

Region VIII Coordinated Public Transit-Human Services Transportation Plan Update

Grant, Hampshire, Hardy, Mineral, and Pendleton Counties, WV

November 2019



West Virginia
Department of Transportation

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This report was prepared in cooperation with the U.S. Department of Transportation (USDOT), the Federal Transit Administration (FTA), the West Virginia Department of Transportation (WVDOT) Division of Public Transit, and local communities. The contents do not necessarily reflect the official views or policies of the WVDOT, FTA, or USDOT. This report does not constitute a standard, specification, or regulation.

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I. INTRODUCTION

PURPOSE

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

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

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

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

METHODOLOGY

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

The coordination plan update incorporated the following planning elements:

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

II. TRANSPORTATION AND MOBILITY NEEDS ASSESSMENT

COMMUNITY MEETING AND PUBLIC SURVEY RESULTS

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

- ◆ December 18, 2018 at the Potomac Valley Transit Authority
- ◆ February 25, 2019 at the Potomac Valley Transit Authority

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

The public survey was distributed online and in hard copy format. The survey was promoted in local media, on websites, at public meetings, and through emails and word-of-mouth by local stakeholders. The survey was available for eight months. There were 10 survey responses from Region VIII. Detailed public survey results, demographic analysis and public and stakeholder meeting materials are included in Appendix A. Meeting participants and survey respondents were asked to identify unmet transportation needs and gaps in available services in the Region. Results are summarized in Table II.1 and the following tables.

Table II.1: 2019 Needs Assessment	
Long Distance Medical Transportation	<ul style="list-style-type: none"> ◆ Long distance medical transportation emerged as a critical need during the public and stakeholder input meetings. People who need specialized and advanced medical care must often travel to a nearby major city. Some of this need is being met, but involves significant resources on a per-trip basis. One round trip to an out-of-county or out-of-state medical appointment can consume a full day for a driver. One human service agency reported that they capped the mileage they will drive for client medical appointments, and therefore are unable to take clients to Morgantown.
Four-Wheel Drive Vehicles	<ul style="list-style-type: none"> ◆ Terrain and road conditions present a challenge for transportation providers in rural areas. Providers need four-wheel drive vehicles to be able to serve many clients living in remote areas with poor road conditions or steep driveways.
Replacement Vehicles	<ul style="list-style-type: none"> ◆ The transportation providers in Region VIII have aging fleets and will need replacement vehicles in order to maintain their current levels of service.
Solutions to Medicaid Non-Emergency Medical Transportation Issues	<ul style="list-style-type: none"> ◆ The reimbursements received from LogistiCare, the for-profit statewide brokerage firm that assigns Medicaid non-emergency transportation (NEMT) trips to providers under contract, sometimes do not cover the cost of providing rides, especially long-distance rides. If a passenger cancels the trip at the last moment or “no-shows”, after the transit provider has arrived, there is no reimbursement of that trip. Also, LogistiCare will not reimburse providers for transporting multiple clients at one time. Providers do not receive a consistent number of trips over time,

Table II.1: 2019 Needs Assessment

<p>making it difficult to plan ahead. Private for-profit transportation providers that contracted with the previous NEMT brokerage have gone out of business or discontinued service in the Region, placing a greater burden on public and non-profit operators to provide rides.</p> <ul style="list-style-type: none"> ◆ Transportation providers do not currently have a venue to discuss these issues. A provider committee that meets regularly would allow for ongoing discussion and a coordinated approach to bringing common issues up with LogistiCare, WVDOT, and the West Virginia Department of Health and Human Resources (DHHR).
<p>Coordination of Long-Distance Trips with Similar Destinations</p> <ul style="list-style-type: none"> ◆ Multiple transportation providers in Region VIII are transporting clients over long distances to the same destinations. For example, the Potomac Valley Transit Authority (PVTA) takes clients to Morgantown two or three days per week while the Region’s human service agencies are also taking clients to Morgantown. The providers need to coordinate rides when possible, in order to extend resources to serve more clients who need these trips. ◆ Providers who transport clients over long distances for medical appointments often stay in town and wait for the client to complete their medical appointment, which sometimes requires two or three hours of down time. Providers should investigate options for meeting local trip demand in locations where they have significant down time during client medical appointments.
<p>Vehicle Communication Technology</p> <ul style="list-style-type: none"> ◆ Due to the highly rural and mountainous geography of the Region, cell phone coverage is inconsistent, making it difficult for drivers to maintain communication with dispatch through the workday. Radios would be preferable to cell phones.
<p>Addiction Treatment Transportation</p> <ul style="list-style-type: none"> ◆ Transportation is needed for people traveling to addiction rehabilitation facilities for treatment, particularly after 5:00 PM. Human service agencies have difficulty fulfilling these requests when they are received.
<p>After-School Transportation</p> <ul style="list-style-type: none"> ◆ PVTA has been approached about providing transportation for after-school activities, but does not have the resources to meet this need.
<p>24-Hour Workforce Transportation</p> <ul style="list-style-type: none"> ◆ PVTA provides transit service to many employers, and offers extensive hours of operation (4:15 AM to 10:30 PM) in order to meet workforce transportation needs, including second shift employment. However, some employers are not served due to their locations, and others need employee transportation at hours outside of PVTA’s current hours.
<p>Transportation for Afternoon Medical Appointments</p> <ul style="list-style-type: none"> ◆ Some of the human service agencies’ operating hours are too short to accommodate medical appointments that are scheduled in the mid- or late afternoon. For example, Aging and Family Services of Mineral County runs until 3:00 PM. Drivers incur overtime expenses if they finish their workday after that time.
<p>Driver Recruitment</p> <ul style="list-style-type: none"> ◆ The transportation providers in Region VIII struggle to recruit drivers. PVTA reports difficulties with finding candidates for open driver positions. The wages that PVTA and human service transportation providers can afford to offer are lower than other local employers who are competing for the same employees.
<p>Funding for Transportation Provider Capital Needs and Operating Support</p> <ul style="list-style-type: none"> ◆ Inadequate funding is an ongoing issue for all transportation providers. Expansions of funding are necessary for providers to be able to fulfill unmet mobility needs in their communities.

Demographics:

- ◆ There are areas in Region VIII where 12.46% to 21.14% of households do not have a vehicle. Census block groups with greater than 12.46% “zero vehicle households” are located in Petersburg and Romney.
- ◆ Single vehicle households with multiple people throughout the region need public, agency and/or private transportation options to supplement the availability of their personal vehicle.
- ◆ Population density – for older adults as well as the general population – is moderate to high in Romney, Petersburg, Moorefield, Keyser, and their surrounding areas. Moderate older adult population density can also be found in Franklin, Fort Ashby, Wiley Ford, and Carpendale.

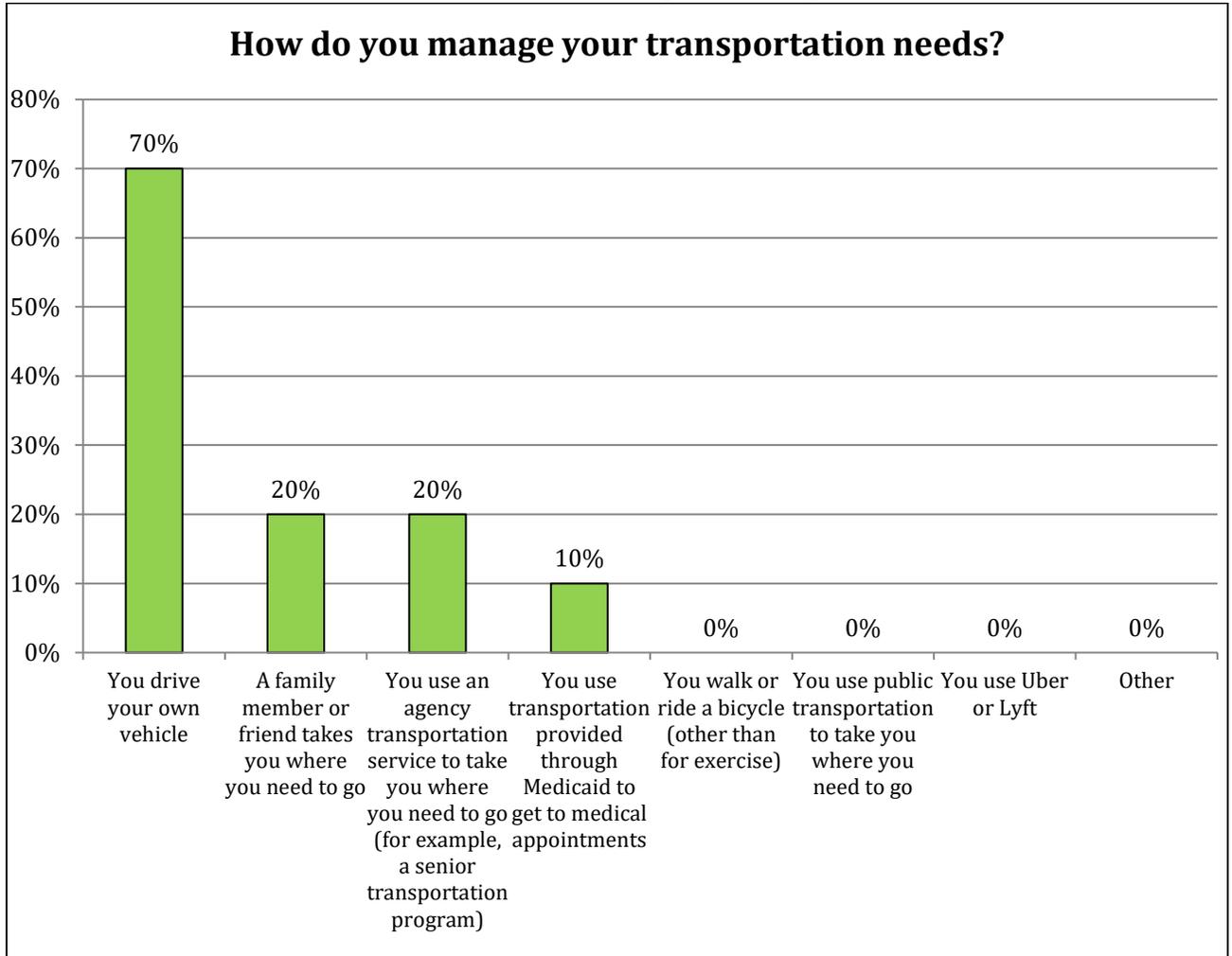
Public Survey Results:

10 Region VIII residents completed the public survey.

- ◆ 10% of respondents were age 65+.
- ◆ 20% have a mobility limitation or someone in their family has a mobility limitation.
- ◆ Survey respondents shared whether they have difficulty with specific activities due to lack of transportation:
 - 30% have trouble getting to **medical appointments** because they do not have reliable transportation.
 - 10% are sometimes unable to **run errands** because of a lack of reliable transportation.
 - 10% find it difficult to **feed** themselves or their family because of a lack of transportation.
 - 10% find it difficult to get to **agency appointments** because of a lack of transportation.
 - 10% find it difficult to attend Sunday **religious services** because of a lack of transportation.

Approximately 70% of public survey respondents indicated that they drive their own vehicle. No respondents stated that they use public transportation. The public survey asked people to identify all the ways they manage transportation needs. Exhibit II.1 illustrates that while many of the respondents drive a car, 20% ride with a family member or friend, 0% walk or ride a bicycle, 20% use human service agency-sponsored transportation services (i.e., senior centers, Department of Health and Human Services, non-profit agencies, etc.), 10% use Medicaid-sponsored transportation services for medical appointments, and 0% use public transportation or Transportation Network Companies (TNCs, e.g., Uber/Lyft).

Exhibit II.1: Available Transportation Options

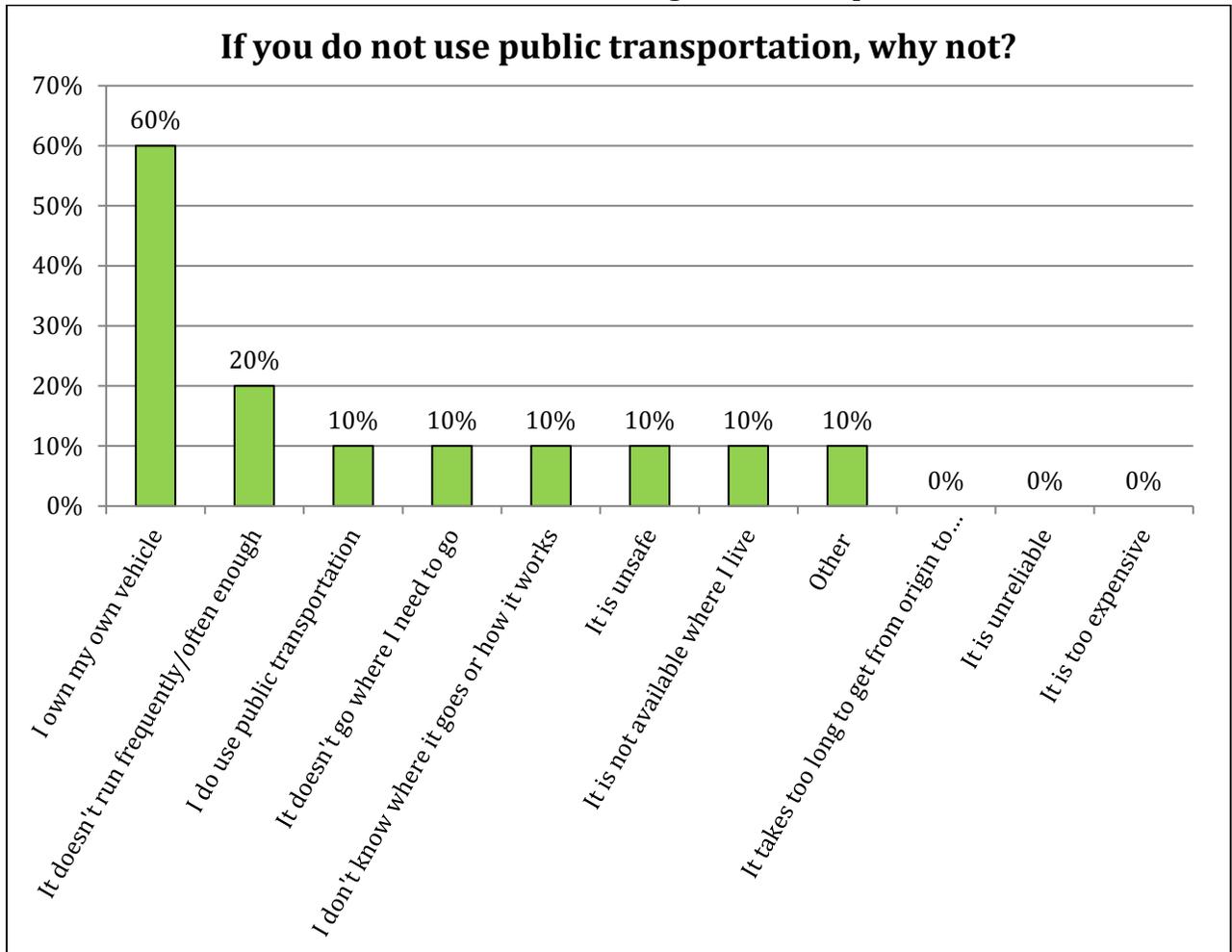


*Response totals are more than 100% because respondents could select multiple answers.

