

KYOVA Interstate Planning Commission
2019 Coordinated Public Transit-Human Services Transportation Plan
for the Huntington, WV-KY-OH Urbanized Area
Final Report
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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), the Kentucky Transportation Cabinet (KYTC), the Ohio Department of Transportation (ODOT), and local communities. The contents of this report reflect the views of KYOVA Interstate Planning Commission which is responsible for the facts and accuracy of the data presented herein. The contents do not necessarily reflect the official views or policies of the WVDOT, KYTC, ODOT, FTA, or USDOT. This report does not constitute a standard, specification or regulation.

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Table of Contents

I. Introduction	1
Purpose.....	1
Methodology.....	1
II. Transportation and Mobility Needs Assessment.....	3
Community Meeting and Public Survey Results.....	3
Previous Relevant Plans and Studies	7
III. Transportation Provider Inventory	9
Public Transit – Open to the General Public.....	9
Human Service Agencies and/or Senior Services	9
Other Transportation Services.....	9
Major Trip Generators	10
IV. Review of Progress Since 2013 Coordinated Plan Update.....	13
V. Goals, Strategies and Implementation	17
Goals and Strategies	17
Goal #1: Participate in the West Virginia Transportation Coordinating Council or other Statewide Transportation Council or Committee.	17
Goal #2: Maintain Current Levels of Transportation Services for Older Adults, Individuals with Disabilities, and People with Low Incomes.....	19
Goal #3: Improve Information Sharing with the Public and Access to Transportation Services Through Effective Mobility Management.	21
Goal #4: Improve Access to Available Transportation Services and Improve Communication with the Public.	23
Goal #5: Extend Operating Hours and Service Areas for Transportation Services.....	25
Goal #6: Provide Weekend Transportation Options to Address Gaps in Access to Community Resources and Activities.....	26
Goal #7: Expand Participation in and/or Outreach Through the Local Coordinating Committee.	27
Goal #8: Overcome Funding Limitations for Transportation.....	29
Goal #9: Improve Access to All Community Services for Seniors, Individuals with Disabilities, Veterans, and People with Low Incomes.	30
Goal #10: Continue to Develop Transportation Programs that Support the Vitality of the KYOVA Planning Area.	31
Summary of Goals and Priorities	32

Appendix A: Public and Stakeholder Outreach	A1
Coordinated Plan Checklist	A1
Meeting 1 Invitation	A3
Stakeholder Contact List	A4
Meeting Flyers	A7
Newspaper Announcement	A11
Meeting 1 Attendance	A10
Meeting 1 Notes	A12
Kentucky Meeting Flyer	A18
Ohio Meeting Flyer	A19
Ohio and Kentucky Newspaper Announcements	A20
Ohio and Kentucky Meeting Attendance	A22
March 25 th Meeting Invitation	A24
March 25 th Attendance	A25
March 25 th Meeting Notes	A27
Appendix B: Public Survey Data.....	B1
Appendix C: Transportation Provider Inventory.....	C1
Organizational Characteristics.....	C9
Appendix D: Demographics.....	D1
Population Projections	D1
Population Density.....	D1
Population Projection for Older Adults	D3
Individuals with Disabilities.....	D3
Household Incomes.....	D5
Zero Vehicle Households	D6
Minority and Limited English Proficiency (LEP) Population	D7
Appendix E: Relevant FAST Act Programs.....	E1
Glossary of Terms.....	E1
Appendix F: Resolution to Adopt Plan.....	F1

I. INTRODUCTION

PURPOSE

This plan updates the KYOVA Interstate Planning Commission (KYOVA) Coordinated Public Transit-Human Services Transportation Plan for the Transportation Management Area (TMA) that includes the West Virginia counties of Cabell, Wayne, and the urbanized portion of Putnam County; the urbanized portion of Lawrence County, Ohio; and Boyd and Greenup Counties, Kentucky. The plan was initially developed in 2011, updated in 2013, and amended in 2015, 2016 and 2017. 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 2013 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 applies 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 and KYOVA. The planning process involved active participation from local transportation providers and human service agencies, as well as members of the general public, senior citizens, 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 conversations, 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 will provide 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, and 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.

Needs

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 emails and word-of-mouth. There were two rounds of meetings. At the first round of meetings, 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. These meetings were facilitated in each state (Kentucky, Ohio, and West Virginia). The second meeting was facilitated in Huntington and representatives from all stakeholder organizations and the public were invited to attend. Participation included senior citizens and organizations that represent individuals with disabilities and people with low incomes.

The public survey was distributed on-line and in hard copy format. The survey was promoted in local media, on websites, at public meetings, through emails and word-of-mouth with local stakeholders. The survey was available for three months. There were approximately 148 survey responses from the KYOVA Region – 43% of survey respondents were age 65 and older and 20% had a disability that limits his or her mobility or ability to drive or use available transportation services.

Detailed public survey results, demographic analysis and public and stakeholder meeting materials are included in Appendix A. A summary of the information is provided in Table II.1.

Meeting participants and survey respondents were asked to identify unmet transportation needs and gaps in available services in the Region. Results are summarized in the following table and charts.

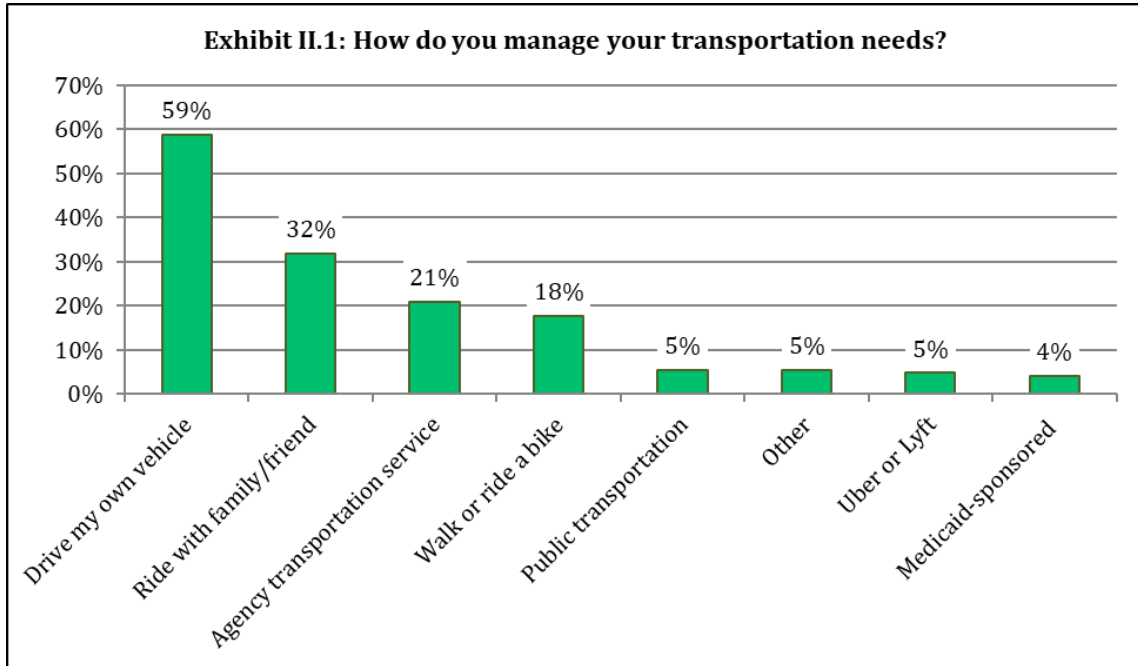
Table II.1: 2019 Needs Assessment
Seniors need transportation for meals and medical appointments throughout the Region.
Senior centers need more transportation resources. In some cases, the coordinators are filling gaps by using personal vehicles to provide rides to seniors.
People of all ages are coming from rural areas to Huntington or Charleston area for healthcare . Connectivity between the urban and rural areas is needed to complete the trip in an efficient and convenient manner.
Transportation options are needed for families with family members in the local hospitals (to support visitation).
Dial-a-ride transportation with multiple stops and shared rides is not always a good option for dialysis patients and other patients receiving specialized treatments because of the long ride times and/or wait times.
Throughout the Region, individuals with disabilities and people with low incomes need transportation options for education .

Table II.1: 2019 Needs Assessment

<p>Transportation needs are more than just going to the doctor. Seniors and others need access to grocery stores and social activities.</p>
<p>Ashland to East Park – People cannot use transit to access campus and industry (employment opportunities) because East Park is not served by public transit.</p>
<p>People are not aware of transportation options – more funding to promote available services is needed in some areas.</p>
<p>Ashland area – There is a need for more transportation to after school programs.</p>
<p>Transportation providers and planners need to continue to prepare for the future economic development and population growth for the Region.</p>
<p>A recent Putnam County survey identified 45% of respondents do not have a vehicle.</p>
<p>Demographics:</p> <ul style="list-style-type: none"> • Highest densities of older adults are outside the Huntington area in more rural areas. • Wayne County has high density areas of zero vehicle households that are outside of the Huntington area in more rural areas of central and southern Wayne County. • 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.
<p>Transportation is needed on a daily basis for patients attending addiction services – There is a study underway now involving faith-based programs to work toward addressing transportation needs through volunteer drivers and/or a coordinated effort with faith-based organizations and non-profits.</p>
<p>Public Survey Results – KYOVA (WV Counties) – 132 Responses</p> <ul style="list-style-type: none"> • 47% of respondents were age 65+ <ul style="list-style-type: none"> ◦ 79% have a mobility limitation or someone in their family has a mobility limitation. • 29% are unable to run errands because of a lack of reliable transportation. • 27% are unable to go to agency appointments because of a lack of transportation. • 19% cannot attend Sunday religious services because of a lack of transportation. • 19% do not go to medical appointments because they do not have reliable transportation. • 16% find it difficult to feed themselves or their family because of a lack of transportation. • 8% have difficulty getting to work because of a lack of reliable transportation. • 7% are not able to further their education due to a lack of transportation.
<p>Public Survey Results – KYOVA (OH and KY Counties) – 16 Responses</p> <ul style="list-style-type: none"> • 12.5% of respondents are age 65+. <ul style="list-style-type: none"> ◦ 4% have a mobility limitation or someone in their family has a mobility limitation. • 25% are unable to run errands because of a lack of reliable transportation. • 19% are unable to go to agency appointments because of a lack of transportation. • 13% find it difficult to feed themselves or their family because of a lack of transportation. • 13% have difficulty getting to work because of a lack of reliable transportation. • 6% cannot attend Sunday religious services because of a lack of transportation. • 6% are not able to further their education due to a lack of transportation. • 0% do not go to medical appointments because of a lack of transportation.

The majority (59%) of public survey respondents indicated that they drive their own vehicle. The public survey asked people to identify all the ways they manage transportation needs. Exhibit II.1 illustrates that while the majority of respondents drive a car, nearly one-third ride with a family

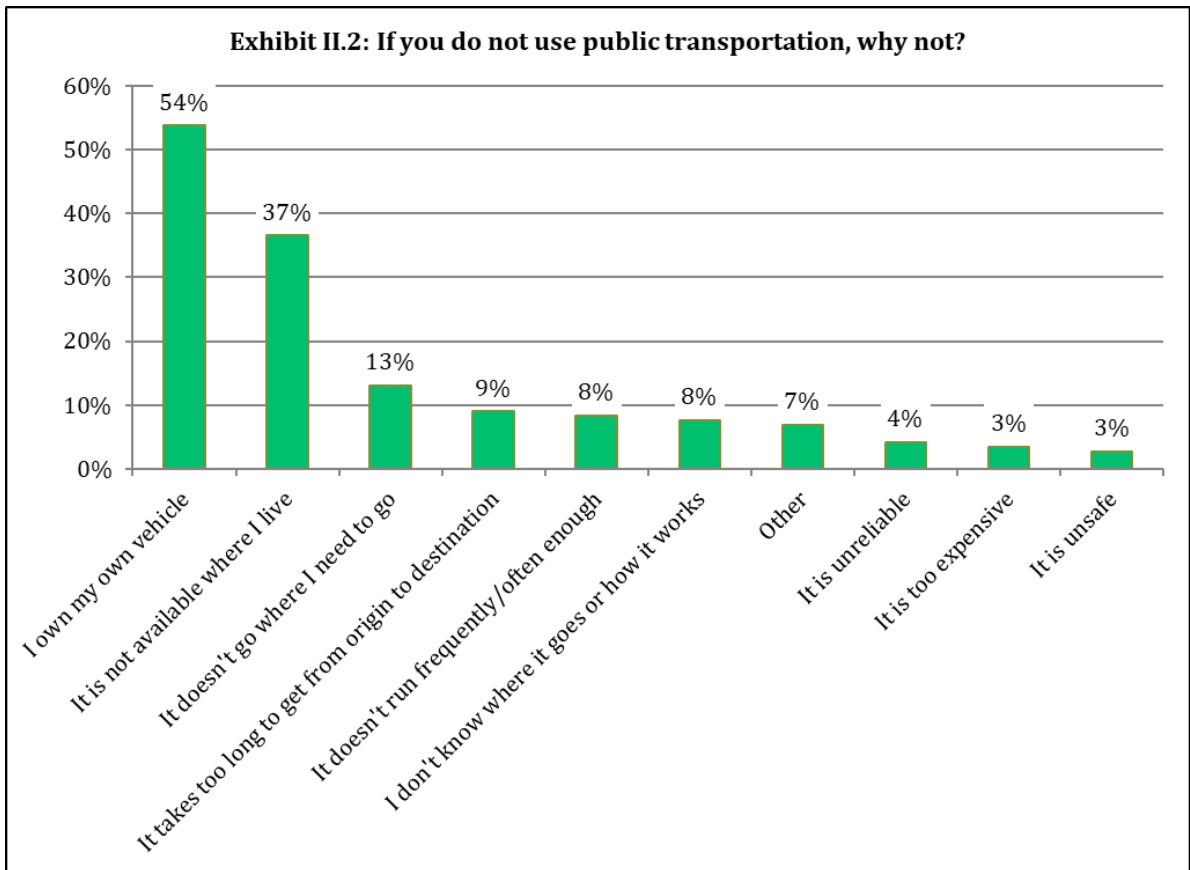
member or friend and 21% use human service agency-sponsored transportation services (i.e., senior centers, Department of Health and Human Services, non-profit agencies, etc.). A significant portion of respondents (18%), also indicated that they walk or ride a bike as a means of transportation. Five percent of respondents use public transportation or Transportation Network Companies (TNCs, e.g., Uber/Lyft), and four percent use Medicaid-sponsored transportation services for medical appointments.



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

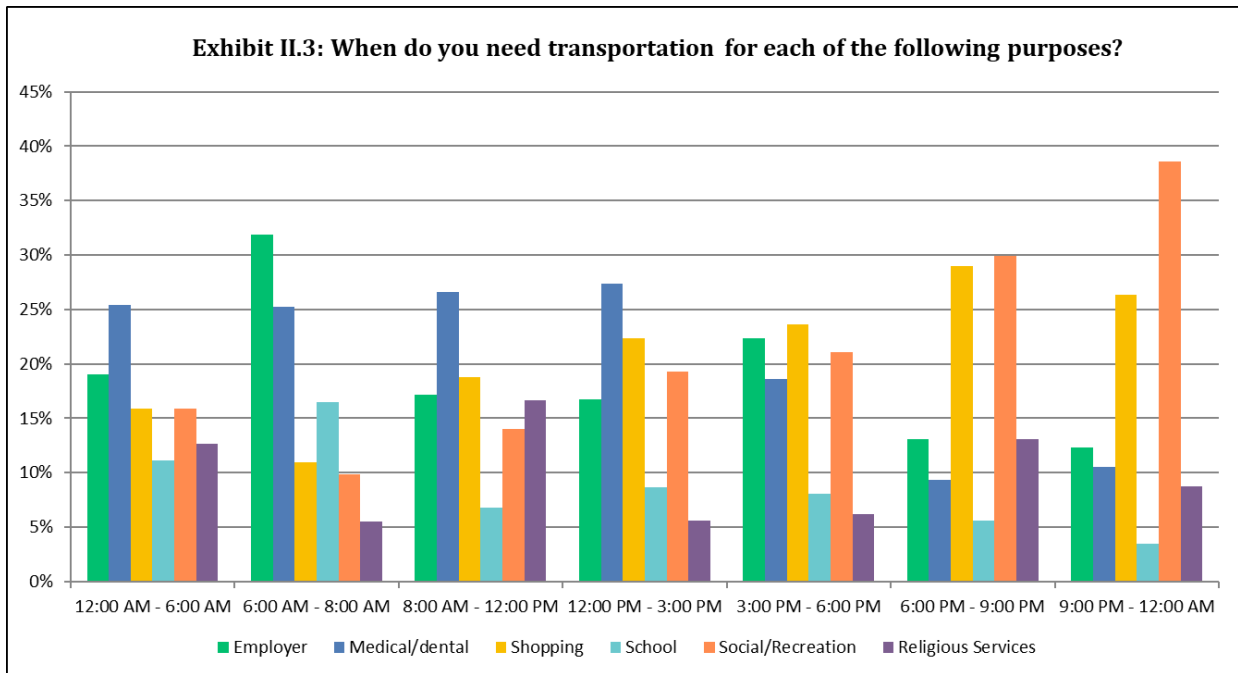
Survey respondents were asked to identify why they do not use public transportation (Exhibit II.2). Approximately 37% of respondents stated that they do not use public transit because it is not available where they live. Another 13% stated that public transit does not go where they need to go. These reasons indicate spatial gaps between origin and destination that are not filled by public transit.

Approximately 9% indicated that it takes too long to get from origin to destination using transit. Fewer than 9% 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.



* 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 peak between 6:00 AM and 8:00 AM and again between 3:00 PM and 6:00 PM (traditional working hours). However, between 15% and 20% of respondents also need employment-related transportation before 6:00 AM and during the mid-day. Shopping and social/recreational transportation needs occur more often between 3:00 PM and 12:00 AM. Medical/dental trip needs occur more often during early morning hours and 3:00 PM. School-related trip needs occur most often between 6:00 AM and 8:00 AM and through traditional business day hours. As indicated in the assessment of existing services, transportation resources are minimal during early morning and late evening hours.



PREVIOUS RELEVANT PLANS AND STUDIES

Information pertinent to understanding the nature of transportation demand and unmet needs is available in recently completed studies for the local area. The following paragraphs summarize relevant research and findings from the 2040 Metropolitan Transportation Plan, completed in April 2017.

2040 Integrated Metropolitan Transportation Plan

The 2040 *Integrated* Metropolitan Transportation Plan (MTP) is the Region’s long-range transportation plan. The MTP examined the most effective ways to plan a regional transportation network that integrates the need for additional highway capacity with the Region’s ongoing acknowledgement that connectivity and alternative modes are cost-effective ways to address existing and future concerns. The MTP supports a balanced transportation network built upon the premise of choice and connectivity. The plan focuses on the continued development of multimodal transportation system that fosters economic growth and preserves the local character of the Region.

The MTP planning process involved public and stakeholder outreach activities. A public questionnaire was developed in an online format and hard copies were distributed at public outreach events and made available at community facilities in the Region. Results pertaining to transit are highlighted in the following bullet points:

Public Transit Service Ratings:
 10% rated service as “excellent”

30% rated service as “good”
25% rated service as “fair”
15% rated service as “poor”
20% had no opinion

Biking:

29% wanted additional bicycle amenities on public transit

Funding:

Given \$100 to spend on transportation improvements, public survey respondents would spend approximately 8% of it on public transportation.

The 2040 MTP goals are as follows:

Goal #1: Preserve, maintain, and enhance the existing transportation system.

Goal #2: Support the economic vitality of the Region, especially by enabling global competitiveness, productivity, and efficiency.

Goal #3: Improve the operational efficiency of the transportation network.

Goal #4: Enhance the safety of the transportation system for all users.

Goal #5: Enhance the security of the transportation system for all users.

Goal #6: Protect and enhance the environment and promote energy conservation.

Goal #7: Enhance the integration and connectivity of the transportation system, across and between modes, for people and freight.

Goal #8: Maintain financial responsibility in the development and preservation of the transportation system.

CONCLUSION

While survey results and socio-economic Census data indicate that many households have access to a personal vehicle and can drive, there are high densities of zero-vehicle households throughout the Region, including in less densely populated areas of the Region such as East Lynn in Wayne County, West Virginia and Northwestern Lawrence County, Ohio. Survey results reveal that 25% to 29% of respondents are unable to run daily errands or attend agency appointments due to a lack of reliable transportation. Others are missing medical appointments 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, walk or bike to access necessary resources. Approximately 5% of respondents reported that they use public transportation. When asked why they do not ride public transit, the most frequent responses indicated spatial gaps—that is, no transportation service is available to/from where they live or where they need to go.

Further analysis about temporal gaps in transportation indicated that there are transportation needs during early morning and evening hours when public transportation may not be available outside Huntington. Transportation planners in the KYOVA Region have identified through a public input process during the development of the KYOVA 2040 Integrated Metropolitan Transportation Plan that public transportation service is considered to be “good” and that it is recognized as part of the Region’s essential network of services to support economic vitality.

Providers

III. TRANSPORTATION PROVIDER INVENTORY

This chapter provides a list of transportation providers operating in the KYOVA Region. Human service transportation provides rides to specific segments of the population, such as seniors, 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 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

Ashland Bus System, KY

Lawrence County Transit/Lawrence County Community Action Organization, OH

Tri-River Transit, WV

Tri-State Transit Authority, WV

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

Area Agency on Aging District 7, Inc., OH

Cabell-Wayne Association of the Blind, Inc., WV

Cabell County Community Services Organization, Inc., WV

Cabell County Schools, WV

Golden Girl Group Home, WV

Lawrence County Board of Developmental Disabilities, OH

Lawrence County Jobs and Family Services, OH

Mountain State Centers for Independent Living, WV

Our Lady of Bellefonte Hospital, WV

Prestera Center, WV

Putnam Aging Program, WV

Southwestern Community Action Council, WV

Other Transportation Services

Amtrak

Greyhound

Park-and-Ride Lots

Rolling Thunder Bike/Scooter Share at Marshall University

Taxi Service

Uber/Lyft

Major Trip Generators

Major trip generators are destinations frequently served by public, human service agency and/or senior center transportation providers such as medical facilities, nutrition sites, apartment complexes, senior centers, employers, shopping and entertainment venues. Each transportation provider that participated in the coordinated transportation plan effort 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 KYOVA Region. As illustrated in the map, most trip generators are located in the Huntington Urbanized Area. The clusters of development in this area have direct access to I-64, US-52 and US-23.

It is important to understand that while many of the major trip generators are located in the Huntington Urbanized Area, the individuals needing a ride to and from those destinations live outside of the fixed route service area (including the $\frac{3}{4}$ mile service area boundary for TTA's ADA paratransit) or outside the Urbanized Area. Transportation providers are challenged by providing effective and efficient transportation to a large service area that has relatively low population density outside the narrow Huntington Urbanized Area. Also, individuals that live within the urbanized area but beyond the fixed route service area are not served by the rural or urban public transit operators due to funding limitations. Furthermore, hours of operation for transportation services operating beyond the Huntington Urbanized Area are 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. Private operators may have more extensive hours of operation.

Exhibit III.1: TMA Trip Generators

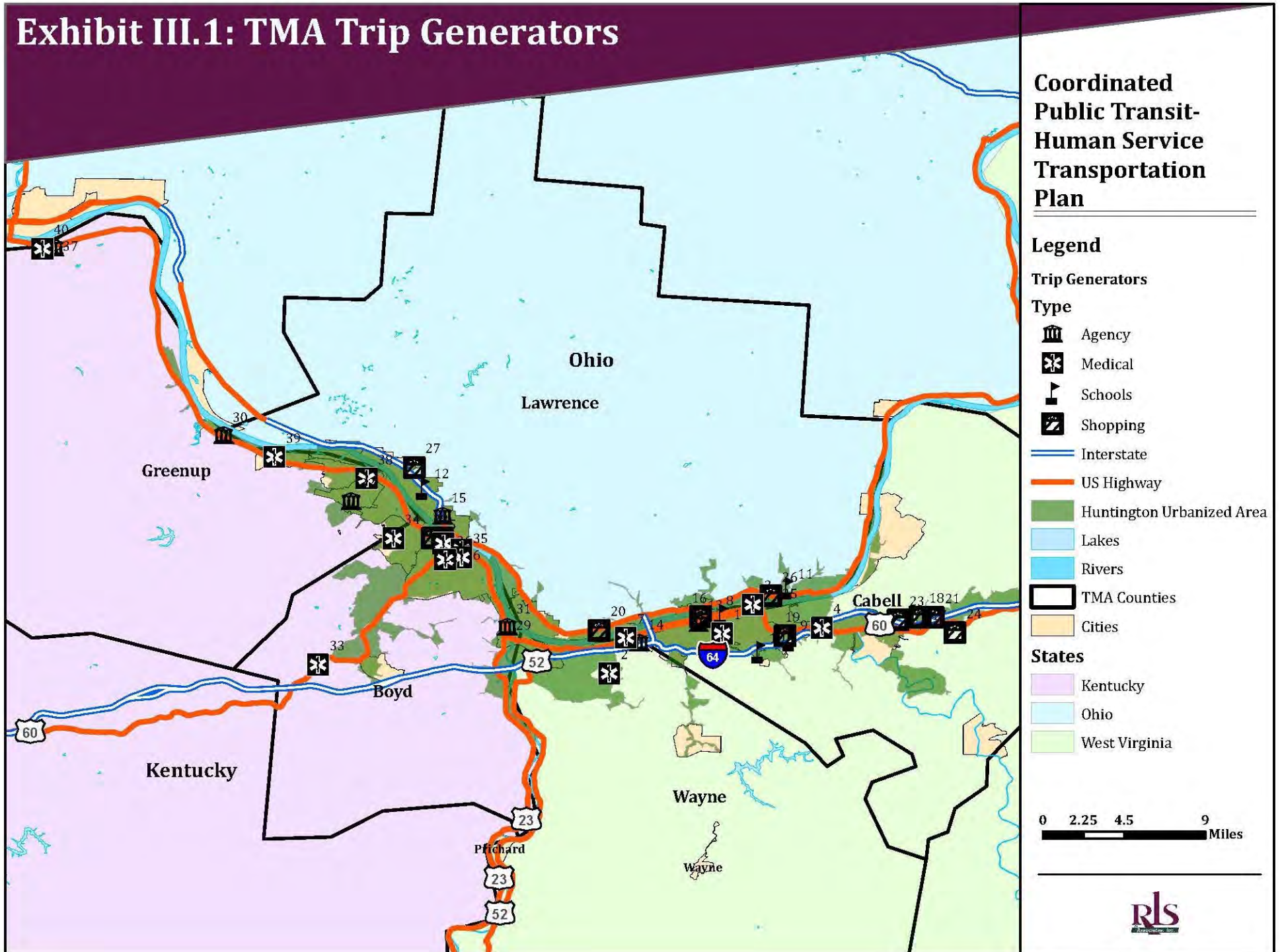


	Exhibit III.2: Hours of Operation for Transportation Providers																							
	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	0:00				
	Cabell, Wayne, Putnam Counties, WV																							
Tri-State Transit Authority	Weekdays and Weekends																							
Tri-River Transit	Weekdays																							
Cabell County Community Services Organization, Inc.	Weekdays																							
Cabell-Wayne Association of the Blind, Inc.	Weekdays																							
Mountain State Centers for Independent Living	Weekdays																							
Cabell County Schools	After School																							
Prestera Center	Weekdays																							
Putnam Aging Program	Weekdays																							
Southwestern Community Action Council	Weekdays																							
Golden Girl Group Home	24/7																							
	Lawrence County, OH																							
Lawrence County Transit	Weekdays																							
Lawrence County DD	Weekdays																							
Area Agency on Aging 7	Weekdays																							
	Greenup and Boyd Counties, KY																							
Ashland Bus Service	Weekdays																							
Our Lady of Bellefonte Hospital	Weekdays																							
	General Public Service																							
	Eligible Riders Only																							

Progress

IV. REVIEW OF PROGRESS SINCE 2013 COORDINATED PLAN UPDATE

The 2013 Plan Update included the goals and objectives listed in the following tables. In 2013, 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 appointment, education, and employment-related trip purposes.

