billed to Medicaid.

Scheduling

Scheduling is typically recurring trips and schedule changes are done on an as needed basis dependent on client need.

Coordination

Currently, the Hancock County Sheltered Workshop, Inc. is coordinating and purchasing service from Weirton Transit and CHANGE Inc. Hancock County Sheltered Workshop is an active member of RAMP and would like the opportunity to expand coordination for purchase of service for their clients. . The sheltered workshop echoed that turf issues among providers and insurance and liability issues are coordination obstacles, as are the unique characteristics of clients.

Funding

The Hancock County Sheltered Workshop, Inc. funding is provided through FTA Section 5310 and Medicaid.

HEALTHWAYS, INC.

HealthWays, Inc. provides skilled, competent and comprehensive mental health and behavioral health care services, as well as residential services, to the Brooke/Hancock County area, as well as the communities such as Weirton, Wellsburg, New Cumberland and Chester. Transportation is provided throughout these areas, Monday through Friday, primarily 8:30 AM – 5:00 PM. However, some residential clients are transported to jobs during the early evening hours, and medically necessary transportation is provided as-needed on a 24-hour basis. HealthWays, Inc. currently has 26 vehicles, 8 of which are ADA accessible, in use by 12 facilities. Transportation is available to HealthWays, Inc.’s clients only.

HealthWays, Inc.	
Programs:	Services Provided: Psychiatric/Medical Services, Psychological Services, Counseling Services, Adult Substance Abuse Program, Miracles Happen Residential Substance Abuse Program and IOP, Passages for Growth Adult IOP, and Case Management Services. Services for Persons with Mental Retardation or Developmental Disabilities: Four Residential Sites, Case Management Services, Workshop Services and Day Treatment Services
Consumer Eligibility:	Individuals with Disabilities
Hours/Days of Service:	Workshops and Day Treatment Clients: 8:30 AM – 5:00 PM Monday – Friday; Residential Clients: 24 hours/day, 7 days/week, As Needed
Mode of Services:	Transportation Based on Client Schedules; Case Management, Door-to-Door Demand Response
Transportation Staff:	30 Drivers available 10 Site Supervisors (for 128 clients)
Annual Trips Provided:	25,860
Annual Transportation Cost:	\$169,545
Cost per Passenger Trip:	\$6.55
Funding Sources for Transportation:	Medicaid, Waiver, Section 5310, Public and Private Grants

Schedule and Service Area

Transportation is provided countywide and is available from 8:30 AM to 5 PM, Monday through Friday. Transportation is provided in and around the Brooke – Hancock County Areas.

Fare Structure and Eligibility

Billable client trips are billed to the appropriate funding source. HealthWays Inc.’s clients are eligible.

Scheduling

Transportation is provided on recurring and as-needed basis, depending on client needs such as attending workshops and treatment programs, Community Outreach, medical appointments and employment. Day treatment facilities are typically recurring, and residential is as-required. Emergency transport is available on a 24/7 basis.

Coordinated Transportation

HealthWays, Inc. is currently coordinating with MTM for some client resident transportation. This is not always possible due to varied and frequent non-scheduled client needs. The company is consistently assessing transportation assets and requirements to more efficiently utilize existing resources. This process includes working coordination efforts with outside entities/organizations. HealthWays, Inc. is a member of the Region XI RAMP, a multi-agency coordinated transportation group pursuing the expansion of transportation options throughout Region XI through service coordination.

Funding

HealthWays, Inc.’s sources of funding include Medicaid, Waiver, Section 5310, and public and private grants.

KIRK LIVERY, LLC

Kirk Livery, LLC provides limousine services in Brooke, Hancock, and Ohio Counties. Kirk Livery, LLC is a Non-Emergency Medical Transportation Provider.

Kirk Livery, LLC	
Programs:	Transportation
Client Eligibility:	General Public
Hours/Days of Service:	8:00 AM to 5:00 PM, 7 Days/Week, Including Holidays
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, NEMT
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Schedule and Service Area

Service is provided on demand to the general public.

Fare Structure and Eligibility

Fare information was not provided.

Scheduling

Service is scheduled by contacting the Kirk Livery office. Advanced reservations are required.

Funding

Funding sources for Kirk Livery, LLC include fare revenue and Non-Emergency Medical Transportation (NEMT).

STEEL VALLEY REGIONAL TRANSIT AUTHORITY

Steel Valley Regional Transit Authority (RTA) operates fixed route and demand response service. Two fixed routes operate within the City of Steubenville, Ohio, and the third fixed route provides service to the Village of Mingo Junction with connections to Steubenville and Weirton, WV. The flexible route operates in the Village of Wintersville with connections to Fort Steuben Mall in Steubenville. Once at the mall, riders can connect with the fixed routes operating in the City of Steubenville. Paratransit service is limited to Steubenville and Mingo Junction. Steel Valley RTA discontinued fares in 2011 and realized a remarkable 60% increase in ridership. However, fares were reinstated in 2012.

Steel Valley RTA’s mission statement is:

Steel Valley Regional Transit Authority (SVRTA) is committed to providing a safe, accessible, and affordable public transportation system to the residents of Steubenville and Mingo Junction. SVRTA is further committed to working with public and private institutions, local, state, and federal agencies, and with the constituents of Jefferson County to further expand its services to meet the transportation needs of all Jefferson County residents.

Steel Valley RTA*	
Programs:	Transportation
Client Eligibility:	General Public
Hours/Days of Service:	6:30 AM to 6:15 PM Monday – Friday 9:00 AM to 5:00 PM Saturday

Mode of Services:	Curb to Curb
Transportation Staff:	4 General Administration 10 Operations
Annual Trips Provided:	153,444 (fixed route and demand response)
Annual Transportation Cost:	\$1,281,375
Cost per Passenger Trip	\$7.52 (fixed route)
Funding Sources for Transportation:	Fares, Section 5307, Ohio DOT State Assistance, Local Levy funds, and Fuel Tax

*Information taken from the Ohio DOT Status of Transit for 2014

Schedule and Service Area

SVRTA operates two fixed routes in Steubenville, one fixed route in Mingo Junction with connections to Steubenville and Weirton WV., and one flexible route service to Wintersville with connection to Fort Steuben Mall in Steubenville. Demand response paratransit service is provided within Steubenville and Mingo Junction. Routes operate Monday through Friday 6:30 AM to 6:15 PM with limited Saturday service 9:00 AM to 5:00 PM. For current service and route information, go to the SVRTA website, at <http://www.svrta.com/>.

Fare Structure and Eligibility

SVRTA is public transportation and has no eligibility requirements. Current fares are \$.50 for fixed routes, \$.25 for elderly and disabled. Demand response fares are \$1.00 for all passengers.

Scheduling

Paratransit and flexible route service require 24 hour advance scheduling. Same day trip requests are accommodated as possible when scheduling allows.

Coordination

SVRTA is a member of RAMP, a multi-agency coordinated transportation group pursuing the expansion of transportation options throughout Region XI through service coordination.

Funding

Steel Valley receives Section 5307 funding, Ohio transit assistance, and state fuel tax funds in addition to a local tax levy.

TRI-COUNTY AMBULANCE

Tri-County Ambulance provides emergency and Non-Emergency Medical Transportation (NEMT) service throughout Hancock County and in Chester and Newark.

Tri-County Ambulance	
Programs:	Transportation
Client Eligibility:	General Public
Hours/Days of Service:	8:00 AM to 5:00 PM Monday - Friday
Mode of Services:	Demand Response
Transportation Staff:	Director/Owner 1 Driver
Annual Trips Provided:	Information Not Provided
Annual Transportation Cost:	Information Not Provided
Cost per Passenger Trip	Information Not Provided
Funding Sources for Transportation:	Fares, NEMT

Schedule and Service Area

Tri-County Ambulance provides NEMT service in Hancock County.

Fare Structure and Eligibility

Service is provided on demand to the general public.

Scheduling

Advance trip notice of 24 hours is required for demand response trips only. If possible, same day service will be accommodated.

Funding

Tri County Ambulance receives passenger fares and NEMT reimbursement.

WEIR-COVE TAXI

Weir-Cove Taxi provides immediate response taxi service and Non-Emergency Medical Transportation. Two vehicles are operated; neither are ADA accessible.

Weir-Cove Taxi	
Programs:	Transportation
Client Eligibility:	General Public and NEMT
Hours/Days of Service:	7 Days/Week; 24 Hours/Day, Including Holidays
Mode of Services:	Demand Response
Transportation Staff:	Owner 4 FT and 4 PT Drivers
Annual Trips Provided:	Information Not Provided
Annual Transportation Cost:	Information Not Provided
Cost per Passenger Trip	Information Not Provided
Funding Sources for Transportation:	General Public Fares NEMT Revenue

Schedule and Service Area

Service is provided within Brooke and Hancock Counties, West Virginia and Jefferson County, Ohio on an immediate demand basis with two sedans. NEMT transportation is scheduled by advanced request.

Fare Structure and Eligibility

Service is provided on demand to the general public.

Scheduling

Advance trip notice of 24 hours is required for demand response trips only. If possible, same day service will be accommodated.

Funding

Weir-Cove Taxi receives passenger fares and contract revenue through the provision of Non-Emergency Medical Transportation.