Survey respondents were asked to identify why they do not use public transportation. Most of those who own a vehicle listed that as their reason for not riding transit. Approximately 10% of respondents stated that they do not use public transit because it is not available where they live. Another 10% stated that public transit does not go where they need to go. These reasons indicate spatial gaps between origin and destination that are not filled by public transit.

Approximately 20% indicated that public transit does not run frequently or often enough for it to be feasible for them to use. Of the respondents, 10% cited other reasons for not using public transit, including issues with reliability, affordability, and safety. Some or all of these reasons reveal challenges with the public transportation network and indicate a need for additional education and outreach about the available service alternatives that exist.

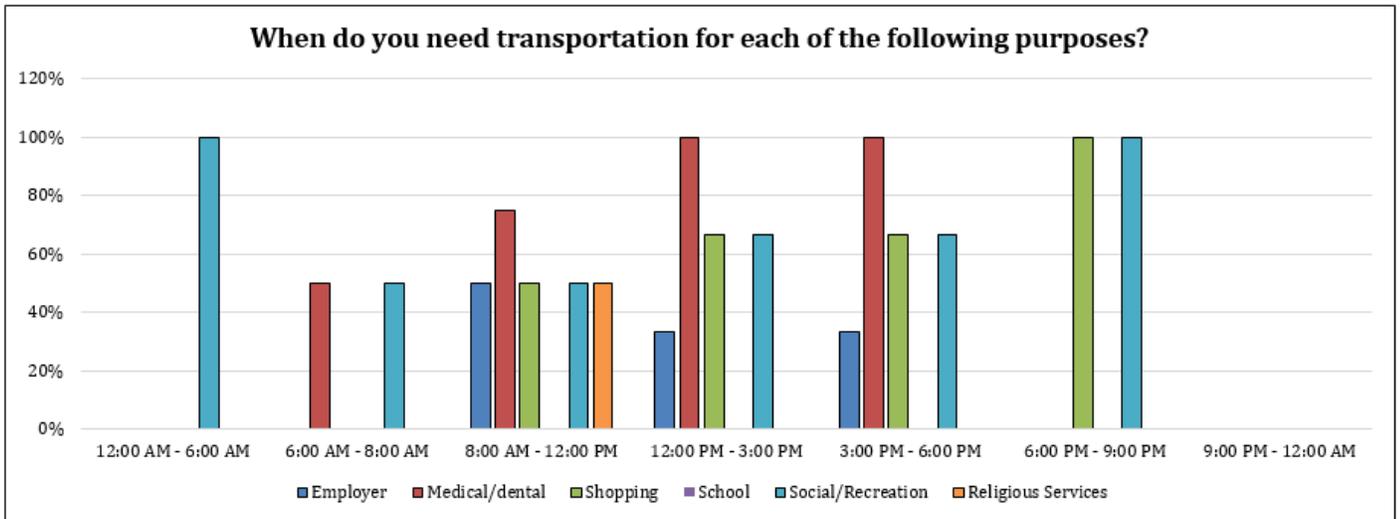
Exhibit II.2: Reasons for Not Using Public Transportation



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

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

Exhibit II.3: Temporal Needs for Transportation



CONCLUSION

While survey results and socio-economic Census data indicate that many residents have access to a personal vehicle and can drive, there are high densities of zero-vehicle households throughout the Region, including in highly rural areas. Survey results reveal that 30% of respondents have difficulty attending medical appointments due to a lack of reliable transportation. Others are missing work and/or struggle to feed themselves or their families because of a lack of transportation. Residents use human service agency transportation, ride with family members/friends, or use Medicaid NEMT to access necessary resources. No respondents reported that they use public transportation. When asked why they do not ride public transit, 10% indicated that there are spatial gaps—that is, no transportation service is available to/from where they live or where they need to go.

Providers

III. TRANSPORTATION PROVIDER INVENTORY

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

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

Public Transit (Open to the general public)

Potomac Valley Transit Authority

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

Aging and Family Services of Mineral County
Grant County Commission on Aging and Family Services
Hampshire County Committee on Aging, Inc.
Pendleton Senior & Family Services

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

Potomac Highlands Guild
Hardy County Committee on Aging

Other Transportation Services

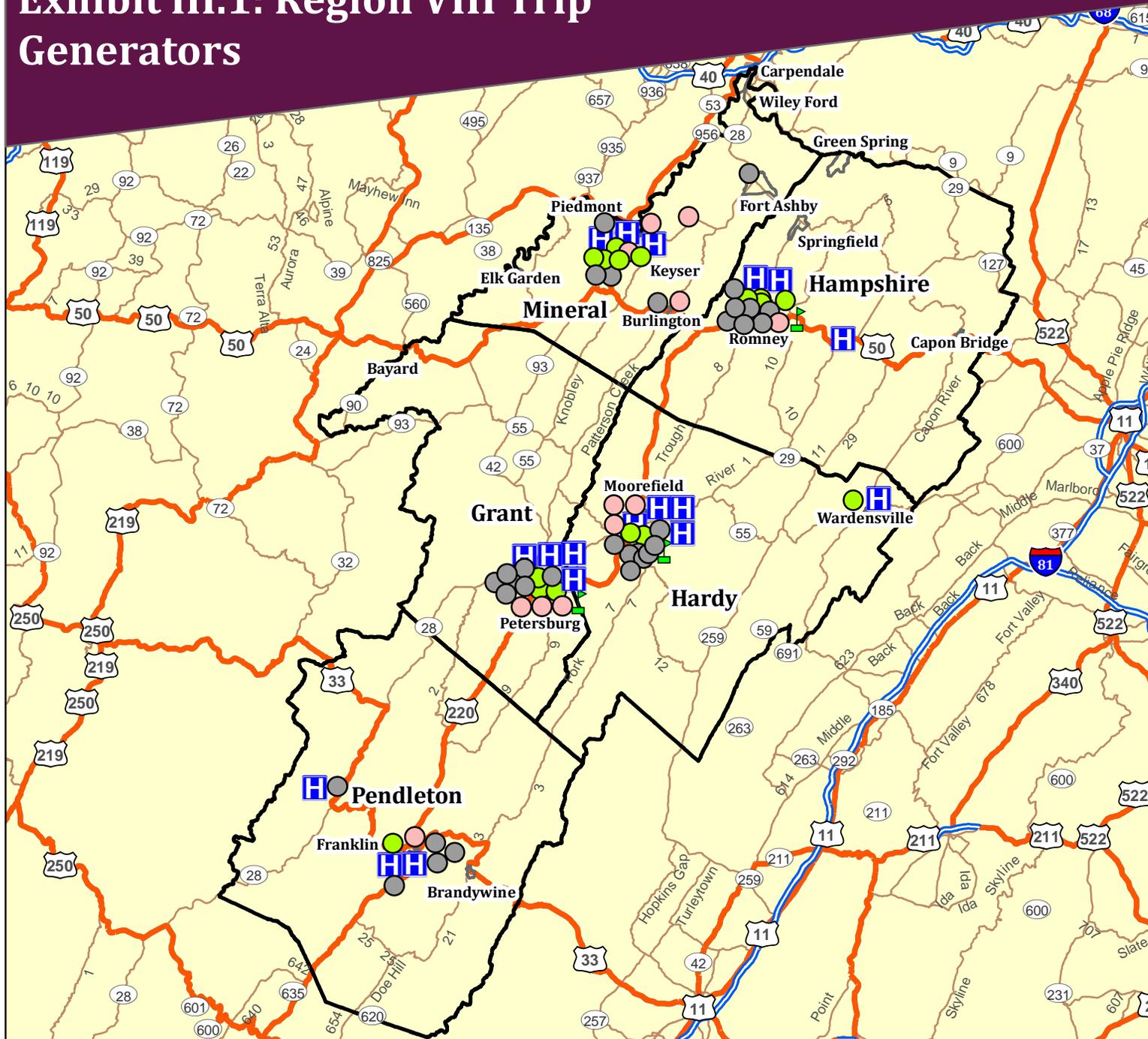
Valley Medical Transport

Major Trip Generators

Major trip generators are destinations frequently served by public, human service agency and/or senior transportation providers such as medical facilities, nutrition sites, apartment complexes, senior centers, employers, shopping, and recreation venues. Each transportation provider that participated in the coordinated transportation plan provided a list of the top destinations they serve or are requested to serve. Exhibit III.1 depicts the location of major trip generators throughout the Region. As illustrated in the map, most trip generators are located in Keyser, Moorefield, Petersburg,

and Romney. It is important to understand that while many of the major trip generators are located in these towns, the individuals needing a ride to and from those destinations live outside of the areas served by the public transit routes operated by Potomac Valley Transit Authority. Transportation providers are challenged by providing effective and efficient transportation to a large service area that has relatively low population density. Furthermore, hours of operation for rural transportation services are sometimes not as extensive as those of the major destinations. Therefore, access to services is limited both geographically and temporally. The table in Exhibit III.2 outlines the hours of operation for the public and human service agency transportation providers, as well as a local for-profit medical transportation provider.

Exhibit III.1: Region VIII Trip Generators



West Virginia Region VIII Coordinated HSTP Update

- Trip Generator**
- Education
 - Health Care
 - Housing
 - Human Service
 - Shopping
 - Region VIII Counties
 - Region VIII Cities
 - Limited Access
 - Highway
 - Major Road

Counties: Grant, Hampshire, Hardy, Mineral, Pendleton



Exhibit III.2: Hours of Operation for Transportation Providers																						
	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00		
Potomac Valley Transit Authority	Weekdays and Weekends (4:25 AM to 7:30 PM only)																					
Aging and Family Services of Mineral County						Monday through Thursday																
Grant County Commission on Aging and Family Services					Weekdays																	
Hampshire County Committee on Aging					Weekdays																	
Hardy County Committee on Aging						Weekdays																
Pendleton Senior & Family Services					Weekdays																	
Potomac Highlands Guild	Weekdays																					
Valley Medical Transport	Weekdays and Weekends (24/7 service; transportation is for medical purposes only)																					
	<div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 20px; height: 10px; background-color: yellow; margin-bottom: 2px;"></div> General Public Service </div> <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 20px; height: 10px; background-color: lightblue; margin-bottom: 2px;"></div> Open to a Segment of the Population (for example, older adults or individuals with disabilities) </div> <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 20px; height: 10px; background-color: lightgreen; margin-bottom: 2px;"></div> Transportation for Agency Clients </div>																					

Progress

IV. REVIEW OF PROGRESS SINCE 2015 COORDINATED PLAN UPDATE

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

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

2015 Goal #1: Address Gaps in the Availability of Transportation Through New Partnerships and Non-traditional Service Structures.	
Action Steps	1. Expand Ready Ride Hours of operation.
	2. Coordinate with volunteer groups.
	3. Coordinate with private operators.
	4. Explore potential for passenger aides or assistants.
Discussion: The Region VIII providers did not expand their interagency coordination efforts over the past four years to address transportation gaps. However, Potomac Valley Transit Authority has developed partnerships with area employers to expand their bus routes, and has expanded Ready Ride during the summer of 2019.	

2015 Goal #2: Operate an Adequate Number and the Appropriate Type of Vehicles to Serve Each County.	
Action Steps	1. Maintain proper vehicle replacement/expansion schedules.
	2. Expand the fleet for Potomac Highlands Guild.
Discussion: Region VIII agencies have replaced vehicles when funds have been available. The Potomac Highlands Guild has not expanded their fleet over the past four years although they have acquired replacement vehicles.	

2015 Goal #3: Sustain the Working Relationships and Network that Informally Exists Between the Transportation Providers and Expand It to Include New Agencies and Organizations.	
Action Step	1. Establish a regional Transportation Advisory Board (TAB) with quarterly meetings.
Discussion: The Region VIII providers did not form a regional Transportation Advisory Board. Establishing a Regional committee that addresses transportation coordination is still seen as a worthwhile endeavor that would strengthen communication about unmet transportation needs such as long-distance medical trips to common out-of-town destinations.	

2015 Goal #4: Improve Transportation Options to Work and School for the General Public, Especially Youth.	
Action Steps	1. Support employment and education opportunities of youth and individuals with low incomes.
Discussion: Potomac Valley Transit Authority has made some improvements in this area, particularly in the expansion of its routes that serve major employers.	

2015 Goal #5: Improve Safety for Drivers When They Are On the Road Through More Reliable Communication Structures (i.e., Radios)	
Action Step	1. Explore and implement, if funding is secured, use of radios for human service agency transportation providers.
Discussion: The Region VIII providers have not acquired radios, and have stated that reliance on cellphones is problematic due to poor network coverage.	

CONCLUSION

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

Strategies

V. GOALS, STRATEGIES, AND IMPLEMENTATION

GOALS AND STRATEGIES

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

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

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

The opportunities for developing and using mobility management and coordinated transportation structures in West Virginia are much different today as compared to previous years. Emerging technology, new transportation modes (i.e., Transportation Network Companies, bike-share, scooter-share, motorized bikes, car-sharing, autonomous vehicles), and the rise of coordinated transportation success stories in West Virginia and across the Country are all new influencing factors that must be considered when managing the transportation needs of communities. In order for West Virginia's transportation providers to reap the benefits of transportation coordination, they must increase their level of regular communication about how they can work together, and what innovative strategies are feasible, to address unmet needs and gaps in service.

Goal #1A: Improve Communication Among Transportation Providers and Stakeholders in the Region.