During the 2019 Plan process, the transportation providers indicated that progress has been made in addressing the coordination goals. The following tables display the goals and objectives of the 2013 Plan and progress made in achieving the goals.

2013 Goal #1: Improve communication among providers.	
Action Steps	1. Establish a Coordinated Accessible Transportation Committee – A forum to implement strategies.
	2. Hire a Mobility Manager.
	3. Coordinate transportation information through the Cabell County Public Library Information Center.
	4. Provide data to the Rahall Transportation Institute to support statewide Google Transit.
Progress:	
<ul style="list-style-type: none"> • A strong informal committee was established, which works as a subcommittee for the Transportation Advisory Committee (TAC). • Mobility Manager position was created at TTA. 	
Challenges:	
<ul style="list-style-type: none"> • Undefined purpose and goals for the committee. • The Mobility Manager’s day-to-day job description and duties for coordination are not clearly defined. 	

2013 Goal #2: Extend service areas, days and hours.	
Action Steps	1. Purchase new and replacement vehicles that are wheelchair accessible.
	2. Tri-State Transit Authority should evaluate the feasibility of service expansions.
	3. Ashland Bus System should evaluate and prepare for service expansions.
	4. Lawrence County Transit and TTA will implement the coordinated express service between three transit centers in the TMA.
	5. Establish rideshare for people earning below the poverty level.
	6. Establish rural transit in the western portion of Greenup County.
Progress:	
<ul style="list-style-type: none"> • TTA evaluated the feasibility of service expansions into rural areas. • TTA had a commuter route funded through Lawrence County Port Authority. The route was discontinued. TTA no longer has service in Lawrence or Boyd Counties. • Lawrence County Transit still connects three transit hubs through the “LCT Shuttle.” – Primarily for work trips. • KYOVA is working on a rideshare program through the TMA. 	
Challenges:	
<ul style="list-style-type: none"> • Limited funds. • Difficult to get matching funds for the route. • There are still gaps within Kentucky between where rural transit stops and TTA and/or LCT routes operate. • LCT operates Route 2 serving Ohio and West Virginia Counties and Route 1 serving Ohio and Kentucky Counties. A person could transfer between LCT Routes 2 and 3 at Burlington Walmart for an OH/WV trip on weekday mornings. • Selecting the appropriate technology that will allow providers to share trip information and promote ridesharing. Many possible applications are available but they must be developed to meet the specific needs of the participating providers. Selecting and implementing technology requires significant staff time and funding for purchase and maintenance of software. 	

2013 Goal #3: Control escalating operating costs and fuel budgets to address the lack of funds available for public and specialized transportation.	
Action Steps	1. Implement a U-Pass Program with Marshall University – Mountwest Community and Technical College – Ohio University and Others.
	2. Collaborate to purchase supplies and equipment as well as vehicle maintenance and training.
	3. Trip sharing.
Progress:	
<ul style="list-style-type: none"> • TTA has an access agreement with Marshall <ul style="list-style-type: none"> ○ Downtown Circulator for Marshall School of Arts ○ Late night safety bus • Uber and Lyft are operating in the Region to address some of the trip sharing needs. • Ohio University locations are on LCT route. • KYOVA is flexing some CMAQ and STBG funding to transit providers for vehicles. 	
Challenges:	
<ul style="list-style-type: none"> • No collaborative purchases for supplies or equipment. • Trip sharing has not been effective for facilitating regional transportation among public and human service agency providers. <ul style="list-style-type: none"> ○ There are barriers to designing technology, identifying the funding and time to implement a trip sharing app, and educating the public about how to use new technology. ○ Insurance and liability issues have been a barrier for some partnerships. • Covering the operating costs to provide expanded service in Greenup, and Boyd Counties is a barrier. Public doesn't understand the true costs of providing a trip. 	

2013 Goal #4: Ensure that transportation providers have access to an adequate number of vehicles.	
Action Steps	1. Collaborate to share vehicles during idle or down times.
	2. Purchase replacement vehicles as scheduled. Coordinate schedules for replacement vehicle purchase, if needed to maximize the efficiency of Section 5310 Program funding.
Progress:	
<ul style="list-style-type: none"> • Replacement vehicles continue to be purchased. • Ashland considered using school buses but it was not possible due to funding barriers. • Our Lady of Bellfonte Hospital in Greenup County has a 5310 vehicle and is refining its service; more size appropriate vehicles are being awarded. • Working to implement contracted services as a more efficient use of Section 5310 funding. 	
Challenges:	
<ul style="list-style-type: none"> • Applications for Section 5310 funding are low. • Agencies are not thoroughly educated about opportunities to apply for 5310 vehicles and contracted services. • Not all vehicles are replaced on schedule. 	

2013 Goal #5: Address economic development opportunities.	
Action Steps	1. Create work-related transportation services. Develop transportation service options with new and existing employers. Seek employer-sponsored transportation service, where appropriate.
Progress:	
<ul style="list-style-type: none"> • Transportation providers and KYOVA continue to talk with employers and colleges/universities about the importance of considering transit during the development phases for land use and/or new work sites. 	
Challenges:	
<ul style="list-style-type: none"> • Decisions to move major destinations off bus routes are made without consideration of/consultation with transit providers. 	

2013 Goal #6: Improve safety and security at bus stops and on all vehicles.	
Action Steps	1. Install cameras on vehicles and at transit centers.
	2. Install GPS systems on public and human service agency vehicles in the TMA.
Progress:	
<ul style="list-style-type: none"> • Vehicles and transit centers have cameras. • Public transit vehicles are equipped with GPS. 	
Challenges:	
<ul style="list-style-type: none"> • None 	

CONCLUSION

The local transportation stakeholders have made commendable progress toward addressing the needs identified in 2013 and including a variety of transportation providers in the foundation efforts of mobility management. The following chapter describes the goals, strategies and actions steps identified by the participating stakeholders to continue developing effective coordination and mobility management structures to address the transportation needs of today and to prepare for addressing needs of the future.

V. GOALS, STRATEGIES AND IMPLEMENTATION

This chapter updates the goals, strategies, and implementation steps for coordinated transportation in the KYOVA Planning Area to address the unmet transportation needs and gaps in services identified by the public, local stakeholders, senior citizens, and individuals with disabilities. The following goals and strategies outline an approach to working together to make the best use of existing resources and plan for future changes and expansions. These strategies were refined during the second regional meeting and through feedback from participating stakeholders. Notes and sign-in sheets from all regional meetings are provided in Appendix A.

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.

GOALS AND STRATEGIES

Goal #1: Participate in the West Virginia Transportation Coordinating Council or other Statewide Transportation Council or Committee.

Goal #1 focuses on engaging with state agencies and other interested parties such as public transportation providers and senior services transportation providers to enhance mobility management and coordinated transportation opportunities for the KYOVA Planning Area and throughout all of West Virginia.

The West Virginia Transportation Coordinating Council (WVTCC) was created in 2004 by Executive Order (Executive Order Number 5-04) to study issues pertaining to the effective and efficient use of transportation resources in the State. This Council is structured to discuss the coordination of transportation services, the elimination of unnecessary overlap caused by duplicate agency efforts, the elimination of service gaps to enhance citizen access to transportation, as well as other transportation-related issues. The WVTCC also has the authority to apply for grants when funding becomes available. The structure and purpose of the Council is sound and provides a forum for open communication about transportation needs and use of transportation resources by multiple state agencies. Active participation in the Council has weakened over the years and, as a result, the impact of the Council on managing coordination of transportation resources has also weakened.

The opportunities for developing and using mobility management and coordinated transportation structures in West Virginia are much different today 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 new influences that are occurring in West Virginia. The WVTCC is in a position to act as an advisory body and/or forum for state agencies concerned with the mobility of older adults, individuals with disabilities, people with

low incomes, and the general public. The West Virginia Transit Association is also in a position to improve communication about transportation resources, needs, and mobility management opportunities

As an urbanized area, the KYOVA Region should have representatives from its transportation providers and users participate on the WVTCC to share ideas and to help structure mobility management concepts that are appropriate and beneficial to the KYOVA Region and West Virginia.

Goal #1: Participate in the West Virginia Transportation Coordinating Council or Other Statewide Transportation Council or Committee.	
Strategy	One representative of the KYOVA Region stakeholders will actively participate in the WVTCC or other statewide venue for information sharing, transportation innovations, and coordinated transportation/mobility management policy development.
Action Steps	<ol style="list-style-type: none"> 1. Determine the most appropriate representative from the local area to participate in the WVTCC or other statewide council/committee. It is recommended that participation is a role of the KYOVA Region’s Mobility Manager. 2. Amend the Mobility Manager’s job description/duties or those of another representative to include active participation in the WVTCC or other statewide council/committee. 3. Establish an effective communication network among the Region’s coordination partners that includes bi-annual meetings (at minimum) with the regional Mobility Manager to discuss action items to be presented to the WVTCC or other statewide council/committee.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> • KYOVA • TTA • Regional Mobility Manager
Parties Responsible for Supporting Implementation	<p>Agencies/organizations that provide and/or fund transportation services for older adults, individuals with disabilities, and/or people with low incomes that operate in the KYOVA Region:</p> <ul style="list-style-type: none"> • Local offices of human service agencies • Non-profit organizations • Faith-based organizations • Public transportation providers • Private transportation partners
Resources Needed	<ul style="list-style-type: none"> • Staff time for lead and supporting organizations • Mobility Manager
Potential Cost Range	\$300 or more per year (approximately) for staff time dedicated to actively attending regional bi-annual meetings with the Mobility Manager. Time can be counted as an in-kind contribution to mobility management for the Region. Staff time should be dedicated as part of an existing employee’s job duties

Potential Funding Sources	<ul style="list-style-type: none"> • Section 5310 Program funding for Mobility Management • Existing budgets for partner agencies
Performance Measures or Targets	<ul style="list-style-type: none"> • Innovations are presented to the WVTCC or other committee in a meaningful way and considered for implementation • Local stakeholders feel they have a better understanding and more direct involvement in statewide and regional efforts to improve coordination of resources and mobility management • 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"> • Improve awareness of transportation options • Funding sources are identified and/or opportunities to more effectively use existing funding sources are discovered to allow providers to enhance existing services • Coordinated planning with partner organizations for the purpose of reducing gaps in mobility for target populations and the general public
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 fleets of vehicles that are wheelchair accessible and capable of operating on unpaved/gravel roads as part of the replacement and expansion schedules. Furthermore, travel training programs will be explored as a method for improving awareness about existing resources as well as reassuring passengers about the safety of using public and agency-sponsored transportation.

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 and KYOVA will work together to provide safe vehicles that are in good condition and 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	<ol style="list-style-type: none"> 1. KYOVA and TTA will continue to administer the Section 5310 Program and work with sub-recipients to maintain a schedule for replacement and expansion vehicles for participating agencies. 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. 3. Continue to provide travel training to older adults, individuals with disabilities, and anyone in the general public for public and human service agency transportation services. Enhance the travel training program through development of travel training videos for various audiences, including but not limited to: <ul style="list-style-type: none"> • Passengers • Families • Local and State-level government agency staff 4. Train the Trainer – Create and/or Participate in a Train the Trainer travel training program so that transportation providers have an opportunity to reach more people. By training senior center, agency, university, school and other staff to train passengers, the providers can reach more people within existing resources. 5. Human service agencies and public transit systems will participate in passenger assistance, safety, and customer service training to ensure a standard level of quality service to all customers.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> • KYOVA, Section 5310 Program Administration • TTA, Section 5310 Program Administration
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> • Transportation providers • Agencies and organizations that serve older adults, individuals with disabilities, and people with low incomes • Employers and medical facilities could become trainers
Resources Needed	Travel Training Program

Potential Cost Range	<ul style="list-style-type: none"> • Section 5310 Program Administration funding • Training funds could range from \$2,000 to \$10,000 depending upon the program's scope
Potential Funding Sources	<ul style="list-style-type: none"> • FTA Section 5310 Program • Local grants and contributions from agencies and organizations that benefit from training and/or transportation services provided
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) • Number of travel training courses provided • Number of people participating in travel training that use transportation services after receiving training • Number of trainers in the area increases • Training videos and/or literature are produced and distributed
Needs or Gaps Addressed	<ul style="list-style-type: none"> • Agencies are better able to access riders who live in remote areas to provide access to food, agency appointments, medical care, and other trip purposes • More people are aware of available transportation resources • The public feels safer using transportation services
Priority Level and/or Timeframe	<ul style="list-style-type: none"> • High priority • Ongoing implementation

Goal #3: Improve Information Sharing with the Public and Access to Transportation Services Through Effective Mobility Management.

Communicating to current and potential riders about when, where, and how to use available transportation resources is an ongoing challenge for public transportation providers. It is not uncommon, for example, during the coordinated plan public outreach meetings for people to learn for the first time about transportation options that have been in operation for months or even years. The next goal outlines the first phase in a concentrated effort to improve access to information about available transportation resources and to use that information to assist passengers with building trips that may involve multiple transportation providers. Phase 1 is informational and stops short of scheduling the trip and does not involve fare collection.

Goal #3: Improve Information Sharing with the Public and Access to Transportation Services Through Effective Mobility Management.	
Strategy	Phase 1: Enhance Informational Resources for Mobility Options and Ride Sharing.
Action Steps	1. The Mobility Manager will create and maintain a Ride Guide with basic information about all public, private, and non-profit transportation resources in the Region. The Ride Guide will include eligibility requirements, service area, modes of service, accessibility, hours/days of operation, and contact information for scheduling a trip. Transportation providers are responsible for providing updated information to the Mobility Manager whenever service aspects change.
	2. The Ride Guide information will be provided to 211 and updated in a timely manner.
	3. Create an online resource with content from the Ride Guide. The site will be hosted by a lead agency such as KYOVA or TTA. Links to the on-line Ride Guide will be included on partner organization websites.
	4. Provide service information for local transportation options into the Gohio Commute app: gohiocommute.com. Actively share the Gohio link on partner organization and local government websites.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> • Mobility Manager • KYOVA
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> • Transportation providers are responsible for providing and updating data • Local agencies and government organizations are responsible for promoting the resources on websites and/or hard copy
Resources Needed	<ul style="list-style-type: none"> • Staff time to develop and manage the resource information • Funding to develop the application if a local on-line Ride Guide is created
Potential Cost Range	<ul style="list-style-type: none"> • Up to \$2,000 for printing if the Ride Guide is distributed in hard copy • \$5,000 to \$10,000 to develop an on-line app for finding a ride • Minimal cost to provide information to gohiocommute.com
Potential Funding Sources	<ul style="list-style-type: none"> • Section 5310 Program, for Mobility Management
Performance Measures or Targets	<ul style="list-style-type: none"> • Ride Guide is developed, produced and distributed • Number of calls providers receive after a person finds them on the Ride Guide • Number of shared-rides arranged (including transfers between providers) • Spatial gaps in transportation are reduced as providers become more aware of opportunities to share rides or coordinate transfers
Needs or Gaps Addressed	<ul style="list-style-type: none"> • Improved regional or multi-county transportation • Improved information and awareness of transportation services
Priority Level and/or Timeframe	<ul style="list-style-type: none"> • Moderate priority • Implementation timeframe of 2020 or later

Goal #4: Improve Access to Available Transportation Services and Improve Communication with the Public.

Building upon the success of Phase 1, the next goal incorporates the capability for passengers to schedule a ride using the Ride Guide app. Phase 2 requires a lead agency to manage the app and build trip schedules with multiple participating transportation providers. The participating providers must also have compatible software to accept trip assignments. Trip scheduling could involve multiple modes of transportation (e.g., transit, ride-sharing, bike-share) as well as partnerships between public, private and non-profit transportation operators.

For example, a passenger needing paratransit service to travel from his home in Ironton, Ohio to class at Marshall University in Huntington may schedule his entire trip with one click using the app. The app will provide a range of options, such as taxi, Transportation Network Company, public transit, or some combination of providers. The rider will select the desired providers and pick-up times/locations. The selected providers will receive the trip request and provide the trip. Technology exists for this software application, but significant planning on the part of the transportation providers is necessary to make it a success for KYOVA.

Goal #4: Improve Access to Available Transportation Services and Improve Communication with the Public.	
Strategy	<p>Phase 2: Create a One-Call/One-Click application or call center for coordinated ride sharing and multi-county trips.</p> <p>It will be important for potential riders to have the option of scheduling a trip through the app or calling to schedule the trip with a scheduler. Thus, a call center must be established to allow for scheduling by phone (including TDD).</p>
Action Steps	<ol style="list-style-type: none"> 1. Determine a lead agency to apply for funding and house the One-Call/One-Click application and call center. Establish the organizational structure and policies for the program. 2. Apply for funding to purchase software for the app. 3. Lead agency will develop agreements with partner organizations that will participate in the app and call center by providing service information and accepting trip requests. 4. Once funding is secured, create and submit an RFP for a vendor to set-up the One-Call/One-Click app and call center. 5. Implement and market the new app and call center.

Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> • TTA • KYOVA
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> • KYOVA • LCT • Ashland Bus • Tri-River Transit • Participating Non-profit, for-profit operators • Participating bike share programs
Resources Needed	<ul style="list-style-type: none"> • Lead and supporting agency staff time for procurement, design, implementation, and management • Memoranda of Understanding between partnering organizations • Funding for a consultant to assist with design and implementation • Funding for purchase and maintenance of the software app
Potential Cost Range	Costs vary depending upon the capabilities and scope of the app and the use of consultants. Consultant contracts could range from \$10,000 to \$100,000. Software costs may be additional or included in consulting costs
Potential Funding Sources	<ul style="list-style-type: none"> • FTA Section 5307 or 5310 grant programs • Potential new FTA programs that support mobility management • Foundation grants or local, state, or federal (non-US DOT) funding programs
Performance Measures or Targets	<ul style="list-style-type: none"> • Number of passenger trips scheduled through the app or call center • Percentage increase in productivity of participating providers (e.g., passenger boardings per revenue service hour) • Level of satisfaction of providers with technology as measured through surveying
Needs or Gaps Addressed	<ul style="list-style-type: none"> • While this goal does not address the need of adding services to address the special or temporal gaps in the available network of services, it does provide a simple process for people to explore the existing transportation options and alternatives that will meet their needs. Alternatives might include transferring between two or more transit operators or using private transportation for a portion of their trip. • Trip sharing opportunities may attract new service providers to the Region and/or attract existing organizations to develop new services in partnership with the One-Call/One-Click partner organizations.
Priority Level and/or Timeframe	<ul style="list-style-type: none"> • Moderate priority • Implementation will require significant funding and staff resources and therefore may not be implemented until 2022 or later.

Goal #5: Extend Operating Hours and Service Areas for Transportation Services.

The following goal and action steps included service expansions that will be considered as opportunities to address spatial and temporal needs and gaps in available transportation services.

Goal #5: Extend Operating Hours and Service Areas for Transportation Services.	
Strategy	New and existing transportation service providers will expand service for seniors, individuals with disabilities, and people with low incomes for education, wellness, employment, and other trip purposes.
Action Steps	1. Consider providing community or zone-based transportation services from rural or outlying areas into the core of the larger communities (such as the US-60, US-52 (Ohio) and US-23 (Kentucky) corridors) for access to services and resources. Services could be structured as feeder services or community-based shuttles to connect with a fixed route.
	2. Extend transportation routes throughout the KYOVA Region to areas that need transit.
	3. Extend hours of operation for transportation providers in areas where demand and/or potential demand is identified.
	4. Expand LCT deviated route service area to incorporate apartment complexes and other major trip generators.
	5. Continue to incorporate the function of the Section 5310 vehicle operated by Bellefonte Hospital into the coordinated transportation network.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> • Transportation Providers
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> • Transportation Providers • Mobility Manager
Resources Needed	<ul style="list-style-type: none"> • Additional operating funds • Additional vehicles (including wheelchair accessible vehicles) • (Potentially) additional drivers and schedulers
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 Section 5310, 5307, and 5311 (Section 5311 is limited to public service within rural areas) • Local match from state, local, or non-US DOT Federal programs • Local businesses, employers, hospitals that benefit from extended hours or service area • Contract revenue from agencies that use the new service 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 services available to more residences and destinations • Better connectivity between urban/core areas and more rural areas • More access to community resources or employment during early morning or evening hours • Better support for families visiting patients at local hospitals
Priority Level and/or Timeframe	<ul style="list-style-type: none"> • High priority • Timeframe will be ongoing because it is highly dependent upon funding cycles and availability.

Goal #6: Provide Weekend Transportation Options to Address Gaps in Access to Community Resources and Activities.

Approximately 20% of public survey respondents indicated that they are unable to attend Sunday religious services because of a lack of transportation. More than 30% also reported that they are unable to run errands due to a lack of transportation (all days). Opportunities for transportation on Sundays and additional transportation options on Saturdays would improve access and mobility for all eligible riders.

Goal #6: Provide Weekend Transportation Options to Address Gaps in Access to Community Resources and Activities.	
Strategy	Public and human service agency transportation providers will coordinate services to provide the appropriate level of service on weekends to meet demand.
Action Steps	1. Senior centers, non-profit organizations and/or other stakeholders will meet with faith-based organizations to understand the scope and extent of potential demand for transportation to Sunday religious services.
	2. Implement Sunday transportation service with limited hours. Depending on demand, service could be provided as a demand-response service with advance reservations required, or a scheduled route. Service could be provided by volunteers or paid drivers.
	3. Seek opportunities to use a Section 5310 Program vehicle or other vehicle from an existing fleet that is otherwise not in service on Sundays.

Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> • Non-profit or faith-based organizations and/or • Public transportation providers
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> • Mobility Manager • Participating faith-based organizations and senior centers
Resources Needed	<ul style="list-style-type: none"> • Vehicle(s) • Driver(s) • Operating and (possibly) capital funds
Potential Cost Range	<ul style="list-style-type: none"> • Depends upon the mode and level of service provided
Potential Funding Sources	<ul style="list-style-type: none"> • Seek pooled funding from local faith-based organizations with potential support from senior centers or other non-profit organizations. Explore the possibility of implementing the service as a pilot program by using pooled funding from local resources/grants. If the program is successful, consider applying for additional public transit and/or Section 5310 Program funds to support it on an on-going basis. • FTA Section 5310 funding • Local, state, Federal (non-US DOT) funding sources.
Performance Measures or Targets	<ul style="list-style-type: none"> • Number of faith-based organizations joining together to support the program • Number of trips provided per Sunday
Needs or Gaps Addressed	<ul style="list-style-type: none"> • Transportation for Sunday religious services • More transportation options for access to food or errands on Saturdays and Sundays
Priority Level and/or Timeframe	<ul style="list-style-type: none"> • Moderate priority • Implementation will depend upon successfully measuring demand and securing funds. The implementation timeframe is estimated as 2020 to 2021.

Goal #7: Expand Participation in and/or Outreach Through the Local Coordinating Committee.

The KYOVA Region’s local coordinated transportation committee is active and meets on a regular basis to discuss potential Section 5310 Program grant applications, cost allocation strategies, and other topics that are relevant and helpful to participating organizations. The following goal supports the continuation of that committee but expands its participation to include more non-profit, for-profit, faith-based, and public organizations from throughout the Region.