WEIRTON TRANSIT CORPORATION

Weirton Transit Corporation is the public transportation provider in the City of Weirton. The system operates two point deviated routes within the City of Weirton only. Demand Response service is available with 24 hour advance notice.

Weirton Transit Corporation	
Programs:	Transportation
Client Eligibility:	General Public
Hours/Days of Service:	6:00 AM to 7:00 PM Monday through Friday 6:00 AM to 6:00 PM Saturday
Mode of Services:	Demand Response and Deviated Route
Transportation Staff:	1 Director .5 Clerical 11 Drivers 1 Dispatcher
Annual Trips Provided:	58,000 total trips
Annual Transportation Cost:	\$345,267 operating \$75,429 capital for 2015
Cost per Passenger Trip	\$5.95
Funding Sources for Transportation:	Fares, Section 5307, Contracts, and Advertising

Schedule and Service Area

Weirton Transit Corporation (WTC) operates a fleet of seven buses; all of these vehicles are wheelchair accessible. Service is provided Monday through Friday from 6:00 AM to 7:00 PM and Saturday from 6:00 AM to 6:00 PM. Bus service is operated on a route deviated basis. Buses follow a set route schedule, but if necessary along the route, the buses will deviate from the set route to accommodate passenger needs, and then return to the route and continue along the set route. Service is operated on a curb-to-curb basis. It is recommended that requests for deviated services on the bus be made one day in advance, however, same day requests will be accommodated when possible. The stop times listed on the schedule for the main route are based on stop times with no requested deviations, therefore, it is possible the bus can be later than the stops times listed by several minutes. The routes are designed to provide service in less than 1 hour. In order to keep this bus running closer to the listed schedule, it is recommended that riders catch the bus along the main route as much as possible. WTC does its best to accommodate all trip requests.

Demand response service is available throughout the county and to connecting counties when scheduling permits. Major trip destinations for Weirton Transit include Weirton Medical Center, Walmart, and Hancock County Sheltered Workshop. See the Weirton Transit Corporation website,

<http://www.cityofweirton.com/government/weirton-transit-corporation/154> for current service and schedule information.

Fare Structure and Eligibility

Demand response and deviated route transportation is available to the general public. Fares are \$2.00 per one way trip with students receiving a 50% discount on fares. Seniors and individuals with disabilities are eligible for a 50% discount during off peak times (see the Weirton Transit website for off peak hours). Monthly passes are available for sale. Weirton Transit Corporation does provide some contracted trip transportation.

Scheduling

Advance trip notice of 24 hours is required for demand response trips only. If possible, same day service will be accommodated.

Coordinated Transportation

WTC is a member of a multi-agency coordinated transportation group pursuing the expansion of transportation options throughout Region XI through service coordination. WTC contracts with the Hancock County Sheltered Workshop to provide transportation for some Workshop clients.

Funding

WTC receives Section 5307 assistance, contract revenue, advertising revenue, and local fare revenues. Weirton Transit Corporation also receives some local government funding based on annual requests and approvals.

OTHER STAKEHOLDERS

Brooke Hancock Family Resource Network

The Brooke Hancock Family Resource Network (FRN) is the primary coordinating and planning body for local services for children and families in West Virginia. Its mission is "...to create a network of advocates committed to the developing grassroots movements to mobilize, engage, and empower the community for positive change." The local FRN represents an important partnership between state government and local communities. The Brooke Hancock FRN neither provides transportation directly nor through contracted services, but, it does have an interest in transportation as it is a necessary link between FRN clients and services in the local and surrounding communities.

The Brooke Hancock FRN sees the biggest obstacle to transportation access by its clients as the lack of transportation outside the City of Weirton. Even if FRN clients have access to a vehicle, they most likely do not have money for gas.

The Brooke Hancock FRN would like to see available transportation services expanded in both Brooke and Hancock Counties.

SUMMARY OF TRANSPORTATION SERVICES

The matrix in Exhibit III.1 shows the available service by county in Region XI. The matrix identifies the presence of public and older adult transportation and transportation for individuals with disabilities in each county. Transportation for veterans could not be documented, if it exists.

Exhibit III.1
Service Matrix by County and Eligibility

County	Public Transportation	Senior Transportation	Transportation for Individuals with Disabilities	Veterans	Intercity Transportation
Brooke	x	x	x		
Hancock	x	x	x		
Jefferson	x	x	x		

Exhibit III.2 identifies the organizations that provide transportation in each county. The list includes public, private, and non-profit organizations. Within the table, the number of vehicles, types of services, service area, and funding sources are identified for each provider. In some cases, where information is noted as not available, data was not available from the provider due to administrative practices or recordkeeping and budgeting procedures for that agency. For example, some agencies were unable to accurately estimate the annual budget for transportation because those expenses are not tracked independently from other program or consumer expenses.

There are over 38 passenger transportation vehicles in the study area that are operated by five public, private, and non-profit agencies. (HealthWays, Inc.'s vehicles are not included in this inventory). Because private limousine and taxi companies tend to fluctuate in their service availability, especially in rural areas, private transportation providers were not counted in the inventory of resources. Nonetheless, private operators were invited to participate in the study process. This inventory also does not include school buses because of the regulatory restrictions involved with using school buses for transportation of individuals other than school students.

Similar to other rural regions of West Virginia, the majority of transportation services are available on weekdays between 8:00 AM and 5:00 PM. Most of the individuals who use public and human service agency transportation are consumers of at least one of the human service organizations or senior centers that were identified as transportation stakeholders. The utilization of vehicles in Region XI is depicted in Exhibit III.3.

Exhibit III.2 Region XI Provider Table

Brooke County Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
CHANGE, Inc.	Human Service Agency	Older Adults, Individuals, with Disabilities, and General Public	Brooke, Jefferson, and Hancock Counties	Demand Response	6:00 AM – 12:00 AM Weekdays and Weekends, Excluding Christmas Day	2 Accessible Buses 1 Accessible Minivan	Section 5310, Private Contracts, NEMT, and Medicaid
Brooke County Committee on Aging (Brooke County Senior Center)	Human Service Agency	Older Adults and Individuals With Disabilities	Brooke County	Demand Response	8:00 AM – 4:00 PM Monday – Friday	2 Sedans 1 Van 1 Minivan 1 Accessible Van	Section 5310, Title III-B, Medicaid, and Donations
First Class Limo	Taxi	General Public	Brooke, Jefferson, and Hancock Counties	Immediate Response	Not Reported	Not Reported	Passenger Fares
Hancock County Sheltered Workshop, Inc.	Human Service Agency	Individuals With Disabilities	Brooke and Hancock Counties	Demand Response	7:00 AM – 4:00 PM Weekdays	2 Vans 1 Accessible Van 2 Minivans 1 Bus	Section 5310 and Medicaid
HealthWays, Inc.	Human Service Agency	Individuals With Disabilities	Brooke and Hancock Counties	Demand Response	As Needed	10 Accessible Vans 4 Vans 12 Minivans 1 Sedan	Section 5310 and Medicaid

Brooke County							
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
Kirk Livery, LLC	Limousine	General Public	Brooke and Hancock Counties	Demand Response	8:00 AM – 5:00 PM Weekdays, Weekends, and Holidays	1 Limousine	Passenger Fares and NEMT
Weir-Cove Taxi	Taxi	General Public	Brooke, Jefferson, and Hancock Counties	Immediate Response	7 Days/Week 24 Hours/Day 365 Days/Year	2 Sedans	Passenger Fares and NEMT

Hancock County Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
CHANGE, Inc.	Human Service Agency	Older Adults, Individuals with Disabilities, and General Public	Brooke, Jefferson, and Hancock Counties	Demand Response	6:00 AM – 12:00 AM Weekdays and Weekends, Excluding Christmas Day	2 Accessible Buses 1 Accessible Minivan	Section 5310, Private Contracts, NEMT, and Medicaid
First Class Limo	Taxi	General Public	Brooke, Jefferson, and Hancock Counties	Immediate Response	Not Reported	Not Reported	Passenger Fares
Hancock County Sheltered Workshop, Inc.	Human Service Agency	Individuals With Disabilities	Brooke and Hancock Counties	Demand Response	7:00 AM – 4:00 PM Weekdays	2 Vans 1 Accessible Van 2 Minivans 1 Bus	Section 5310 and Medicaid
Hancock County Senior Services	Human Service Agency	Older Adults and Individuals With Disabilities	Hancock County	Demand Response	8:30 AM – 4:00 PM Monday – Friday	1 Minivan 2 Accessible Minivans 1 Accessible Van	Section 5310, Title III-B, and Donations
HealthWays, Inc.	Human Service Agency	Individuals With Disabilities	Brooke and Hancock Counties	Demand Response	As Needed	10 Accessible Vans 4 Vans 12 Minivans 1 Sedan	Section 5310 and Medicaid

Hancock County							
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
Kirk Livery, LLC	Limousine	General Public	Brooke and Hancock Counties	Demand Response	8:00 AM – 5:00 PM Weekdays, Weekends, and Holidays	1 Limousine	Passenger Fares and NEMT
Tri-County Ambulance	Ambulance	General Public	Jefferson and Hancock Counties	Demand Response	7 Days/Week 24 Hours/Day	1 Accessible Van	Passenger Fares
Weir-Cove Taxi	Taxi	General Public	Brooke, Jefferson, and Hancock Counties	Immediate Response	7 Days/Week 24 Hours/Day 365 Days/Year	2 Sedans	Passenger Fares and NEMT
Weirton Transit Corporation	Public Transit	General Public	City of Weirton	Route Deviation and Demand Response	6:00 AM – 7:00 PM Monday – Friday 6:00 AM – 6:00 PM Saturday	7 Accessible Buses 1 Support Vehicle	Fares, Section 5307, Contracts, Local Government Assistance, and Advertising Revenue