Goal #1A focuses on increasing engagement among interested parties, such as public transit providers and senior transportation providers, to enhance mobility management and coordinated transportation opportunities in Region VIII. The strategy for this goal involves establishing a subcommittee of the Region VIII Planning and Development Council that meets on a quarterly or biannual basis to address unmet transportation needs and opportunities for coordination. The subcommittee members would use this as a venue for planning methods of increased coordination of long-distance trips, addressing common issues faced in delivery of Medicaid NEMT service, and other Region-wide transportation concerns.

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

Goal #1B focuses on increasing engagement among interested parties, such as public transit providers and senior transportation providers, to enhance mobility management and coordinated transportation opportunities throughout all of West Virginia. The strategy for this goal is to increase the participation of transportation providers in statewide venues for transportation planning and networking, such as the West Virginia Transportation Coordinating Council (WVTCC) or the West Virginia Public Transit Association (WVPTA). The WVPTA has discussed opening its membership to human service transportation providers. The participation of human service transportation providers in these and other statewide venues would strengthen the communication between all the State’s providers, ultimately resulting in enhanced opportunities for coordination to meet the mobility needs of West Virginians. These types of venues are critical for improved information sharing, developing transportation innovations, and coordinated transportation/mobility management policy development.

Goal #1A: Improve Communication Among Transportation Providers and Stakeholders in Region VIII.	
Strategy	The Region VIII Planning and Development Council and the Potomac Valley Transit Authority will co-facilitate a subcommittee that consists of public and human services transportation stakeholders that meets quarterly or biannually to discuss coordination, mobility management, and unmet transportation needs.
Action Steps	<ol style="list-style-type: none"> 1. Identify an appropriate standing Planning and Development Council committee to serve this purpose OR form a new subcommittee. In either case, include the following providers, at minimum, as members: <ul style="list-style-type: none"> ◆ Potomac Valley Transit Authority ◆ Aging and Family Services of Mineral County ◆ Grant County Commission on Aging and Family Services ◆ Hampshire County Committee on Aging ◆ Hardy County Committee on Aging ◆ Pendleton Senior and Family Services 2. Establish a calendar of quarterly or biannual meetings including time and location, and draft an agenda for the first meeting. 3. Conduct quarterly or biannual meetings. 4. Offer an annual public and stakeholder input meeting to provide updates on progress for all Goals, Strategies, and Action Steps.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> ◆ Region VIII Planning and Development Council ◆ Potomac Valley Transit Authority

Parties Responsible for Supporting Implementation	Organizations that provide and/or fund transportation services for older adults, individuals with disabilities, and/or people with low incomes that operate in Region VIII: <ul style="list-style-type: none"> ◆ Public transportation providers ◆ Private transportation partners ◆ Local offices of human service agencies ◆ Non-profit organizations ◆ Faith-based organizations
Resources Needed	<ul style="list-style-type: none"> • Staff time for lead and supporting organizations.
Potential Cost Range	<ul style="list-style-type: none"> • \$300 or more per year (approximately) for staff time dedicated to actively attending Regional meetings. Staff time should be dedicated as part of an existing employee's job duties.
Potential Funding Sources	<ul style="list-style-type: none"> • Existing budgets of partner agencies.
Performance Measures or Targets	<ul style="list-style-type: none"> • Local stakeholders feel they have a better understanding and more direct involvement in Regional efforts to improve coordination of resources, as measured through informal surveying.
Needs or Gaps Addressed	<ul style="list-style-type: none"> ◆ Coordination between providers to fulfill unmet need for long-distance trips ◆ Coordination between providers to ensure that trips are cost-effective ◆ Resolution of common provider issues with the Medicaid NEMT program
Priority Level and/or Timeframe	<ul style="list-style-type: none"> ◆ Short-term and ongoing implementation ◆ High priority

Goal #1B: Improve Communication Among Transportation Providers Throughout the State of West Virginia.	
Strategy	Region VIII public transit and human service transportation providers will participate in the West Virginia Transportation Coordinating Council, West Virginia Public Transit Association and/or other statewide venue.
Action Steps	1. Identify one or more transportation providers in Region VIII to participate in these organizations, as permitted by membership eligibility criteria.
	2. Attend statewide meetings.
	3. Report on statewide initiatives and activities to the Regional subcommittee convened by Region VIII PDC/PVTA.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> • Potomac Valley Transit Authority
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> • Public and human service transportation providers

Resources Needed	<ul style="list-style-type: none"> • Staff time for lead and supporting organizations
Potential Cost Range	<ul style="list-style-type: none"> • \$300 or more per year (approximately) for staff time dedicated to actively attending statewide meetings. Staff time should be dedicated as part of an existing employee's job duties.
Potential Funding Sources	<ul style="list-style-type: none"> • Existing budgets for partner agencies
Performance Measures or Targets	<ul style="list-style-type: none"> • Local stakeholders feel they have a better understanding and more direct involvement in statewide efforts to improve coordination of resources and mobility management, as measured through informal surveying. • New funding sources or changes in funding sources are identified and secured by local transportation providers as a result of more open communication with state-level agencies and programs.
Needs or Gaps Addressed	<ul style="list-style-type: none"> ◆ Coordinated planning with partner organizations for the purpose of reducing gaps in mobility for target populations and the general public. ◆ Funding sources are identified and/or opportunities to more effectively use existing funding sources are discovered, allowing providers to enhance existing services through expansions of service areas and/or days/hours of operations.
Priority Level and/or Timeframe	<ul style="list-style-type: none"> ◆ Short-term and ongoing implementation ◆ Moderate priority

Goal #2: Maintain Current Levels of Transportation Services for Older Adults, Individuals with Disabilities, and People with Low Incomes.

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

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

Goal #2: Maintain Current Levels of Transportation Services for Older Adults, Individuals with Disabilities, and People with Low Incomes.	
Strategy	Existing transportation services for the target populations are important and the quality of service from those organizations must be maintained. Transportation providers will work together to provide safe vehicles that are in good condition and maintain a high standard of staff training and customer service. Providers will acquire vehicles that are able to safely transport individuals on all types of rural roadways and comfortably accommodate people with mobility challenges.
Action Steps	1. Continue to operate public and human service transportation programs in Region VIII.

	2. In addition to traditional accessible and non-accessible vehicles, purchase vehicles that are appropriately sized and capable of accessing remote, rural areas (and unpaved or gravel roads), as appropriate.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> Public transit and human service transportation providers
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> Region VIII Planning and Development Council (to provide a forum for sharing information and to disseminate grant applications from State and Federal sources).
Resources Needed	<ul style="list-style-type: none"> Funding for transportation operating and capital expenses
Potential Cost Range	<ul style="list-style-type: none"> Cost range is scalable based on the sizes of the transportation services and the type and quantity of vehicles.
Potential Funding Sources	<ul style="list-style-type: none"> FTA Sections 5310 and 5311 (Section 5311 is limited to public service for rural areas) Local match from state, local, or non-USDOT Federal programs Local businesses, employers, hospitals that benefit from extended hours or service areas Contract revenue from agencies that use the services for consumers
Performance Measures or Targets	<ul style="list-style-type: none"> Vehicles are replaced on schedule and vehicle conditions are monitored on an annual basis (i.e., through the Transit Asset Management Plan). Ridership on public and human service transportation systems remains steady or increases. Providers acquire four-wheel drive vehicles.
Needs or Gaps Addressed	<ul style="list-style-type: none"> Residents maintain their transportation access to work, medical appointments, shopping, human service agency programs, and other purposes. Using four-wheel drive vehicles, agencies will be better able to access riders who live in remote areas with challenging road conditions.
Priority Level and Timeframe	<ul style="list-style-type: none"> High priority Ongoing implementation

Goal #3: Extend Operating Hours and Service Areas for Transportation Services.

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

Goal #3: Extend Operating Hours and Service Areas for Transportation Services.	
Strategy	New and existing transportation service providers will expand service for older adults, individuals with disabilities, and people with low incomes for medical appointments, shopping and errands, employment, education, and other trip purposes.
Action Steps	1. Providers will work through the new coordination subcommittee (Goal #1A) to identify high-priority unmet transportation needs and potential funding sources for expanding services to meet these needs.
	2. Providers will submit one or more grant applications to expand service to meet the highest-priority needs identified during Action Step #1.
	3. One or more providers will implement expansions of service if grant applications are successful.
	4. The coordination subcommittee will evaluate the expansion(s) of service and revisit the list of high-priority unmet need at its regular meetings.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> ◆ Public transit and human service transportation providers
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> ◆ Region VIII Planning and Developmental Council
Resources Needed	<ul style="list-style-type: none"> ◆ Additional operating funds ◆ Additional vehicles (including wheelchair accessible vehicles) ◆ (Potentially) additional drivers and schedulers/dispatchers
Potential Cost Range	<ul style="list-style-type: none"> ◆ Varies depending on the scope of implementation
Potential Funding Sources	<ul style="list-style-type: none"> ◆ FTA Sections 5310 and 5311 grant programs ◆ Local match from state, local, or non-US DOT Federal programs ◆ Local businesses, employers, or hospitals that benefit from extended hours or service areas ◆ Contract revenue from agencies that use the new services for consumers
Performance Measures or Targets	<ul style="list-style-type: none"> ◆ Number of trips provided annually with the new services ◆ Productive number of passenger trips per mile and/or hour of service during extended hours or on extended routes ◆ Cost per trip for extended service is similar to average cost for core service hours/service area ◆ Passenger satisfaction as measured through surveys
Needs or Gaps Addressed	<ul style="list-style-type: none"> ◆ Transportation is available in during more hours of the day for employment, medical appointments, addiction treatment, and other purposes. ◆ Transportation is available to people traveling to addiction treatment during evening hours (after 5:00 PM). ◆ Transportation is available to employees working night shifts. ◆ Transportation is available to people who need rides home following late afternoon medical appointments.

Priority Level and/or Timeframe	<ul style="list-style-type: none"> ◆ Moderate priority ◆ 2020 or later
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Goal #4: Acquire In-Vehicle Communication Devices with Consistent Connectivity.

The transportation providers in Region VIII rely on cellular phones for maintaining real-time communication between drivers and dispatch/main offices. In the rural areas served by these agencies, cellular service can be unreliable. Drivers need to maintain consistent communication with dispatch in order to ensure quality customer service and to guarantee quick responses during incidents. Coordinated procurement of radios for multiple agencies should be explored as a cost-saving strategy.

Goal #4: Acquire In-Vehicle Communication Devices with Consistent Connectivity.	
Strategy	Transportation providers will conduct a joint procurement of radio systems, pending a successful funding application.
Action Steps	1. Providers will work through the new coordination subcommittee (Goal #1A) to identify communication system needs, and identify potential funding sources for a joint purchase of radios.
	2. Providers will submit one or more grant applications to purchase radio systems.
	3. One or more providers will purchase and implement radio systems.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> ◆ Potomac Valley Transit Authority
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> ◆ Region VIII Planning and Developmental Council ◆ Public and human service transportation providers
Resources Needed	<ul style="list-style-type: none"> ◆ Capital funding
Potential Cost Range	<ul style="list-style-type: none"> ◆ Varies depending on the radio manufacturer and the number/type of units purchased
Potential Funding Sources	<ul style="list-style-type: none"> ◆ FTA Sections 5310 and 5339 grant programs ◆ Local match from state, local, or non-US DOT Federal programs ◆ Local charitable foundations
Performance Measures or Targets	<ul style="list-style-type: none"> ◆ Number of safety calls conducted over radio communication that are quickly resolved ◆ Consistency of connectivity between drivers/vehicles and dispatch/main office
Needs or Gaps Addressed	<ul style="list-style-type: none"> ◆ Inadequate vehicle communication technology
Priority Level and/or Timeframe	<ul style="list-style-type: none"> ◆ Moderate priority ◆ 2020 or later

Goal #5: Expand Transportation Access to Addiction Treatment and Recovery Services.

A new partnership between Potomac Valley Transportation Authority and Potomac Highlands Guild provides transportation to Medically-Assisted Treatment (MAT) for those in rural areas who need MAT services that are not accessible, or are unavailable, in rural communities. This program is funded through the West Virginia Department of Health and Human Resources (DHHR) through a Federal State Opioid Response grant. DHHR has contracted with the West Virginia Public Transit Association for a one-year pilot period, expiring on September 29, 2020, to expand transportation for West Virginians seeking addiction treatment and recovery services. The stakeholders involved in this project in Region VIII hope to continue this expansion of service beyond the one-year funding period.