Goal #7: Expand Participation in and/or Outreach Through the Local Coordinating Committee.	
Strategy	Continue the efforts of the Coordinating Committee while also involving additional organizations either by sending invitations to attend Committee meetings or by involving the Coordinating Committee in other local associations or agency meetings.
Action Steps	1. Coordinating Committee members will extend membership invitations to non-profit, public, for-profit, and faith-based organizations that serve older adults, individuals with disabilities, and people with low incomes to ensure that the current program administrators and/or key staff are aware of the Committee and its purpose.
	2. The Committee Chairperson or designated representative will participate in organizational meetings for Senior Centers, WV Public Transit Association, Independent Living Centers, and others to discuss the coordinated transportation efforts and share information about the identified needs, existing services, and goals and strategies for the future. Invite these organizations to be part of the solution in a manner that is in line with their own missions and values.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> • KYOVA • TTA • Mobility Manager
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> • KYOVA Region Coordinating Committee member organizations • West Virginia Transportation Coordinating Council members
Resources Needed	<ul style="list-style-type: none"> • Staff time • Informational materials
Potential Cost Range	<ul style="list-style-type: none"> • Minimal additional costs
Potential Funding Sources	<ul style="list-style-type: none"> • FTA Section 5310 Program and mobility management funding
Performance Measures or Targets	<ul style="list-style-type: none"> • Increased number of organizations participating in the Coordinating Committee • Number of outside organizational meetings attended
Needs or Gaps Addressed	<ul style="list-style-type: none"> • Participating transportation providers find opportunities for reducing costs and/or identify new funding resources • Access to community resources is improved for riders as Committee members identify opportunities for expanding services or sharing trips • Agencies educated about opportunities for Section 5310 grant funds
Priority Level and/or Timeframe	<ul style="list-style-type: none"> • High priority • Ongoing implementation

Goal #8: Overcome Funding Limitations for Transportation.

Limitations on available funding for public transit presents one of the most significant barriers to expanding services to meet the needs of the Region. Goal #8 incorporates action steps to identify and secure new funding sources that support enhanced transportation services as well as environmental protections and economic development.

Goal #8: Overcome Funding Limitations for Transportation.	
Strategy	Transportation partners will work together to educate local and state officials, businesses, and agencies about the true cost of transportation and the need for additional operating assistance in the Region.
Action Steps	1. Work to lift the cap on FTA Section 5307 funding – Solicit State Public Transit Associations for assistance.
	2. Solicit economic development assistance for employee transportation services.
	3. Solicit for dedicated transit funding.
	4. Investigate Green Grants for Bicycle Rental, Golf Cart Rental, Car Charging, and Park-and-Ride.
	5. Support the parking garage for LCT that will generate project income.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> • KYOVA • All transportation providers
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> • Transit associations • Human service agency partners • Transit advocates • State Departments of Transportation, Public Transit Sections/Divisions
Resources Needed	<ul style="list-style-type: none"> • Staff time • Informational materials
Potential Cost Range	<ul style="list-style-type: none"> • Minimal additional costs
Potential Funding Sources	<ul style="list-style-type: none"> • Existing transit budgets
Performance Measures or Targets	<ul style="list-style-type: none"> • Amount of funding realized for public transit increases each year • Amount of funding or other assistance provided by employers and/or economic development programs • Dedicated funding for transit is secured

	<ul style="list-style-type: none"> • Number of Green Grant programs successfully implemented • LCT parking garage generates project income
Needs or Gaps Addressed	<ul style="list-style-type: none"> • Participating transportation providers find opportunities for reducing costs and/or identify new funding resources • Access to community resources is improved for riders • Additional/expanded service is provided to meet the needs of passengers and potential passengers
Priority Level and/or Timeframe	<ul style="list-style-type: none"> • High priority • Ongoing implementation

Goal #9: Improve Access to All Community Services for Seniors, Individuals with Disabilities, Veterans, and People with Low Incomes.

Transportation providers and the general public survey respondents indicated that access to community resources is limited, particularly for seniors, individuals with disabilities, veterans, and people with low incomes. For example, some campuses are not accessible on public transit and some portions of the urbanized area are not served by TTA’s fixed route or paratransit services. Transportation providers will continue to communicate with community partners and encourage them to consider transit access when planning the location of classrooms, employers, shopping areas, and other community amenities.

Goal #9: Improve Access to All Community Services for Seniors, Individuals with Disabilities, Veterans, and People with Low Incomes.	
Strategy	Transportation partners will work together with community partners to identify additional local funding sources and/or more efficient coordination of existing resources available for transportation of seniors, individuals with disabilities, veterans, and/or people with low incomes. The Fund will subsidize or provide free trips for education.
Action Steps	1. Identify a provider/providers to operate the transportation service where community resources are not served or underserved.
	2. Transportation stakeholders will work with local colleges and universities to request their participation in pooling funds to support the Education Enterprise Fund for transportation.
	3. When funding is secured, establish service guidelines and eligibility requirements that promote transportation for the targeted population groups (seniors, veterans, individuals with disabilities, people with low incomes).
	4. Track ridership on new services and use the data to determine if the program is sustainable and/or should be expanded.
Parties Responsible for	• Coordinated transportation stakeholders serving seniors, older adults, veterans, or individuals with disabilities

Leading Implementation	<ul style="list-style-type: none"> • Colleges and universities • Community planners/Community development/Economic development
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> • KYOVA • Human service agency partners • Senior center partners • Student organizations
Resources Needed	<ul style="list-style-type: none"> • Capital and operating funding • Marketing and outreach • Staff time for program development, operations and marketing
Potential Cost Range	<ul style="list-style-type: none"> • Depends upon the mode and scope of services
Potential Funding Sources	<ul style="list-style-type: none"> • Contributions from local organizations benefiting from access to public, human service agency, and/or other coordinated transportation • FTA Section 5307 and/or Section 5310 program funding • Department of Developmental Disabilities • Veterans Administration
Performance Measures or Targets	<ul style="list-style-type: none"> • Number of participating local organizations providing funding to support transportation • Number of trips provided with the program
Needs or Gaps Addressed	<ul style="list-style-type: none"> • Address the gap in access to education due to lack of transportation • Address the gap in access to food due to lack of transportation • Address gaps in access to transportation for zero vehicle households
Priority Level and/or Timeframe	<ul style="list-style-type: none"> • High priority • Implementation timeframe depends upon funding availability – projected implementation 2022

Goal #10: Continue to Develop Transportation Programs that Support the Vitality of the KYOVA Planning Area.

Local transportation providers and planners will continuously seek opportunities to sustain and even expand the vitality and accessibility of the Region. Working with community planners, transportation providers will further the development of potential autonomous vehicle technology.

Goal #10: Continue to Develop Transportation Programs that Support the Vitality of the KYOVA Planning Area.	
Strategy	KYOVA and partners in the KYOVA Planning Area will explore the potential of implementing autonomous vehicle technology for transportation in Huntington. The vehicle will shuttle passengers along a dedicated area. This strategy is recommended as part of a family of innovative solutions to enhance the mobility options of local residents and visitors and supports the economic development of the Region.
Action Steps	1. KYOVA and the major transit providers will secure support from local partners and planners from throughout the KYOVA Planning Area in development of the program.

Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> • KYOVA • Major transit providers (TTA, KCT, ABS) • Local, regional and state DOT planners
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> • Colleges and Universities • Businesses and economic development offices/organizations
Resources Needed	<ul style="list-style-type: none"> • Planning and operating funds
Potential Cost Range	<ul style="list-style-type: none"> • Pilot programs have a range of potential costs of \$1 million to \$2 million
Potential Funding Sources	<ul style="list-style-type: none"> • Grant funding from the automobile industry • Federal Highway Administration • Local businesses, government, employers, and colleges/universities
Performance Measures or Targets	<ul style="list-style-type: none"> • At least one vehicle in operation daily • Number of trips provided • 100% safety record
Needs or Gaps Addressed	<ul style="list-style-type: none"> • Access to transportation for errands, work, or education • Supporting economic development • Prepares for future development and growth of the Region
Priority Level and/or Timeframe	<ul style="list-style-type: none"> • Moderate priority • Implementation timeframe depends upon funding availability – projected implementation 2024 or beyond

SUMMARY OF GOALS AND PRIORITIES

Transportation stakeholders in the KYOVA Region 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.

Goals	Needs Addressed	Implementation Timeline					
		2019	2020	2021	2022	2023	2024
Participate in the WVTCC	Improve awareness						
	Awareness of funding needs/opportunities	Moderate Priority					
	Coordinated planning with partner organizations						
Maintain current levels of transportation	Transportation in remote areas						
	Access to food, agency appointments, medical, etc.	High Priority					
	Improved awareness of available service						
Improve information sharing with the public	Improved feeling of safety						
	Regional or multi-county transportation						
Improve access to service	Improved information and awareness of service				Moderate Priority		
	Improve awareness						
Extend operating hours and service areas	Improve cost efficiency of service through trip sharing					Moderate Priority	
	Improve access to transportation						
	Improve connections between urban core and outlying areas	High Priority					
Provide Weekend Transportation	Expanded transportation options in early morning and evening hours						
	Better support for families visiting patients at local hospitals						
	Access to Sunday religious services						
Expand Participation in and/or Outreach through the Local Coordinating	Transportation to run errands						
	Transportation for access to food	Moderate Priority					
	Education and information sharing between providers						
Overcome funding limitations	Identify new funding or opportunities to reduce costs	High Priority					
	Educate agencies about Section 5310 Program Grant opportunities						
	Identify opportunities to reduce costs						
Improve access to Colleges and Universities	Improve access to community resources for all riders	High Priority					
	Additional/Expanded service to meet needs of passengers						
Develop resources to support vitality of the region	Address gaps in access to education due to lack of transportation				High Priority		
	Access to transportation for errands, work or education						
	Supporting economic development						Moderate Priority
	Prepares for future development and growth						

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Appendix A: Public and Stakeholders Outreach

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COORDINATED PLAN CHECKLIST

Focus Groups, Workshops, and Public Meetings

Stakeholder and General Public Meetings

Date: Meeting: (1) January 15, 2019 from 10:00 AM to 12:00 PM
(2) March 7, 2019 from 10:00 AM to 12:00 PM
(3) March 8, 2019 from 10:00 AM to 12:00 PM
(4) March 25, 2019 from 10:00 AM to 12:00 PM

Location(s): Meetings 1 and 4: KYOVA Interstate Planning Commission, Huntington, WV
Meeting 2: Ashland Ohio Transit Community Building, KY
Meeting 3: Lawrence County Chamber of Commerce, OH

Invitations Distributed

X Email: Meeting 1: Date Sent: January 3, 2019
Meeting 2: Date Sent: February 26, 2019
Meeting 3: Date Sent: February 26, 2019
Meeting 4: Date Sent: March 5, 2019

X Web Posting: Web Address: www.kyova.org

X Newspaper Notice (list of papers): Herald-Dispatch

X Flyer distributed in local community/senior centers, etc.

X Information was provided in alternative formats, upon request

X Events were open to all individuals, including hearing impaired and limited English proficient

X Interpreters available, upon request

Number of Attendees: Meeting 1: 28
Meeting 2: 6
Meeting 3: 7
Meeting 4:

X Invitation letter and mailing list attached

X Copy of flyers, brochures, etc.

X Attendee List/Sign-in Sheet attached

X Public Meeting Presentation included

Surveys

Date(s) Surveys Were Distributed/Available On-Line: January 15 through March 15, 2019

X Web Posting: Survey Monkey

X E-mail upon request

X Newspaper notice (list papers): (same as above)

X Distributed in local community/senior centers, etc.

X Information was provided in alternative formats, upon request

X Listing of Survey Recipients attached (not including the general public)

Number of Paper Surveys Distributed: 400

Total number of electronic and paper surveys completed: 232

Other Outreach Efforts

X Flyers

X Meetings were available on GoToMeeting for those who could not attend in person

X Statewide Webinar facilitated to discuss coordinated transportation, particularly for medical needs

X Presentation about coordinated transportation and the upcoming plans was provided at the WVTCC Quarterly Meeting

X Other (i.e., Telephone interviews with key stakeholders)

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 2013) for the Transportation Management Area (TMA) that includes Cabell and Wayne Counties, West Virginia; Lawrence County, Ohio; and Boyd and Greenup Counties, Kentucky. An update to 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 plan will focus on the needs and coordinated transportation priorities within West Virginia, but includes information that will also be of benefit to the Kentucky and Ohio portions of the TMA.

The DPT is working with RLS & Associates, Inc. to update the plan. A local public meeting is scheduled for **Tuesday, January 15, 2019 from 10:00 AM to 12:00 PM at KYOVA Interstate Planning Commission 400 Third Avenue, Huntington, WV 25712**. 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 March 2019 to prioritize goals and strategies for transportation coordination. The final report will be completed in June 2019.

All grant applications for Section 5310 funding in West Virginia must be clearly stated in the recommended goals and strategies of the updated Coordinated Plan. 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. If you are unable to attend the meeting in person or would like to participate by conference call, please contact Laura Brown with RLS & Associates, Inc. at (813) 482-882 or lbrown@rlsandassoc.com.

Stakeholder Contact List

Name	Organization
Richard McCoy	American Society of Mechanical Engineers
Rita M. Pauley	Area Agency on Aging (Ohio)
Michelle Veach	City of Ashland, KY
Michelle Grubb	Ashland Bus System
Gretchen VanHoose	City of Ashland, KY
	Autism Services Center
	Boyd County Community Center
Rebecca Gilliam, Director	Boyd County Community Center
Charles Holley, Director	Cabell Co. Community Services Organization
Director	Cabell County DHHR
Ryan Saxe, Superintendent	Cabell County Schools
Human Resources	Cabell Huntington Hospital
Rhonda Spears or Paul Slone	Cabell-Wayne Assoc. of the Blind
Human Resources	Cammack Childrens Center
Hilda Austin	Chamber of Commerce
Ben Newhouse	City Manager
Michele Whitlock	City of Ashland
Joy Conley, City Clerk	City of Russell, KY
	Classy Limo
	Easter Seals
Vicki Green	FIVCO ADD
Luke Stapleton	FIVCO ADD
Kelly Ward	FIVCO ADD
Sherry McDavid	FIVCO ADD
Terri Burgess Sicking, MPO Planner	FIVCO ADD
Angie Todd	G&P Meals and transportation
Nikki Thomas	Golden Girl Group Home
Sandy Mendez, Director	GREENUP COUNTY SENIOR CENTER
Dave Lieving, President	Huntington Area Development Council
	Huntington Housing Authority
Marilyn Howard	Ironton Lawrence CAO
Ralph Kline	Ironton Lawrence CAO
Mike Payne	Ironton Lawrence CAO
Bud Beaver	John Henson Senior Center
Jody Sigmon	KYOVA
Saleem Salameh	KYOVA
Bethany Wild	KYOVA
Terri Sicking	KYOVA
Chris Chiles	KYOVA
Tim Nunney	Lawrence County Board of Developmental Disabilities
Mike Payne	Lawrence County Transit
Pam Mollett	LCBMRDD
Donald Myers	LCDJFS
Mike Jackson	LKLP Human Service Transportation
Michael Woods	LKLP Public Transportation
Tina Ramirez	Marshall Health, Marshall Family Medicine
Office of Parking and Transportation	Marshall University

	Metro Tri-State Taxi
	Mount West Community Technical College
Ann Weeks	Mountain State Centers for Independent Living
Dee DeLancey	Mountain State Centers for Independent Living
	Mountaineer Limousine Services
Christina Meyer	MTM
Teresa Cornette, CEO	MTS Ambulance
Cathy Hutchinson	MTSTCIL
David Carroll	Northeast KY Community Action Agency
Diva Justice	Our Lady of Bellefonte Hospital (OLBH) - Director, Healthy Community Init
Greg Priddy	Our Lady of Bellefonte Hospital (OLBH)
Joe Mazzawi	Our Lady of Bellefonte Hospital (OLBH) - VP of Missions
Diana Williams	Our Lady of Bellefonte Hospital (OLBH) HCS Van Ministires
Tiffany haney, Boyd County Coordinator	Pathways, Inc.
Jennifer Willis, LCSW Greenup County Coc	Pathways, Inc.
Michael D. Miller, Director	Planning and Community Development Department
Kim Spaulding	Prestera Center
	Prestera Center
Karen Yost, CEO	Prestera Center
Joyce Arthur	Putnam Aging
Debra Easter	Putnam Aging
Diana Long	Rahall Transportation
	River Cities Limo Services
Karen Craft	Silver Generation Center
Dwight Coburn	Southwestern Community Action
Donna Taylor	Southwestern Community Action Council Inc. - Head Start Program
	Southwestern Community Action Council Inc. Child and Family Develo
	St. Mary's Medical Center
	Taxi Service, Inc.
	Teays Valley Taxi, LLC
Paula Smith, Executive Director	TriRiver Transit
Kyrie Waller	Tri-State Industries
Paul Davis	Tri-State Transit Authority
Jennifer Woodall	Tri-State Transit Authority
Paul Davis	TTA
	University Physicians & Surgeons
	VA Medical Center
Michelle Michael	Veterans Administration
Director	Wayne County DHHR
Rob Howell	Wayne X-Press
Cheryl Moore (Mayor)	City of South Shore, KY
Chris Crum	Greenup County Health Department
Cindi Evans	Helping Hands
Debbie Blevins	Helping Hands
Sheila Cornett	
Deanna Jessie	HealthCare Access - KY Prescription Assistance
Debbie Blevins	
Mike Maynard	Hillcrest Bruch Missions

Kennetta Freholm	KYACHW - KY School for the blind
Linda Malone	Vocational Rehab
Linda Taylor	Grayson Senior Center
Lisa Potter	Director of Senior Services for Northeast
Pollyanna Rogers	Christian Care Communities
Rich McDavid	Christian Care Communities
Sonja Ahuja	Ashland Housing Authority
Sue Evans	McKell Library
Tina Prichard	Vocational Rehab
Todd Young	The Neighborhood
Marsha McDavid	
Reba Henderson	Northeast KY Community Action Agency
Amy Nelson	Emmaus
Gary Sizemore	Emmaus
Ben Dingus	Hope Central
Renee Parsons	Hope Central
Brian Barber	Greenup County Senior Center
David Piatt Cumpton	
Joy Combs	Goodwill
Nadia Ally	
Shaini Dickerson-Steward	WellCare
Robert Carpenter	Greenup County Judge Executive
Doug Collins	Greenup County

Please Attend! Open to the Public!
A Workshop to Update the KYOVA
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 the Transportation Management Area.

All are invited!

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

Tuesday, January 15, 2019
10:00 AM to 12:00 PM
KYOVA Interstate Planning Commission
400 Third Avenue Huntington, WV 25712

Laura Brown from RLS & Associates, Inc. will facilitate the meeting. Please RSVP by January 10 by calling 800-684-1458 or emailing lbrown@rlsandassoc.com

Parking is available at KYOVA.

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

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

Please Attend! Open to the Public!
A Workshop to Update the KYOVA
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,

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

For Immediate Release

Meeting Date: January 15, 2019

Contact: Laura Brown lbrown@rlsandassoc.com

Subject: Public input meeting to focus on transportation needs in the KYOVA Interstate Planning region of West Virginia for older adults, individuals with disabilities, people with low incomes, 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 are being 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.

Following a brief 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 January 14 to (800) 684-1458.

Tuesday, January 15, 2019 from 10:00 a.m. to 12:00 p.m.

KYOVA Interstate Planning Commission
400 Third Avenue Huntington, WV 25712

Parking is available.

Please also give your 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 **Laura Brown at lbrown@rlsandassoc.com or 813-482-8828.**

West Virginia Coordinated Plan Update

Date: 1-15-19

Input Meeting Sign-In Sheet

Location: KYOVA Huntington, WV

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Vicki Green	FIVCO AAAFL 32 Fivco Ct 6 Parkersburg, WV 26104	606-929-1366	vicki@fivco.org
Diva Justice	Our lady of Bellefontaine Hospital 1000 St. Christopher's Hospital Arlington, KY 41001	606-833-3106	diva_justice@BSHSJ.org
Joseph Marzani	OLBH	606.833.3118	joseph-marzani@bshsi.org
Karen Smith	2558 Winfield Rd Putnam Aging	304-755-2885	ksmith@putnamaging.com
Grace Lint	1600 Medical Center Dr. Huntington, WV MU Health	304-691-1195	linz3@marshall.edu
Rita Pauley	AAAFL PO Box 500 URG Grande OH 45614	800-582-7277	rpauley@aaafl.org
Bruce Brown	LKLP CAC	800-245-2826	b.brown@LKLP.NET
Tina Ramirez	Great Rivers 35 Chase Drive Great Rivers	(304) 552-3554	t Ramirez@marshall-edu
Mary Lynn Tran		804-360-1821	Harshbargerl@marshall-edu
BRIAN HANKINS	WV DHHR - Wayne Co.	(304) 417-4265	brian.hankins@wv.gov
Tracy Angle	DHHR Wayne	304-521-7795	Tracy.A.Angle@wv.gov

West Virginia Coordinated Plan Update

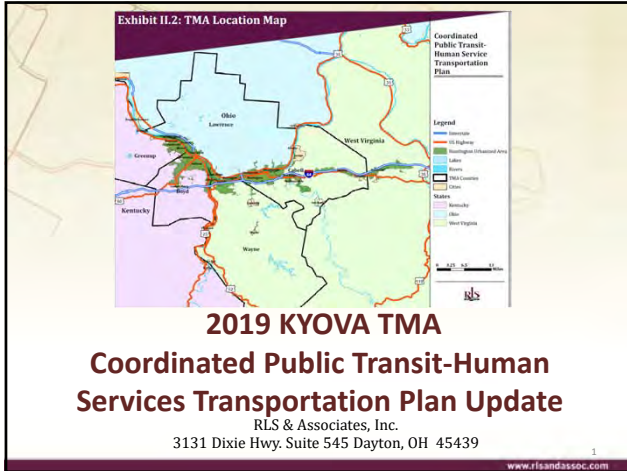
Date: 1-15-19

Location: KYOVA

Input Meeting Sign-In Sheet

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Terri Suckins	KYOVA	304-523-7434	tsuckins@kyovairc.org
Paula Smith	TRT	304-524-2944	trtpaula@zoominternet.net
Tara Walker	KYTC	502-504-7433	tara.walker@ky.gov
Carrie Elliston	KYTC	502-504-7433	carrie.elliston@ky.gov
Joedy Cunningham	Cabell County Schools	304-528-5089	jacunnin@wv.us
Charles Holley	CCCSO	304 529 4952	cholley@cccsoc.com



Meeting Objectives

- Purpose and FAST Act Highlights
- Develop Inventory of Transportation Resources
- Update List of Unmet Transportation Needs & Gaps
- Review Regional Coordination Progress Since 2013
- Discuss Suggested Coordination Strategies

Why Do We Do Coordination Plans?

Why Were Plans Developed?

- ◆ Aim to Improve Transportation for People with Disabilities, Seniors, and Individuals with Low Incomes
- ◆ The 2013 Plan is Out of Date with New Legislation and Must be Updated
 - FAST Act (Fixing America's Surface Transportation) Requires a Plan
 - 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 Federal Transit Administration Section 5310 Funding Must Certify that Projects Selected Are Included in the Locally Developed, Coordinated Public Transit-Human Services Transportation Plan

Section 5310 Program

- ◆ Enhanced Mobility for Seniors and Individuals with Disabilities
 - Administered Jointly by KYOVA IPC and Tri-State Transit Authority
 - KYOVA will Prepare Section 5310 Program Application Packets for Agencies Requesting Funding
 - Eligible Applicants:
 - **Non-Profit Organizations or Public Agencies** Providing Transit Service that Goes Beyond the ADA and Have the Legal Capacity to Contract for Federal Funding

5

Section 5310 Program

- ◆ Goal
 - Purchase Equipment to Meet the Specialized Needs and Enhance Mobility for Seniors and Individuals with Disabilities
- ◆ Requires Coordination with Other Federally Assisted Programs and Services
- ◆ Provides Funding of Contracted Services Projects to Purchase Transportation from Agencies
- ◆ Mobility Management Projects

6

Section 5310 Program

- ◆ Example Projects
 - Vehicle Acquisition, Rehabilitation, Communication Equipment, Lifts
 - Passenger Facilities
 - Support Facilities (Hardware, Software, ITS, Dispatch)
 - Lease of Equipment (when more cost-effective)
 - Acquisition of Service Under Contract or Lease
 - Mobility Management and Coordination Programs
 - Development & Operation of One-Stop Call Center for Eligibility & Information
 - Planning and Acquisition of Technology for Coordinating

7

Section 5310 Program

- ◆ Example Projects
 - Feeder Services
 - Enhance Paratransit Beyond Minimum Requirements of the ADA
 - Expansion of ADA Paratransit Parameters Beyond ¼ Mile
 - Expansion of Current Hours of Operation for ADA Paratransit Beyond Fixed Route Service
 - Escorts or Assistants
 - Travel Training
 - Purchase Vehicles for Ride-Share
 - Mobility Management
 - Support Volunteer Driver Programs

8

Recent History of KYOVA TMA Coordinated Plans

- ◆ Last Updated in 2013 to Satisfy MAP-21 Legislation Requirements
 - February 2017 – Most recent Amendment
 - Your 2013 Plan is Available for Download at http://www.kyovaipc.org/tma_transit_plan.php

9

Review of 2013 Goals

1. Improve Communications
2. Extend Service Areas, Days, Hours
3. Control Operating Costs
4. Acquire an Adequate Number of Vehicles
5. Economic Development
6. Safety

10

A Review of Goals from the 2013 Plan

1. Improve Communication Among Providers
 - Establish a Coordinated Accessible Transportation Committee – A forum to implement strategies
 - Hire a Mobility Manager
 - Coordinate Transportation Information through the Cabell County Public Library Information Center
 - Provide data to the Rahall Transportation Institute (RTI) to support statewide Google Transit

11

A Review of Goals from the 2015 Plan

2. Extend Service Areas, Days, Hours
 - New and Replacement Accessible Vehicles
 - Tri-State Transit Authority should Evaluate Feasibility of Service Expansions
 - Ashland Bus System should Evaluate and Prepare for Service Expansions
 - Lawrence County Transit and TTA will Implement the Coordinated Express Service between 3 Transit Centers in the TMA
 - Rideshare for People Below Poverty
 - Rural Transit in Western Portion of Greenup County

12

Goals from the 2013 Plan

3. Control Escalating Operating Costs & Fuel Budgets to Address Lack of Funds for Public and Specialized Transportation
 - o U-Pass Program with Marshall University - Mountwest Community and Technical College - Ohio University - and Others
 - o Collaborate to Purchase Supplies and Equipment, as well as Vehicle Maintenance and Training
 - o Trip Sharing

13

Goals from the 2013 Plan

4. Ensure Transportation Providers have Access to Appropriately Sized Vehicles
 - o Collaborate to Share Vehicles during Idle or Down Times
 - o Replacement Vehicles

14

Goals from the 2013 Plan

5. Address Economic Development Opportunities that Could Benefit from Support of Transportation Services
 - o Work-Related Transportation Services - Employer Sponsored; etc

15

Goals from the 2013 Plan

6. Improve Safety and Security at Bus Stops on All Vehicles
 - o Install Cameras on Vehicles and at Transit Centers
 - o Install GPS Systems on Public and Human Service Agency Vehicles in the TMA

16

Progress on 2013 Goals

- ◆ Are any of the 2013 Goals Still Valid?
- ◆ What Progress Has Been Made?
- ◆ What Were the Challenges?
- ◆ What Were the Successes?