Jefferson County, Ohio							
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
CHANGE, Inc.	Human Service Agency	Older Adults, Individuals with Disabilities, and General Public	Brooke, Jefferson, and Hancock Counties	Demand Response	6:00 AM – 12:00 AM Weekdays and Weekends, Excluding Christmas Day	2 Accessible Buses 1 Minivan	Section 5310, Private Contracts, NEMT, and Medicaid
First Class Limo	Taxi	General Public	Brooke, Jefferson, and Hancock Counties	Immediate Response	Not Reported	Not Reported	Passenger Fares
Steel Valley RTA	Public Transit	General Public	Steubenville, Mingo Junction, and Wintersville	Route Deviation and Demand Response	6:30 AM – 6:15 PM Monday – Friday 9:00 AM – 5:00 PM Saturday	12 Light Transit Vehicles	Fares, Section 5307, Ohio State Assistance, Local Levy Funds, and State Fuel Tax
Tri-County Ambulance	Ambulance	General Public	Jefferson and Hancock Counties	Demand Response	7 Days/Week 24 Hours/Day	1 Accessible Van	Passenger Fares
Weir-Cove Taxi	Taxi	General Public	Brooke, Jefferson, and Hancock Counties	Immediate Response	7 Days/Week 24 Hours/Day 365 Days/Year	2 Sedans	Passenger Fares and NEMT

Needs & Gaps

ASSESSMENT OF UNMET NEEDS AND GAPS IN SERVICES

INTRODUCTION

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

- ◆ Two general public and stakeholder meetings advertised through mail, email, word-of-mouth, meetings, and newspaper announcements:
 - October 8, 2014 at the City of Weirton Municipal Building
 - November 5, 2014 at the Mary H. Weir Public Library
- ◆ 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

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

- ◆ Brooke-Hancock-Jefferson (BHJ) Regional Council
- ◆ Brooke County Senior Center/Brooke County Committee on Aging
- ◆ Brooke Hancock Family Resource Network
- ◆ CHANGE, Inc.
- ◆ Hancock County Senior Services
- ◆ Hancock County Sheltered Workshop, Inc.
- ◆ HealthWays, Inc.
- ◆ Mountain State Council for the Blind (MSCB)
- ◆ Weirton Transit Corporation
- ◆ West Virginia Division of Public Transit (WVDPT)
- ◆ West Virginia Department of Rehabilitation Services (WVDRS)

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, 49 individuals from the region participated in the public survey. Survey results are summarized in Table IV.1 and IV.2. Hancock, with 36 responses, had the highest participation level.

Table IV.1: Public Survey Results Summary

	Brooke	Hancock
Total Surveys Received by County:	13	36
How do you manage your transportation needs?		
Drive your own car	15%	25%
Walk or ride a bicycle	31%	25%
Ride with family or friends	31%	42%
Use an agency transportation service	46%	33%
Use public transportation	62%	67%
What do you need but cannot do because you do not have transportation?		
Go to Work	45%	56%
Go to Medical Appointments	82%	59%
Shop to Feed Yourself or Family	64%	35%
Go to School (Vocational or College)	9%	6%
Do Errands (Shopping or Other)	55%	38%
Go to Appointments	55%	25%
Attend Social Outings	36%	25%
Attend Sunday Religious Functions	9%	35%
Do you have any transportation Limitations?		
No	22%	45%
Yes. Need access to wheelchair accessible vehicles	78%	55%
Is there someone with a disability in your household that limits his or her mobility?		
No	64%	70%
Yes	36%	30%
Would you utilize any of the following resources for updates on this topic in the future?		
Twitter	0%	5%
Facebook	67%	37%
WV Department of Transportation/DPT	0%	21%
Local Agency or Transit System Website	0%	0%
Text Messages	33%	37%
Email	50%	63%
Other Social Media	0%	0%

Table IV.2: Demographic Breakdown of Survey Results

	Brooke	Hancock
Total Surveys Received by County:	13	36
Age		
Under Age 15	0%	0%
15 – 24 Years	0%	3%
25 – 64 Years	69%	69%
65 Years or Older	31%	28%
Which of the following best represents your heritage?		
White (non-Hispanic)	83%	92%
Black or African American	8%	8%
Latino or Hispanic	8%	0%
East Asian or Asian American	0%	0%
South Asian or Indiana American	0%	0%
Middle Eastern or Arab American	0%	0%
Native American or Alaska Native	0%	0%
Approximate Annual Household Income		
Less than \$10,000	33%	21%
\$10,000 - \$15,000	17%	62%
\$15,000 - \$20,000	0%	0%
\$20,000 - \$30,000	33%	18%
\$30,000 - \$40,000	0%	0%
\$40,000 - \$50,000	0%	%
\$50,000 - \$60,000	17%	0%
\$60,000 - \$85,000	0%	0%
\$85,000 or More	0%	0%
Is English your primary language?		
Yes	100%	97%
No	0%	3%

Summary of Unmet Needs and Gaps in Services

- ◆ Sunday transportation from 8:00 AM to 1:00 PM.
- ◆ Transportation to nursing homes for seniors to visit spouses.
- ◆ Transportation for socialization – seniors and handicapped for dinner, etc. in the evenings.
- ◆ Saturday transportation for dialysis, chemo, etc. other than weekdays.
- ◆ Seniors don't want to transfer from one vehicle to another when traveling.
- ◆ Rural transit is needed in Northern Hancock County – Connection to WTC and CARTS in Columbiana County (Ohio).
- ◆ Service needed from 7:00 AM to 9:00 AM in northern Hancock County for medical appointments.
- ◆ Saturday service for dialysis patients in the rural area of Hancock County.
- ◆ Steubenville/Weirton Hub needed with transportation to outlying areas.
- ◆ Transportation from Hancock County to major healthcare facilities in Pittsburgh, PA.
- ◆ Regular routes from northern Hancock County to shopping, recreation, and needed sites each day.
- ◆ Public transportation from Chester (Hancock County) to Beech Bottom (Brooke County) during weekdays.
- ◆ Transportation in the evening that would connect to transportation in Ohio County/Wheeling.
- ◆ Politicians must understand the importance and value of public transportation.
- ◆ A more defined role of public transit to establish a need for a better “seat at the table.”
- ◆ Late day and overnight transportation all week long.
- ◆ Weekend service and better service for the disabled during all weekend hours.
- ◆ Better cooperation with businesses.
- ◆ Job Access transportation in Brooke and Hancock County, 5:00-7:00 AM and 7:00 PM – Midnight.
- ◆ Bus service throughout the two-county area including but not limited to Wellsburg, Follansbee, New Cumberland, Newell, and Chester.
- ◆ More service-increased frequency of service from Weirton to Trinity Hospital in Steubenville and the mall.
- ◆ Service to Robinson Town Center in PA.
- ◆ Evening and weekend service; there is no service that travels from Weirton to Follansbee for evening activities.
- ◆ Outlying area transit services (outside of Weirton and Steubenville).
- ◆ Future job access transit needs.
- ◆ Expanded weekend service.
- ◆ Timely medical transports – same day and on time.

Coordinated Transportation Challenges

The primary challenge to coordination in Region XI continues to be the lack of adequate funding to sustain existing service and address the identified unmet needs and gaps in service. Coordination can help address some of these needs, but it is clear that additional funding is needed to achieve any expansion of service areas and hours. The Weirton Transit Corporation's recent local levy failed, and the system is working to develop other sources of funding just to maintain existing service. This is just one example of the local financial struggles. The lack of available local funding for all services is an issue for the entire community. Fracking is in neighboring communities and is bringing some business to local restaurants and hotels, but has resulted in no real boost in the local economy, and these jobs may go away when construction work is complete. Additionally, the jobs that have been created are low wage entry level positions resulting in the need for additional access to work needs throughout the region. The changes in Medicaid with the broker program have only enhanced the funding issues.

The consensus was to keep expansion of service goals in the updated plan but to be realistic that nothing can happen without additional or re-directed funding.

Priorities & Goals

COORDINATED TRANSPORTATION PRIORITIES AND GOALS

PROGRESS SINCE 2011 COORDINATION PLAN

The local coordination group, RAMP, continues to meet, little progress has been made. The shared one stop shop and transit hub is not possible, and the shared scheduling system among agencies is at a standstill because the IT person who was working on development resigned. While there is a new individual assigned to this effort and progress may continue, it is a costly effort and has not yet proven its worth.

UPDATED COORDINATED TRANSPORTATION GOALS – 2015 THROUGH 2019

The primary focus for solutions in Region XI center on taking action to ensure adequate funding to support not only expanded hours, days of service, and vehicles, but also for the existing level of service currently provided. Evidence of this is Weirton Transit Corporation's recent failed tax levy and dwindling local resources that could have resulted in the drastic reduction, or complete elimination, of public transit service altogether. Although Weirton Transit Corporation is currently attempting to develop other sources of revenue, e.g., advertising income, it was forced to eliminate its previously expanded service outside the Weirton city limits. The group felt strongly that without increased community awareness and education about the importance of transportation, no expansion of service goals could be realistically pursued.