Goal #5: Expand Transportation Access to Addiction Treatment and Recovery Services.	
Strategy	Potomac Valley Transit Authority and Potomac Highlands Guild will provide transportation to Medically-Assisted Treatment services, and identify funding opportunities to continue this service expansion following the DHHR one-year pilot State Opioid Response grant.
Action Steps	1. Starting in October 2019, Potomac Valley Transit Authority and Potomac Highlands Guild will implement the newly funded transportation partnership to provide access to treatment, building ridership through outreach and publicity efforts, so that the community becomes aware of the service.
	2. Potomac Valley Transit Authority will work with WVPTA and the new coordination subcommittee (Goal #1A) to identify funding opportunities to support the service following the pilot period, if State Opioid Response funds are depleted.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> ◆ Potomac Valley Transit Authority ◆ Potomac Highlands Guild
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> ◆ West Virginia Public Transit Association ◆ Public and human service transportation providers
Resources Needed	<ul style="list-style-type: none"> ◆ Continued funding for operations
Potential Cost Range	<ul style="list-style-type: none"> ◆ Varies depending on the amount of transportation provided
Potential Funding Sources	<ul style="list-style-type: none"> ◆ FTA Sections 5310 and 5311 grant programs ◆ State, local, or non-US DOT Federal funding programs (for local match of Federal funds, or stand-alone funding) ◆ Local charitable foundations
Performance Measures or Targets	<ul style="list-style-type: none"> ◆ Number of rides provided to Medically-Assisted Treatment and other treatment and recovery services ◆ Passenger satisfaction as measured through surveys

Needs or Gaps Addressed	◆ Transportation is available to people traveling to addiction treatment.
Priority Level and/or Timeframe	<ul style="list-style-type: none"> ◆ High priority ◆ 2021 or later (for operation beyond the current funding period)

SUMMARY OF GOALS AND PRIORITIES

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

SUMMARY OF GOALS AND PRIORITIES							
Goals	Needs or Service Gaps Addressed	Implementation Timeline					
		2019	2020	2021	2022	2023	2024
Improve communication among transportation providers (local)	Coordination of long-distance trips with similar destinations Funding for capital needs and operating support Solutions to non-emergency medical transportation issues						
		High Priority					
Improve communication among transportation providers (statewide)	Funding for capital needs and operating support Solutions to non-emergency medical transportation issues						
		Moderate Priority					
Maintain current levels of transportation	Long distance medical transportation Four-wheel drive vehicles Replacement vehicles Addiction treatment transportation						
		High Priority					
Extend operating hours and service areas	Long distance medical transportation Addiction treatment transportation 24-hour workforce transportation Transportation for afternoon medical appointments						
					Moderate Priority		
Acquire in-vehicle communication devices	Inadequate vehicle communication technology				Moderate Priority		
Expand transportation to addiction treatment	Addiction treatment transportation					High Priority	

Outreach

APPENDIX A: PUBLIC AND STAKEHOLDER OUTREACH

COORDINATED PLAN CHECKLIST

Focus Groups, Workshops, and Public Meetings

Stakeholder and General Public Meetings

Dates: Meeting 1: December 18, 2018 from 10:00 AM to 11:30 AM
Meeting 2: February 25, 2019 from 11:00 AM to 12:30 PM
Locations: Meeting 1: Potomac Valley Transit Authority
Meeting 2: Potomac Valley Transit Authority

Invitations Distributed

- ✓ Mail/Email: Meeting 1: Date Sent: October 17, 2018
Meeting 2: Date Sent: February 1, 2019
- ✓ Newspaper Notice (list of papers): Grant County Press; Moorefield Examiner; Hampshire Review; Mineral Daily News; Pendleton Times; Intermountain; Parsons Advocate
- ✓ Flyer distributed in local community/senior centers, etc.
- ✓ Information was provided in alternative formats, upon request
- ✓ Events were open to all individuals, including hearing impaired and limited English proficient
- ✓ Interpreters available, upon request

Number of Attendees: Meeting 1: 10
Meeting 2: 7

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

Surveys

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

- ✓ Web Posting: Survey Monkey
 - ✓ E-mail and hard copy of survey provided upon request
 - ✓ Newspaper notice (list papers): (same as above)
 - ✓ Distributed in local community/senior centers, etc.
 - ✓ Information was provided in alternative formats, upon request
- Total number of electronic and paper surveys completed: 10

Other Outreach Efforts

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



WEST VIRGINIA DEPARTMENT OF TRANSPORTATION

Division of Public Transit

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

Thomas J. Smith, P. E.
Cabinet Secretary

Dear Transportation Stakeholder:

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

The DPT is working with RLS & Associates, Inc. to update the plans. A local public meeting is scheduled for **Monday, November 12, 2018 from 10:00 AM to 11:30 AM at Potomac Valley Transit Authority, 185 Providence Lane, Petersburg, WV 26847**. The meeting will be an opportunity to discuss gaps in transportation service, opportunities, and priorities for addressing the identified gaps through coordinated transportation. Transportation stakeholders will be asked to share their concerns about the challenges to coordinating services. A second, follow-up meeting will be held in the spring of 2019 to prioritize goals and strategies for transportation coordination.

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

Therefore, your participation in the process is required if you intend to apply for Section 5310 funding. If you submit an application for a project not included in the plan, it may not be approved due to the requirements set by

the FAST Act. If you represent an agency, please encourage your clients to attend and provide input. If you are unable to attend the meeting, please contact Christy Campoll with RLS & Associates, Inc. at (317) 439-1475 or

ccampoll@rlsandassoc.com. To sign up to participate in the meeting online through GoToMeeting, please register at www.surveymonkey.com/r/WVSignUp by Friday, October 26.

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

We look forward to seeing you at the meeting.

Sincerely,

A handwritten signature in blue ink, appearing to read 'W. C. Robinson', with a stylized flourish at the end.

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

Stakeholder Contact List

Name	Organization
Leslie Brown, Executive Director Transportation	Aging & Family Services of Mineral County American Cancer Society
Kristin Mumpower Executive Director	Burlington Family Services (Pathways Youth) Burlington UMFS Inc.
Executive Director	Catholic Community Services
Diana Wall, Executive Director	Community Combined Ministries
Donna Brown	Commission for the Blind WVSD
Darlene Keplinger, Executive Director	Commission on Aging and Family Services
Executive Director	Dawnview Center
Jennifer Tingler	DHHR
Gary Johnson, CEO	E.A. Hawse Health Center
Transportation Director	Eastern Allegheny Council for Human Services, Inc.
Joanna Kuhn, Director	Eastern Regional Family Resource Network
Matt Hinkle, CEO	Eastern WV Community Action
Executive Director	Family Crisis Center Inc.
Executive Director	Grant Co Development Authority
Executive Director	Grant Co Housing Authority
Executive Director	Grant Co. Family Issues Task Force
Peggy Bobo-Alt	Grant Co. OES
Executive Director	Grant County BOE
Executive Director	Grant County Bureau for Children and Families
Kari Evans, Administrator	Grant County Nursing Home
Human Resources	Grant Memorial Hospital
Darlene Evans	Grant County Commission on Aging
Eileen M. Johnson, Executive Director	Hampshire Co Development Authority
Executive Director	Hampshire Co OES
Executive Director	Hampshire Co Special Services Center
Executive Director	Hampshire County Bureau for Children and Families
Sandra Viselli, Executive Director	Hampshire County Committee on Aging
Executive Director	Hardy Co OES
President	Hardy County BOE
Executive Director	Hardy County Bureau for Children and Families
Executive Director	Hardy County Committee on Aging
Julie Helmick	Hardy County Committee on Aging
Phyllis Helmick	Hardy County Committee on Aging
Melissa Scott	Hardy County Planning Commission
Executive Director	Hardy County RDA
Barry P. Ronan, President/CEO	Hunt Club Clinic
Executive Director	Keyser Housing Authority
Executive Director	Love Memorial Clinic
Lara Courier, President	Mineral County Board of Education
Executive Director	Mineral County Bureau for Children and Families
Executive Director	Mountaintop Health Clinic
Executive Director	Pendleton Co OES
Executive Director	Pendleton Community Care
J.D. Wilkins, President	Pendleton County BOE

Stakeholder Contact List

Name	Organization
Executive Director	Pendleton County Bureau for Children and Families
Executive Director	Pendleton County ECDA
Executive Director	Pendleton County Nursing Home
Janice Lantz, Executive Director	Pendleton County Senior and Family Services
Executive Director	Piedmont Housing Authority
Mike Landis, Executive Director	Potomac Highlands Guild
Susan Vetter	Potomac Highlands Guild
Human Resources	Potomac Valley Hospital
Executive Director	Potomac Valley Transit Authority
Executive Director	Region 7 WIB
Terry Lively, Executive Director	Region 8 Planning & Development Council
Melissa Earle	Region 8 Planning & Development Council
Scott Gossard, Director	Region VIII Area Agency on Aging
Executive Director	Special Service Center
Dorrin Armentrout, Mayor	Town of Carpendale
Chris Rucker	Valley Medical Transport
Transportation Director	Veterans Administration Medical Center
Manager	VIP Limousine Service Ltd.
Jo M. Wilson MBA FACHE	Western MD Health Care System
Manager	Westley Limousine, LLC
Human Resources	Winchester Medical Center
Mark Gandolfi	West Virginia School for the Blind
Toni Boyd	WV DOT
Manager	Yellow Cab Company
Christian Brooks	WVU Medicine Potomac Valley Hospital

*****Please note new date ...**

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

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

**West Virginia Department of Transportation, Division of Public Transit
Cordially invites you to attend a public workshop to contribute to the plan.**

Please come and provide your input and insights to discuss unmet transportation needs, gaps in transportation services, and recommended strategies to improve transportation and mobility options in and around Grant, Hampshire, Hardy, Mineral and Pendleton Counties.

All are invited!

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

<p>***NEW DATE: Tuesday, December 18, 2018*** 10:00 AM to 12:00 PM Potomac Valley Transit Authority 185 Providence Lane, Petersburg, WV 26847</p>

Kelly Shawn from RLS & Associates, Inc. will facilitate the meeting. Please RSVP by December 11 by calling 800-684-1458 or emailing ccampoll@rlsandassoc.com

Parking is available at Potomac Valley Transit Authority. For a directory of transportation providers in your county, visit <https://transportation.wv.gov/publictransit/Pages/OnlineDirectory.aspx>.

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

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

For Immediate Release

Date: November 1, 2018

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

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

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

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

The public is encouraged to attend the following meeting to learn more about the plan and share their input. Agencies who receive or intend to receive funding under the Federal Transit Administration Section 5310 Program must participate in coordination planning. RSVP by November 9 to (800) 684-1458. Free parking is available at all meeting locations. All meeting locations are wheelchair accessible. Anyone who requires an auxiliary aid or service for effective communication to participate in a meeting should call (800) 684-1458 by November 9.

Coordinated Plan Input Meeting for Grant, Hampshire, Hardy, Mineral and Pendleton Counties (Region VIII)

Friday, November 16, 2018, 10:00 AM to 11:30 AM

Potomac Valley Transit Authority
185 Providence Lane
Petersburg, WV 26847

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

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

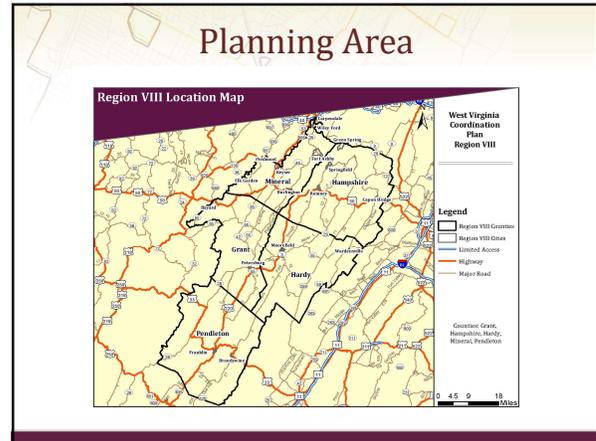


Moving Public Transportation
Into the Future

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

Presented December 18, 2018
By Kelly Shawn, Senior Associate RLS & Associates, Inc.
3131 Dixie Hwy, Suite 545 Dayton, OH 45439

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Meeting Objectives

- Purpose and FAST Act Highlights
- Develop Inventory of Transportation Resources
- Update List of Unmet Transportation Needs & Gaps
- Review Regional Coordination Progress Since 2015
- Discuss Suggested Coordination Strategies

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 2014 Plan is Out of Date with New Legislation and Must be Updated
- ♦ FAST Act (Fixing America's Surface Transportation)
 - FTA Section 5310
 - FY16-FY20

Why it is Important to Participate

- ♦ #1 - To Stay Current on Unmet Transportation Needs and Prioritize Effective Solutions
- ♦ Recipients of FTA Section 5310 Funding Must Certify that Projects Selected Are Included in the Plan

Section 5310 Program

- ♦ Enhanced Mobility for Seniors and Individuals with Disabilities
 - At Least 55% Must be Used on Capital Projects
 - Buses and Vans; Lifts/Ramps; Securement Devices
 - Transit-Related Information Technology Systems
 - Scheduling/Routing/One-Call Systems
 - Mobility Management Programs
 - Acquisition of Transportation Services Under a Contract or Lease
 - Both Capital and Operating Costs Associated with Contracted Services are Eligible Capital Expenses

Section 5310 Program

- ◆ Enhanced Mobility for Seniors and Individuals with Disabilities
 - Remaining 45% is for Nontraditional Projects
 - Projects Formerly Eligible under Section 5317
 - Travel Training
 - Volunteer Driver Programs
 - Building Accessible Paths
 - Improving Signage or Way-Finding Technology
 - Same-Day Service or Door-to-Door Service
 - Vehicles for New Accessible Taxis, Ride sharing
 - Mobility Management

FAST Act Highlights

- ◆ Fixed Guideway Capital Investment Grants (5309)
 - Establishes a Framework for Joint Intercity Public Transportation Projects
- ◆ Enhanced Mobility of Seniors and Individuals with Disabilities (5310)
 - Introduces New Pilot Program for Innovative Coordinated Access & Mobility
- ◆ Formula Grants for Rural Areas (5311)
 - Allows Advertisement Revenue as Local Match

FAST Act Highlights

- ◆ Pilot Program for Innovative Coordinated Access and Mobility
 - Competitive Funding for Innovative Projects to Improve Coordination of Transportation with Non-Emergency Medical Transportation (NEMT)
 - Must Have Specific Goals for Improving Coordination

Recent History of WV Coordinated Plans

- ◆ Regional Plans were Last Updated in 2014/15 to Satisfy MAP-21 Legislation Requirements
 - Your 2015 Plan is Available for Download at <https://transportation.wv.gov/publictransit/Pages/PublicTransit-HumanServicesTransportationPlans.aspx>

Stakeholder Participation Goal in the 2019 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

Potential Regional Participants

Region VIII Potential Partners		
Agging & Family Services of Mineral County	Hamshire Co Development Authority	Pendleton County Nursing Home
American Legion Society	Hamshire Co OES	Pendleton County Senior and Family Services
Burkages Family Services (Pathways Youth)	Hamshire Co Special Services Center	Potomac Housing Authority
Burkages UMPS Inc.	Hamshire County Bureau for Children and Families	Potomac Highlands Guide
Catholic Community Services	Hamshire County Commission on Aging	Potomac Highlands Guide
Community Coordinated Ministries	Hardy Co OES	Potomac Valley Hospital
Commission for the Blind WVSDB	Hardy County BOE	Potomac Valley Transit Authority
Commission on Aging and Family Services	Hardy County Bureau for Children and Families	Region 7 WVE
Elmview Center	Hardy County Committee on Aging	Region 8 Planning & Development Council
EMHS	Hardy County Committee on Aging	Region 9 Planning & Development Council
F.A. Hulse Health Center	Hardy County Committee on Aging	Region VIII Area Agency on Aging
Eastern Allegheny Council for Human Services, Inc.	Hardy County Planning Commission	Special Service Center
Eastern Regional Family Resource Network	Hardy County BOE	State of Maryland
Eastern WV Community Action	Hardy Club Child	Talley Medical Transport
Family Crisis Center Inc.	Keyser Housing Authority	Veterans Administration Medical Center
Grant Co Development Authority	Law Memorial Clinic	WV Lincolnton Service Ltd.
Grant Co Housing Authority	Mineral County Board of Education	Western MD Health Care System
Grant Co Family Issues Task Force	Mineral County Bureau for Children and Families	Wentley Limontine, LLC
Grant Co OES	Montgomery Health Clinic	Wetters Medical Center
Grant County BOE	Pendleton Co OES	West Virginia School for the Blind
Grant County Bureau for Children and Families	Pendleton Community Care	WVSDP
Grant County Nursing Home	Pendleton County BOE	Yellow Cab Company
Grant Memorial Hospital	Pendleton County Bureau for Children and Families	WVH Medicine Potomac Valley Hospital
Grant County Commission on Aging	Pendleton County WUSA	

UPDATE OF CURRENT RESOURCES AND UNMET NEEDS

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"



Progress on 2015 Goals

- ◆ Are the 2015 Goals Still Valid?
- ◆ What Progress Has Been Made?
- ◆ What Were the Challenges?
- ◆ What Were the Successes?