17

New Goals and Priorities

- ◆ What are Preliminary Coordinated Transportation Goals and Priorities that You would Recommend for 2019-2023?
- ◆ What are the Transportation Needs that Must be Addressed?

18

NEXT STEPS FOR THE PLANNING PROCESS

19

Update Inventory and Needs Assessment

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

20

Meeting 1

Public Meeting #2

- ◆ Date: March 2019
- ◆ Location: KYOVA

- ◆ Agenda:
 - Refine Coordination Strategies and Develop a Prioritized Implementation Plan

21



Questions?

FOLLOW UP QUESTIONS:

- RLS & Associates, Inc.
 - (813) 482-8828 Direct Phone
 - (937)-299-5007 Main Office Phone
 - (937) 299-1055 Fax
 - lbrown@rlsandassoc.com

22

www.rlsandassoc.com

DO YOU NEED TRANSPORTATION AND SOMETIMES NOT HAVE IT?

Please Attend!

Open to the Public! Everyone is Invited!

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

Recognizing that transportation services are essential for seniors, people with disabilities, individuals and families with lower incomes, and the general public to access employment, education, shopping, health services, and community programs, you are invited to attend a public workshop to discuss gaps in transportation in Boyd and Greenup Counties and neighboring areas.

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 the area.

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

Thursday, March 7, 2019
10:00 AM to 12:00 PM
Ashland Bus System, Community Room
99 15th Street Ashland, KY 41101

Julie Schafer from RLS & Associates, Inc. will facilitate the meeting. Please call 800-684-1458 or email jschafer@rlsandassoc.com if you have any questions or would like to RSVP.

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

PLEASE TAKE THE SURVEY ABOUT TRANSPORTATION NEEDS BY MARCH 25!

www.surveymonkey.com/r/KYOVA

DO YOU NEED TRANSPORTATION AND SOMETIMES NOT HAVE IT?

Please Attend!

Open to the Public! Everyone is Invited!

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

Recognizing that transportation services are essential for seniors, people with disabilities, individuals and families with lower incomes, and the general public to access employment, education, health services, and community programs, you are invited to attend a public workshop to discuss gaps in transportation in Lawrence County and neighboring areas.

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 the area.

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

**Friday, March 8, 2019
10:00 AM to 12:00 PM
Lawrence County Chamber of Commerce
216 Collins Ave., South Point, Ohio 45680**

Julie Schafer from RLS & Associates, Inc. will facilitate the meeting. Please call 800-684-1458 or email jschafer@rlsandassoc.com if you have any questions or would like to RSVP.

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

PLEASE TAKE THE SURVEY ON TRANSPORTATION NEEDS BY MARCH 25!

www.surveymonkey.com/r/KYOVA

For Immediate Release

Meeting Date: March 7, 2019

Contact: Laura Brown lbrown@rlsandassoc.com

Subject: Public input meeting to focus on transportation needs in Boyd and/or Greenup Counties, Kentucky for older adults, individuals with disabilities, people with low incomes, and the general public

A series of public meetings are being 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.

Following a brief 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 transportation needs. Agencies who receive or intend to receive funding under the Federal Transit Administration Section 5310 Program administered for the KYOVA Transportation Management Area must participate in coordination planning.

Thursday, March 7, 2019 from 10:00 a.m. to 12:00 p.m.

Ashland Bus System Community Room
99 15th Street, Ashland, KY 41101

Parking is available.

Please also give your input through the public survey available through March 25, 2019 online at: surveymonkeys.com/r/KYOVA. Paper versions of the survey are available upon request. For surveys or additional information, contact Julie Schafer at jschafer@rlsandassoc.com or by calling (800) 684-1458.

For Immediate Release

Meeting Date: March 8, 2019

Contact: Laura Brown lbrown@rlsandassoc.com

Subject: Public input meeting to focus on transportation needs in the urbanized area of Lawrence County, Ohio for older adults, individuals with disabilities, people with low incomes, and the general public

A series of public meetings are being 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.

Following a brief 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.

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216 Collins Ave., South Point, Ohio 45680

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Please also give your input through the public survey available through March 25, 2019 online at: surveymonkey.com/r/KYOVA. Paper versions of the survey are available upon request. For surveys or additional information, contact Julie Schafer at jschafer@rlsandassoc.com or by calling (800) 684-1458.

**KYOVA Coordinated Plan Update
Meeting Sign-In Sheet**

Date: March 8, 2019 Input
 Location: Lawrence County Chamber of Commerce

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Bethany Wild	KYOVA IPC	304-523-7434	bwild@kyovaipc.org
Terri Sickung	KYOVA IPC	" " "	tsickung@kyovaipc.org
Toni Boyd	KYOVA	" " "	tboyd@kyovaipc.org
Ralph Kline	ILCAO / LCPA	740-532-3534	R.Kline@ilcao.org
Tim Nunnery	Lawrence Co. DD	740-532-7401	tnunnery@lawrencedd.org
Jamie Garnes	Lawrence Co. DD	740-532-0406 ex205	jgarnes@lawrencedd.org
Mike Payne	LCY	740-532-2299	mpayne@lcy.org

KYOVA Coordinated Plan Update
Meeting Sign-In Sheet

Date: March 7, 2019 Input
Location: Ashland, OH
Transit Community Bldg.

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Tadel Young	Neighborhood 2516 Carter Ave Ashland 41101	740-475-7698	nhntboard@gmail.com
Vicki Green	FIVCO HDB & MAIL 32 FIVCO CT 6 PMISM KY 41143	606-929-1366	vicki@fivco.org
Bethany Wild	KYOVA IPC	304-525-7434	bwild@kyovairpc.org
Saleem Salameh	" "	" "	ssalameh@kyovairpc.org
Michelle Grubb	ARBS	606-327-2025 304-523-7434	mrgubb@ashlandky.gov
Terni Sickung	KYOVA IPC	304-523-7434	tsickung@kyovairpc.org



You are Invited: KYOVA Coordinated Transportation Plan Update Final Public and Stakeholder Meeting

1 message

Laura Brown <lbrown@rlsandassoc.com>

Thu, Mar 7, 2019 at 1:14 PM

To: Michelle Grubb <mgrubb@ashlandky.gov>, mveach@ashlandky.gov, gvanhoose@ashlandky.gov, vicki@fivco.org, luke@fivco.org, kelly@fivco.org, Sherry McDavid <sherry@fivco.org>, terri@fivco.org, nikki@golden.org, sandy@greenup.org, dave@huntington.org, Ralph Kline <rkline@ilcao.org>, tnnunery@lawrencedd.org, Mike Payne <mpayne@ilcao.org>, pam@lcbmrdd.org, donald@lcdjfs.org, mike@lklp.org, michael@lklp.org, tina@marshall.org, david@northeast.org, "Justice, Diva" <diva_justice@bshsi.org>, gregory_Priddy@bshsi.org, paul@tri.org, jwoodall@tta-wv.com, pdavis@tta-wv.com, director@wayne.org, mayorcoss@windstream.net, "Crum, Chris G (LHD - Greenup Co)" <chris.g.crum@ky.gov>, Cindi Evans <cinlee.evans@gmail.com>, debbie@hhogc.org, Sheila Cornett <cornett062@yahoo.com>, Deanna.jessie@ky.gov, director@hillcrestbruchemission.com, kennetta.freholm@ky.gov, linda.malone@ky.gov, lindaktaylor123@gmail.com, lisa.potter@nkcaa.net, pollyanna.rogers@ccc.1884.org, rick.mcdavid@ccc1884.org, mpl2@earthlink.net, tinac.prichard@ky.gov, Neighbors Helping Neighbors <nhnboard@gmail.com>, marsha mcdavid <marshamcdavid@yahoo.com>, reba@northeast.org, amy@emmausrandr.org, gary@emmausrandr.org, Benjamin Dingus <bendingus@gmail.com>, hopecentral2912@gmail.com, madarcher_3d@yahoo.com, dapiatt1@hotmail.com, jcombs@goodwillhunting.org, nadia@uwnnek.org, shaini.dickerson-steward@wellcare.com, rcarpenter@zoominternet.net, dcollins@zoominternet.net, Terri Sicking <tsicking@kyovaipc.org>, Bethany Wild <bwild@kyovaipc.org>, Saleem Salameh <ssalameh@kyovaipc.org>, Jody Sigmon <jsigmon@kyovaipc.org>, jana.stoner@chhi.org, cchiles@kyovaipc.org, loretha.wilson@scacwv.org, repperson@gggh.org, "Mazzawi, Joseph E" <Joseph_Mazzawi@bshsi.org>, Karen Smith <ksmith@putnamaging.com>, linz3@marshall.edu, rpauley@aaa7.org, b.brown@lkcp.net, ramirez@marshall.edu, harshbarge16@marshall.edu, brian.d.hawkins@wv.gov, tracy.a.angle@wv.gov, Paula Smith <trtpaula@zoominternet.net>, tara.walker@ky.gov, carrie.elliston@ky.gov, jacunnin@k12.wv.us, Charles Holley <cholley@cccso.com>

Cc: "Cindy.E.Fish@wv.gov" <Cindy.E.Fish@wv.gov>

Bcc: Christy Campoll <ccampoll@rlsandassoc.com>, Nathan Bubash <nubash@rlsandassoc.com>, Julie Schafer <jschafer@rlsandassoc.com>

Dear Coordinated Transportation Stakeholders,

Please join us on Monday, March 25th at KYOVA Interstate Planning Commission from 1:00 PM to 3:00 PM. This meeting is the second and final public and stakeholder input meeting for the planning process to update the coordinated public transit-human services transportation plan for the KYOVA planning area. We will focus on a review of identified mobility needs for Cabell, Putnam, Wayne, Lawrence, Greenup, and Boyd Counties. We will also present proposed coordinated transportation goals and strategies for discussion.

Your participation in this step of the planning process is important so that we can refine the goals, discuss responsible parties for implementation, and define an implementation timeline. Please come to share your input so that we can make this a realistic, implementable, and useful plan for all stakeholders. The draft plan will be distributed to you by email within a few days after the meeting for your review and input.

Please also note that the public survey is still open through the end of March. The attached flyer includes a link to the surveys in West Virginia, Ohio and Kentucky. Please share the flyer with your consumers, peers, and organizational stakeholders. The more input we get, the better. If you'd like paper copies of the surveys, please let me know.

I look forward to seeing you all again in a few weeks.

Sincerely,
Laura

Laura Brown | Senior Associate

Sumter, South Carolina

Direct: (813) 482-8828 | Dayton Office: (937) 299-5007 | www.rlsandassoc.com

RLS & Associates, Inc...Celebrating Over 31 Years of Service to the Transit Industry



Meeting Sign-In Sheet

Date and Time: March 23, 2019 1:00 to 3:00
 Location: KYOVA Huntington, WV

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Vicki GREEN	FIVCO TRAIL 32 Fivco Ct 6 Emms Rd KY 41143	606-929-1366	vicki@fivco.org
Toni Boyd	KYOVA		
Todd Young	The Neighborhood	740-475-7698	nhnboard@gmail.com
Renee Parsons	Hope Central	606-315-4945	hopecentral2912@gmail.com
Amy Nelson	Emmas Respite and Resource	606-371-2342	amy@emmasrandr.org
Gary Sizemore	Emmas Respite and Resource	606-465-8945	gary@emmasrandr.org
Paul Young	KYOVA		
Charles Holley	CCCSO	304 529-4952	cholley@cccsd.com
Chris Chiles	Kyount/Region 2	304-523-7434	Cchiles@kyova.pc.org
Femi Sicking	KYOVA	304-523-7434	tsicking@kyovairpc.org

Meeting Sign-In Sheet

Date and Time: March 25, 2019 1:00-3:00

Location: KYOVA Huntington, WV

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Bexnany wild	KYOVA IPC	304-523-7434	Bmid@kyovaiipc.org
Michelle Brubbs	ABS	606-327-2025	mbrubbs@achlandky.gov
Loretha Wilson	SCAC	304-697-4600	loretha.wilson@scacwv.org

RLS
Associates, Inc.

Moving Public Transportation
Into the Future

**2019 KYOVA TMA
Coordinated Public Transit-Human
Services Transportation Plan Update**

RLS & Associates, Inc.
3131 Dixie Hwy, Suite 545 Dayton, OH 45439

1
www.rlsandassoc.com

Meeting Objectives

- Review Progress since 2013 Plan
- Review Findings from 2018-2019 Needs Assessment
- Define Priorities for Addressing Needs

2

Why Do We Do Coordination Plans?

Why Were Plans Developed?

- ◆ Aim to Improve Transportation for People with Disabilities, Seniors, and Individuals with Low Incomes
- ◆ The 2013 Plan is Out of Date with New Legislation and Must be Updated
 - FAST Act (Fixing America's Surface Transportation) Requires a Plan
 - FTA Section 5310
 - FY16-FY20

3

Why it is Important to Participate

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

4

Section 5310 Program

- ◆ Enhanced Mobility for Seniors and Individuals with Disabilities
 - Administered Jointly by KYOVA IPC and Tri-State Transit Authority
 - KYOVA will Prepare Section 5310 Program Application Packets for Agencies Requesting Funding
 - Eligible Applicants:
 - **Non-Profit Organizations or Public Agencies** Providing Transit Service that Goes Beyond the ADA and Have the Legal Capacity to Contract for Federal Funding

5

Section 5310 Program

- ◆ Goal
 - Purchase Equipment to Meet the Specialized Needs and Enhance Mobility for Seniors and Individuals with Disabilities
- ◆ Requires Coordination with Other Federally Assisted Programs and Services
- ◆ Provides Funding of Contracted Services Projects to Purchase Transportation from Agencies
- ◆ Mobility Management Projects

6

Section 5310 Program

- ◆ Example Projects
 - Vehicle Acquisition, Rehabilitation, Communication Equipment, Lifts
 - Passenger Facilities
 - Support Facilities (Hardware, Software, ITS, Dispatch)
 - Lease of Equipment (when more cost-effective)
 - Acquisition of Service Under Contract or Lease
 - Mobility Management and Coordination Programs
 - Development & Operation of One-Stop Call Center for Eligibility & Information
 - Planning and Acquisition of Technology for Coordinating

7

Section 5310 Program

- ◆ Example Projects
 - Feeder Services
 - Enhance Paratransit Beyond Minimum Requirements of the ADA
 - Expansion of ADA Paratransit Parameters Beyond ¾ Mile
 - Expansion of Current Hours of Operation for ADA Paratransit Beyond Fixed Route Service
 - Escorts or Assistants
 - Travel Training
 - Purchase Vehicles for Ride-Share
 - Mobility Management
 - Support Volunteer Driver Programs

8

Review of 2013 Goals

PLEASE REFER TO THE HANDOUT

1. Improve Communications
2. Extend Service Areas, Days, Hours
3. Control Operating Costs
4. Acquire an Adequate Number of Vehicles
5. Economic Development
6. Safety

9

2018-2019 Needs Assessment

1. Demographics
 1. Seniors live in rural areas outside of Huntington as well as in the City
 2. Wayne County has high density areas of zero vehicle households – southern Wayne County

10

2018-2019 Needs Assessment

1. Public Survey Results – WV Counties
 1. **29% are unable to run errands**
 2. **27% unable to attend agency appointments**
 3. 19% do not go to medical appointments
 4. 19% cannot attend Sunday religious services
 5. 16% find it difficult to feed themselves/family
 6. 8% have difficulty getting to work
 7. 7% have difficulty getting to education

11

2018-2019 Needs Assessment

1. Public Survey Results – OH and KY Counties
 1. **25% are unable to run errands**
 2. **19% unable to attend agency appointments**
 3. 13% have difficulty getting to work
 4. 13% find it difficult to feed themselves/family
 5. 6% have difficulty getting to education
 6. 6% cannot attend Sunday religious services
 7. 0% do not go to medical appointments

12

Potential Goals and Strategies

- ◆ Goal 1
 - Maintain Current Levels of Service
 - Continue to Purchase Replacement Vehicles
 - Purchase "Right Size" Vehicles
 - Travel Training Videos For
 - Passengers
 - Families
 - Local and State-level Government Agencies
 - Train the Trainer – Travel Training
 - Provided by Mobility Manager

13

Potential Goals and Strategies

- ◆ Goal 2
 - Enhance Opportunities for RideShare Programs - Mobility Management
 - Phase 1 –
 - Ride Finder – Resource for all transportation services in the region
 - » Public / Private / Non-Profit / Volunteer
 - » Gohio Commute
 - Mobility Manager
 - » WV – Shared with Charleston??
 - » OH – Lawrence County – works with KYOVA
 - » KY – Focus on KY – work with KYOVA

14

Potential Goals and Strategies

- ◆ Goal 2
 - Enhance Opportunities for Regional Service Through Mobility Management
 - Phase 2 –
 - Ride Finder – Technology to Schedule a Ride with One or More providers
 - » Structure could involve a brokerage/brokerages (in each state)
 - Work to Keep a Level Playing Field for Private and Public Providers
 - » Tripsharing Information
 - » Costs per Trip
 - » Driver Requirements
 - » Vehicle Requirements

15

Potential Goals and Strategies

- ◆ Goal 3
 - Expand Service to Seniors and People with Disabilities for Education, Wellness, Employment and Other Purposes
 - Transportation from rural areas to Huntington for Education, Errands, Human Service Agency Appointments, Wellness, Food
 - Community or Zone-Based on Alternating Days
 - Extended Routes into Lawrence County
 - Extended Hours
 - Expansion of LCT Deviated Route Service Area to Incorporate Apartment Complexes
 - Extended Routes into Boyd County
 - Define Function of 5310 Vehicle in Greenup County

16

Potential Goals and Strategies

- ◆ Goal 4
 - Establish a Committee or Sub-Committee to Share Information about How Transportation is Funded and How to Identify Fully Allocated Costs
 - Public and Non-Profit Operators Participate in a Fully Allocated Costs Workshop
 - Part of Workshop is Dedicated to Discussing Revenue
 - Why Should another State Agency Subsidize Public Transit?
 - Why Should a Non-Profit Contract for Services?
 - What Funding/Insurance Restrictions Really Exist?

17

Potential Goals and Strategies

- ◆ Goal 7 – Overcome Funding Limitations
 - Lift Cap on Section 5307 Funding – Solicit Ohio Public Transit Association (OPTA) for Assistance
 - Claim Fuel Tax Refund
 - Solicit Economic Development assistance for Employee Transportation
 - Solicit for Dedicated Transit Funding
 - Investigate Green Grants for Bicycle Rental, Golf Cart Rental, Car Charging, Park and Ride
 - Parking Garage for LCT will Generate Project Income

18

Potential Goals and Strategies

- ◆ Goal 8
 - Expand Days of Service to Include Sunday
 - Sunday Transportation
- ◆ Goal 9
 - Education Enterprise Fund – for Seniors, Individuals with Disabilities, Veterans, or People with Low Incomes
 - Subsidized or Free Trips for Education
 - On Any Participating Provider
 - To Any Participating School

19

Potential Goals and Strategies

- ◆ Goal 10
 - Autonomous Vehicle
 - Corridor?

20

NEXT STEPS FOR THE PLANNING PROCESS

21

Next Steps

- ◆ Draft Final Report Issued
 - Early April
- ◆ Final Report Issued
 - April 23, 2019

22



Questions?

FOLLOW UP QUESTIONS:

- RLS & Associates, Inc.
 - Laura Brown
 - (M) (813) 482-8828
 - (O) (937)-299-5007
 - (937) 299-1055 Fax
 - lbrown@rlsandassoc.com

23

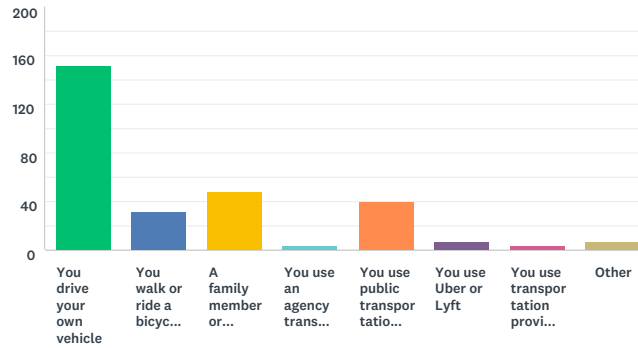
Appendix B

Public Survey Data

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

Answered: 215 Skipped: 1



ANSWER CHOICES	RESPONSES
You drive your own vehicle	70.70% 152
You walk or ride a bicycle (other than for exercise)	14.88% 32
A family member or friend takes you where you need to go	22.33% 48
You use an agency transportation service to take you where you need to go (for example, a senior transportation program)	1.86% 4
You use public transportation to take you where you need to go	18.60% 40
You use Uber or Lyft	3.26% 7
You use transportation provided through Medicaid to get to medical appointments	1.86% 4
Other	3.26% 7
Total Respondents: 215	

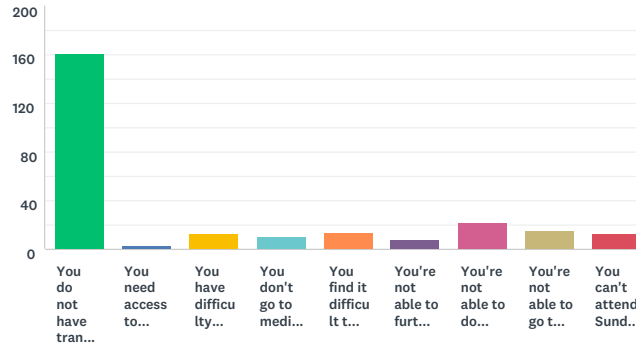
#	PLEASE WRITE IN THE NAME OF THE AGENCY OR PUBLIC TRANSPORTATION PROVIDER	DATE
1	Parents, Family and Friends	5/7/2019 3:09 PM
2	Tri-state Transit Authority	4/16/2019 2:23 PM
3	Bus	4/16/2019 2:18 PM
4	Cab to pick her up	4/16/2019 2:10 PM
5	Taxi	4/16/2019 2:06 PM
6	TTA; Dial-A-Ride	4/16/2019 2:00 PM
7	TTA	4/16/2019 1:23 PM
8	TTA	3/27/2019 2:46 PM
9	TTA	3/27/2019 2:45 PM
10	TTA	3/27/2019 2:42 PM
11	TTA	3/27/2019 2:39 PM
12	TTA	3/27/2019 2:37 PM
13	TTA	3/27/2019 2:20 PM
14	TTA	3/27/2019 2:16 PM
15	TTA	3/27/2019 2:14 PM
16	TTA	3/27/2019 2:12 PM
17	TTA	3/27/2019 2:10 PM
18	TTA	3/27/2019 2:03 PM
19	TTA	3/27/2019 2:00 PM
20	TTA	3/27/2019 1:59 PM
21	TTA	3/27/2019 1:57 PM
22	TTA	3/27/2019 1:55 PM
23	LCT - TTA	3/27/2019 1:50 PM
24	Wheelchair	3/27/2019 1:45 PM
25	TTA	3/27/2019 1:43 PM
26	My grandmother.	3/27/2019 1:36 PM
27	TTA	3/27/2019 1:28 PM
28	Huntington TTA	3/27/2019 1:26 PM
29	TTA	3/27/2019 1:24 PM
30	TTA	3/27/2019 1:20 PM
31	TTA	3/27/2019 1:17 PM

West Virginia Coordinated Transportation Plan Update 2018-19

32	TTA	2/5/2019 1:06 PM
33	There is no public transportation	1/10/2019 6:01 PM
34	there are no public transportation in the area	1/10/2019 5:56 PM
35	Greyhound	11/3/2018 2:10 PM

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

Answered: 194 Skipped: 22



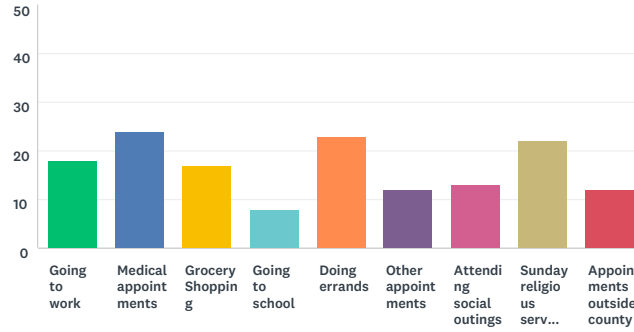
ANSWER CHOICES	RESPONSES
You do not have transportation limitations	82.99% 161
You need access to wheelchair accessible vehicles	1.55% 3
You have difficulty getting to work because you don't have reliable transportation	6.70% 13
You don't go to medical appointments because you don't have reliable transportation	5.15% 10
You find it difficult to feed yourself or your family because you don't have reliable transportation	7.22% 14
You're not able to further your education because you don't have reliable transportation	4.12% 8
You're not able to do errands because you don't have reliable transportation	11.34% 22
You're not able to go to other appointments (social services, legal, etc.) because you don't have reliable transportation	7.73% 15
You can't attend Sunday religious services because you don't have reliable transportation	6.70% 13
Total Respondents: 194	