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

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

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

Table V.1: Goals and Needs Matrix

Goals	Categories of Unmet Transportation Needs/Gaps					
	Improve Regional Coordination and Communication Among Providers	Educate the Community and Raise Awareness	Expand Financial Support	Expanded Hours/Days of Service and Service Area	Expand Number of Vehicles Available for Transportation	Address Need for Transportation in Outlying Areas
Goal #1 Continue RAMP Coordination Activities	X	X	X	X	X	X
Goal #2 Develop a Method of Effective Communication to Raise Awareness and Educate the Community to the Importance of Funding for Transportation	X	X	X	X		
Goal #3 Complete Implementation of Centralized Scheduling Software	X			X	X	X
Goal #4 Develop Joint Grant Applications	X		X	X	X	X
Goal #5 Revisit Coordination Goals from 2011 Coordination Plan for Reconsideration	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: Continue RAMP Coordination Activities.

Objectives:

- ◆ Continue to foster communication and sharing of information among participants.
- ◆ Support participants' local funding requests, grant applications, and financial initiatives.
- ◆ Focus on community awareness of transit issues and unmet needs in the region.
- ◆ Assess transportation needs and gaps annually.

Goal #2: Develop a Method of Effective Communication to Raise Awareness and Educate the Community to the Importance of Funding for Transportation.

Objectives:

- ◆ Communicate transportation's message (finance, unmet needs, gaps in service, etc.) to local governments, businesses, advocacy groups, and the community at large.
- ◆ Cultivate transportation partners in the region.
- ◆ Put a "face" on transportation to communicate how independence has been improved/increased and lives bettered because of transportation.

Goal #3: Complete Implementation of Centralized Scheduling Software.

Objectives:

- ◆ Evaluate the progress that has been made to date and the benefits to be realized from the implementation of the software.
- ◆ Reduce/eliminate duplication of service.
- ◆ Increase number of trips provided in the region.
- ◆ Increase number of RAMP participants that will use and financially support the centralized scheduling software.
- ◆ Consider on-line scheduling opportunities for customers.

Goal #4: Develop Joint Grant Applications.

Objectives:

- ◆ Increase competitiveness of applications, and thereby the likelihood of approval, by incorporating coordination and joint efforts to maximum vehicle use in the region.
- ◆ Hire a mobility manager for the region.
- ◆ Increase the number of vehicles available for transportation in the region.
- ◆ Expand service to outlying areas.
- ◆ Expand hours/days of service.

Goal #5: Revisit Coordination Goals from 2011 Coordination Plan for Reconsideration.

Objectives:

- ◆ Identify those goals/initiatives from the previous plan that can now more realistically be pursued because community awareness and financial support have increased.

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: Continue RAMP Coordination Activities.

Action Steps:

Step 1: Write letters of support for funding requests, grant applications, and financial initiatives to secure additional funding for transportation in the region.

Step 2: Establish a subcommittee to focus on community awareness of transit issues and unmet needs in the region. This subcommittee will be the body to conduct the activities of Goal 2.

Step 3: Complete annual transportation needs assessment survey.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Write letters of support	All RAMP Members	Near-term	<ul style="list-style-type: none"> ▪ Number of letters written ▪ Number of successful grant proposals, funding requests, etc. ▪ Amount of additional funding secured.
Step 2: Establish a RAMP subcommittee	RAMP Chairperson	Near-term	<ul style="list-style-type: none"> ▪ Subcommittee established. ▪ Assignments made.
Step 3: Conduct Annual Needs Survey	RAMP members, subcommittee, or Mobility Manager, if hired.	Near-term/On-going	<ul style="list-style-type: none"> ▪ Survey developed and conducted. ▪ Number of survey responses. ▪ Feedback used to update coordination goals (amendment/DPT approval required).

Goal #2: Develop a Method of Effective Communication to Raise Awareness and Educate the Community to the Importance of Funding for Transportation.

Action Steps:

Step 1: Develop a standard Power Point presentation that can be presented to local governments, businesses, advocacy groups, etc. Identify events, groups, etc. where RAMP members can get on the agenda to present the transportation message.

Step 2: Develop a promotional document that can be distributed in the community, at events, etc. that depicts the importance of transportation to the overall socioeconomic health of the region. A promotional piece that can be distributed to the community and/or used as a “left behind” document as part of events, presentations will ensure that the transportation message is not forgotten after a presentation is made.

Step 3: Identify individuals to “champion” the importance of transportation in the area and need for financial support. Champions will attend local government and community meetings on a regular basis to provide updates on transit.

Step 4: Identify influential partners in the region and educate those partners on the importance of transit and the unmet needs in the region. Every community has those leaders whose support can mean the difference between success and failure. Identify those leaders and recruit them for the “transportation team.”

Step5: Identify individuals in the community whose independence has been sustained or lives made better as a result of transportation. Use their story to become the “face” of transportation.

Using real life stories from individuals whose lives have been improved because the transportation they needed was there can make a major impact on those individuals who may not currently need or use transportation by communicating “what if?” These individuals can accompany RAMP members at presentations and/or be highlighted in the promotional piece developed in Step 2.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Develop PowerPoint	RAMP Subcommittee (see Goal #1)	Near-term	<ul style="list-style-type: none"> ▪ PowerPoint developed. ▪ Number of presentations made. ▪ Positive feedback received.
Step 2: Develop Promotional Brochure	RAMP subcommittee (see Goal #1)	Near-term	<ul style="list-style-type: none"> ▪ Brochure developed and distributed. ▪ Number of brochures distributed.
Step 3: Identify and recruit “champions”	All RAMP members	On-going	<ul style="list-style-type: none"> ▪ Individuals identified. ▪ Individuals commit to the project. ▪ Number of presentations made.
Step 4: Identify and recruit influential partners	All RAMP members	Long- term/On- going	<ul style="list-style-type: none"> ▪ Number of Partners identified. ▪ Support activities implemented.
Step 5: “Face” of Transportation	All RAMP members		<ul style="list-style-type: none"> ▪ Individuals identified. ▪ Personal stories documented. ▪ Number of presentations made.

Goal #3: Complete Implementation of Centralized Scheduling Software.

Action Steps:

Step 1: Evaluate the progress that has been made to date and the benefits to be realized from the implementation of the software.

Step 2: Increase the number of RAMP participants that will use and financially support the centralized scheduling software.

Step 3: Increase the number of trips provided through coordination and reduce/eliminate the duplication of service(s).

Step 4: Investigate the feasibility of on-line scheduling for customers.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Evaluate Scheduling Software Project Progress to Date	RAMP members, or Mobility Manager, if hired.	Near-term	<ul style="list-style-type: none"> ▪ Evaluation completed. ▪ Benefits identified.
Step 2: Increase RAMP Participants in Software Project	RAMP members, or Mobility Manager, if hired.	Near-term	<ul style="list-style-type: none"> ▪ Number of additional participants. ▪ Funding for software and support secured.
Step 3: Increase the number of transportation trips through coordination.	RAMP members or Mobility Manager, if hired.	Near-term	<ul style="list-style-type: none"> ▪ Coordination opportunities identified. ▪ Number of increased trips. ▪ Duplication of services are reduced/eliminated.
Step 4: Investigate the feasibility of on-line scheduling for customers.	RAMP members or Mobility Manager, if hired.	Long-term	<ul style="list-style-type: none"> ▪ On-line scheduling is researched. ▪ On-line scheduling is implemented, if applicable. ▪ Number of customers who schedule on-line.

Goal #4: Develop Grant Applications as Part of a Unified Effort to Increase the Number of Vehicles, Hours/Days of Service, and Service to Outlying Areas.

Action Steps:

Step 1: Identify opportunities for coordination to increase number of vehicles, expanded hours/days of service, and service to outlying areas. Joint applications among RAMP members should be developed where vehicles can be shared, service expanded, etc. Priority should be given to early morning and late evening hours and areas outside the basic service areas currently being served, in particular outside the Weirton city limits.

Step 2: Consider hiring a Mobility Manager for the region. While each and every member of RAMP is capable of promoting and carrying out the goals and objectives in this plan, each also has their own agency to manage and set of responsibilities to carry out. A Mobility Manager whose sole

responsibility is to implement coordination in the region can dedicate all of his or her time to this activity. Responsibilities would include assisting with community awareness and education; coordinate the centralized scheduling project; develop and distribute promotional materials; be an advocate for all transportation customers as well as RAMP members. A lead agency must be identified to be responsible for the hiring process. A Mobility Manager could be housed at an existing RAMP member’s facility or a separate facility could be identified.