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2015 Goals and Needs

Goals	Categories of Unmet Transportation Needs/Gaps				
	Expand Hours of Service	Appropriate Vehicle Fleets	Access to School and Employment	Medical Trips	Improve Communication
Goal #1 Non-Traditional Service Structures	X	X	X	X	
Goal #2 Vehicle Replacement and Expansion		X		X	
Goal #3 Network	X	X	X	X	X
Goal #4 Improve Transportation for Youth and Low-income	X		X		
Goal #5 Improve Safety for Children					X

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New Goals and Priorities

- ◆ What are Preliminary Coordinated Transportation Goals and Priorities that You would Recommend for 2019-2023?

NEXT STEPS FOR THE PLANNING PROCESS

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, on websites, social media, etc.
 - Paper Copies Available Now in Your Community
- ◆ Draft Inventory and Needs Assessment Report Issued

Public Meeting #2

- ◆ Date: February ????
- ◆ Location:
- ◆ Agenda:
 - Refine Coordination Strategies and Develop a Prioritized Implementation Plan



Questions?

FOLLOW UP QUESTIONS:

- RLS & Associates, Inc.
 - (703) 919-9237 Direct Phone
 - (937)-299-5007 Main Office Phone
 - (937) 299-1055 Fax
 - KShawn@rlsandassoc.com

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West Virginia Coordinated Plan Update Region VIII

Date: 12/18/2018

Input Meeting Sign-In Sheet

Location: Petersburg

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Gavin L. Long Ben	GCCOA	304-257-1666	
Darlene Evans	Commission on Aging Family Services	304-257-1666	darlene@gscswv.org
Carla Dent	Region 8 POC	304-257-2448 ext 241	cdent@region8.org
Bruce Minor	Pendleton County OSM	304-668-1100	tact12000@yahoo.com
I. CARTER	PVTA	304-257-1414	jcarter@potomacvalleytransit.org
Scott Gossard	UPAAM P31 Providence Ln P'burg	304-257-1221	sgossard@region8.org
Janice Kantz	Pendleton Senior & Family Services	304-358-2421	jlantz@psfsi.org
Michael Landis	Potomac Highlands Clinic	304-257-1155	mikelapharma.net
Christy Campbell	RLS		
* Christian Brooks	Potomac Valley Hospital	304-597-3648	christian.brooks@wvumedicine.org
* Sonya Fazzaloni	Family Crisis Center	304-788-6061	fcc911@frontier.com

* Go To Meeting

For Immediate Release

Date: February 6, 2019

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

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

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

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

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

Coordinated Plan Input Meeting for Grant, Hampshire, Hardy, Mineral and Pendleton Counties (Region VIII)

Monday, February 25, 2019, 11:00 AM – 12:30 PM

Potomac Valley Transit Authority
185 Providence Lane
Petersburg, WV 26847

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

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

 **What Does it Take?**

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

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 **Goals from the 2015 Plan**

Goal #1: Address gaps in the availability of transportation through new partnerships and non-traditional service Structures

Goal #2: Operate an adequate number and the appropriate type of vehicles to serve each county.

Goal #3: Sustain the working relationships and network that informally exists between the transportation providers and expand it to include new agencies and organizations.

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 **Goals from the 2015 Plan**

Goal #4: Improve transportation options to work and school for the general public, especially youth.

Goal #5: Improve safety for drivers when they are on the road through more reliable communication structures (i.e., radios)

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 **Needs Assessment**

- ◆ Top Needs – Identified at Meeting 12/18/18 by Stakeholders
 - Vehicles to handle rough terrain – driveways, weather
 - Staffing challenges – Hiring and retaining
 - Long distance medical appointments can't all be accommodated (PVRTA goes to M'town)
 - Rehab facility trips – no payor, after 5pm
 - Aging vehicle fleet

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 **Needs Assessment**

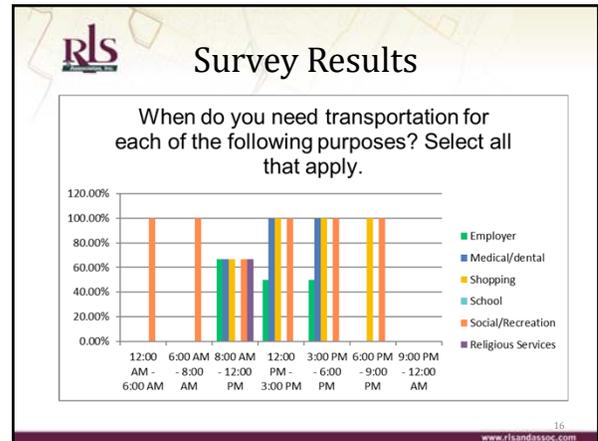
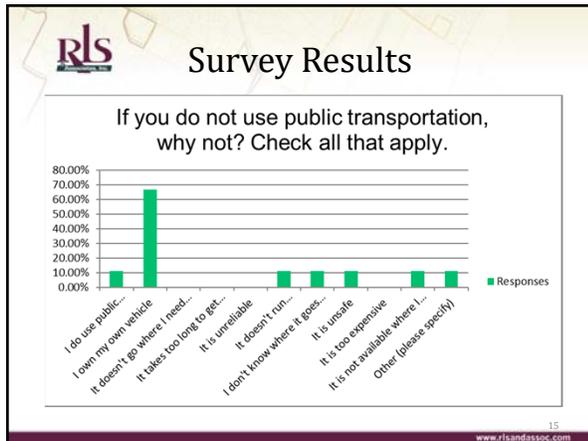
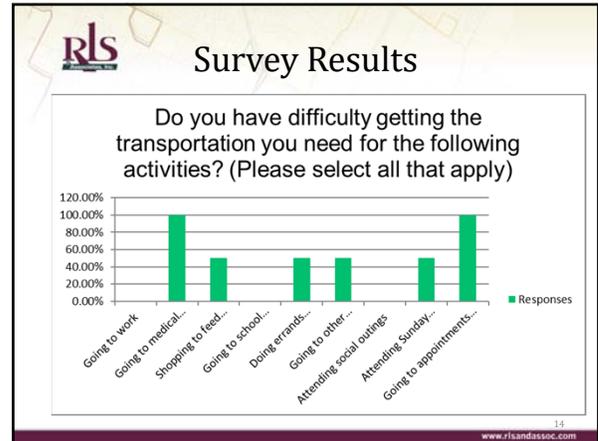
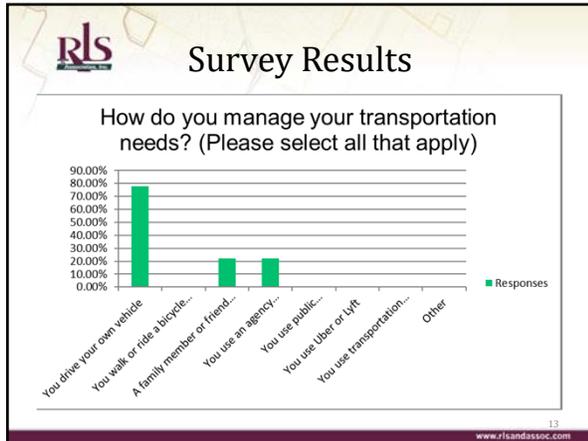
- ◆ Top Needs – Identified at Meeting 12/18/18 by Stakeholders
 - NEMT Broker does not want to pay for second rider with similar origin/destination
 - NEMT inconsistent with trips
 - Clients no-showing, not following through on treatment (need coordination w/case mgr.
 - Hard to reach all five counties with vehicles in only three.

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 **Needs Assessment**

- ◆ Top Needs – Identified at Meeting 12/18/18 by Stakeholders
 - Hard to break even on long distance trips
 - Pendleton Cty – employees working 12 hours to cover medical appointment transports
 - Communication of transportation services – weather, out of town trips – Facebook,
 - PVRTA has been approached about afterschool activities and expanded service into work sites – 24 hours
 - Coordinate trips to Morgantown

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

- ### Transportation Providers
- ◆ Closed Door providers (client-only transportation)
 - Human service agencies
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 **Goals and Strategies**

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

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 **Goals and Strategies**

REQUIRED TOPICS FOR EACH STRATEGY

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

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

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 **Draft Goal #1**

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

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 **Draft Goal #1**

Objectives

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

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 **Draft Goal #1**

Action Steps

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

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 **Draft Goal #1**

Action Steps

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

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 Draft Goal #2

Develop Coordinated Outreach Efforts

Objectives

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

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 Mobility Management

What does a Mobility Manager do?

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

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 Draft Goal #2

Action Steps

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

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 Draft Goal #2

Action Steps

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

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 Draft Goal #3

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

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 Draft Goal #3

Objectives

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

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Draft Goal #3

Action Steps

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

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Draft Goal #3

Action Steps

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

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Draft Goals 4-7

Draft Goal #4: Address gaps in availability through new partnerships
Draft Goal #5: Operate an adequate # and appropriate type of vehicles for Region VIII
Draft Goal #6: Sustain informal network
Draft Goal #7: Improve transportation options to work and school, especially for youth

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Next Steps

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

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Questions?

FOLLOW UP QUESTIONS:

Kelly Shawn,
RLS & Associates, Inc.
(703)919-9237
Kshawn@rlsandassoc.com

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West Virginia Coordinated Plan Update

Input Meeting Sign-In Sheet

8

Date: Feb 25th 2019

Location: _____

Region: Region VIII

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Janice Kantz	Pendleton Senior & Family Services	304-358-2421	jkantz@psfsi.org
Jamie Hudson	Pendleton Community Care	304-358-2355	jhudson@pcc-nfc.org
Gavin L Longson	GCCOA	304-257-1664	
Darlene Evans	GCCOA	304-257-1666	darlene@gcsc.wv.org
Donnie Westchford	Potomac Valley Transit	304-257-1414	dwestchford@potomacvalleytransit.org
Wendy Madden	David B. McKinley, PE	304-284-8506	wendy.madden@mail.house.gov
J. Douglas Carter	Potomac Valley Transit	304-257-1414	jcarter@potomacvalleytransit.org

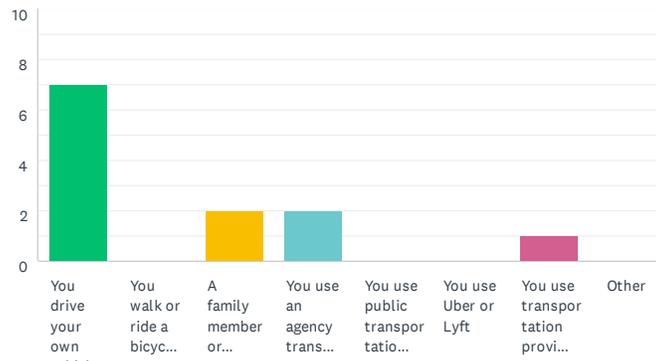
Surveys

APPENDIX B: PUBLIC SURVEY DATA

The following pages include public survey results for Region VIII.

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

Answered: 10 Skipped: 0

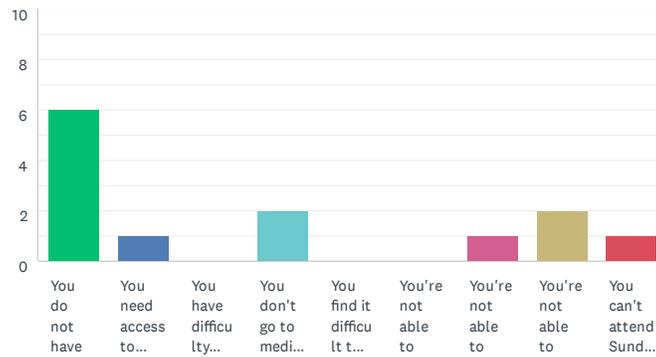


ANSWER CHOICES	RESPONSES
You drive your own vehicle	70.00% 7
You walk or ride a bicycle (other than for exercise)	0.00% 0
A family member or friend takes you where you need to go	20.00% 2
You use an agency transportation service to take you where you need to go (for example, a senior transportation program)	20.00% 2
You use public transportation to take you where you need to go	0.00% 0
You use Uber or Lyft	0.00% 0
You use transportation provided through Medicaid to get to medical appointments	10.00% 1
Other	0.00% 0
Total Respondents: 10	

#	PLEASE WRITE IN THE NAME OF THE AGENCY OR PUBLIC TRANSPORTATION PROVIDER	DATE
1	BUMFS	1/28/2019 6:19 PM
2	Family Crisis Center, INC	1/2/2019 1:01 PM

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

Answered: 9 Skipped: 1

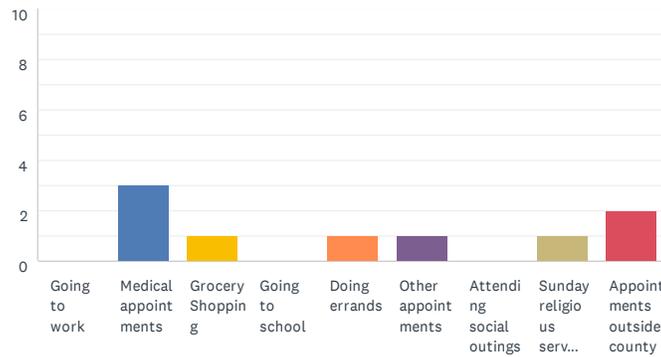


ANSWER CHOICES	RESPONSES
You do not have transportation limitations	66.67% 6
You need access to wheelchair accessible vehicles	11.11% 1
You have difficulty getting to work because you don't have reliable transportation	0.00% 0
You don't go to medical appointments because you don't have reliable transportation	22.22% 2
You find it difficult to feed yourself or your family because you don't have reliable transportation	0.00% 0
You're not able to further your education because you don't have reliable transportation	0.00% 0
You're not able to do errands because you don't have reliable transportation	11.11% 1
You're not able to go to other appointments (social services, legal, etc.) because you don't have reliable transportation	22.22% 2
You can't attend Sunday religious services because you don't have reliable transportation	11.11% 1
Total Respondents: 9	