#	OTHER (PLEASE SPECIFY)	DATE
1	Family takes me	5/7/2019 3:09 PM
2	We only have one vehicle so that provides some limitations	5/7/2019 3:06 PM
3	Sometimes I can't attend when it is cold. Cabs take too long to come sometimes I end up cancelling and call someone to take me.	4/16/2019 2:10 PM
4	I don't love my own vehicle. Sometimes it makes it hard to do the stuff I need to do at a certain time.	4/16/2019 1:30 PM
5	Only when my car is being worked on.	4/16/2019 1:26 PM
6	Don't have reliable daycare	4/16/2019 11:19 AM
7	Shopping on Sundays	3/27/2019 2:16 PM
8	Bus don't run on Sunday.	3/27/2019 2:03 PM
9	It is hard getting around places I need to go when I live in Southpoint Ohio and work in Huntington WV having to catch LCT and TTA.	3/27/2019 1:50 PM
10	Must ride to school and work an hour early to be on time. Sundays - I can't go to church or work since there is no transportation.	3/27/2019 1:43 PM
11	Sundays - can't work because no access to bus.	3/27/2019 1:17 PM
12	Do no drive at night.	1/17/2019 10:21 AM
13	could not participate in WV Works program due to no transportation	1/10/2019 5:56 PM

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

Answered: 47 Skipped: 169

West Virginia Coordinated Transportation Plan Update 2018-19



ANSWER CHOICES	RESPONSES
Going to work	38.30% 18
Medical appointments	51.06% 24
Grocery Shopping	36.17% 17
Going to school	17.02% 8
Doing errands	48.94% 23
Other appointments	25.53% 12
Attending social outings	27.66% 13
Sunday religious services	46.81% 22
Appointments outside county	25.53% 12
Total Respondents: 47	

#	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	Shopping in Huntington Sunday Services in Huntington	5/7/2019 3:57 PM
2	I need transportation to store, doctor, pharmacy and getting to bus stop when my car breaks down	5/7/2019 3:13 PM
3	I need to get to medical appointments in Huntington. I need to get to the store.	4/16/2019 2:23 PM
4	I need to go look for work, for the kids' doctor appointments to the kids' school, medical appointments, and WIC.	4/16/2019 2:21 PM
5	Sometimes - why does it matter. Why do you need to know?	4/16/2019 2:18 PM
6	At the professional building in Barboursville.	4/16/2019 2:10 PM
7	We have to ride a bus or walk.	4/16/2019 1:42 PM
8	But I use my boyfriend's car before he leaves for work.	4/16/2019 1:26 PM
9	I need to get to work in Huntington. I need to get to medical appointments in Huntington. I need to get to the store in Huntington.	3/27/2019 2:45 PM
10	I need to get to Rt. 75 in Wayne County for church on Sunday to visit my family.	3/27/2019 2:42 PM
11	Sunday Services	3/27/2019 2:39 PM
12	Night activities at work or church.	3/27/2019 2:21 PM
13	I need to get to church in Huntington.	3/27/2019 2:16 PM
14	I need to get to my appointments and my kid to/from school in Huntington.	3/27/2019 2:14 PM
15	Church	3/27/2019 2:12 PM
16	Church Milton doctor	3/27/2019 2:03 PM
17	Church on Sundays/Shopping any day	3/27/2019 1:50 PM
18	Harmony House	3/27/2019 1:47 PM
19	VA	3/27/2019 1:45 PM
20	The hour before time due to the way buses run. No bus on Sunday is a big problem - can't go anywhere. Can't work after 9 p.m. due to no outbound buses from TTA going to Walnut Hills.	3/27/2019 1:43 PM
21	Church	3/27/2019 1:28 PM
22	Sunday TTA services are closed and to work on Sundays.	3/27/2019 1:24 PM
23	Have none.	3/27/2019 1:20 PM
24	Sundays - church and work.	3/27/2019 1:17 PM
25	All in Huntington	2/5/2019 1:27 PM
26	PROACT, Valley Health- doctor appointments, Virginia to be with family	2/5/2019 1:21 PM
27	PROACT Valley Health Virginia to be with family	1/30/2019 3:01 PM
28	Own vehicle	1/23/2019 1:35 PM
29	UA Hospital	1/17/2019 10:21 AM
30	medical appointments and errands in Wayne and Huntington	1/10/2019 6:01 PM
31	Dr appnmt Huntington wv. Wayne Grocery store walmart Pharmacy Wayne / Lavalette	1/10/2019 12:33 PM
32	I am a supervisor of a WV Works unit in Wayne county where many (at least 85%) of our clients have transportation hardships to get to work, childcare or work-training sessions.	1/10/2019 12:19 PM

West Virginia Coordinated Transportation Plan Update 2018-19

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

Answered: 181 Skipped: 35

#	RESPONSES	DATE
1	Milton	5/7/2019 4:23 PM
2	Milton	5/7/2019 4:22 PM
3	Wayne	5/7/2019 4:22 PM
4	Wayne	5/7/2019 4:21 PM
5	Lavalette	5/7/2019 4:19 PM
6	Wayne	5/7/2019 4:18 PM
7	Wayne	5/7/2019 4:09 PM
8	Wayne	5/7/2019 4:08 PM
9	Huntington	5/7/2019 4:07 PM
10	Wayne	5/7/2019 4:06 PM
11	Wayne	5/7/2019 4:05 PM
12	Wayne	5/7/2019 4:05 PM
13	Wayne	5/7/2019 4:04 PM
14	Wayne	5/7/2019 4:03 PM
15	Wayne	5/7/2019 4:02 PM
16	Kenova	5/7/2019 4:00 PM
17	Kenova	5/7/2019 3:59 PM
18	Huntington	5/7/2019 3:58 PM
19	Huntington	5/7/2019 3:57 PM
20	Milton	5/7/2019 3:56 PM
21	Culloden	5/7/2019 3:55 PM
22	Milton	5/7/2019 3:54 PM
23	Genoa	5/7/2019 3:36 PM
24	Genoa	5/7/2019 3:30 PM
25	Genoa	5/7/2019 3:25 PM
26	Huntington	5/7/2019 3:17 PM
27	Huntington	5/7/2019 3:17 PM
28	Huntington	5/7/2019 3:16 PM
29	Lavalette	5/7/2019 3:15 PM
30	Huntington	5/7/2019 3:14 PM
31	Kenova	5/7/2019 3:11 PM
32	Huntington	5/7/2019 3:09 PM
33	Huntington	5/7/2019 3:09 PM
34	Huntington	5/7/2019 3:06 PM
35	Milton	5/7/2019 3:05 PM
36	wayne	5/7/2019 3:04 PM
37	wayne	5/7/2019 3:04 PM
38	Kenova	4/16/2019 3:44 PM
39	Kenova	4/16/2019 3:43 PM
40	Kenova	4/16/2019 3:42 PM
41	Kenova	4/16/2019 3:42 PM
42	Huntington, WV	4/16/2019 3:36 PM
43	Huntington, WV	4/16/2019 3:35 PM
44	Huntington, WV	4/16/2019 3:35 PM
45	Huntington, WV	4/16/2019 3:34 PM
46	Kenova	4/16/2019 3:34 PM
47	Huntington, WV	4/16/2019 3:33 PM
48	Huntington, WV	4/16/2019 3:33 PM
49	Kenova	4/16/2019 3:32 PM
50	Barboursville	4/16/2019 3:31 PM
51	Huntington, WV	4/16/2019 2:29 PM
52	Huntington, WV	4/16/2019 2:29 PM
53	Huntington, WV	4/16/2019 2:28 PM
54	Huntington, WV	4/16/2019 2:27 PM
55	Huntington, WV	4/16/2019 2:26 PM

West Virginia Coordinated Transportation Plan Update 2018-19

56	Huntington, WV	4/16/2019 2:23 PM
57	Huntington, WV	4/16/2019 2:22 PM
58	Huntington, WV	4/16/2019 2:21 PM
59	Huntington, WV	4/16/2019 2:19 PM
60	Huntington, WV	4/16/2019 2:18 PM
61	Huntington, WV	4/16/2019 2:10 PM
62	Huntington, WV	4/16/2019 2:07 PM
63	Huntington, WV	4/16/2019 2:06 PM
64	Huntington, WV	4/16/2019 2:05 PM
65	Huntington, WV	4/16/2019 2:04 PM
66	Huntington, WV	4/16/2019 2:04 PM
67	Huntington, WV	4/16/2019 2:00 PM
68	Huntington, WV	4/16/2019 1:58 PM
69	Huntington, WV	4/16/2019 1:48 PM
70	Huntington, WV	4/16/2019 1:42 PM
71	Huntington, WV	4/16/2019 1:39 PM
72	Huntington, WV	4/16/2019 1:38 PM
73	Huntington, WV	4/16/2019 1:38 PM
74	Huntington, WV	4/16/2019 1:38 PM
75	Huntington, WV	4/16/2019 1:30 PM
76	Huntington, WV	4/16/2019 1:28 PM
77	Huntington, WV	4/16/2019 1:27 PM
78	Huntington, WV	4/16/2019 1:26 PM
79	Huntington, WV	4/16/2019 1:24 PM
80	Huntington, WV	4/16/2019 1:23 PM
81	Huntington, WV	4/16/2019 1:22 PM
82	Ona	4/16/2019 11:25 AM
83	Milton	4/16/2019 11:24 AM
84	Milton	4/16/2019 11:23 AM
85	Milton	4/16/2019 11:21 AM
86	Milton	4/16/2019 11:19 AM
87	Barboursville	4/16/2019 11:16 AM
88	Huntington, WV	4/16/2019 11:13 AM
89	Milton	4/16/2019 11:12 AM
90	Milton	4/16/2019 11:01 AM
91	Milton	4/16/2019 10:59 AM
92	Milton	4/16/2019 10:50 AM
93	Glenwood	4/16/2019 10:49 AM
94	Milton	4/16/2019 10:47 AM
95	Milton	4/16/2019 10:19 AM
96	Milton	4/16/2019 10:16 AM
97	Ona	4/16/2019 10:15 AM
98	Lesage	4/16/2019 10:11 AM
99	Milton	4/16/2019 10:08 AM
100	Prichard	4/16/2019 9:54 AM
101	Dunlaw	4/16/2019 9:53 AM
102	Dunlaw	4/16/2019 9:52 AM
103	Salt Rock	3/28/2019 11:05 AM
104	Salt Rock	3/28/2019 11:01 AM
105	Ona	3/28/2019 10:55 AM
106	Huntington, WV	3/27/2019 2:47 PM
107	Huntington, WV	3/27/2019 2:46 PM
108	Huntington, WV	3/27/2019 2:46 PM
109	Huntington, WV	3/27/2019 2:45 PM
110	Huntington, WV	3/27/2019 2:43 PM
111	Huntington, WV	3/27/2019 2:42 PM
112	Huntington, WV	3/27/2019 2:40 PM
113	Huntington, WV	3/27/2019 2:39 PM
114	Huntington, WV	3/27/2019 2:37 PM
115	Lesage	3/27/2019 2:21 PM
116	Huntington, WV	3/27/2019 2:20 PM

West Virginia Coordinated Transportation Plan Update 2018-19

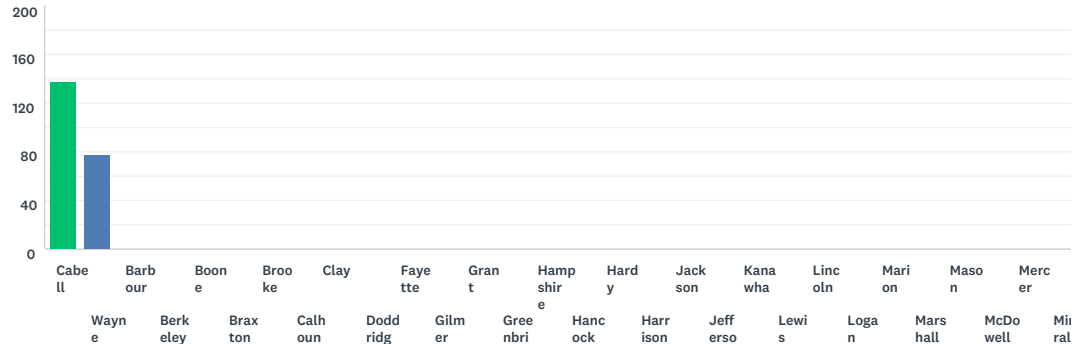
117	Huntington, WV	3/27/2019 2:16 PM
118	Huntington, WV	3/27/2019 2:14 PM
119	Huntington, WV	3/27/2019 2:12 PM
120	Huntington, WV	3/27/2019 2:10 PM
121	Huntington, WV	3/27/2019 2:09 PM
122	Huntington, WV	3/27/2019 2:03 PM
123	Huntington, WV	3/27/2019 1:59 PM
124	Huntington, WV	3/27/2019 1:57 PM
125	Huntington, WV	3/27/2019 1:55 PM
126	Sybene, OH	3/27/2019 1:50 PM
127	Huntington, WV	3/27/2019 1:47 PM
128	Huntington, WV	3/27/2019 1:45 PM
129	Huntington, WV	3/27/2019 1:43 PM
130	Huntington, WV	3/27/2019 1:36 PM
131	Huntington, WV	3/27/2019 1:28 PM
132	Huntington, WV	3/27/2019 1:26 PM
133	Huntington, WV	3/27/2019 1:24 PM
134	Huntington, WV	3/27/2019 1:20 PM
135	Huntington, WV	3/27/2019 1:17 PM
136	Huntington	2/24/2019 1:44 PM
137	25701	2/24/2019 1:12 AM
138	Huntington	2/23/2019 11:49 PM
139	Crum	2/23/2019 11:40 PM
140	Huntington	2/23/2019 11:36 PM
141	Huntington	2/23/2019 10:41 PM
142	Huntington	2/23/2019 2:23 PM
143	Huntington	2/23/2019 11:48 AM
144	Huntington	2/23/2019 11:14 AM
145	Huntington	2/18/2019 2:18 PM
146	Huntington wv	2/11/2019 12:50 PM
147	Huntington	2/5/2019 1:27 PM
148	Huntington	2/5/2019 1:25 PM
149	Huntington	2/5/2019 1:21 PM
150	Huntington	2/5/2019 1:06 PM
151	Huntington	1/30/2019 3:01 PM
152	huntington	1/28/2019 4:28 PM
153	Huntington	1/24/2019 6:40 PM
154	huntington	1/24/2019 2:57 PM
155	Huntington, WV	1/23/2019 1:35 PM
156	Huntington	1/22/2019 4:53 PM
157	Wayne	1/22/2019 1:43 PM
158	Huntington	1/18/2019 9:51 AM
159	Ona	1/17/2019 4:29 PM
160	Milton	1/17/2019 4:20 PM
161	Huntington	1/17/2019 10:29 AM
162	Huntington	1/17/2019 10:28 AM
163	Huntington	1/17/2019 10:21 AM
164	Barboursville	1/17/2019 10:18 AM
165	Huntington	1/17/2019 10:15 AM
166	Huntington	1/17/2019 10:15 AM
167	Huntington	1/17/2019 10:12 AM
168	Huntington	1/17/2019 10:10 AM
169	Huntington	1/17/2019 10:09 AM
170	Barboursville	1/16/2019 6:21 PM
171	Culloden	1/16/2019 5:17 PM
172	Steptown	1/10/2019 6:01 PM
173	Fort Gay	1/10/2019 5:56 PM
174	Kiahsville Wv 25534	1/10/2019 12:33 PM
175	Huntington	1/10/2019 12:19 PM
176	Milton	12/10/2018 9:11 PM
177	Huntington	12/5/2018 1:10 PM

West Virginia Coordinated Transportation Plan Update 2018-19

178	Huntington	11/20/2018 8:03 AM
179	Huntington, WV	11/19/2018 10:30 PM
180	Huntington	11/19/2018 8:43 PM
181	Huntington	11/3/2018 2:10 PM

Q5 What county do you live in?

Answered: 216 Skipped: 0



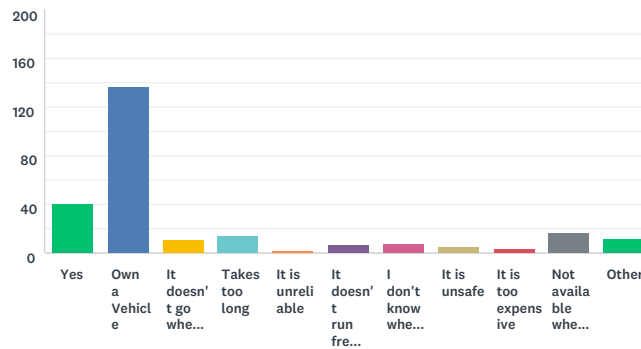
ANSWER CHOICES	RESPONSES
Cabell	63.89% 138
Wayne	36.11% 78
Barbour	0.00% 0
Berkeley	0.00% 0
Boone	0.00% 0
Braxton	0.00% 0
Brooke	0.00% 0
Calhoun	0.00% 0
Clay	0.00% 0
Doddridge	0.00% 0
Fayette	0.00% 0
Gilmer	0.00% 0
Grant	0.00% 0
Greenbrier	0.00% 0
Hampshire	0.00% 0
Hancock	0.00% 0
Hardy	0.00% 0
Harrison	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
Mineral	0.00% 0
Mingo	0.00% 0
Monongalia	0.00% 0
Monroe	0.00% 0
Morgan	0.00% 0

West Virginia Coordinated Transportation Plan Update 2018-19

Nicholas	0.00%	0
Ohio	0.00%	0
Pendleton	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
Webster	0.00%	0
Wetzel	0.00%	0
Wirt	0.00%	0
Wood	0.00%	0
Wyoming	0.00%	0
TOTAL		216

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

Answered: 190 Skipped: 26



ANSWER CHOICES	RESPONSES
Yes	21.58% 41
Own a Vehicle	72.11% 137
It doesn't go where I need to go	5.79% 11
Takes too long	7.37% 14
It is unreliable	1.05% 2
It doesn't run frequently/often enough	3.68% 7
I don't know where it goes or how it works	4.21% 8
It is unsafe	2.63% 5
It is too expensive	2.11% 4
Not available where I live	8.95% 17
Other	6.32% 12
Total Respondents: 190	

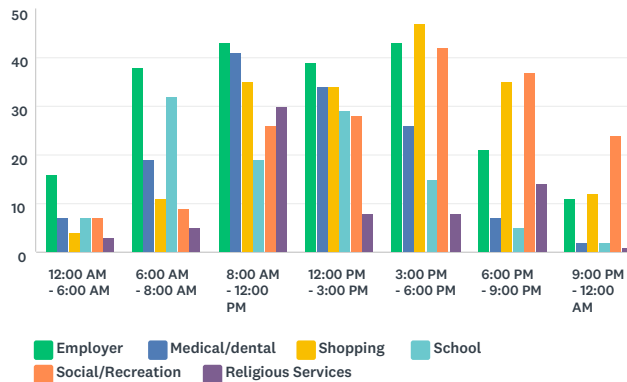
#	OTHER (PLEASE SPECIFY)	DATE
1	Family takes me	5/7/2019 3:09 PM
2	Must walk half mile to get to be picked up - no sidewalks/narrow roads.	4/16/2019 2:29 PM
3	We have an un-flexible route.	4/16/2019 2:28 PM
4	Have my own car.	4/16/2019 2:27 PM

West Virginia Coordinated Transportation Plan Update 2018-19

5	Have my own car.	4/16/2019 2:26 PM
6	DIAL-A-RIDE	4/16/2019 2:00 PM
7	Bus/TTA	4/16/2019 1:42 PM
8	Just don't carry cash to take public transportation	4/16/2019 1:26 PM
9	I use public transportation all of the time	3/27/2019 2:40 PM
10	I use TTA.	3/27/2019 1:20 PM
11	owna vehicle	1/17/2019 10:06 AM
12	I could use the TTA to get around if my own vehicle is not available.	12/5/2018 1:10 PM

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

Answered: 97 Skipped: 119



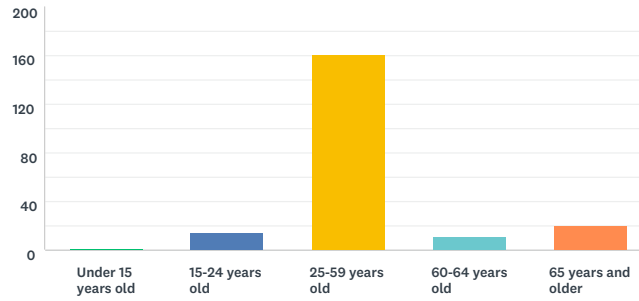
	EMPLOYER	MEDICAL/DENTAL	SHOPPING	SCHOOL	SOCIAL/RECREATION	RELIGIOUS SERVICES	TOTAL RESPONDENTS
12:00 AM - 6:00 AM	55.17% 16	24.14% 7	13.79% 4	24.14% 7	24.14% 7	10.34% 3	29
6:00 AM - 8:00 AM	58.46% 38	29.23% 19	16.92% 11	49.23% 32	13.85% 9	7.69% 5	65
8:00 AM - 12:00 PM	52.44% 43	50.00% 41	42.68% 35	23.17% 19	31.71% 26	36.59% 30	82
12:00 PM - 3:00 PM	52.00% 39	45.33% 34	45.33% 34	38.67% 29	37.33% 28	10.67% 8	75
3:00 PM - 6:00 PM	57.33% 43	34.67% 26	62.67% 47	20.00% 15	56.00% 42	10.67% 8	75
6:00 PM - 9:00 PM	35.59% 21	11.86% 7	59.32% 35	8.47% 5	62.71% 37	23.73% 14	59
9:00 PM - 12:00 AM	34.38% 11	6.25% 2	37.50% 12	6.25% 2	75.00% 24	3.13% 1	32

#	OTHER (PLEASE SPECIFY)	DATE
1	Own a car - don't need transportation.	4/16/2019 2:19 PM
2	Doctors/Shopping	4/16/2019 2:06 PM
3	I have my own transportation.	4/16/2019 2:05 PM
4	Medical Varies	4/16/2019 2:00 PM
5	Doctor visits/emergencies varies	4/16/2019 11:19 AM
6	Take bus at different times.	3/27/2019 2:40 PM
7	To Bus station on Thursday.	3/27/2019 2:09 PM
8	Most Huntington employers want and need closing people. To be a college town the TTA sure does close early.	3/27/2019 1:43 PM
9	Parole Office - DMV Building	3/27/2019 1:17 PM
10	Own vehicle	1/23/2019 1:35 PM
11	Sunday	1/22/2019 4:53 PM

Q8 Please tell us your age.

Answered: 207 Skipped: 9

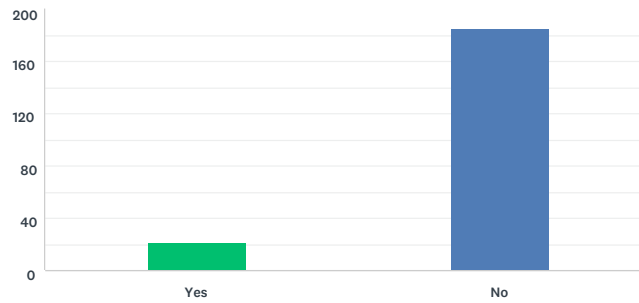
West Virginia Coordinated Transportation Plan Update 2018-19



ANSWER CHOICES	RESPONSES	
Under 15 years old	0.48%	1
15-24 years old	6.76%	14
25-59 years old	77.78%	161
60-64 years old	5.31%	11
65 years and older	9.66%	20
TOTAL		207

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?

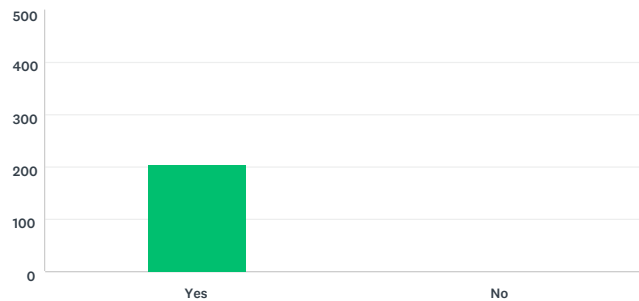
Answered: 206 Skipped: 10



ANSWER CHOICES	RESPONSES	
Yes	10.19%	21
No	89.81%	185
TOTAL		206

Q10 Is English your first or primary language?