Step 3: Develop joint/coordinated Section 5310 applications. Based on the outcomes of Steps 1 and 2, develop and submit applications to the WV Division of Public Transit for Section 5310 assistance. The funding ratio Section 5310 grants is 80/20.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Opportunities for Coordination	RAMP members or Mobility Manager, if hired	Near-term/Long-term/On-going	<ul style="list-style-type: none"> ▪ Projects identified for joint use of vehicles, etc.
Step 2: Hire Mobility Manager	Identified Lead Agency	Near-term/Long-term	<ul style="list-style-type: none"> ▪ Lead agency identified ▪ Section 5311 application developed and submitted. ▪ Funding secured. ▪ Mobility Manager hired.
Step 3: Develop joint/coordinated Section 5310 applications.	Identified Lead Agency or Mobility Manager, if hired.	Near-term	<ul style="list-style-type: none"> ▪ Number of joint/coordinated Section 5310 applications submitted/approved. ▪ Number of additional vehicles placed into service. ▪ Number of additional trips provided.

Goal #5: Revisit Coordination Goals from 2011 Region XI Coordination Plan for Reconsideration.

Action Steps:

Step 1: Review the goals and objectives from the previous plan to determine which of these goals can now be pursued based on the progress made in the current plan.

Step 2: Contact the WV Division of Public Transit to determine if an amendment to the current plan is required.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Review 2011 Region XI Coordination Plan Goals	RAMP members and Mobility Manager, if hired	Long-term	<ul style="list-style-type: none"> ▪ Review of Goals completed. ▪ Goals selected for re-consideration.
Step 2: Contact the WVDPT	Region XI Planning and Development Council	Long-term	<ul style="list-style-type: none"> ▪ WV DPT contacted. ▪ Amendment submitted, if required. ▪ Revised plan adopted, if required.

POTENTIAL FUNDING SCENARIOS

Continuation of current transportation funding from Federal, State, and local transportation services is important for sustaining the existing level of services. Operating dollars provided through Federal Transportation Administration (FTA) Sections 5310 and 5311 programs require a 50 percent local match. Capital funding from these programs requires a 20 percent local match. 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 limited primarily to Cities of Steubenville and Weirton. A coordinated approach involving public, private, and human service agency providers would help to lessen capacity restraints, thereby reducing gaps.

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

Continued participation in the effort through the existing Regional Transportation Advisory Committee, RAMP, is recommended and is the first goal of this plan. Also recommended is participation in State-wide transit groups to facilitate information sharing and networking to learn what is successful in other similar areas.

The participants remain sure that coordination can be a solution to addressing some of the identified transportation needs and gaps, however, the most pressing issues in the region are insufficient funding and the poor economy. Although increased service areas, hours and days of service are vitally needed, none of this can be realized without additional funding. This is also true of the dispatching software project that has been in progress for the last few years. Although still needed, it has been a costly venture with additional funding needed for implementation. The group strongly believed that the most important priorities have to be increasing community awareness and educating local officials and the general public of the importance of a strong transportation network if there is any hope of increased local funding in the future. That funding may come from a combination of Federal, State, and local dollars. Since any Federal or State dollars require a local match, adequate local funding directly drives the ability of agencies to draw down available Federal and local 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. This is especially important since one of the goals is to revisit the previous unmet goals of the 2011 Coordination Plan as goals in this current update are realized. 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 XI
Coordinated Public Transit-Human Services
Transportation Plan Update - Appendix**

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

August, 2015



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-7
Meeting 1 and 2 Sign-In Sheets.....	A-13
Meeting 1 and 2 Presentations	A-18
Public Survey.....	A-34

Appendix B: Signatures of Adoption

Focus Group

Stakeholder and General Public Meetings

Date: Meeting 10/8/2014

Location: City of Weirton Municipal Building

Meeting 2: 11/5/2014

Location: Mary H. Weir 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: Herald Star, The Brooke County Review, Weirton Daily Times, Intelligencer, The Mountaineer

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: 13

Invitation letter and mailing list attached.

Copies of flyers, brochures, etc.

Copy of Public Notice from each newspaper in which it appeared

Copy of email invitation and mailing list attached.

Sign-in Sheets attached.

Copy of web posting (if available)

Focus Group Summary Included in Report

Surveys

Date(s) Surveys Were Distributed:

U.S. Mail

Web Posting

E-mail Upon request

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

Newspaper Notice:

Radio/TV PSAs:

Distributed in local community/senior centers, etc.

Information was provided in alternative formats, upon request.

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

Number of Surveys Returned: 49

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 Brooke and Hancock Counties. The meeting will be on **October 8, 2014, 10:00 AM to 12:00 PM at the City of Weirton Municipal Building, Room 201, 200 Municipal Plaza, Weirton, WV 26062**. 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 Brooke and Hancock Counties. The meeting will be on **November 5, 2014, 10:00 AM to 12:00 PM at the Mary H. Weir Public Library, 3442 Main St., Weirton, WV 26062**. 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	Contact Person	Address	City	State	Zip
Airport Corridor Transportation Assoc.		Robinson Plaza Two, Suite 420	Pittsburgh	PA	15205
Bethany College		1 Main Street	Bethany	WV	26032
Brooke County Cab Company		641 Commerce Street	Wellsburg	WV	26070
Brooke County Senior Center	Laura Beckelhimer, Executive Director	948 Main St.	Follansbee	WV	26037
Brooke County Senior Center	Sandy Kemp	948 Main St.	Follansbee	WV	26037
Brooke County Schools	Transportation Director	1201 Pleasant Avenue	Wellsburg	WV	26070
Brooke/Hancock Family Resource Network	Sandy Horvath	1300 Potomc Road, Up Level,Suite C	Weirton	WV	26062
Brooke/Hancock Family Resource Center	Rita Hawkins	1300 Potomc Road, Up Level,Suite C	Weirton	WV	26062
Brooke-Hancock-Jefferson Metropolitan Planning Commission (BHJ)	Dr. John Brown, AICP	124 North Fourth St., Second Floor	Steubenville	OH	43952
Brooke-Hancock-Jefferson Metropolitan Planning Commission (BHJ)	Barb Zimnox	124 N 4th St, 2nd Floor	Steubenville	OH	43952
CHANGE, Inc.	Jim Boniey	3136 West Street	Weirton	WV	26062
CHANGE, Inc.	Judy Raveaux, CEO	3136 West Street	Weirton	WV	26062
MTM	Christina Meyer	16 Hawk Ridge Dr.	Lake Saint Louis	MO	63367
City of East Liverpool Planning Department		126 West Sixth Street	East Liverpool	OH	43920
City of Follansbee		PO Box 606	Follansbee	WV	26037
City of New Cumberland	Tammy Jenkins	102 North Court Street	New Cumberland	WV	26047
City of Steubenville Planning Office	Christopher Petrossi	115 S. Third Street	Steubenville	OH	43952
City of Weirton	Valerie A. Means, City Manager	200 Municipal Plaza	Weirton	WV	26062
City of Weirton	George J. Kondik, Mayor	200 Municipal Plaza	Weirton	WV	26062
City of Wellsburg Chamber of Commerce	Jacie Ridgely	PO Box 487	Wellsburg	WV	26070
East Liverpool City Hospital		425 W. Fifth Street	East Liverpool	OH	43920
Eastern Gateway Community College		4000 Sunset Boulevard	Steubenville	OH	43952
Edison Local School District		14890 State Route 213	Hammondsville	OH	43930
Franciscan University		1235 University Boulevard	Steubenville	OH	43952
Hancock County Commission	Danny Greathouse	102 North Court Street	New Cumberland	WV	26047
Hancock County Schools	Transportation Director	104 N. Court St. PO Box 1300	New Cumberland	WV	26047
Hancock County Senior Services	Jerry Fields, Associate Director	647 Gas Valley Road	New Cumberland	WV	26047
Hancock County Senior Services	E. Mark Knabenshue, Executive Director	647 Gas Valley Road	New Cumberland	WV	26047
Hancock County Sheltered Workshop	Michael Hagg, Executive Director	1100 Pennsylvania Avenue	Weirton	WV	26062
Hancock County Sheltered Workshop	Tammy Mankowski	1100 Pennsylvania Avenue	Weirton	WV	26062
Healthways, Inc.	Terry Stemple, CEO	501 Colliers Way	Weirton	WV	26062
Healthways, Inc.	Lee-Ann Conley	501 Colliers Way	Weirton	WV	26062
Healthways, Inc.	Melissa Phillips	501 Colliers Way	Weirton	WV	26062
Healthways, Inc.	Dawn Swoggo	501 Colliers Way	Weirton	WV	26062
Indian Creek Local School District		587 Bantam Ridge Road	Wintersville	OH	43953
Jeffco Sheltered Workshop	Michael Zinno, CPA	256 John Scott Highway	Steubenville	OH	43952
Jefferson Behavioral Health Systems	Lisa Ward	3200 Johnson Road	Steubenville	OH	43952
Jefferson County Commission		301 Market Street	Steubenville	OH	43952
Jefferson County JFS	Caroline Harris	125 S 5th Street	Steubenville	OH	43952
Jefferson County Regional Planning Commission	Domenick Mucci, Jr.	500 Market Street- Suite 614	Steubenville	OH	43952
Northwestern AAA	Lynn Williams	PO Box 2086	Wheeling	WV	26003
Pepe Auto Rental & Service		128 Wildwood Dr.	Follansbee	WV	26037
Prime Time of Jefferson Co. Tri-State Health Services	Judy Owings	One Ross Pk.	Steubenville	OH	43952
Regional Access Mobility Partnership (RAMP)	Mike Paprocki	124 North Fourth St., Second Floor	Steubenville	OH	43952
Steel Valley Regional Transit Authority	Frank Bovina	PO Box 1177	Steubenville	OH	43952