#	OTHER (PLEASE SPECIFY)	DATE
1	Clients at our shelter needs this service for all	1/2/2019 1:01 PM
2	Can't get to banks and stores for food/ supplies	11/11/2018 6:13 PM

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

Answered: 3 Skipped: 7



ANSWER CHOICES	RESPONSES	
Going to work	0.00%	0
Medical appointments	100.00%	3
Grocery Shopping	33.33%	1
Going to school	0.00%	0
Doing errands	33.33%	1
Other appointments	33.33%	1
Attending social outings	0.00%	0
Sunday religious services	33.33%	1
Appointments outside county	66.67%	2
Total Respondents: 3		

#	IF YOU CHECKED ANY OF THE BOXES ABOVE, PLEASE WRITE IN WHERE YOU NEED TO GO FOR WHICH PURPOSES. (FOR EXAMPLE, "I NEED TO GET TO MEDICAL APPOINTMENTS IN HUNTINGTON.")	DATE
1	I need to get to medical appointments locally and out of town.	2/19/2019 9:11 AM
2	Applies to shelter clients	1/2/2019 1:01 PM
3	Need to go to Petersburg, Keyser,WV Winchester, VA	11/11/2018 6:13 PM

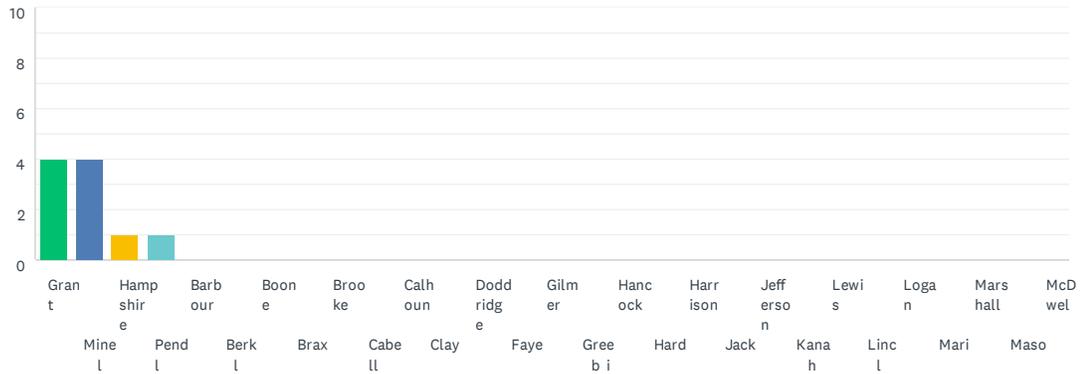
Q4 What is the name of the city or town where you live?

Answered: 10 Skipped: 0

#	RESPONSES	DATE
1	Franklin	2/19/2019 9:11 AM
2	Petersburg	2/4/2019 9:28 AM
3	Petersburg	1/28/2019 6:19 PM
4	Petersburg	1/2/2019 2:15 PM
5	keyser	1/2/2019 1:01 PM
6	Keyser	1/2/2019 11:41 AM
7	Keyser	1/2/2019 11:29 AM
8	Keyser/ Fort Ashby	11/29/2018 5:56 PM
9	Augusta	11/29/2018 3:51 AM
10	Knobley Rd., New Creek, WV	11/11/2018 6:13 PM

Q5 What county do you live in?

Answered: 10 Skipped: 0

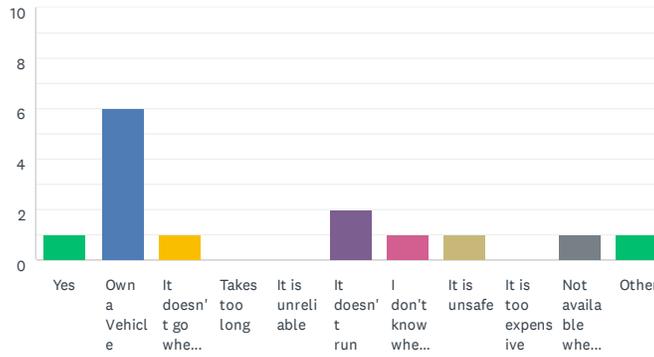


ANSWER CHOICES	RESPONSES	
Grant	40.00%	4
Mineral	40.00%	4
Hampshire	10.00%	1
Pendleton	10.00%	1
Barbour	0.00%	0
Berkeley	0.00%	0
Boone	0.00%	0
Braxton	0.00%	0
Brooke	0.00%	0
Cabell	0.00%	0
Calhoun	0.00%	0
Clay	0.00%	0
Doddridge	0.00%	0
Fayette	0.00%	0
Gilmer	0.00%	0
Greenbrier	0.00%	0
Hancock	0.00%	0
Hardy	0.00%	0
Harrison	0.00%	0
Jackson	0.00%	0
Jefferson	0.00%	0
Kanawha	0.00%	0
Lewis	0.00%	0
Lincoln	0.00%	0
Logan	0.00%	0
Marion	0.00%	0
Marshall	0.00%	0
Mason	0.00%	0
McDowell	0.00%	0
Mercer	0.00%	0

ANSWER CHOICES	RESPONSES	
Mingo	0.00%	0
Monongalia	0.00%	0
Monroe	0.00%	0
Morgan	0.00%	0
Nicholas	0.00%	0
Ohio	0.00%	0
Pleasants	0.00%	0
Pocahontas	0.00%	0
Preston	0.00%	0
Putnam	0.00%	0
Raleigh	0.00%	0
Randolph	0.00%	0
Ritchie	0.00%	0
Roane	0.00%	0
Summers	0.00%	0
Taylor	0.00%	0
Tucker	0.00%	0
Tyler	0.00%	0
Upshur	0.00%	0
Wayne	0.00%	0
Webster	0.00%	0
Wetzel	0.00%	0
Wirt	0.00%	0
Wood	0.00%	0
Wyoming	0.00%	0
TOTAL		10

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

Answered: 10 Skipped: 0

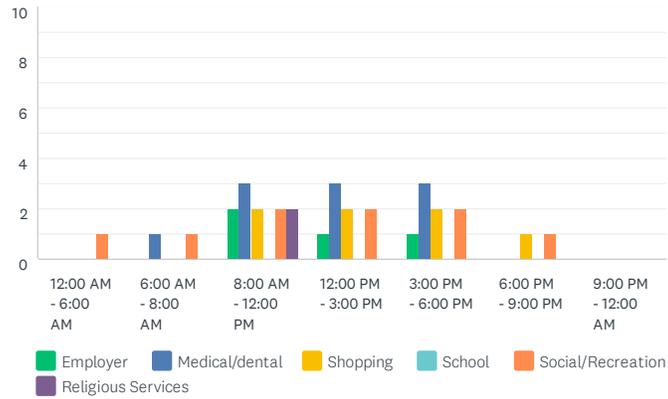


ANSWER CHOICES	RESPONSES	
Yes	10.00%	1
Own a Vehicle	60.00%	6
It doesn't go where I need to go	10.00%	1
Takes too long	0.00%	0
It is unreliable	0.00%	0
It doesn't run frequently/often enough	20.00%	2
I don't know where it goes or how it works	10.00%	1
It is unsafe	10.00%	1
It is too expensive	0.00%	0
Not available where I live	10.00%	1
Other	10.00%	1
Total Respondents: 10		

#	OTHER (PLEASE SPECIFY)	DATE
1	Info is needed for Our keyser shelter..	1/2/2019 1:01 PM

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

Answered: 4 Skipped: 6

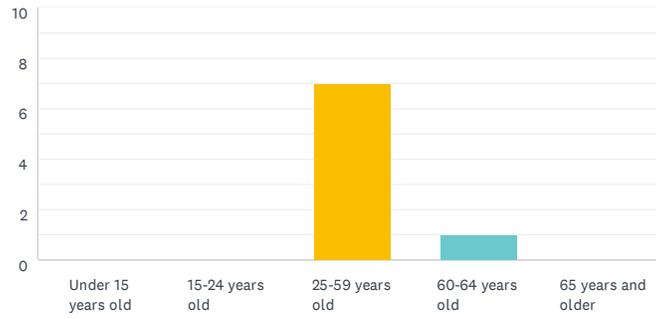


	EMPLOYER	MEDICAL/DENTAL	SHOPPING	SCHOOL	SOCIAL/RECREATION	RELIGIOUS SERVICES	TOTAL RESPONDENTS
12:00 AM - 6:00 AM	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1
6:00 AM - 8:00 AM	0.00% 0	50.00% 1	0.00% 0	0.00% 0	50.00% 1	0.00% 0	2
8:00 AM - 12:00 PM	50.00% 2	75.00% 3	50.00% 2	0.00% 0	50.00% 2	50.00% 2	4
12:00 PM - 3:00 PM	33.33% 1	100.00% 3	66.67% 2	0.00% 0	66.67% 2	0.00% 0	3
3:00 PM - 6:00 PM	33.33% 1	100.00% 3	66.67% 2	0.00% 0	66.67% 2	0.00% 0	3
6:00 PM - 9:00 PM	0.00% 0	0.00% 0	100.00% 1	0.00% 0	100.00% 1	0.00% 0	1
9:00 PM - 12:00 AM	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

#	OTHER (PLEASE SPECIFY)	DATE
1	We are flexible and would schedule our needs to fit bus times	11/11/2018 6:13 PM

Q8 Please tell us your age.

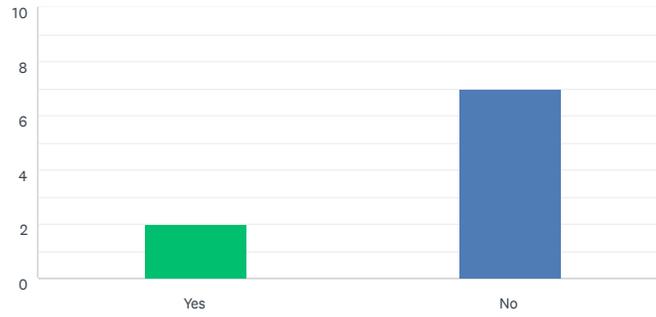
Answered: 8 Skipped: 2



ANSWER CHOICES	RESPONSES	
Under 15 years old	0.00%	0
15-24 years old	0.00%	0
25-59 years old	87.50%	7
60-64 years old	12.50%	1
65 years and older	0.00%	0
TOTAL		8

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

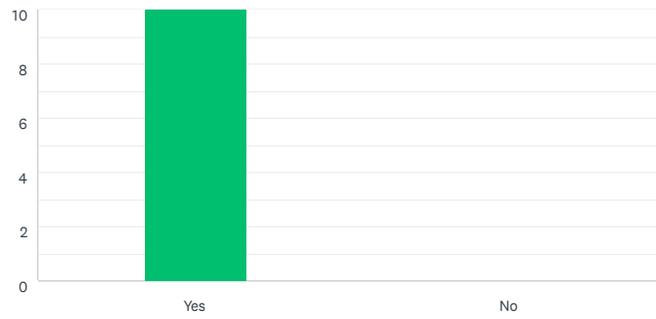
Answered: 9 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	22.22%	2
No	77.78%	7
TOTAL		9

Q10 Is English your first or primary language?

Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	10
No	0.00%	0
TOTAL		10

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

Answered: 0 Skipped: 10

 No matching responses.

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

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

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

Answered: 6 Skipped: 4

#	RESPONSES	DATE
1	There is very limited public transportation in my area.	2/19/2019 9:11 AM
2	I hear from clients all the time that the busses don't run frequently enough or to the destinations they need to go....And, if they need to go/get to the doctors without calling a week ahead of time to make arrangements with the bus (for medicaid patients) the Bus can't take them for free.	1/2/2019 2:15 PM
3	This service in needed for any clients of Domestic Violence...	1/2/2019 1:01 PM
4	I work for the Family Crisis Center and would love to see PVRTA available to the needs of our clients.	1/2/2019 11:41 AM
5	I work for a shelter and our clients do not always have vehicles and we don't always have available staff to take clients to appointments or work.	1/2/2019 11:29 AM
6	I am submitting this to address the needs of our Amish neighbors who have recently moved onto Knobley Road, buying and building homes. There are 25 individuals. They travel by horse and buggy. They are presently relying on neighbors to transport them into the city market areas. This presents a hardship in scheduling due to lack of phones. We also have many seniors who no longer drive. Establishing a regular route from Maysville to both Petersburg and Keyser would serve many residents' needs.	11/11/2018 6:13 PM

Providers

APPENDIX C: TRANSPORTATION PROVIDER INVENTORY

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

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

Potomac Valley Transit Authority	
Transportation Service Type	Commuter Route, Route Deviation and Demand Response
Other Services Provided/Agency Mission	Public Transportation
Contact Information	(304) 257-1414
	dpixler@potomacvalleytransit.org
Hours	Monday – Friday, 4:25 AM – 10:45 PM; Saturday – Sunday, 4:25 PM – 7:30 PM
Service Area	Grant, Hampshire, Hardy, Mineral, and Pendleton Counties
Eligibility Requirements	General Public
Website	https://www.potomacvalleytransit.org/

Aging and Family Services of Mineral County	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Social Services for Older Adults
Contact Information	(304) 788-5467
	smallery@wvaging.com
Hours	Monday – Thursday, 9:00 AM – 3:00 PM
Service Area	Mineral County, Romney, and Cumberland, MD
Eligibility Requirements	60+
Website	http://wvaging.com/

Grant County Commission on Aging and Family Services	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Social Services for Older Adults
Contact Information	(304) 257-1666 gccoafs@frontier.com
Hours	Monday – Friday, 8:00 AM to 4:00 PM
Service Area	Grant County
Eligibility Requirements	60+ or Disabled
Website	http://www.gcscwv.org

Hampshire County Committee on Aging	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Social Services for Older Adults
Contact Information	(304) 822-4097 aginginhamp@hardynet.com
Hours	Monday – Friday, 8:00 AM to 4:00 PM
Service Area	Hampshire County, Keyser, Moorfield, Martinsburg, Cumberland, MD, and Winchester, VA
Eligibility Requirements	60+
Website	https://www.aginginhampshire.com/