Answered: 206 Skipped: 10

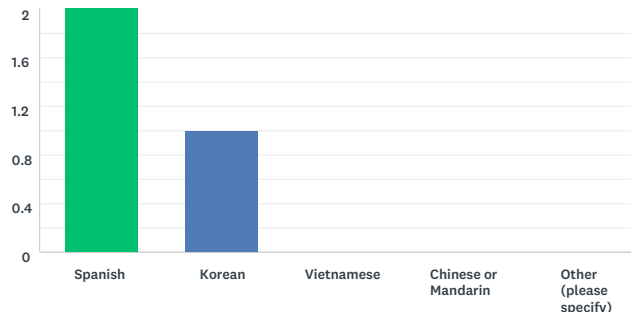


ANSWER CHOICES	RESPONSES	
Yes	99.51%	205
No	0.49%	1
TOTAL		206

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

West Virginia Coordinated Transportation Plan Update 2018-19

Answered: 3 Skipped: 213



ANSWER CHOICES	RESPONSES	Count
Spanish	66.67%	2
Korean	33.33%	1
Vietnamese	0.00%	0
Chinese or Mandarin	0.00%	0
Other (please specify)	0.00%	0
TOTAL		3

#	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: 40 Skipped: 176

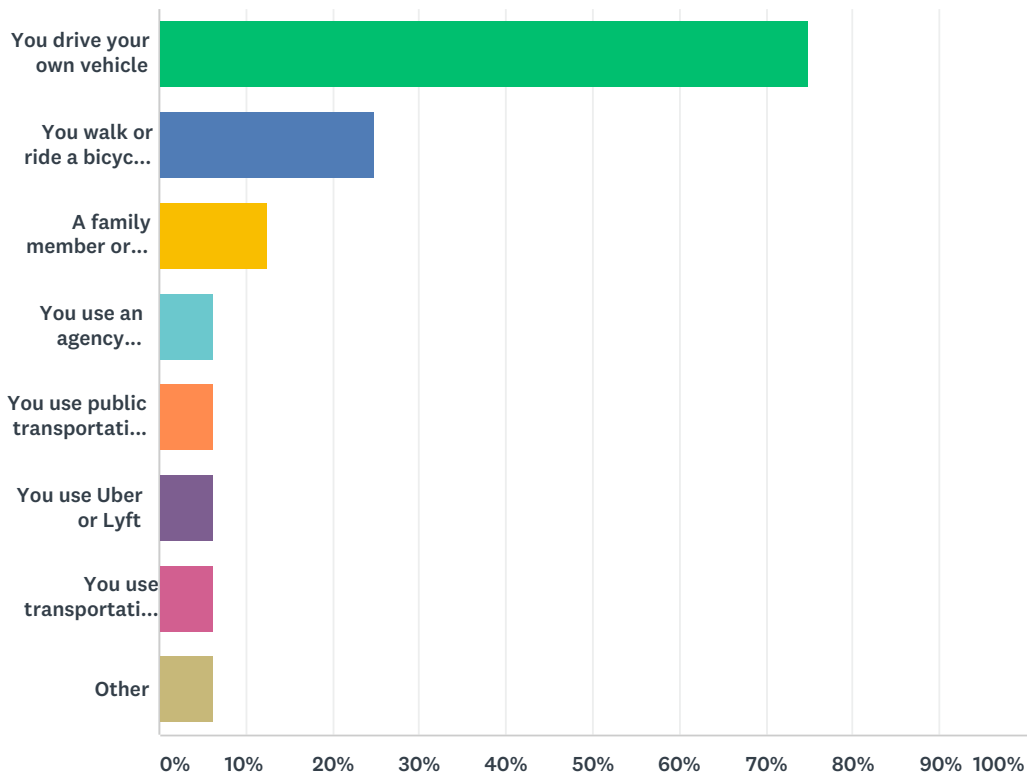
#	RESPONSES	DATE
1	Fix potholes	5/7/2019 3:29 PM
2	Pot holes need to be fixed. Some rough spots in road.	5/7/2019 3:28 PM
3	Fix pot holes	5/7/2019 3:25 PM
4	What is this for? Why are we even getting asked these things?	4/16/2019 2:18 PM
5	It needs more drivers and more buses. It needs to come every 15 minutes instead of every hour.	4/16/2019 2:10 PM
6	We need more sidewalks in Altizer for those who walk and ride bikes to get to work or just to run basic errands. The sidewalks we have are all cracked and destroyed from big semi-trucks driving up on them. Why should property owners have to pay for something our city should be responsible for? The owners didn't tear these sidewalks up, the trucks did. I understand labor costs for repair will be paid by the city, but half the cost is to be paid by the property owner if they choose to fix their 2 1/2 ft portion of the sidewalk. This is ridiculous in my opinion! Isn't this why we pay taxes?	4/16/2019 2:04 PM
7	A school bus option for children without an IEP would be an extreme help!	4/16/2019 11:21 AM
8	There are no daycares in Milton. If there were, I could enroll my two year old and go to work. I went one year without a car and almost couldn't do anything.	4/16/2019 11:19 AM
9	Bus options for Pre K students without IEP's would help many families!	4/16/2019 11:12 AM
10	I think that Milton Pre K should have a school bus due to if kids live outside of city limits and the family car is down and can't get to school.	4/16/2019 10:59 AM
11	There is no public transportation where we live. Right now we have reliable transportation but sometimes it makes it hard to work or Pre K to go to school as they can't ride the bus.	4/16/2019 10:49 AM
12	I live in the country - there is no bus or anything that comes out this far.	4/16/2019 10:19 AM
13	There needs to be better transportation options in the Milton area for those who need it.	4/16/2019 10:16 AM
14	Transportation is great to have and that is a very good thing to have when you need it.	3/27/2019 2:45 PM
15	Route shout is inaccurate in PM route times and needs Sunday routes.	3/27/2019 2:42 PM
16	I love my TTA and my bus drivers!	3/27/2019 2:39 PM
17	Wish there was Sunday bus service.	3/27/2019 2:21 PM
18	Need to add Sunday route	3/27/2019 2:20 PM
19	We need Sunday routes.	3/27/2019 2:16 PM
20	Very nice service.	3/27/2019 2:12 PM
21	Provide service on Sundays (maybe like the PM buses).	3/27/2019 2:10 PM
22	I think they do a great job! Very reliable! Very nice! Thank you - the transportation services are very affordable and reliable.	3/27/2019 2:01 PM
23	Need Sunday services and late times for the buses outbound to TTA. 9:15 p.m. being the last bus is not good - try midnight.	3/27/2019 1:43 PM

West Virginia Coordinated Transportation Plan Update 2018-19

24	I think transportation in my city is great. Always good for people who don't have a vehicle and it is cheap.	3/27/2019 1:36 PM
25	Good Services.	3/27/2019 1:28 PM
26	Almost always a good experience.	3/27/2019 1:26 PM
27	I really wish Sunday the bus continues to run. I also hope there will be a bus that goes to Hwy 55 in Barboursville.	3/27/2019 1:24 PM
28	Would like to see bus run on Sundays.	3/27/2019 1:20 PM
29	There is a lack of long-distance (air or high-speed rail) transportation in and out of the region. I work at Marshall University, and we have had to decline two opportunities recently to host large regional/national conferences as it is too difficult for attendees to travel here.	2/24/2019 1:44 PM
30	i am in walking distances of my local wic office but the road is unsafe to walk with children and no sidewalks on west pea. i do not want to walk with a baby or a small child on this road due to the speed of the cars traveling on the road.	1/28/2019 4:28 PM
31	Need more night time schedules for those who need it.	1/23/2019 1:35 PM
32	A lot of people don't have any transportation.	1/17/2019 4:20 PM
33	The van does not pick me up because I live about	1/17/2019 10:28 AM
34	I personally do not need the transportation. However, the Community Programs I work with in Huntington do need them. This survey did not capture that issue.	1/16/2019 5:17 PM
35	public transportation is needed in the rural areas	1/10/2019 6:01 PM
36	Public transportation is needed in almost all of Wayne county except for the Huntington, Kenova areas. Families are missing out on employment training, employment opportunities, etc. because of the absence of public transportation.	1/10/2019 5:56 PM
37	Wayne County, HAS Many RURAL area's, and Plenty of Miles in between, its impossible to attend any activity, Remain Employed/ Keep Dr. Appointments/ Going to Buy Groceries/Attending A Childs School Function/ Allowing Your Child to participate in any activity after School Because we Have NO Bus Transportation. NO access to Travel. Many Families Cannot Participate in State Programs that offer Much needed Help, In Which These Families Qualify for In these Programs, BUT, Because Of Transportation Families are Going without. they Have No transportation to activities that The State requires them t o attend, to receive Some of the Programs Benefits. This issue Seriously needs to be addressed.	1/10/2019 12:33 PM
38	I have numerous examples of situations where people could not participate in our program due to no automobile, lives in a rural area and/or has no driver's license. And our program provides training and have success stories of people graduating from being dependent upon government assistance to becoming mill-right workers, LPN's and mental-health counselors. Wayne county has many great success stories of people who took advantage of services to create better opportunities for their families but were able to overcome their transportation issues. Imagine of those who could not had public transportation.	1/10/2019 12:19 PM
39	Huntington has a very good public bus system that runs reliably and has an "app" on smart phones that outlines the routes and that tracks where on the route the bus is that you are waiting on.	12/5/2018 1:10 PM
40	The roads need paved!	11/19/2018 10:30 PM

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

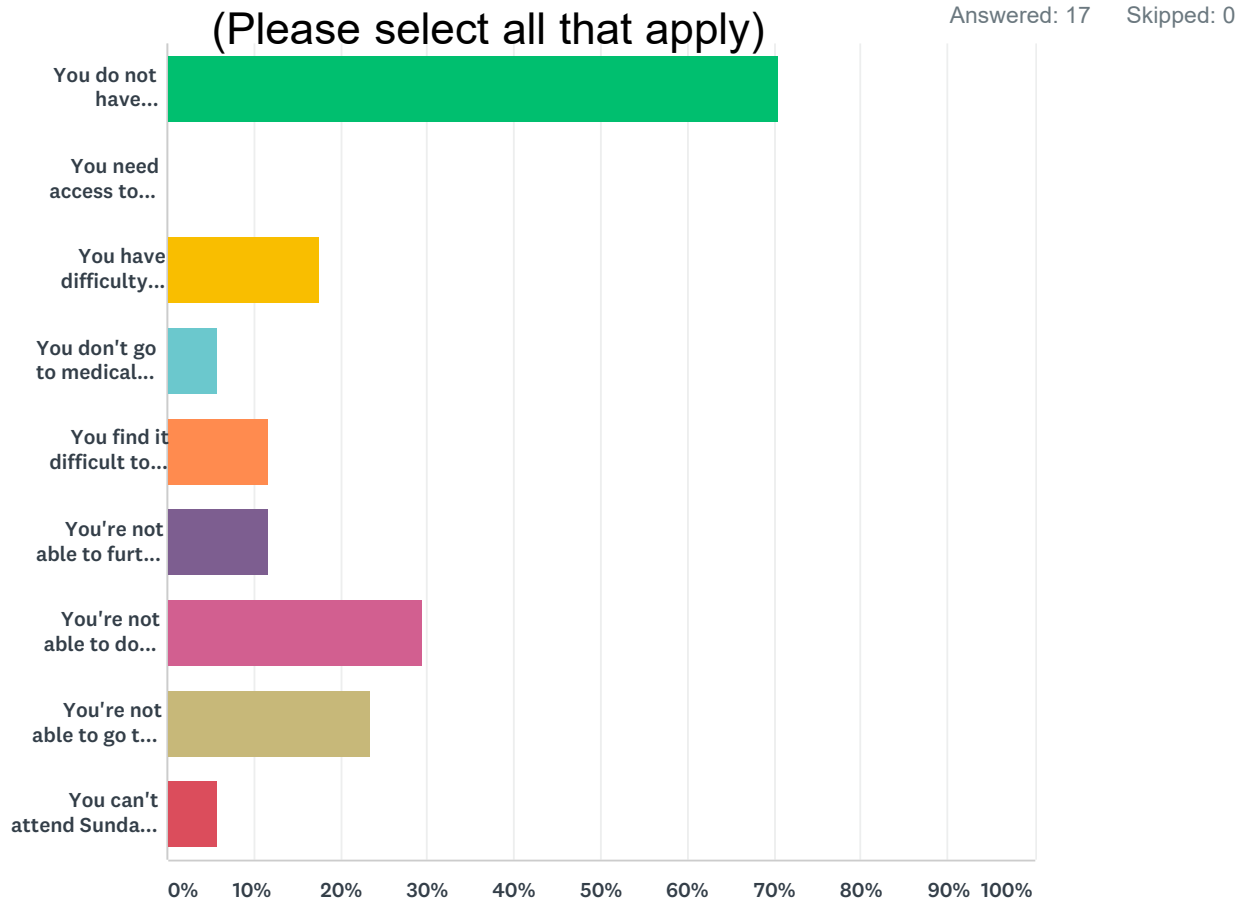
Answered: 16 Skipped: 1



ANSWER CHOICES	RESPONSES
You drive your own vehicle	75.00% 12
You walk or ride a bicycle (other than for exercise)	25.00% 4
A family member or friend takes you where you need to go	12.50% 2
You use an agency transportation service to take you where you need to go (for example, a senior transportation program)	6.25% 1
You use public transportation to take you where you need to go	6.25% 1
You use Uber or Lyft	6.25% 1
You use transportation provided through Medicaid to get to medical appointments	6.25% 1
Other	6.25% 1
Total Respondents: 16	

#	PLEASE WRITE IN THE NAME OF THE AGENCY OR PUBLIC TRANSPORTATION PROVIDER	DATE
1	Ironton Ohio	3/13/2019 10:54 AM
2	Necco	3/12/2019 1:19 PM

Q2 Do you have any transportation limitations?



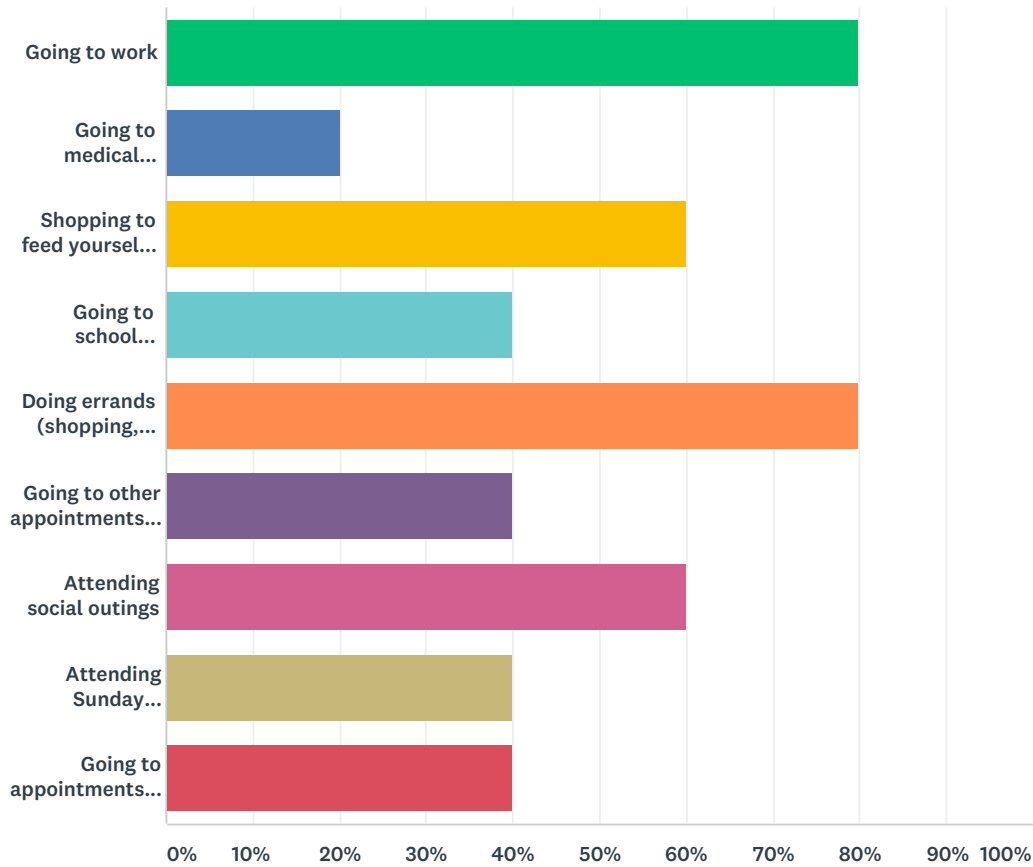
ANSWER CHOICES	RESPONSES
You do not have transportation limitations	70.59% 12
You need access to wheelchair accessible vehicles	0.00% 0
You have difficulty getting to work because you don't have reliable transportation	17.65% 3
You don't go to medical appointments because you don't have reliable transportation	5.88% 1
You find it difficult to feed yourself or your family because you don't have reliable transportation	11.76% 2
You're not able to further your education because you don't have reliable transportation	11.76% 2
You're not able to do errands because you don't have reliable transportation	29.41% 5
You're not able to go to other appointments (social services, legal, etc.) because you don't have reliable transportation	23.53% 4
You can't attend Sunday religious services because you don't have reliable transportation	5.88% 1
Total Respondents: 17	

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

Q3 Do you have difficulty getting the transportation you need for the

following activities? (Please select all that apply)

Answered: 5 Skipped: 12



ANSWER CHOICES	RESPONSES
Going to work	80.00% 4
Going to medical appointments	20.00% 1
Shopping to feed yourself or your family (going to grocery stores, farmers markets, nutrition sites such as food banks, etc)	60.00% 3
Going to school (vocational school, college, university, etc.)	40.00% 2
Doing errands (shopping, library, banking etc.)	80.00% 4
Going to other appointments (social service, legal, etc.)	40.00% 2
Attending social outings	60.00% 3
Attending Sunday religious services	40.00% 2
Going to appointments outside your county	40.00% 2

Total Respondents: 5

#	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 in Ironton for my CPS case plan.	4/10/2019 11:01 AM
2	I need to get to job and family services. Need to get picked up at my home	3/13/2019 10:54 AM

3	Transportation to doctors appointments in Cincinnati or children's in columbus.	3/12/2019 1:19 PM
4	none	3/11/2019 1:41 PM

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

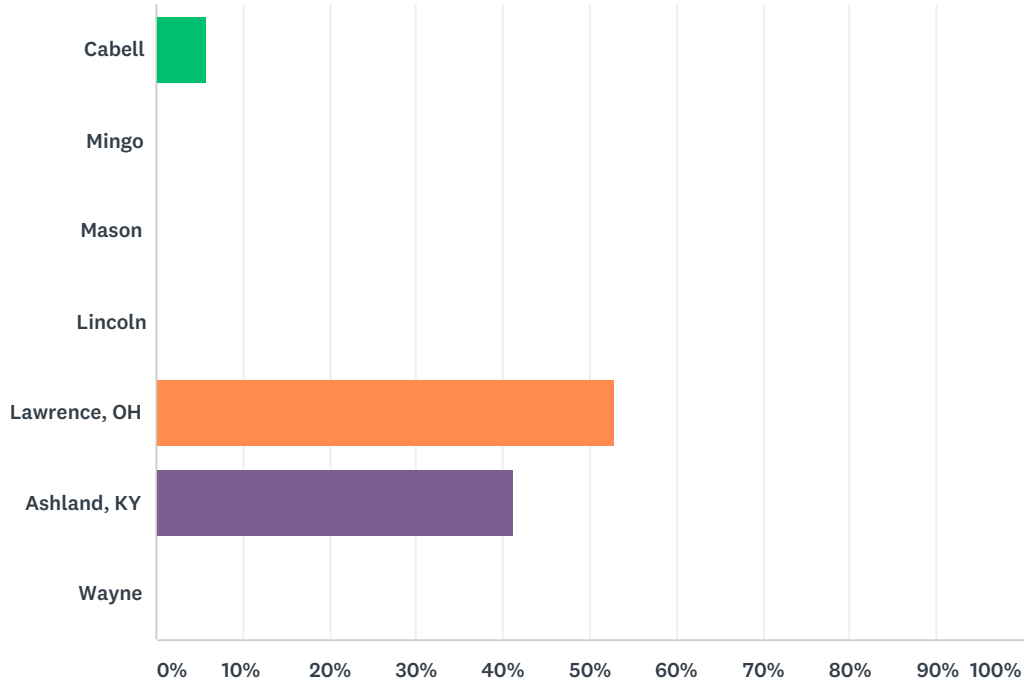
Answered: 16 Skipped: 1

#	RESPONSES	DATE
1	Waterloo	4/10/2019 11:01 AM
2	Worthington	3/13/2019 5:41 PM
3	Ironton Ohio	3/13/2019 10:54 AM
4	huntinton	3/13/2019 10:50 AM
5	South point	3/12/2019 10:16 PM
6	Ashland, KY	3/12/2019 4:42 PM
7	Ironton	3/12/2019 3:56 PM
8	Pedro	3/12/2019 1:24 PM
9	Ironton	3/12/2019 1:19 PM
10	Ironton	3/12/2019 11:52 AM
11	Ashland	3/11/2019 3:39 PM
12	Ashland	3/11/2019 2:12 PM
13	Ashland	3/11/2019 1:41 PM
14	Ashland	3/11/2019 1:37 PM
15	Ironton	3/11/2019 12:12 PM
16	Summit	3/8/2019 4:49 PM

Q5 What county do you live in?

Answered: 17 Skipped: 0

KYOVA Interstate Planning Commission Coordinated Transportation Plan Update 2018-19



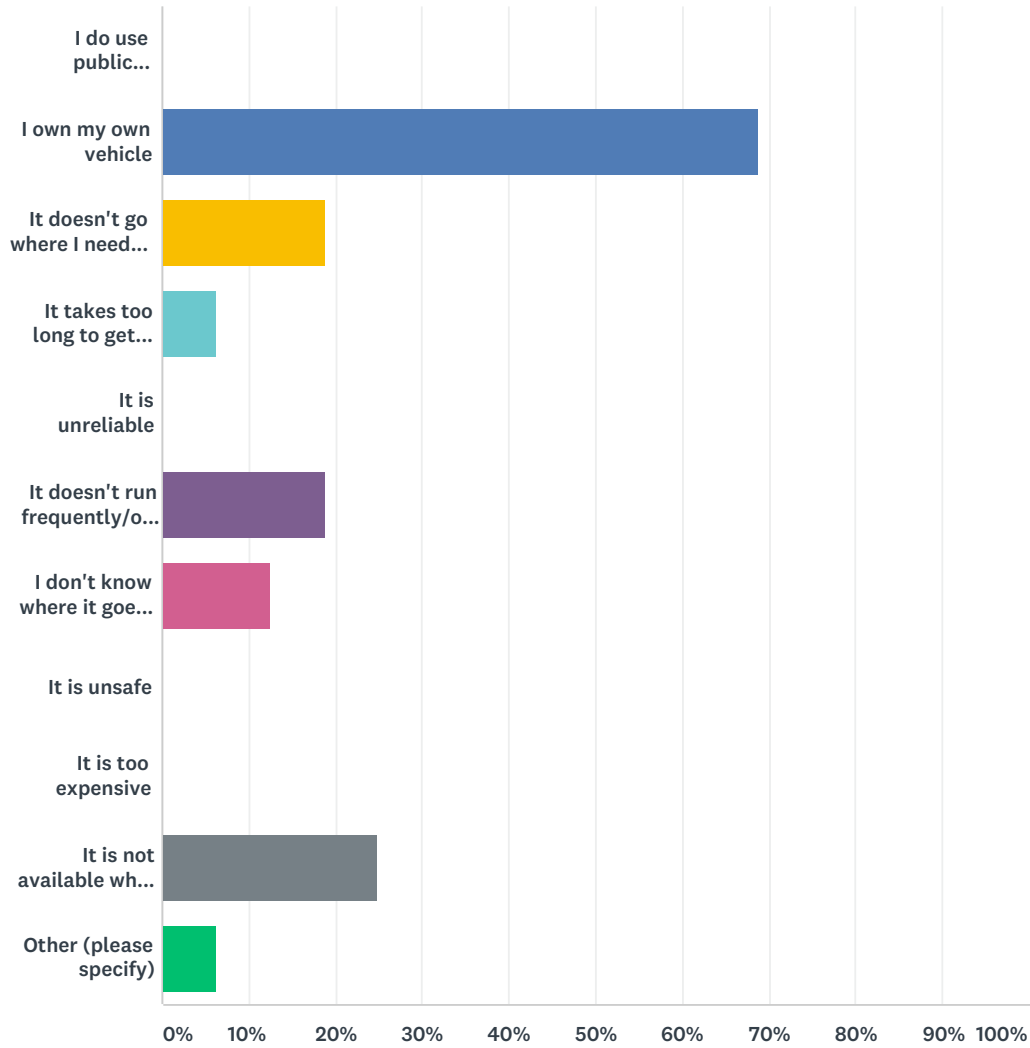
ANSWER CHOICES	RESPONSES	
Cabell	5.88%	1
Mingo	0.00%	0
Mason	0.00%	0
Lincoln	0.00%	0
Lawrence, OH	52.94%	9
Ashland, KY	41.18%	7
Wayne	0.00%	0
TOTAL		17

#	OTHER (PLEASE SPECIFY)	DATE
1	Greenup County	3/13/2019 5:41 PM
2	Boyd County	3/11/2019 1:41 PM

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

Answered: 16 Skipped: 1

KYOVA Interstate Planning Commission Coordinated Transportation Plan Update 2018-19