Organization	Contact Person	Address	City	State	Zip
Steubenville City Schools	Michael McVey	1400 West Adams Street	Steubenville	OH	43952
WV DOT, Division of Public Transit	Toni Boyd	1900 Kanawha Blvd. East, Bldg. 5, Rm.	Charleston	WV	25305-C
Tri County Ambulance, Inc.	John Diddle	PO Box 975	East Liverpool	OH	43920
Trinity Health System		380 Summit Avenue	Steubenville	OH	43952
Valley Haven Geriatric Center, Inc.	Transportation Director	Rd. 2, Box 44	Wellsburg	WV	26070
Village of Wintersville	Walt Ziemba, Village Administrator	200 Grove Street	Wintersville	OH	43953
Weir-Cove Taxi Company	Paul Cohllella	3075 Main Street	Weirton	WV	26062
Weirton Area Chamber of Commerce	Brenda L. Mull, President	3174 Pennsylvania Avenue, Suite 1	Weirton	WV	26062
Weirton Medical Center		601 Colliers Way	Weirton	WV	26062
Weirton Senior Center	Judy Penrod & Shari Dami	3425 Main Street	Weirton	WV	26062
Weirton Transit Corporation	Kevin Beynon, Manager	200 Municipal Plaza	Weirton	WV	26062
West Liberty State College		PO Box 295	West Liberty	WV	26074
West Virginia Northern Community College		150 Park Avenue	Weirton	WV	26062
WV DHHR Hancock County Office		100 Municipal Plaza, Suite 600	Weirton	WV	26062
WV Division of Rehabilitation Services		100 Municipal Plaza, Suite 200	Weirton	WV	26062
NPWIB, Inc.	Rosemary Guida, Executive Director	1245 Warwood Avenue	Wheeling	WV	26003
WV Department of Health and Human Resources	Mark B. Parea	PO Box 6165	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 Brooke and Hancock 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 10:00 AM to 12:00 PM at
City of Weirton, Municipal Building, Room 201
200 Municipal Plaza, Weirton, 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 10:00 a.m. to 12:00 p.m. at City of Weirton, Municipal Building, Room 201, 200 Municipal Plaza, Weirton, WV.**

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, so that those needs, gaps and services are accurately addressed in the coordinated transportation plan update.

We look forward to seeing you at the local meetings.

Sincerely,



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

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

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Seniors, People with Disabilities, Individuals and Families living below the
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transportation and mobility options in and around Brooke and Hancock 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, 10:00 AM to 12:00 PM at
the Mary H. Weir Public Library, 3442 Main St, Weirton, WV 26062**

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FAX: (304) 558-0174 • TDD: (800) 742-6991

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The DPT is working with RLS & Associates, Inc. to update the plans. The second of two local public meetings is scheduled for **Wednesday, November 5, 2014, from 10:00 AM to 12:00 PM at the Mary H. Weir Public Library, 3442 Main St, Weirton, WV 26062**. 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,



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

Coordinated Transportation Plan for West Virginia Region XI

October 8, 2014
Sign-In-Sheet

Please Print

Name & Agency	Agency Address	Telephone	E-Mail
Lee-Ann Conley Ihealthways Inc.	501 Colliers Way Weirton, WV 26062	(304) 723-5440 (304) 737-2859	
Rita Hawkins Brooke Hancock Family Resource Center	1300 Potomac Rd, Upper Level, Suite C Weirton, WV 26062	(304) 748-7850	r.hawkins@brookehancockfm.org
Jim Bonney CHANGES, INC.	3136 West St. Weirton, WV 26062	304-797-7733	jimboney@changesinc.org
Barb Zimnox BHS MPC - MPO	124 N. 4th St, 2nd Fl Steubenville, OH 43952	304-797-9666 x204	bzimnox@bhjimp.org
Kevin Baynon Weirton TRANSIT	200 Municipal Plaza Weirton, W.V. 26062	304-797-8597	weirtontransit@gmail.com
Sandy Kemp Brooke Co. Senior Center	948 Main St. Follansbee WV 26030	304-527-3410	SandyKemp1@aol.com
LAURA BECKELHIMER Brooke Co. Senior Center	948 Main St. Follansbee, WV 26030	304-527-3410	Labrooke@aol.com

Coordinated Transportation Plan for West Virginia Region XI

October 8, 2014
Sign-In-Sheet

Please Print

Name & Agency	Agency Address	Telephone	E-Mail
Tammy Mankowski Hancock County Sheltered Workshop	1100 Penn. Ave. Weirton, WV 26062	304-748-2370	Tmankowski@comcast.net
E. MARK KNABENSKUE HANCOCK COUNTY SR. SVS.	647 GAS VALLEY RD. NEW CUMBERLAND, WV 26047	304-564-3801	EMKNABENSKUE@ HANCOCKSRVS.ORG
Jerry Fields Hancock County Senior Services	647 Gas Valley Road New Cumberland WV 26047	304-564-3801	jfields@hancocksrvs.org
Melissa Phillips Healthways, Inc	501 Colliers Way Weirton WV 26062	304-723-5440 HW 304-723-2418 (HCOE Melissa)	mphillips@healthwaysinc.com
Dawn Swaggert Healthways, Inc	501 Colliers Way Weirton WV 26062	304-723-2418	

Sign-In Sheet

2014 Coordinated Public Transit-Human Services Transportation Plan Update for Region XI

Meeting 2

November 5, 2014

10am to 12pm Mary H Weir Public Library

Name	Organization	Address	E-mail	Phone Number
Kenela Roe	Healthway	Address: <u>Collers Way</u> City: <u>WV Weirton</u> Zip: <u>26062</u>	lroe@healthway	304-737-2859
Frederic Conley	Healthway	Address: <u>Collers Way</u> City: <u>Weirton WV</u> Zip: <u>26062</u>		(304) 737-2859
Tammy Mankowski	Hancock Co. Sheltered Workshop	Address: <u>1100 Penn. Ave</u> City: <u>Weirton</u> Zip: <u>26062</u>	Tmankowski@comcast.net	304-748-2370
Mucie Alfred	MSCB	Address: <u>21 Emer</u> City: <u>Weirton</u> Zip: <u>26062</u>	Mucie MU 08@spcl	304-670-4231
Kevin Beynon	Weirton TRANSIT	Address: <u>200 Municipal Plaza</u> City: <u>Weirton, WV</u> Zip: <u>26062</u>	weirton transit@gmail.com	304-797-8597

Sign-In Sheet

2014 Coordinated Public Transit-Human Services Transportation Plan Update for Region XI

Meeting 2

November 5, 2014

10am to 12pm Mary H Weir Public Library

Name	Organization	Address	E-mail	Phone Number
Jerry Fields	Hancock County Senior Services	Address: <u>647 Gas Valley Road</u> City: <u>New Cumberland WV</u> Zip: <u>26047</u>	<u>jfield@hancockssvs.org</u>	<u>304-564-3801</u>
E, MARK KNABENSHUE	HANCOCK COUNTY SR. SVS.	Address: <u>SAME</u> City: <u>AS</u> Zip: <u>Above</u>	<u>EMKNABENSHUE@HANCOCKSRSVS.ORG</u>	<u>SAME AS Above</u>
JEFFREY DESTEFANO	CHANGE, Inc.	Address: <u>3136 West St.</u> City: <u>WEIRTON</u> Zip: <u>26062</u>	<u>Jeffreydestefano@changeinc.org</u>	<u>(304) 797-7733</u>
Sandy Kemp	Brooke County Senior Center	Address: <u>948 Main St.</u> City: <u>Jollansboro WV</u> Zip: <u>26037</u>	<u>SandyKemp1@AOL.com</u>	<u>(304) 527-3410</u>
Toni Boyd	WV Div of Public Transit	Address: <u>Bldg 5 Room 406</u> <u>1400 Kan Blvd E</u> City: <u>Charleston, WV</u> Zip: <u>25305</u>	<u>Toni.R.Boyd@wv.gov</u>	<u>304-558-0428</u>

Sign-In Sheet

2014 Coordinated Public Transit-Human Services Transportation Plan Update for Region XI

Meeting 2

November 5, 2014

10am to 12pm Mary H Weir Public Library

Name	Organization	Address	E-mail	Phone Number
Deb Williams	WVDRS	Address: <u>100 Municipal Plaza</u> City: <u>Weirton Ste 200</u> Zip: <u>26062</u>	debra.s.williams @wv.gov	304-723- 5311
Rita Hawkins	Brooke Hancock Family Resource Network	Address: <u>1300 Potomac, Upper</u> <u>Level, Suite C</u> City: <u>Weirton</u> Zip: <u>WV</u>	rhawkins@ brookehancock.fm.org	304-748- 7850
MICHAEL PAPROCKI	BHJ MPC	Address: <u>124 N. 4TH ST.</u> City: <u>Staubenville OH</u> Zip: <u>43952</u>	mikepap@ bhjmpc.org	740 282-3685 x 209
		Address: _____ City: _____ Zip: _____		
		Address: _____ City: _____ Zip: _____		

RLS
Associates, Inc.