Hardy County Committee on Aging	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Social Services for Older Adults
Contact Information	(304) 530-2256 hcoa1@hardynet.com
Hours	Monday – Friday, 10:00 AM to 3:00 PM
Service Area	Hardy County
Eligibility Requirements	60+ (Rides are available to or from the senior center only)
Website	http://www.hardycountycoa.org

Pendleton Senior & Family Services	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Social Services for Older Adults
Contact Information	(304) 358-2421
	jlantz@psfsi.org
Hours	Monday – Friday, 8:00 AM to 4:00 PM
Service Area	Pendleton County, Elkins, Moorefield, Petersburg, and Harrisonburg, VA
Eligibility Requirements	60+, Medicaid beneficiaries, Pendleton Community Care clients
Website	http://www.psfsi.org/

Potomac Highlands Guild	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Behavioral Health, Services for Individuals with Developmental Disabilities, and Addiction Treatment
Contact Information	(304) 257-1155
	mikel@phgmail.net
Hours	24/7
Service Area	Grant, Hardy, Hampshire, and Mineral Counties
Eligibility Requirements	Client of Potomac Highlands Guilds Day Services or Residential Programs
Website	http://potomachighlandsguild.com/index.html

Valley Medical Transport	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Medical Transportation
Contact Information	(800) 776-4067
Hours	24/7
Service Area	Berkeley, Grant, Hampshire, Hardy, Jefferson, and Mineral Counties
Eligibility Requirements	General Public (Medical Trip Purposes Only)
Website	https://www.valleyhealthlink.com/Our-Services/Valley-Medical-Transport.aspx

ORGANIZATIONAL CHARACTERISTICS

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

Agency	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (if Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit,)	Are Vehicles Only Available for Human Service Agency Clients? (Y/N)
Potomac Valley Transit Authority	Yes	No	Public Non-Profit	No
Aging and Family Services of Mineral County	Yes	No	Private Non-Profit	No
Grant County Commission on Aging and Family Services	Yes	No	Private Non-Profit	No
Hampshire County Committee on Aging	Yes	No	Private Non-Profit	No
Hardy County Committee on Aging	Yes	No	Private Non-Profit	Yes
Pendleton Senior & Family Services	Yes	No	Private Non-Profit	No
Potomac Highlands Guild	Yes	No	Private Non-Profit	Yes
Valley Medical Transport	Yes	No	Private For-Profit	No

FLEET, SERVICE, AND BUDGET CHARACTERISTICS

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

Agency	Accessible Vehicles?	Number and Type of Vehicles in Total Fleet	Number of Drivers	Annual Expenses	Items included in Annual Expenses
Potomac Valley Transit Authority	Yes	21 buses with wheelchair lifts; 6 mini-vans; one ramp-equipped mini-van; 1 shop truck; 1 staff vehicle	30	\$1,778,139	Expenses eligible under Section 5311 program
Aging and Family Services of Mineral County	No	1 minivan	1	Not provided	Not provided
Grant County Commission on Aging and Family Services	Yes	1 12-passenger bus with wheelchair lift, 1 12-passenger bus, 1 pick-up truck, 2 sport utility vehicles	2 full-time, 1 part-time, 1 volunteer	\$41,000	Drivers, fuel, maintenance
Hampshire County Committee on Aging	No	1 sport utility vehicle; drivers' personal vehicles	3 part-time	\$50,000	Drivers, mileage reimbursement, fuel, maintenance
Hardy County Committee on Aging	Yes	1 12-passenger bus with wheelchair lift	1 part-time	\$40,000	Drivers, fuel, maintenance
Pendleton Senior & Family Services	Yes	2 mini-vans with wheelchair ramps; 1 sport utility vehicle	5 part-time	\$35,000	Drivers, fuel, maintenance
Potomac Highlands Guild	Yes	12 minivans and sport utility vehicles	No drivers employed	Not provided	Not provided
Valley Medical Transport	Yes	42 ambulances and wheelchair-accessible vehicles	146	Not provided	Not provided

TRIP SCHEDULING AND RIDERSHIP INFORMATION

The following tables describe what trip purposes are allowed by each of each service, the process to request a ride, annual ridership, and cost-efficiency (a calculation of the number of trips provided for each dollar spent).

Agency	Trip Purposes Allowed	Ride Request Process	Annual one-way passenger trips	Cost per trip
Potomac Valley Transit Authority	Any	Call to request a ride	92,951	\$19.13
Aging and Family Services of Mineral County	Any	Call to request a ride	1,500	Not provided
Grant County Commission on Aging and Family Services	Any	Call to request a ride	4,000	\$10.25
Hampshire County Committee on Aging	Any	Call to request a ride	2,000	\$25.00
Hardy County Committee on Aging	Senior Center	Call to request a ride	25,000	\$1.60
Pendleton Senior & Family Services	Any	Call to request a ride	600	\$58.33
Potomac Highlands Guild	Day Services or Residential	Call to request a ride	Not provided	Not provided
Valley Medical Transport	Medical appointments	Call to request a ride	7,200	Not provided

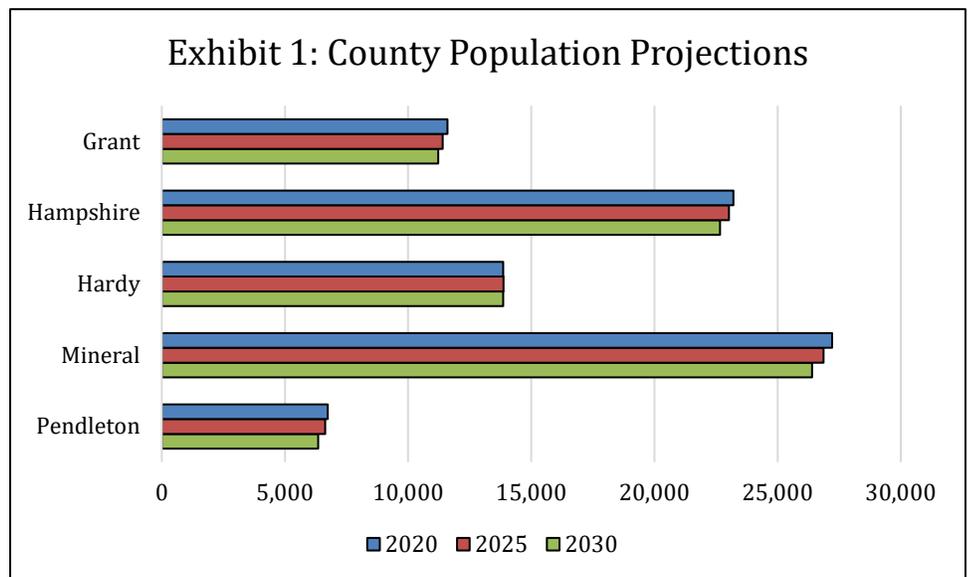
APPENDIX D: DEMOGRAPHICS

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

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

Population Projections

The population of Region VIII is projected to decline to 80,504 by 2030, a 2.64% decrease from the 2020 projection. The population of Hardy County is projected to have the only increase, but only at 0.02%, while the population of Pendleton County is projected to have the largest decrease in population at 6.11% and Hampshire County is projected to have the lowest decrease at 2.4%. Exhibit 1 shows population projections between 2020 and 2030 for each county in Region VIII.

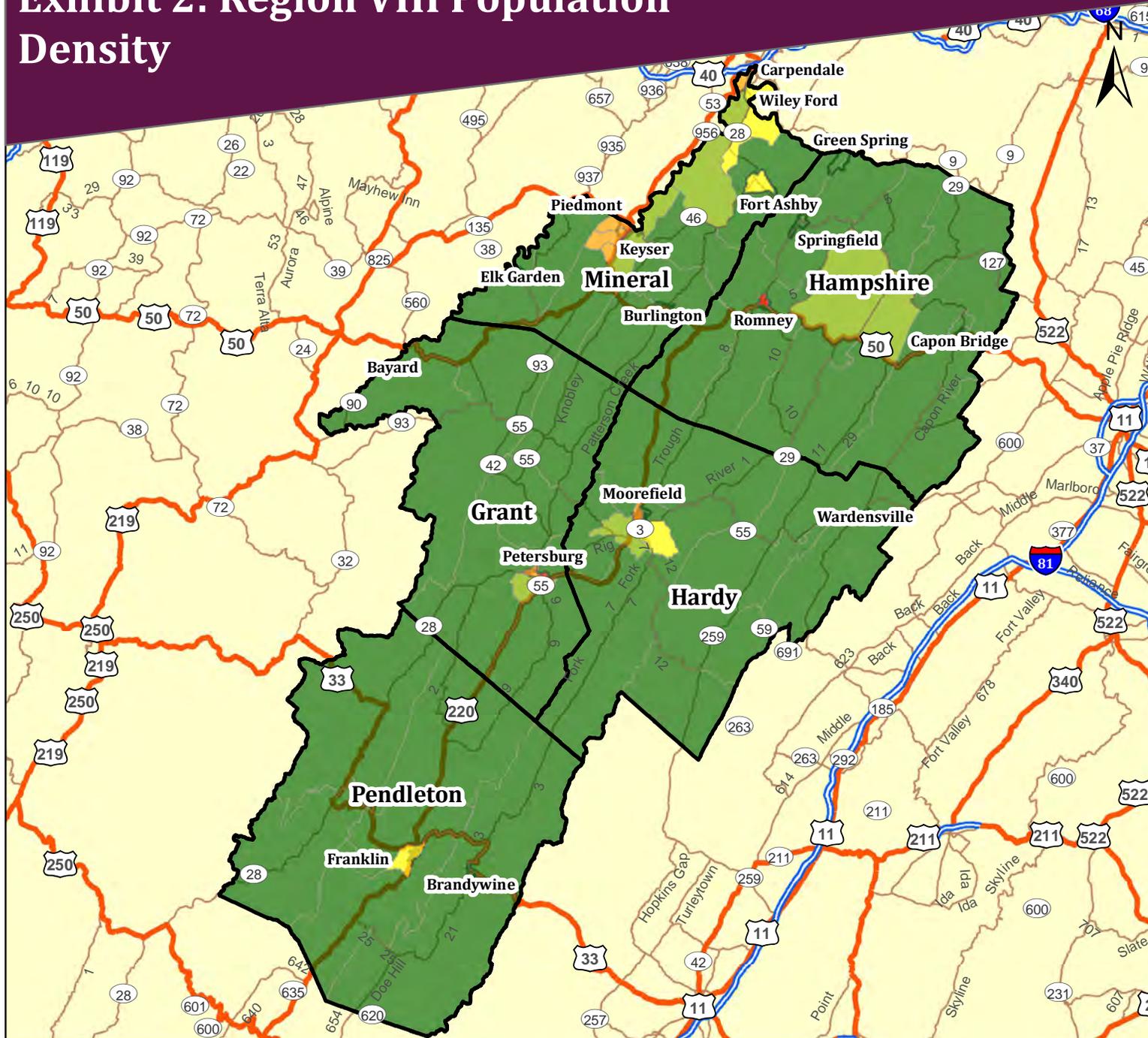


(Source: West Virginia Bureau of Business and Economic Research)

Population Density

Exhibit 2 illustrates a comparison of population densities for Census block groups in Region VIII. The most densely populated areas are in Petersburg in Grant County, Romney in Hampshire County, and Keyser and Carpendale in Mineral County. Other areas of lower densities throughout the region include Wiley Ford and Fort Ashby in Mineral County, Moorefield in Hardy County, and Franklin in Pendleton County. Population density is a factor in transportation planning because it helps transportation operators understand the most appropriate mode of service for an area. For example,

Exhibit 2: Region VIII Population Density



West Virginia Region VIII Coordinated HSTP Update

Legend

-  Region VIII Counties
- Region VIII Blockgroups**
-  5.62 - 52.80
-  52.81 - 119.31
-  119.32 - 439.66
-  439.67 - 1025.53
-  1025.54 - 3272.04
-  Region VIII Cities

Counties: Grant, Hampshire, Hardy, Mineral, Pendleton

Source: 2016 ACS Five-Year Estimates

Population per square mile



in less densely populated areas with fewer clusters of trip generators, demand response transportation is typically more effective than fixed route services. Conversely, fixed route services are more appropriate for high density areas.

Population Projection for Older Adults

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

Exhibit 3 illustrates the population density of persons over 65 years of age by block group. Concentrations of this age group are focused around certain cities in Region VIII. Block groups with the highest concentrations are located in Mineral County. A few small block groups with moderate density are present in Hardy, Grant, and Pendleton Counties.

The population of older adults in the region is projected to increase in each county by as much as 41.67% (Hampshire County) and as little as 25.42% (Pendleton County) over 2010 levels by 2030. An increase in the older adult population will put additional pressure on transportation resources.