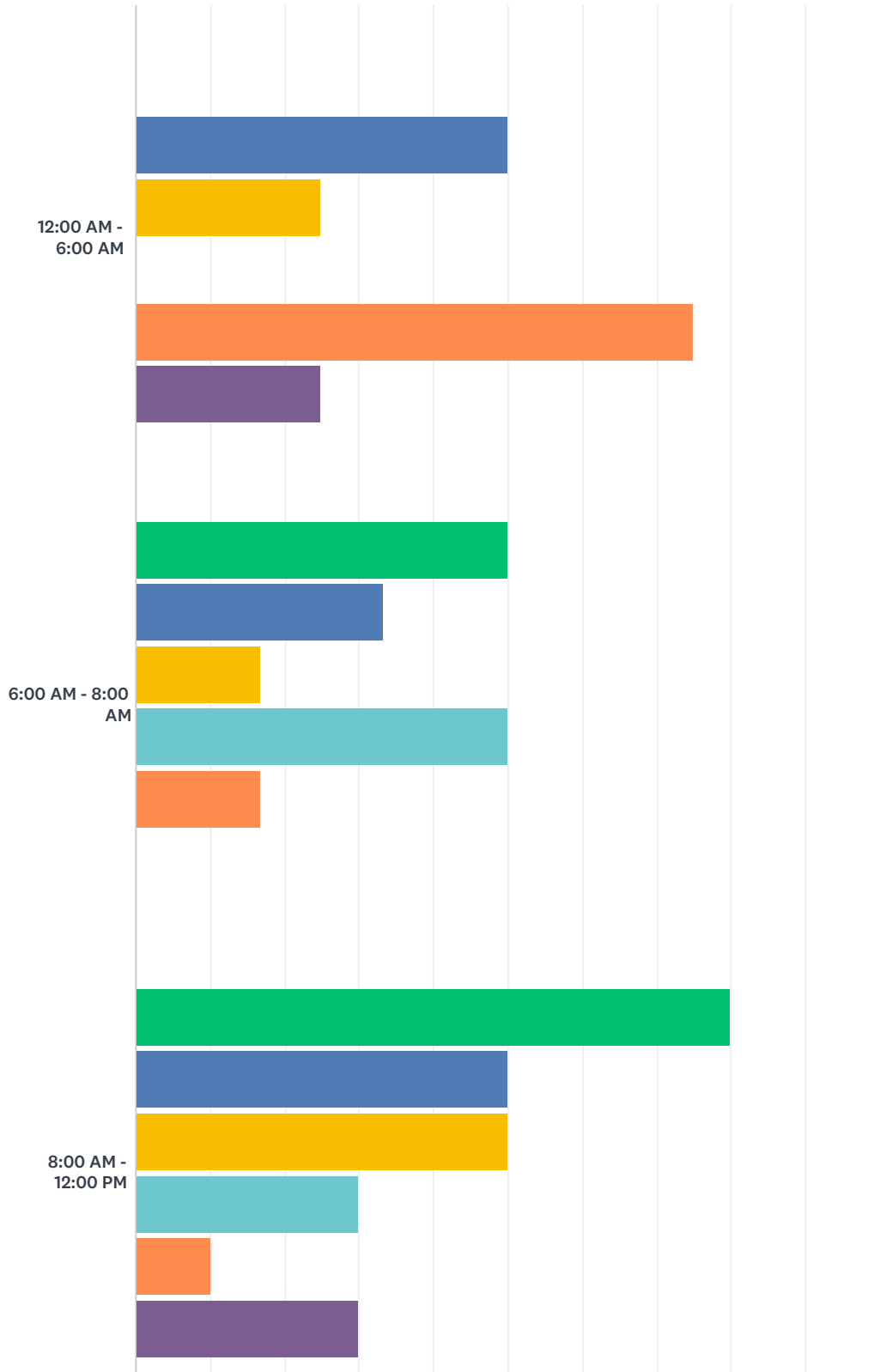


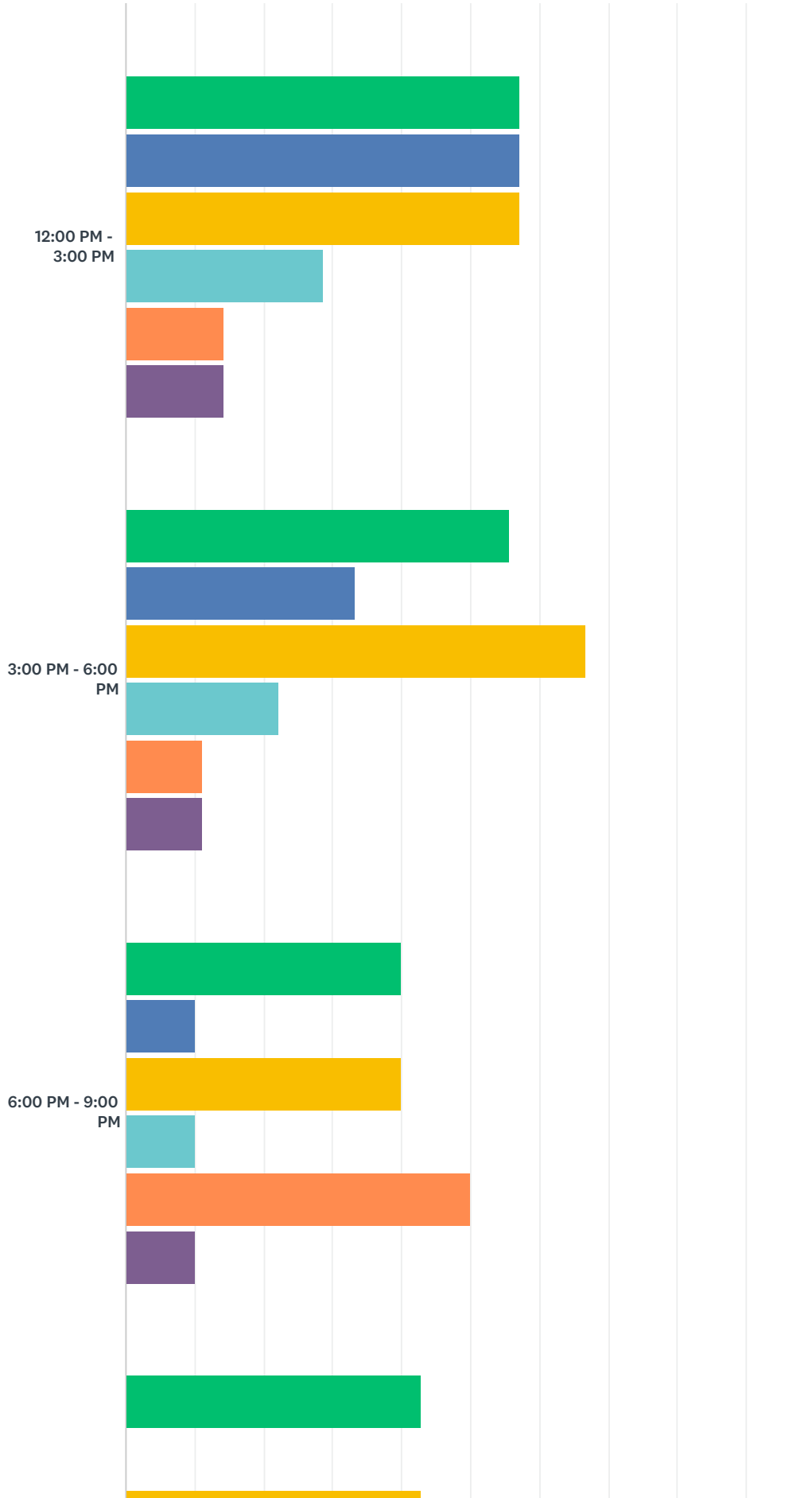
ANSWER CHOICES	RESPONSES	
I do use public transportation	0.00%	0
I own my own vehicle	68.75%	11
It doesn't go where I need to go	18.75%	3
It takes too long to get from origin to destination	6.25%	1
It is unreliable	0.00%	0
It doesn't run frequently/often enough	18.75%	3
I don't know where it goes or how it works	12.50%	2
It is unsafe	0.00%	0
It is too expensive	0.00%	0
It is not available where I live	25.00%	4
Other (please specify)	6.25%	1
Total Respondents: 16		

#	OTHER (PLEASE SPECIFY)	DATE
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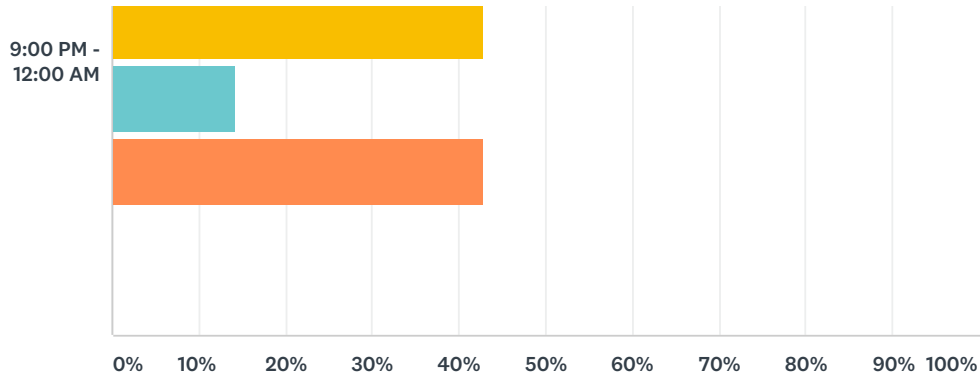
Q7 When do you need transportation for each of the following purposes? Select all that apply.

Answered: 11 Skipped: 6





KYOVA Interstate Planning Commission Coordinated Transportation Plan Update 2018-19



■ Employer
 ■ Medical/dental
 ■ Shopping
 ■ School
■ Social/Recreation
 ■ Religious Services

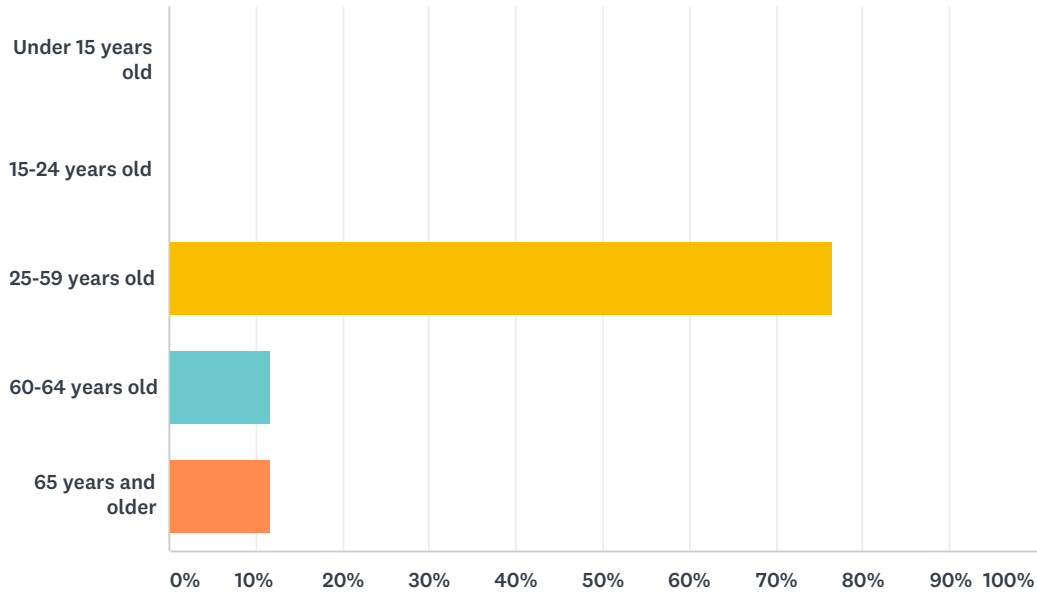
	EMPLOYER	MEDICAL/DENTAL	SHOPPING	SCHOOL	SOCIAL/RECREATION	RELIGIOUS SERVICES	TOTAL RESPONDENTS
12:00 AM - 6:00 AM	0.00% 0	50.00% 2	25.00% 1	0.00% 0	75.00% 3	25.00% 1	4
6:00 AM - 8:00 AM	50.00% 3	33.33% 2	16.67% 1	50.00% 3	16.67% 1	0.00% 0	6
8:00 AM - 12:00 PM	80.00% 8	50.00% 5	50.00% 5	30.00% 3	10.00% 1	30.00% 3	10
12:00 PM - 3:00 PM	57.14% 4	57.14% 4	57.14% 4	28.57% 2	14.29% 1	14.29% 1	7
3:00 PM - 6:00 PM	55.56% 5	33.33% 3	66.67% 6	22.22% 2	11.11% 1	11.11% 1	9
6:00 PM - 9:00 PM	40.00% 4	10.00% 1	40.00% 4	10.00% 1	50.00% 5	10.00% 1	10
9:00 PM - 12:00 AM	42.86% 3	0.00% 0	42.86% 3	14.29% 1	42.86% 3	0.00% 0	7

#	OTHER (PLEASE SPECIFY)	DATE
1	None	3/11/2019 1:41 PM

Q8 Please tell us your age.

Answered: 17 Skipped: 0

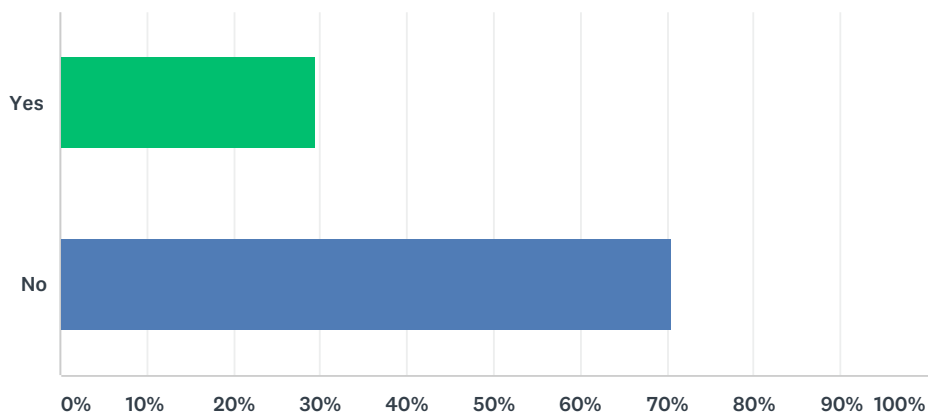
KYOVA Interstate Planning Commission Coordinated Transportation Plan Update 2018-19



ANSWER CHOICES	RESPONSES
Under 15 years old	0.00% 0
15-24 years old	0.00% 0
25-59 years old	76.47% 13
60-64 years old	11.76% 2
65 years and older	11.76% 2
TOTAL	17

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: 17 Skipped: 0

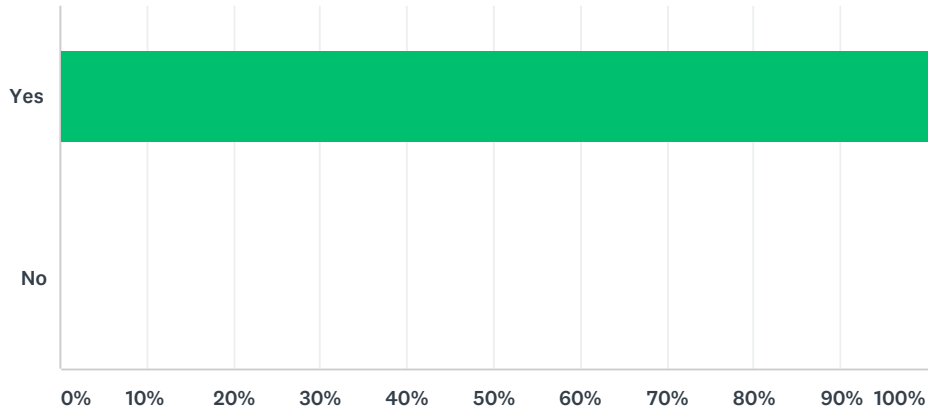


ANSWER CHOICES	RESPONSES
Yes	29.41% 5

No	70.59%	12
TOTAL		17

Q10 Is English your first or primary language?

Answered: 17 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	17
No	0.00%	0
TOTAL		17

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

Answered: 0 Skipped: 17

⚠ 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 unmet transportation needs. Please use this space to share with us your comments or concerns about the transportation needs or services in your area.

Answered: 3 Skipped: 14

#	RESPONSES	DATE
1	I live in Waterloo Ohio there is no transportation services available out there. It is 32 miles from Ironton. I lost my babies I have a hard time trying to complete my case plan so I can get them back.	4/10/2019 11:01 AM
2	Wishing there was more bus stops so we could actually use the bus all the time. Buses going to pick and save would be great	3/13/2019 10:54 AM
3	Alot of transports are not timely planned. Most people in the area wait until dinner time to say they need a ride to the grocery store. There are so many agencies that provide case management services that provide rides.	3/12/2019 1:19 PM

Appendix C
Transportation Provider
Inventory

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Providers

APPENDIX C: TRANSPORTATION PROVIDER INVENTORY

This chapter provides a description of each public transit, senior, and human service transportation, non-emergency medical transportation (NEMT) provider, and private transit provider that operate in each county in the Region. Human service transportation provides rides to specific segments of the population, such as seniors, 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. For each county, 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.

West Virginia (Cabell and Wayne Counties) Transportation Providers

Tri-State Transit Authority	
Transportation Service Type	Fixed Route and Paratransit
Other Services Provided/Agency Mission	Transportation
Contact Information	Paul Davis or Jennifer Woodall 304-529-6094
Hours	5:45 AM to 11:15 PM, with additional hours for certain routes on weekends
Service Area	Huntington, WV
Eligibility Requirements	General Public
Website	https://www.tta-wv.com/

Tri-River Transit	
Transportation Service Type	Deviated Fixed Route and NEMT
Other Services Provided/Agency Mission	Transportation
Contact Information	877-212-0815
Hours	7:20 AM to 5:00 PM, Monday - Friday
Service Area	Wayne County, WV
Eligibility Requirements	General Public
Website	https://www.tririver.org/wayne.php

Cabell County Community Services Organization, Inc.	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Transportation, Health Care, Nutrition, Education
Contact Information	Charles Holley cholley@cccso.com
Hours	7:00 AM to 5:00 PM, Monday - Friday
Service Area	Cabell County, WV
Eligibility Requirements	Senior Citizens 60 and older (primarily)
Website	http://www.cccso.com/

Cabell-Wayne Association of the Blind, Inc.	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Transportation, Training, In-Home Assistance, Recreation
Contact Information	Toni Walls
	cwabadm@cabellwayne.org
Hours	7:00 AM to 5:00 PM, Monday - Friday
Service Area	Cabell and Wayne Counties, WV
Eligibility Requirements	Visually impaired individuals
Website	https://www.cwab.org/

Mountain State Centers for Independent Living	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Transportation, Advocacy, Skills Development, Peer Support and Information Referrals
Contact Information	Anne Weeks
	aoweeks@mtstcil.org
Hours	8:00 AM to 4:15 PM, Monday - Friday
Service Area	Cabell and Wayne Counties, WV
Eligibility Requirements	Individuals with Disabilities
Website	http://mtstcil.org/

Prestera Center	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Transportation, Adult Services, Addiction Recovery, Child Services, Intellectual Rehabilitation, and Crisis Support
Contact Information	Karen Yost
	877-399-7776
Hours	6:30 AM to 7:00 PM, Monday - Friday
Service Area	Statewide Centers
Eligibility Requirements	Individuals with mental health disorders and individuals in addiction recovery
Website	http://www.prestera.org/

Southwestern Community Action Council	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Transportation, Utility Assistance, Head Start, Case Management/Homemaker, Homeless Shelter (Mason), Employment Assistance, Weatherization
Contact Information	Donna Taylor
	304-525-5151
Hours	8:00 AM to 4:00 PM, Monday-Friday
Service Area	Cabell, Wayne, Lincoln, Mason Counties, WV
Eligibility Requirements	Low-income eligible individuals
Website	http://scacwv.org/

Golden Girl Group Home	
Transportation Service Type	Demand Response for group home residents (closed door service provider)
Other Services Provided/Agency Mission	Transportation, Therapy, Socialization, Fitness, Recreation
Contact Information	Roger Epperson
	304-453-1401
Hours	24/7
Service Area	Wayne County, WV
Eligibility Requirements	Residents of group home
Website	https://www.gggh.org/about

Cabell County Schools	
Transportation Service Type	School Bus
Other Services Provided/Agency Mission	Transportation
Contact Information	Joe Meadows
	304-733-3015
Hours	Before and After school transportation
Service Area	Cabell County, WV
Eligibility Requirements	School-age children
Website	http://www.cabellschools.com/students_families/transportation/bus_schedules

Putnam Aging Program	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Transportation, Medical, Homecare, Nutrition
Contact Information	Karen Smith
	304-755-2385
Hours	4:30 AM to 5:00 PM, Monday - Friday
Service Area	Putnam County, WV residents, travel into Cabell County, WV
Eligibility Requirements	60+ and disabled
Website	http://putnamaging.com/transportation/

Ohio (Lawrence County) Transportation Providers

Lawrence County Transit/Lawrence County Community Action Organization	
Transportation Service Type	Deviated Fixed Route and Paratransit
Other Services Provided/Agency Mission	Transportation
Contact Information	Mike Payne
	740-532-2269
Hours	6:00 AM to 6:00 PM, Monday - Friday
Service Area	Lawrence County, WV
Eligibility Requirements	General Public
Website	http://lawrencecountytransit.com/

Lawrence County Board of Developmental Disabilities	
Transportation Service Type	Purchased Demand Response
Other Services Provided/Agency Mission	Transportation, Services for all ages of individuals with developmental disabilities
Contact Information	Tim Nunnery
	740-532-7401
Hours	8:00 AM to 5:00 PM, Monday - Friday
Service Area	Lawrence County, OH
Eligibility Requirements	Individuals with Disabilities
Website	https://www.lawrencedd.org/

Kentucky (Greenup and Boyd Counties) Transportation Providers

Ashland Bus Service	
Transportation Service Type	Fixed Route and Paratransit
Other Services Provided/Agency Mission	None, Transportation only
Contact Information	Michelle Grubb
	606-327-2025
Hours	7:00 AM to 6:30 PM, Monday - Friday
Service Area	Ashland, Catlettsburg, and Summit, KY
Eligibility Requirements	General Public
Website	http://www.ashlandky.gov/departments/public_works/ashland_bus_system.php

Our Lady of Bellefonte Hospital	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Transportation, Medical Services
Contact Information	Greg Purdy
	606-833-6203
Hours	6:30 AM to 5:00 PM, Monday – Friday (after hours transportation is available upon request)
Service Area	Russell, KY plus the non-service areas of Ashland Bus System within the urbanized area
Eligibility Requirements	Patients of hospital
Website	https://bonsecours.com/kentucky/find-a-facility/our-lady-of-bellefonte-hospital

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) *
Cabell and Wayne Counties, WV				
Tri-State Transit Authority	Yes	No	Public Non-Profit	No
Tri-River Transit	Yes	No	Public Non-Profit	No
Cabell County Community Services Organization, Inc.	Yes	Yes, Tri-State Transit Authority	Private Non-Profit	Yes
Cabell-Wayne Association of the Blind, Inc.	Yes	Yes, Tri-State Transit Authority	Private Non-Profit	Yes
Mountain State Centers for Independent Living	Yes	No	Private Non-Profit	Yes
Prestera Center	Yes	No	Private Non-Profit	Yes
Southwestern Community Action Council	Yes	Yes, Tri-State Transit Authority	Private Non-Profit	Yes
Golden Girl Group Home	Yes	No	Private Non-Profit	Yes
Putnam Aging Program	Yes	No	Private Non-Profit	Yes
Lawrence County, OH				
Lawrence County Transit	Yes	No	Public Non-Profit	No

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) *
Lawrence County DD	No	Yes, from private providers	Private Non-Profit	Yes
Area Agency on Aging 7	No	Yes, from Lawrence County Transit	Public Non-Profit	Yes
Greenup and Boyd Counties, KY				
Ashland Bus Service	Yes	No	Public Non-Profit	No
Our Lady of Bellefonte Hospital	Yes	No	Private Non-Profit	Yes

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 of Vehicles in Daily Operation	Number of Vehicles in Total Fleet	Number and Type of Drivers	Annual Expenses	Items included in Annual Expenses
Cabell and Wayne Counties, WV						
Tri-State Transit Authority	Yes	38	38	Full-time drivers	\$6,459,311 in 2017	All eligible operating expenses
Tri-River Transit	Yes	29 (for all counties served)	29 (for all counties served)	Full-time drivers	\$1,440,788 in 2017 (for all counties served)	All eligible operating expenses

Agency	Accessible Vehicles?	Number of Vehicles in Daily Operation	Number of Vehicles in Total Fleet	Number and Type of Drivers	Annual Expenses	Items included in Annual Expenses
Cabell County Community Services Organization, Inc.	Yes	5	5	5 Part-Time	Not available	Not available
Cabell-Wayne Association of the Blind, Inc.	Yes	5	5	3 Part-Time	Not available	Not available
Mountain State Centers for Independent Living	Yes	2	4	2 Part-Time, 1 Back-up	\$50,000 estimated	Driver salaries, fuel, insurance, vehicle maintenance
Prestera Center	Yes	Not provided	Not provided	Not provided	Not broken out by County	N/A
Southwestern Community Action Council	No	18	18	Full-Time drivers	Not available	Not available
Golden Girl Group Home	No	5	7	Staff provide trips as needed	\$80,000 estimated	Staff time, fuel, insurance, vehicle maintenance
Putnam Aging Program	Yes	7	7	Not provided	Not provided	Staff time, fuel, insurance, vehicle maintenance

Agency	Accessible Vehicles?	Number of Vehicles in Daily Operation	Number of Vehicles in Total Fleet	Number and Type of Drivers	Annual Expenses	Items included in Annual Expenses
Lawrence County, OH						
Lawrence County Transit	Yes	13	13	Full and part-time drivers	\$564,306	All eligible operating expenses
Lawrence County DD	N/A, contractors supply vehicles	N/A, contractors supply vehicles	N/A, contractors supply vehicles	N/A, contractors supply drivers	Not provided	Not provided
Area Agency on Aging 7	N/A, Lawrence County Transit supplies vehicles	N/A, Lawrence County Transit supplies vehicles	N/A, Lawrence County Transit supplies vehicles	N/A, Lawrence County Transit supplies drivers	\$28,000	Not provided, yearly contract is based on Title III funds received
Greenup and Boyd Counties, KY						
Ashland Bus Service	Yes	10	10	Full-time drivers	\$986,000 in 2017	All eligible operating expenses
Our Lady of Bellefonte Hospital	Yes	1	1	3 Part-Time drivers	\$7,200 estimate	Fuel, preventive maintenance

Trip Scheduling, Fares and Productivity Information

The following tables describes what trip purposes are allowed by each provider, the fares or donations that are paid by riders, and the process to request rides on each service (if applicable). Annual ridership and estimates of service hours were provided by most agencies. The final column provides the productivity of each service, calculating the number of trips provided for each hour of vehicle service.