Moving Public Transportation
Into the Future

**2014 West Virginia Region XI
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

http://www.transportation.wv.gov/publictransit/Documents/Region%20IV%20Final%20Report.pdf'. The slide number '4' is visible at the bottom."/>

**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 VII Plan

- ◆ CommuteInfo
- ◆ Hancock County Senior Wellness Center
- ◆ Tri County Ambulance, Inc.
- ◆ CHANGE Inc.
- ◆ Weirton Senior Center
- ◆ Jefferson County Sheltered Workshop
- ◆ Valley Haven Geriatric Center, Inc.
- ◆ Jefferson Behavioral Health Systems
- ◆ Weirton Transit Corporation
- ◆ Steel Valley Regional Transit Authority
- ◆ Brooke County Council on Aging
- ◆ Hancock County Sheltered Workshop
- ◆ Healthways, Inc.

5

Recent History of Coordinated Transportation Plans

Participants in the 2011 Region VII Plan

- ◆ Brooke-Hancock-Jefferson Metropolitan Planning Commission (BHJ)
- ◆ City of Wellsburg Chamber of Commerce
- ◆ City of Wellsburg
- ◆ City of Follansbee
- ◆ City of Weirton
- ◆ WV Division of Rehabilitation Services
- ◆ Prime Time of Jefferson Co. Tri-State Health Services
- ◆ Hancock County Commission
- ◆ Weirton Medical Center
- ◆ Weirton Area Chamber of Commerce
- ◆ Airport Corridor Transportation Assoc.

6

Recent History of Coordinated Transportation Plans

Participants in the 2011 Region VII Plan

- ◆ WV DHHR Hancock County Office
- ◆ Brooke/Hancock Family Resource Network
- ◆ Northwestern AAA
- ◆ Center for Excellence in Disabilities
- ◆ Brooke County Cab Company
- ◆ Pepe Auto Rental & Service
- ◆ Weir-Cove Taxi Company
- ◆ Jefferson County Commission
- ◆ Jefferson County JFS
- ◆ Jefferson County Regional Planning Commission
- ◆ Bethany College
- ◆ West Virginia Northern Community College
- ◆ East Liverpool City Hospital

7

Recent History of Coordinated Transportation Plans

Participants in the 2011 Region VII Plan

- ◆ Trinity Health System
- ◆ Franciscan University
- ◆ West Liberty State College
- ◆ Eastern Gateway Community College
- ◆ Brooke County Schools
- ◆ Hancock County Schools
- ◆ Steubenville City Schools
- ◆ Edison Local School District
- ◆ Indian Creek Local School District
- ◆ Regional Access Mobility Partnership (RAMP)
- ◆ Progress Alliance
- ◆ Ohio Valley Regional Transit Authority
- ◆ City of East Liverpool Planning Department

8

Recent History of Coordinated Transportation Plans

Participants in the 2011 Region VII Plan

- ◆ Village of Wintersville
- ◆ City of Steubenville Planning Office
- ◆ City of New Cumberland

9

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

10

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)

11

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

12

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

13

Current Section 5310 Funding Recipients in Region VII

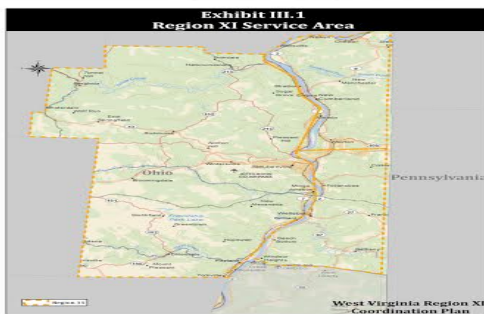
Section 5310

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

14



Region XI Area



15

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)

16

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

17

Region VII Service Area

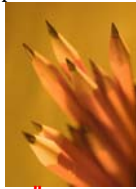
UPDATE OF CURRENT RESOURCES AND UNMET NEEDS

West Virginia Region VII Coordinating Plan

18

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"

19

Existing Resources

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

20

A Review of Goals from the 2011 Plan

Goal #1: Increase service to the four corners of Region XI

Goal #2: Implement a mobility management program to improve coordination of trips and focus on public outreach and education about local transportation options.

21

Goals from the 2011 Plan (Continued)

Goal #3: Gradually enhance public and human service agency transportation services through coordination to improve mobility for everyone with a focus on improved access for service opportunities for individuals under the age of 60 with low incomes and the general public.

Goal #4: Maintain at least the current quality of transportation service throughout the next four years.

22

Goals from the 2011 Plan (Continued)

Goal #5: Increase system efficiency and effectiveness by sharing trips among providers.

Goal #6: Address any economic development opportunities that could benefit from the support of transportation services provided by private, public, non-profit, or human service agency operators.

23

Goals from the 2011 Plan (Continued)

Goal #7: Develop Local, State, and Federal policy and enabling legislation, and a Statewide Transportation Access Plan with language to encourage coordination and sharing of resources among various agencies.

Goal #8: Establish common mobility/transfer stations to be shared by all transportation providers. The mobility stations would be designed to serve as shelter for passengers as well as travel training centers and resource centers.

24

Goals from the 2011 Plan (Continued)

Goal#9: Investigate the feasibility of centralized scheduling and dispatch center.

Goal #10: Develop and deploy effective outreach and marketing activities and materials/social media. Activities should explain human service agency and public transportation options available throughout the area.

25

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?

26

NEXT STEPS FOR THE PLANNING PROCESS

27

Update Inventory and Needs Assessment

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

28

Public Meeting #2

- ◆ Date: Nov 5th
- ◆ Location: ?

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

29

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.

30



Questions?

FOLLOW UP QUESTIONS:

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

31

www.rlsandassoc.com

RLS
Associates, Inc.

Moving Public Transportation
Into the Future

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

Presented November 5, 2014
by Julie Schafer, Associate, RLS & Associates, Inc.
3131 South Dixie Hwy, Suite 545 Dayton, Ohio
(937) 299-5007

1
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?

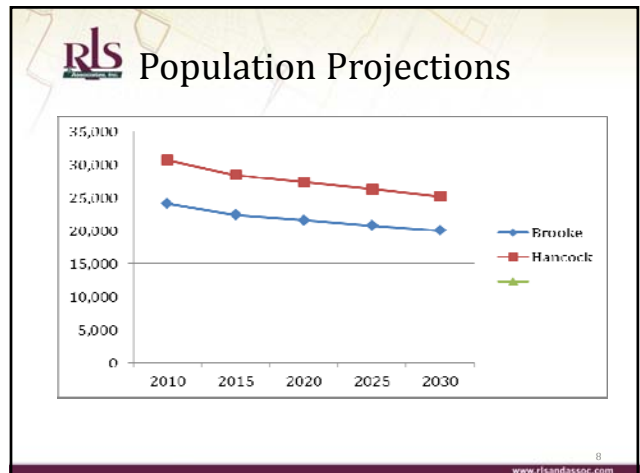
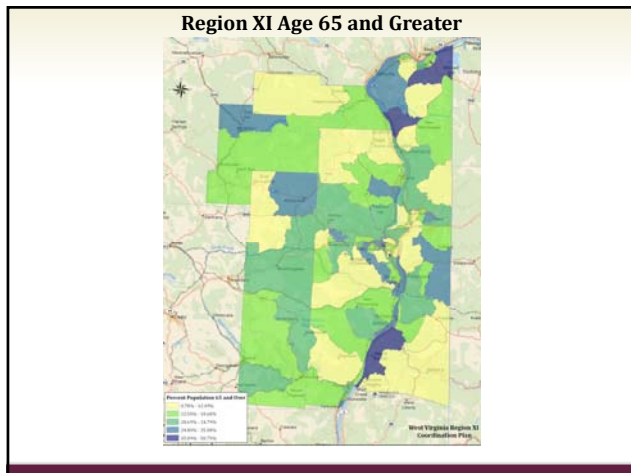
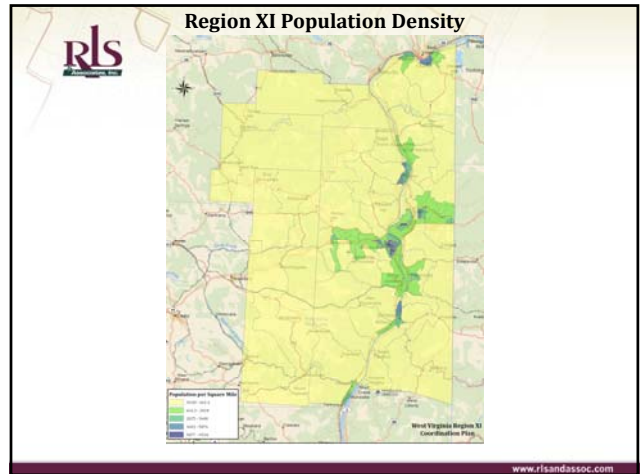
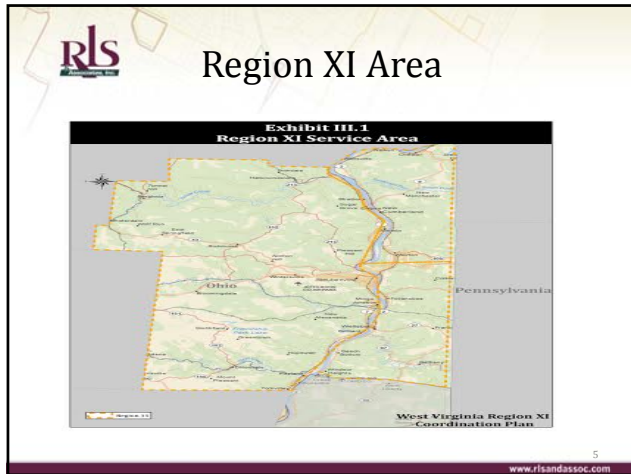
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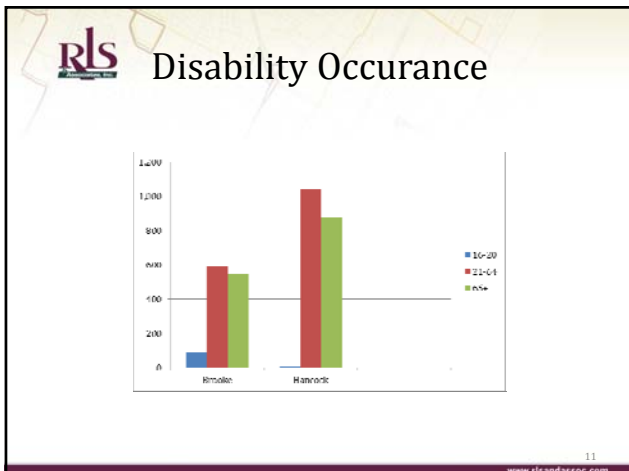
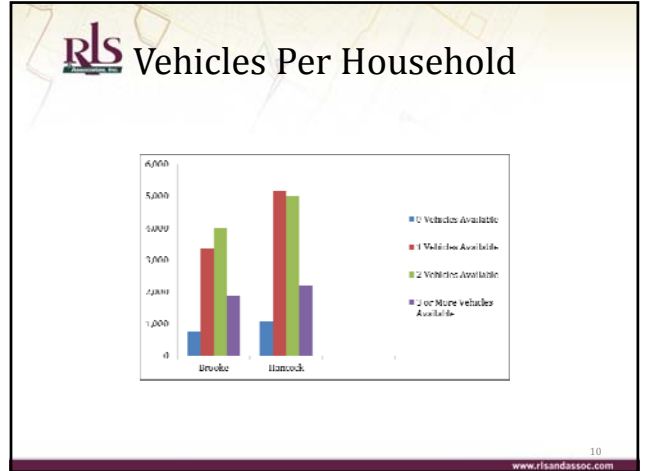
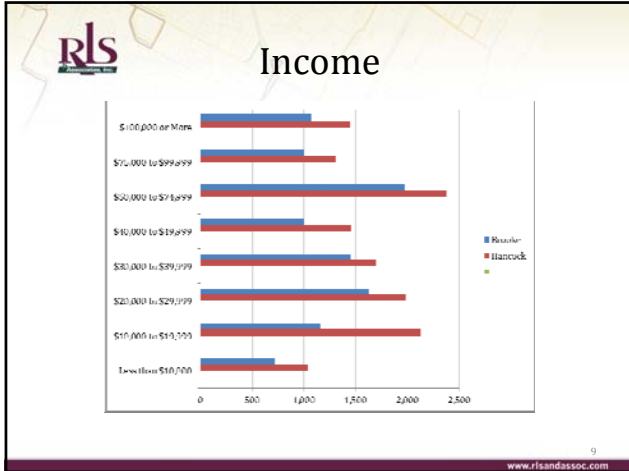
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**Recent History of Coordinated
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4