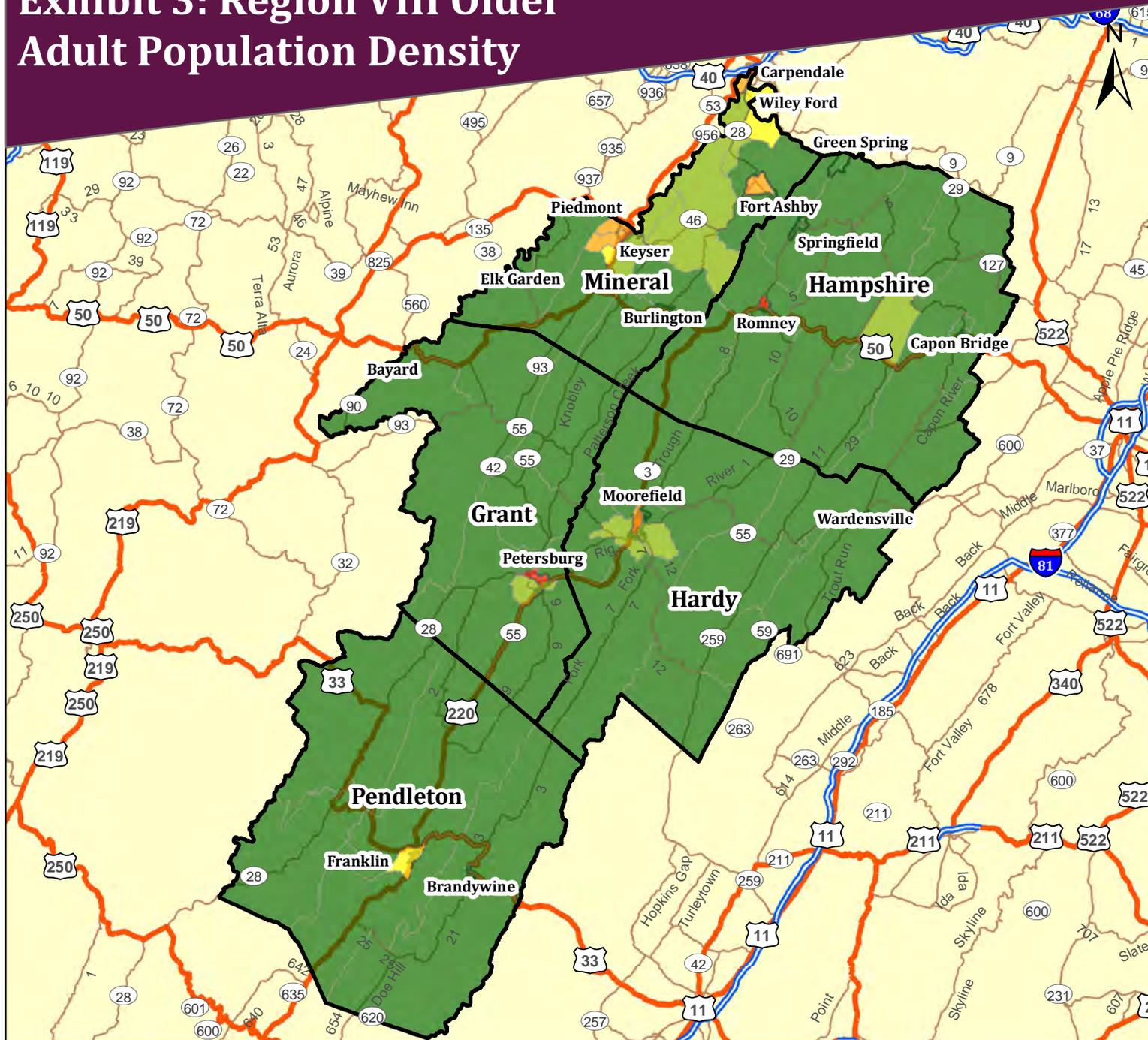
Individuals with Disabilities

Individuals with disabilities are also likely to use public or human service agency transportation services. In Region VIII, approximately 15% to 24% of each county’s population reported having a disability. Not all disabilities involve mobility limitations that prevent a person from driving or using non-accessible transportation resources. While it would be a more accurate statistic for transportation planning, no reliable data are available from the U.S. Census Bureau to define individuals with mobility limitations that prevent them from traveling independently outside the home.

Exhibit 4: Individuals with Disabilities	
County	Percent of Population with a Disability
Grant	18.1%
Hampshire	24.1%
Hardy	15.3%
Mineral	21.9%
Pendleton	19.9%

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

Exhibit 3: Region VIII Older Adult Population Density



West Virginia Region VIII Coordinated HSTP Update

Legend

- Region VIII Counties
- Region VIII Blockgroups**
- 1.25 - 10.55
- 10.56 - 31.69
- 31.70 - 77.23
- 77.24 - 197.31
- 197.32 - 581.49
- Region VIII Cities

Counties: Grant, Hampshire, Hardy, Mineral, Pendleton

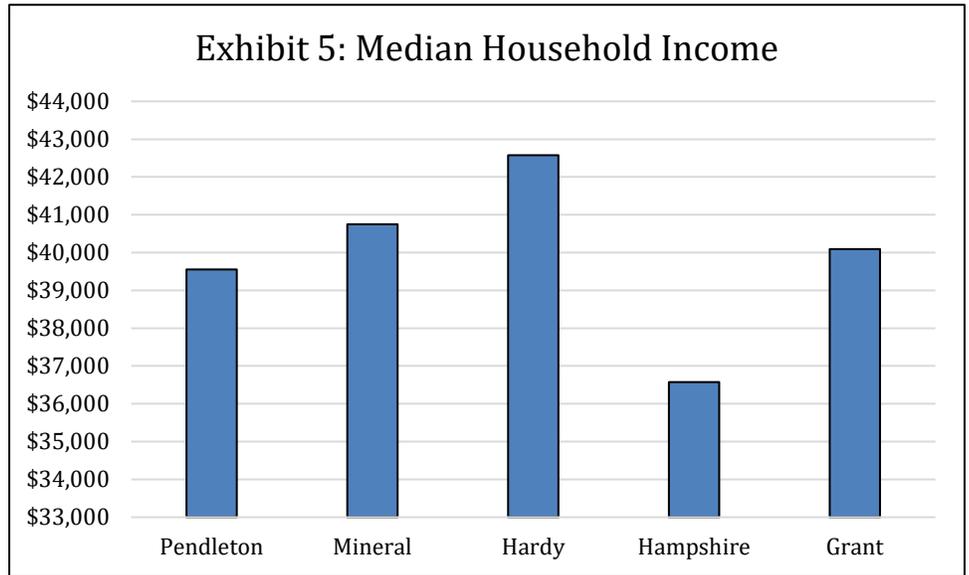
Source: 2016 ACS Five-Year Estimates

Population per square mile



Household Incomes

Exhibit 5 illustrates the household incomes for the Region. There are approximately 33,915 households in Region VIII. Of those households, 43.66% earn less than \$35,000 annually. Of the households earning less than \$35,000, 17.95% earned less than \$10,000 per year. (Source: 2013-2017 American Community Survey 5-Year Estimates)



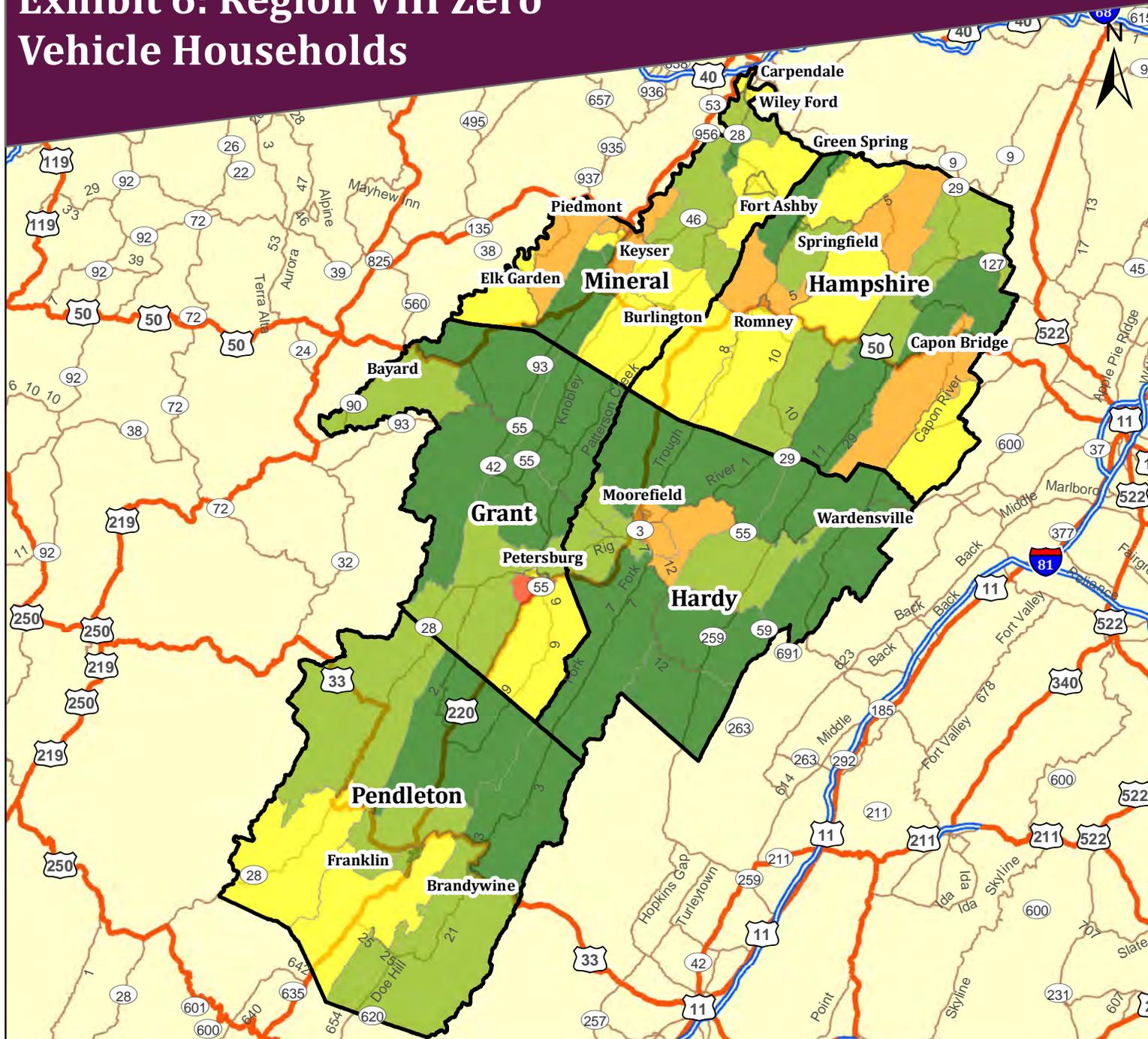
Zero Vehicle Households

The number of vehicles available to a household also is used as an indicator of demand for transit service. There are 2,570 households in the Region VIII that have no available vehicle. This is 7.58% of all households in the region.

Exhibit 6 illustrates the percentage of households that have no available vehicle. The block groups with the darkest shading have the highest percentage of households with no available vehicles (12.46% - 21.14% block group population without a vehicle). The block group locations with the highest contraction of these households are generally located within the cities, the most being in Petersburg and Romney. Areas with a moderately high density of zero vehicle households can be found throughout Mineral, Hampshire, and Pendleton Counties.

Mineral County has the highest percentage of zero-vehicle households with 8.99%. Pendleton County has the lowest percentage of zero-vehicle households with 5.54%.

Exhibit 6: Region VIII Zero Vehicle Households



West Virginia Region VIII Coordinated HSTP Update

Legend

-  Region VIII Counties
- Region VIII Blockgroups**
-  0% - 1.18%
-  1.19% - 3.04%
-  3.05% - 5.54%
-  5.55% - 12.45%
-  12.46% - 21.14%
-  Region VIII Cities

Counties: Grant, Hampshire, Hardy, Mineral, Pendleton

Source: 2016 ACS Five-Year Estimates

Percent of Blockgroup Population



Minority and Limited English Proficiency (LEP) Population

Approximately 91% to 97% of the population in each county of the Region VIII is white (Exhibit 7). African American individuals are the second most common race, followed by Hispanic or Latino individuals. The majority of the population speaks only English (Exhibit 8).

Exhibit 7: Race					
Race	Grant	Hampshire	Hardy	Mineral	Pendleton
White or Caucasian	96.8%	95.9%	90.8%	94.2%	94.7%
Black or African American	1.6%	1.1%	3.3%	3.3%	3.3%
Two or more races	0%	1%	0.2%	1%	0.3%
Hispanic or Latino (of any race)	1%	1.3%	4.2%	0.9%	1.1%
American Indian and Alaska Native	0%	0.5%	0.1%	0%	0%
Asian	0%	0.2%	1.3%	0.4%	0.1%
Native Hawaiian and Other Pacific Islander	0%	0%	0%	0%	0%

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

Exhibit 8: Limited English Proficiency										
Language	Grant	%	Hampshire	%	Hardy	%	Mineral	%	Pendleton	%
	11,673		23,412		13,812		27,421		7,138	
Speak only English	10,885	98.3	22,138	99.1	12,163	92.6	25,511	98.2	6,785	99.4
Spanish or Spanish Creole:	106	1	113	0.5	478	3.6	285	1.1	20	0.3
Speak English less than "very well"	89	0.8	58	0.3	243	1.9	260	1	0	0
Language other than English	186	1.7	199	0.9	968	7.4	476	1.8	41	0.6
Speak English less than "very well"	114	1	85	0.4	605	4.6	290	1.1	0	0
Indo-European Languages	66	0.6	86	0.4	146	1.1	40	0.2	17	0.2
Speak English less than "very well"	15	0.1	27	0.1	103	0.8	0	0	0	0
Asian and Pacific Islander	0	0	0	0	257	2	146	0.6	4	0.1
Speak English less than "very well"	0	0	0	0	172	1.3	26	0.1	0	0

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

Facts

APPENDIX E: RELEVANT FAST ACT PROGRAMS

FEDERAL SECTION 5310 – ENHANCED MOBILITY OF SENIORS AND INDIVIDUALS WITH DISABILITIES

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

Eligible Recipients:

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

GLOSSARY OF TERMS

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

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

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

Individuals with Disabilities – This document classifies individuals with disabilities based on the definition provided in the Americans with Disabilities Act implementing regulations, which is found in 49 CFR Part 37.3. This definition, when applied to transportation services applications, is designed to permit a functional approach to disability determination rather than a strict categorical definition. In a functional approach, the mere presence of a condition that is typically thought to be disabling gives way to consideration of an individual’s abilities to perform various life functions.

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

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

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

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

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

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

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

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

Participants

APPENDIX F: PARTICIPATING ORGANIZATIONS

The following organizations participated in the Coordinated Plan Update:

Family Crisis Center
Grant County Commission on Aging
Region VIII Planning and Development Council
Pendleton Community Care
Pendleton County Office of Emergency Management
Pendleton Senior and Family Services
Potomac Highlands Guild
Potomac Valley Hospital
Potomac Valley Transit Authority
Upper Potomac Area Agency on Aging
U.S. Representative David B. McKinley, P.E.

Adoption

APPENDIX G: RESOLUTION TO ADOPT THE PLAN

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

**Adoption and Approval of
Region VIII Coordinated Public Transit-Human Services Transportation Plan**

The Coordinated Public Transit-Human Services Transportation Plan Update for the Region VIII study area, including Grant, Hampshire, Hardy, Mineral, and Pendleton Counties, as completed on November 1, 2019, must be locally adopted.

Your signature below indicates that the Region VIII Planning and Development Council adopts this Plan for coordinated transportation efforts in Region VIII for 2019-2024.

Name: Terry Lively

Title: Executive Director

On Behalf of the Region VIII Planning and Development Council.


Signature

11-14-19
Date