Agency	Trip Purposes Allowed	Fares or Donations	Ride Request Process	Annual One-Way Passenger Trips	Estimated Annual Service Hours	Estimated Productivity (Trips per Service Hour)
Cabell and Wayne Counties, WV						
Tri-State Transit Authority	Any	<u>Fixed Route</u> \$1.00 for Adults \$0.50 for Seniors and Disabled <u>Paratransit</u> \$2.00 base fare + \$0.50 for each additional zone	Paratransit customers must call by 5PM to reserve a ride for the following day	901,883	82,747	10.9
Tri-River Transit	Any	<u>Non-deviated trips</u> \$1.00 per boarding, plus an additional \$1.00 per additional zone <u>Deviated Trips</u>	Requested 24-hour notice for route deviations	111,116 (for all counties served)	35,395 (for all counties served)	3.1

Agency	Trip Purposes Allowed	Fares or Donations	Ride Request Process	Annual One-Way Passenger Trips	Estimated Annual Service Hours	Estimated Productivity (Trips per Service Hour)
		\$2.00 per boarding, plus an additional \$1.00 per additional zone <u>NEMT</u> Based on income and mileage				
Cabell County Community Services Organization, Inc.	Any	None	Call ahead	4,066	13,000	0.31
Cabell-Wayne Association of the Blind, Inc.	Any	None	Call 24 hours ahead	8,111	13,000	0.62
Mountain State Centers for Independent Living	Any	\$2.00 one way	Call ahead	Don't track, serve 75 clients	2,178	Not available
Prestera Center	Any	None	Call 24 hours ahead	Not provided	Not provided	Not available
Southwestern Community Action Council	Not provided	Not provided	Not provided	Not provided	Not provided	Not provided
Golden Girl Group Home	Any as needed	None	Trips provided on demand	Not available	Not available	Not available
Putnam Aging Program	Medical	None	Request 2 week notice	Not provided	3,300	Not available

Agency	Trip Purposes Allowed	Fares or Donations	Ride Request Process	Annual One-Way Passenger Trips	Estimated Annual Service Hours	Estimated Productivity (Trips per Service Hour)
Lawrence County, OH						
Lawrence County Transit	Any	\$1.00 full fare \$0.50 for seniors and disabled	Deviations should be scheduled 24 hours in advance	13,790	12,173	1.1
Lawrence County DD	Trips to/from services	None	Not provided	Not provided	Not provided	Not provided
Area Agency on Aging 7	Any	None	N/A, Lawrence County Transit provides trips	N/A	N/A	N/A
Greenup and Boyd Counties, KY						
Ashland Bus Service	Any	<u>Fixed Route</u> \$0.75 full fare \$0.35 for seniors, disabled, children 6-12, students to/from school <u>Paratransit</u> \$1.50 per trip	Paratransit customers must call the day before to reserve a trip	135,583 in 2017	18,997	7.14
Our Lady of Bellefonte Hospital	Any, although mainly medical	None	On demand	24,000 estimated	Not available	Not available

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Appendix D

Demographics

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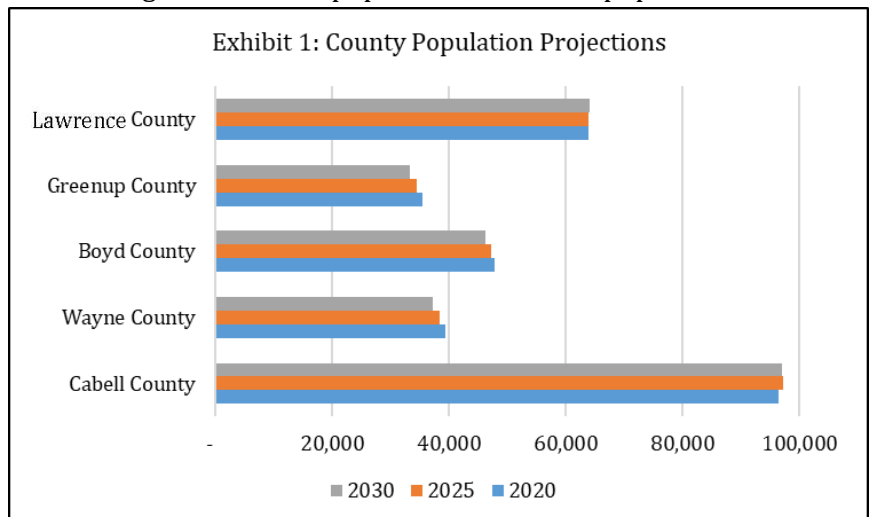
Appendix D: Demographics

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

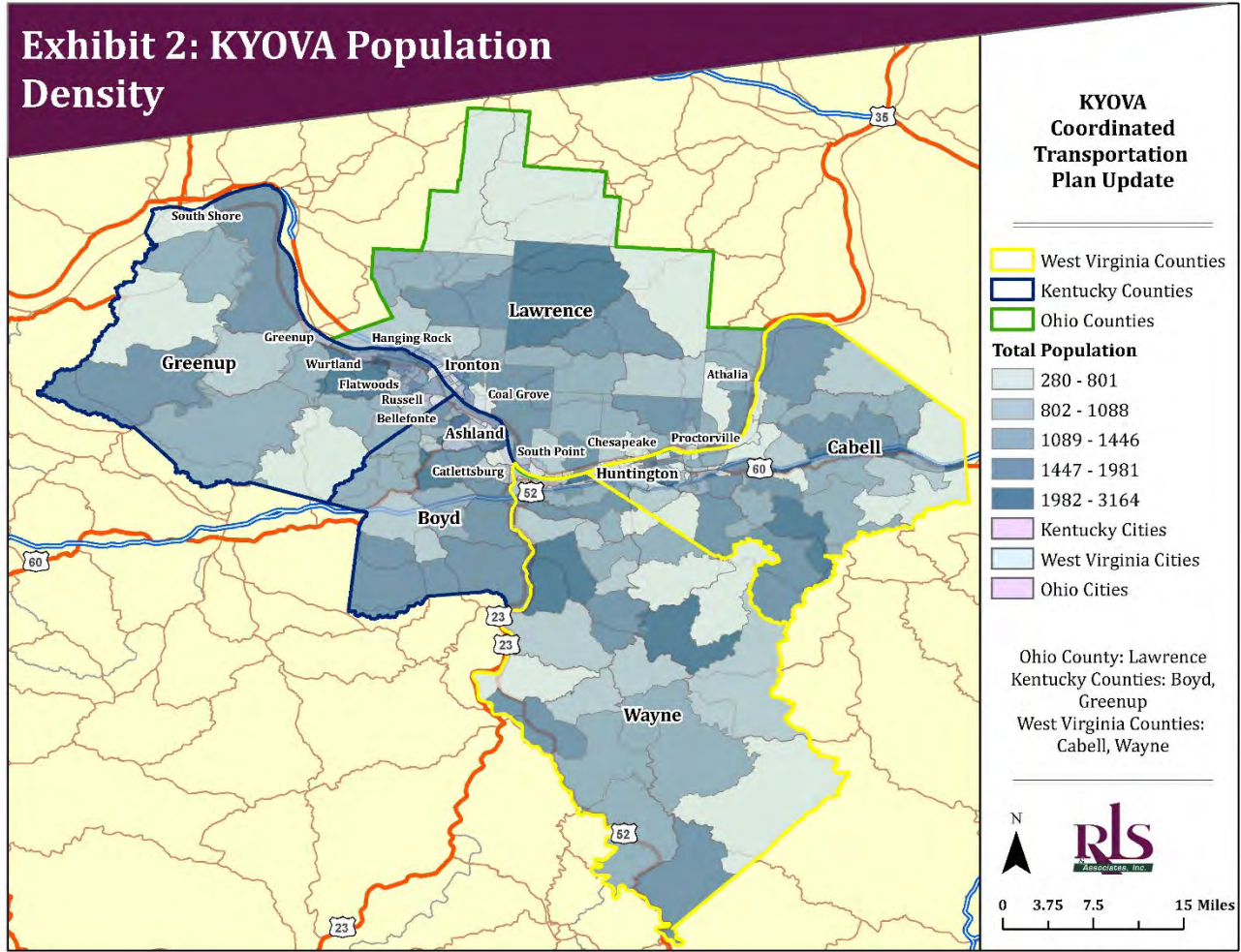
The population of the TMA is projected to decline to 278,047 by 2030, a two percent decrease over the year 2020. The population of Lawrence County, Ohio is projected to remain relatively steady. Cabell County is projected to experience a slight increase in population, while the populations of Greenup, Boyd, and Wayne Counties are projected to decline. Exhibit 1 shows population trends between 2020-2030 for each county in the KYOVA Region. (Source: West Virginia Bureau of Business and Economic Research, Ohio Department of Development, Kentucky State Data Center-University of Louisville.)



Population Density

Exhibit 2 illustrates a comparison of population densities for Census block groups in the KYOVA Region. The most densely populated areas are in north central Lawrence County, north central Wayne County, Eastern Cabell County, and along the Ohio/Kentucky border in Greenup and Boyd Counties. Areas of lower densities are scattered throughout the outlying areas of the Region. 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, 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.

Exhibit 2: KYOVA Population Density



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 spread evenly throughout KYOVA. Block groups with the highest concentrations are located in Cabell, Wayne, Lawrence, and Boyd Counties. A few small block groups with high density are present in Greenup County. Moderately high and moderate concentrations of older adults are dispersed evenly through KYOVA. Lawrence County has a slightly lower percentage of individuals over 65.

The population of older adults in the region is projected to increase in each county by as much as 43% (Wayne County) and as little as 13% (Lawrence County) over the 2010 Census estimates by 2030. An increase in the older adult population will put additional pressure on transportation resources.

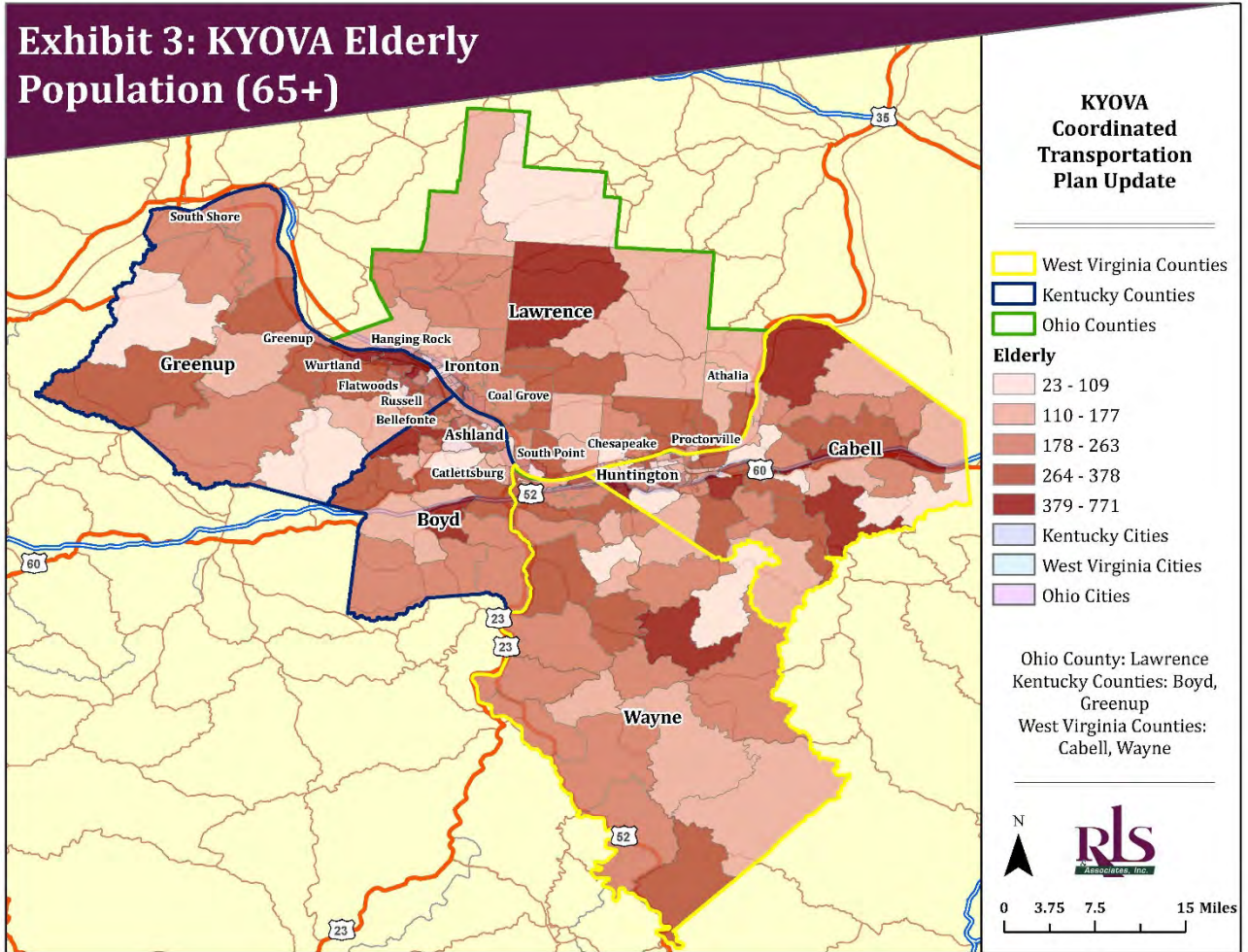
Individuals with Disabilities

Individuals with disabilities are also likely to use public or human service agency transportation services. In KYOVA, approximately 19% to 26% 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 US 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
Boyd, KY	21.9%
Greenup, KY	20.4%
Lawrence, OH	21.7%
Cabell, WV	19.7%
Wayne, WV	25.9%

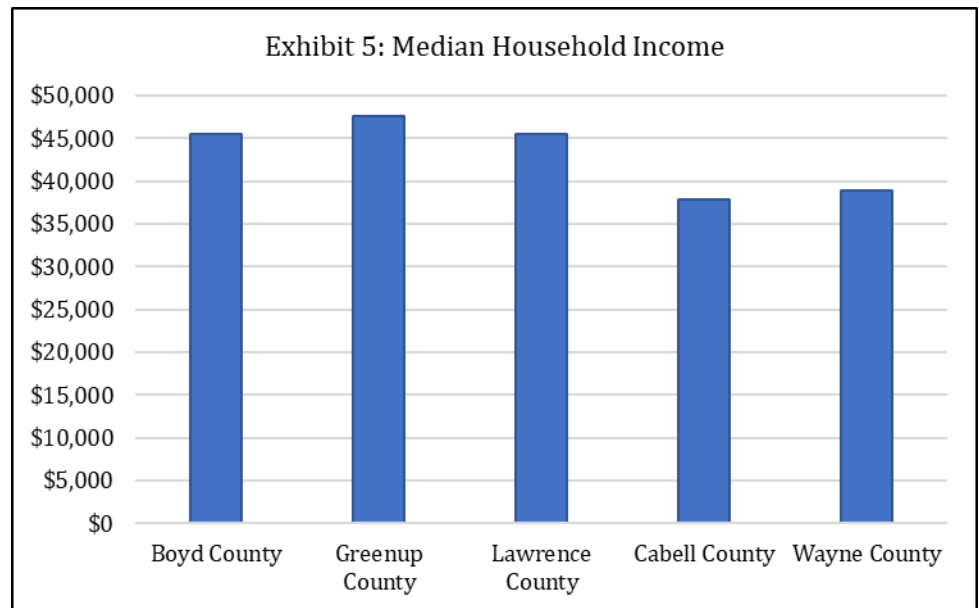
Source: 2013-2017 American Community Survey 5-Year Estimates

Exhibit 3: KYOVA Elderly Population (65+)



Household Incomes

Exhibit 5 illustrates the household incomes for the Region. There are approximately 113,483 households in the KYOVA Region. Of those households, 41% earn less than \$35,000 annually. Of the households earning less than \$35,000, 27% earned less than \$10,000 per year. (Source: 2013-2017 American Community Survey 5-Year Estimates)



Zero Vehicle Households

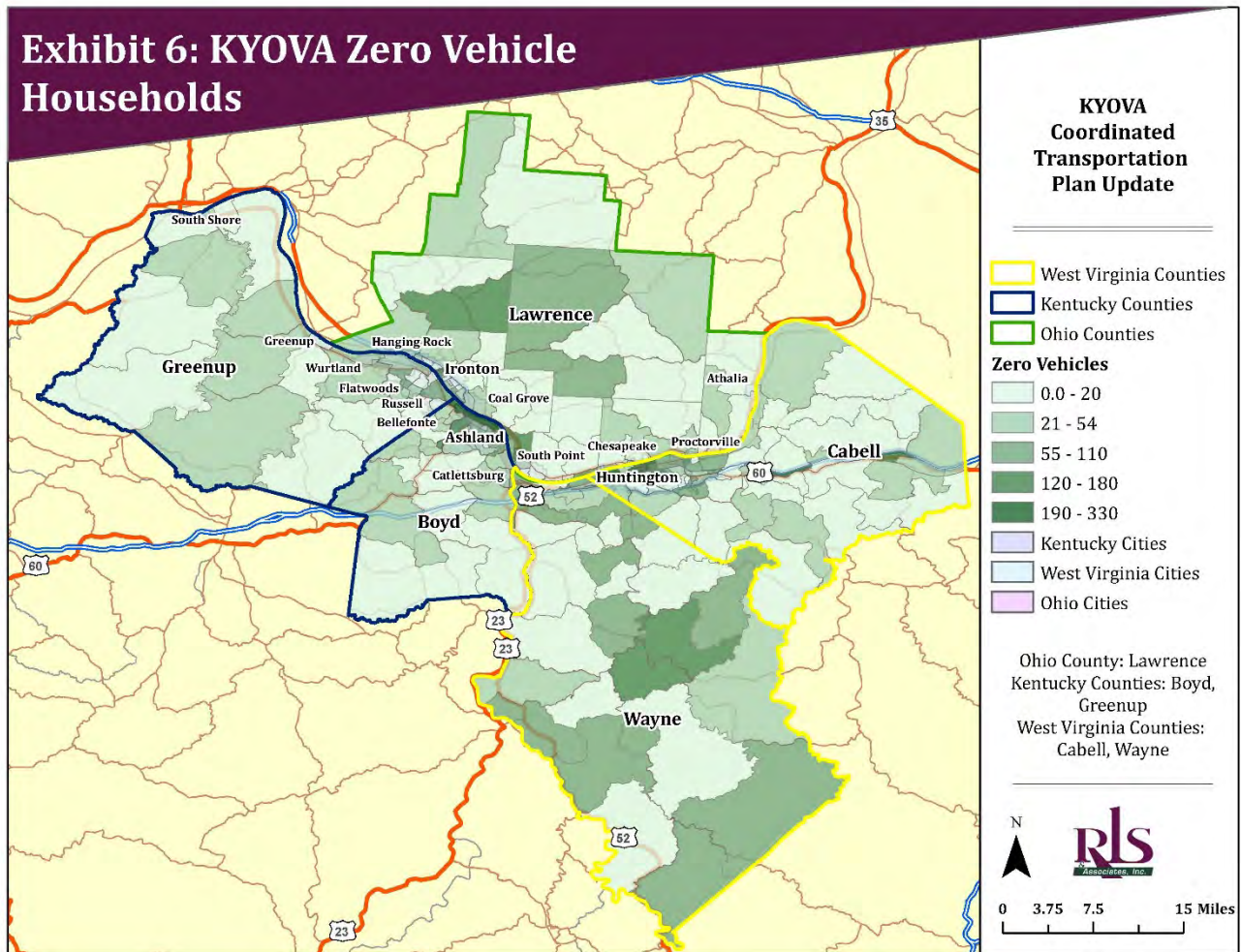
The number of vehicles available to a household also is used as an indicator of

demand for transit service. There are 10,965 households in the KYOVA Region that have no available vehicle. This is 10% 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 (190 housing units or more). The block group locations with the highest contraction of these households are within Huntington and Ashland. Areas with a moderately high density of zero vehicle households can be found in Cabell, Wayne, and Lawrence Counties.

Wayne and Cabell Counties have the highest percentages zero-vehicle households with 13% and 11%, respectively. Approximately 9% of households in Boyd County have no available vehicle and 4% have no vehicle in Greenup County. Approximately 8% of households in Lawrence County have no available vehicle.

Exhibit 6: KYOVA Zero Vehicle Households



Minority and Limited English Proficiency (LEP) Population

Approximately 91% to 98% of the population in each county of the KYOVA Region is white. Black or African American is the second most common race, followed by Hispanic/Latino or individuals reporting two or more races. The majority of the population speaks only English (Exhibit 8).

Exhibit 7: Race					
Race	Boyd	Greenup	Lawrence	Cabell	Wayne
White or Caucasian	94%	97%	95%	91%	98%
Black or African American	3%	1%	2%	5%	0%
Two or more races	2%	1%	2%	2%	1%
Hispanic or Latino (of any race)	2%	1%	1%	1%	1%
American Indian and Alaska Native	0%	0%	0%	0%	0%
Asian	0%	0%	1%	1%	0%
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	Boyd	%	Green-up	%	Lawrence	%	Cabell	%	Wayne	%
	46,169		34,491		58,283		91,117		39,294	
Speak only English	45,354	98%	33,992	99%	57,545	99%	88,297	97%	38,893	99%
Spanish or Spanish Creole:	426		275		328		835		189	
Speak English less than "very well"	144	0.3%	71	0.21%	136	0.23%	271	0.30%	61	0.16%
French (incl. Patois, Cajun):	86		40		84		106		0	
Speak English less than "very well"	39	0.08%	18	0.05%	18	0.03%	26	0.03%	0	0.00%
Greek:	19		0		22		26		0	
Speak English less than "very well"	0	0.00%	0	0.00%	22	0.06%	0	0.00%	0	0.00%
Chinese:	27		0		0		216		0	
Speak English less than "very well"	9	0.0%	0	0.00%	0	0.00%	137	0.15%	0	0.00%

Source: 2015 American Community Survey

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Appendix E

Relevant FAST Act Programs

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

Eligible Recipients:

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

Glossary of Terms

Closed Door Transportation Services – Closed-door services 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 seniors 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 paid with 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 a senior or person 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 – A Transportation Management Area (TMA) is 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 – Transit demand is 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 – Urbanized area means a geographic area with a population of 50,000 or more, as designated by the Bureau of Census.

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.

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Appendix F
Resolution to Adopt Plan

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RESOLUTION ADOPTING THE 2019 KYOVA COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN FOR THE HUNTINGTON, WV-KY-OH URBANIZED AREA

- WHEREAS,** the United States Bureau of the Census on March 27, 2012, defined the Huntington, WV-KY-OH Urbanized Area with a population of 202,637; and
- WHEREAS,** the United States Secretary of Transportation, on July 18, 2012, designated Huntington, WV-KY-OH Urbanized Area as a new Transportation Management Area (TMA); and
- WHEREAS,** the Commission desires to comply with the responsibilities of the designation; and
- WHEREAS,** KYOVA Interstate Planning Commission adopted the federally prescribed new Transportation Management Area (TMA) boundaries as defined by the United States Bureau of the Census as Cabell, Wayne and a portion of Putnam county, West Virginia, Boyd and Greenup counties, Kentucky and Lawrence County, Ohio; and
- WHEREAS,** KYOVA Interstate Planning Commission was designated as the Metropolitan Planning Organization (MPO) by the Governors of West Virginia, Kentucky and Ohio for the West Virginia counties of Cabell and Wayne, the Kentucky counties of Boyd and Greenup and Lawrence County, Ohio; and
- WHEREAS,** KYOVA Interstate Planning Commission adopted a Resolution authorizing the Tri-State Transit Authority, the City of Ashland, and the Lawrence County Port Authority to be designated as recipients of FTA Section 5307, Section 5340 Urbanized Area Formula Grant funds, and Section 5339 Bus and Bus Facilities Formula Grant funds, and also authorize the Tri-State Transit Authority as the designated recipient for Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities; and
- WHEREAS,** the Fixing America's Surface Transportation Act (FAST Act) requires projects that are funded through the enhanced Mobility of Seniors and Individuals with Disabilities Program be derived from a locally developed Coordinated Public Transit-Human Services Transportation Plan; and
- WHEREAS,** KYOVA Interstate Planning Commission updated the 2019 KYOVA Coordinated Public Transit-Human Services Transportation Plan for the Huntington, WV-KY-OH Urbanized Area in April 2019; and
- WHEREAS,** the Huntington, WV-KY-OH TMA Urbanized Area Coordinated Public Transit-Human Services Transportation Plan has been developed in accordance with federal standards; and
- WHEREAS,** the 2019 KYOVA Coordinated Public Transit-Human Services Transportation Plan for the Huntington, WV-KY-OH Urbanized Area provided a 30-day public comment period from April 22, 2019 through May 21, 2019;

NOW THEREFORE BE IT RESOLVED that the Policy Committee of the KYOVA Interstate Planning Commission, at a regularly scheduled meeting on April 26, 2019, certifies that:

1. The 2019 KYOVA Coordinated Public Transit-Human Services Transportation Plan for the Huntington, WV-KY-OH Urbanized Area update was completed by the Commission.
2. Projects funded within the KYOVA planning boundary will generally be based upon that Plan.
3. Projects funded under Section 5310 Program located within Putnam County, West Virginia area of the Huntington, WV-KY-OH Urbanized Area will be administered and funded by the West Virginia Division of Public Transit.
4. Projects within the KYOVA Interstate Planning Commission planning boundary will be included in the KYOVA Transportation Improvement Program (TIP).
5. Projects funded within the KYOVA Interstate Planning Commission planning boundary will be consistent with the Metropolitan Transportation Plan (MTP) goals.



Nancy Cartmill, Vice-Chairwoman
Date: April 26, 2019



Christopher M. Chiles, Executive Director
Date: April 26, 2019