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

A Review of Goals from the 2011 Plan

Goal #1: Increase service to the four corners of Region XI

Goal #2: Implement a mobility management program to improve coordination of trips and focus on public outreach and education about local transportation options.

13

Goals from the 2011 Plan (Continued)

Goal #3: Gradually enhance public and human service agency transportation services through coordination to improve mobility for everyone with a focus on improved access for service opportunities for individuals under the age of 60 with low incomes and the general public.

Goal #4: Maintain at least the current quality of transportation service throughout the next four years.

14

Goals from the 2011 Plan (Continued)

Goal #5: Increase system efficiency and effectiveness by sharing trips among providers.

Goal #6: Address any economic development opportunities that could benefit from the support of transportation services provided by private, public, non-profit, or human service agency operators.

15

Goals from the 2011 Plan (Continued)

Goal #7: Develop Local, State, and Federal policy and enabling legislation, and a Statewide Transportation Access Plan with language to encourage coordination and sharing of resources among various agencies.

Goal #8: Establish common mobility/transfer stations to be shared by all transportation providers. The mobility stations would be designed to serve as shelter for passengers as well as travel training centers and resource centers.

16

Goals from the 2011 Plan (Continued)

- Goal#9: Investigate the feasibility of centralized scheduling and dispatch center.
- Goal #10: Develop and deploy effective outreach and marketing activities and materials/social media. Activities should explain human service agency and public transportation options available throughout the area.

17

Purpose

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

18

COORDINATED TRANSPORTATION GOALS AND STRATEGIES

Identified Unmet Transportation Needs/Challenges/Gaps

UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED

- NEEDS IDENTIFIED DURING THE 1st MEETING

20

Meeting 2 PowerPoint

- Sunday transportation from 8am to 1pm for church attendance.
- Transportation to nursing homes for seniors to visit spouses.
- Transportation for socialization – seniors and handicapped for dinner, etc. in the evenings
- Saturday transportation for dialysis, chemo, etc. we only transport Mon-Fri.
- Seniors don't want to transfer from one vehicle to another when traveling such as, bringing off a hill to a main route.

21

- Rural transit is needed in Northern Hancock County – Connection to WTC and CARTS in Columbiana County
- Service needed from 7am to 9am in northern Hancock County for medical appts.
- Saturday service for Dialysis patients in rural area of Hancock County
- Steubenville/Weirton Hub needed with transportation to outlying areas
- Transportation from Hancock County to major healthcare facilities in Pittsburgh
- Regular routes from northern Hancock County to shopping, recreation, and needed sites each day.

22

- Public transportation from Chester (Hancock County) to Beech Bottom (Brooke County) during the week M-F.
- Transportation in the evening that would connect to transportation to Ohio County/Wheeling.
- Politicians who understand the importance and value of public transportation
- A more defined role of public transit to establish a need for a better seat at the table
- Late day and overnight transportation all week long.

23

- Weekend service and better service for the disabled during all weekend hours
- Better cooperation with businesses
- Job Access transportation in Brooke and Hancock county 5 to 7 am and 7 pm til midnight
- Bus service throughout the 2 county area including but not limited to Wellsburg, Follansbee, New Cumberland, Newell, and Chester.
- More services- frequency of service from Weirton to Trinity Hospital in Steubenville and the mall.
- Service to Robinson Town Center in PA.

24

- Evening and weekend service (Sat and Sunday) There is no service that travels from Weirton to Follansbee for evening activities
- Outlying area transit services needs outside of Weirton and Steubenville
- Future job access transit needs
- Weekend service Sat and Sun
- Timely medical transports – same day and on time

25

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

27

NEXT STEPS

28

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

29



Questions?

FOLLOW UP QUESTIONS:

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

30

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)

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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 XI

The Regional Coordinated Public Transit-Human Services Transportation Plan Update for the Region XI study area, including Brooke, Hancock, and Jefferson 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: Kevin S. Bergman Gary Pitcock
Title of Plan Participant: MANAGER (Board President)
Organization Representing: WEIRTON TRANSIT
Or Senior, Individual With disability, Low Income or General Public Representative: _____

Kevin S. Bergman
Signature

8-25-15
Date

Gary Pitcock
Signature

8-25-15
Date

Signature

Date

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Name of Plan Participant: Michael Hagg

Title of Plan Participant: Executive Director

Organization Representing: Hancock Co. Sheltered Workshop

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

Michael Hagg
Signature

8/25/15
Date

Signature

Date

Signature

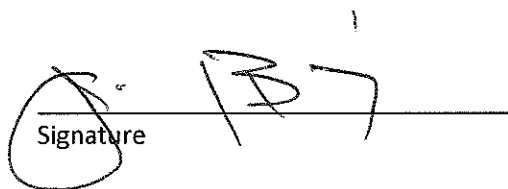
Date

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Name of Plan Participant: Jim Bonney
Title of Plan Participant: Chief Operating Officer Community Services
Organization Representing: Change, Inc.
Or Senior, Individual With disability, Low Income or General Public Representative: _____

 9-2-15
Signature Date

Signature Date

Signature Date

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Name of Plan Participant: E. MARK KNABENSAUE

Title of Plan Participant: EXEC. DIR.

Organization Representing: HANCOCK COUNTY JR. JVS.

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



Signature

9/14/15
Date



Signature

9/14/15
Date



Signature

9-14-15
Date

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Name of Plan Participant: Heathways Inc.
Title of Plan Participant: Chief Executive Officer
Organization Representing: Heathways Inc.
Or Senior, Individual With disability, Low Income or General Public Representative: _____


Signature

9-14-2015
Date

Signature

Date

Signature

Date

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Name of Plan Participant: LAURA BECKELHIMER

Title of Plan Participant: EXEC. DIRECTOR

Organization Representing: BROOKE COUNTY COMMITTEE ON AGING

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


Signature

9/30/15
Date

Signature

Date

Signature

Date