

# Morgantown Monongalia Metropolitan Planning Organization Coordinated Public Transit-Human Services Transportation Plan Update

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West Virginia  
**Department of Transportation**

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

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# Table of Contents

I. Introduction .....	1
Purpose .....	1
Methodology .....	1
II. Transportation and Mobility Needs Assessment.....	3
Community Meeting and Public Survey Results .....	3
Conclusion .....	7
III. Transportation Provider Inventory .....	8
IV. Review of Progress Since 2015 Coordinated Plan Update .....	12
2015 Goal #1: Continue to Improve Outreach and Communication About Unmet Needs and Gaps in Transportation Services. ....	12
2015 Goal #2: Eliminate Gaps in Public Transportation from Rural Areas to Morgantown and Fairmont.....	12
2015 Goal #3: Improve Town-to-Town Transportation Options.....	12
2015 Goal #4: Improve Mobility Options for Individuals with Disabilities .....	13
2015 Goal #5: Address Gaps in Transportation for Employment and Other Needs.....	13
2015 Goal #6: Improve Frequency and Hours of Operation for Mountain Line .....	13
2015 Goal #7: Promote Public Transportation Service to Increase and Improve Public Awareness that Transportation Service is for Everyone. ....	13
2015 Goal #8: Purchase New and Replacement Wheelchair Accessible Vehicles to Maintain Safety and Quality Service.....	14
Conclusion .....	14
V. Goals, Strategies, and Implementation .....	15
Goals and Strategies .....	15
Goal #1: Improve Communication Among Transportation Providers and Stakeholders in the Region and Throughout the State of West Virginia .....	15
Goal #1A: Improve Communication Among Transportation Providers and Stakeholders in Morgantown, Monongalia County, and throughout the Region .....	16
Goal #1B: Improve Communication Among Transportation Providers Throughout the State of West Virginia .....	17
Goal #2: Maintain Current Levels of Transportation Services for Older Adults, Individuals with Disabilities, and People with Low Incomes.....	18
Goal #3: Continue to Improve the Frequency and Hours of Operation for Public Transit .....	19
Goal #4: Increase and Improve Public Awareness that Transportation Service is Available in the Local Area and the Region for Everyone.....	20
Goal #5: Address Gaps in Transportation for Employment and Other Needs .....	21
Goal #6: Eliminate Gaps in Access to Public Transportation from Rural Areas to Morgantown.....	22
Goal #7: Continue to Support and Expand the Mobility Coordinator’s Roles and Responsibilities .....	23
Summary of Goals and Priorities.....	23
Appendix A: Public and Stakeholder Outreach .....	A-1
Appendix B: Public Survey Data .....	B-1
Appendix C: Transportation Provider Inventory.....	C-1
Organizational Characteristics.....	C-3
Fleet, Service, and Budget Characteristics .....	C-4
Trip Scheduling, Fares, and Productivity Information.....	C-5

Appendix D: Demographics.....	D-1
Appendix E: Relevant FAST Act Programs.....	E-1
Federal Section 5310 – Enhanced Mobility of Seniors and Individuals with Disabilities .....	E-1
Glossary of Terms.....	E-1
Appendix F: Participating Organizations.....	F-1
Appendix G: Resolution to Adopt the Plan.....	G-1

# I. INTRODUCTION

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## **PURPOSE**

This plan updates the Monongalia Morgantown Metropolitan Planning Organization's (MMMPO's) Coordinated Public Transit-Human Services Transportation Plan for Morgantown and Monongalia County. The plan was initially developed in 2007 and last updated in 2011. The Safe, Accountable, Flexible, and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU) was the Federal surface transportation authorization at the time of the initial report. The 2015 update was developed in response to requirements set forth by Moving Ahead for Progress in the 21<sup>st</sup> Century Act (MAP-21).

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

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

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

## **METHODOLOGY**

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

The coordination plan update incorporated the following planning elements:

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

## II. TRANSPORTATION AND MOBILITY NEEDS ASSESSMENT

### COMMUNITY MEETING AND PUBLIC SURVEY RESULTS

Community meetings were promoted to the public in local newspapers, websites, and through mailings, emails, and word-of-mouth. These meetings brought Morgantown area stakeholders together with individuals representing agency that serve adjacent rural areas of West Virginia Planning and Development Region VI, which serves Doddridge, Harrison, Marion, Monongalia, Preston, and Taylor Counties. The meeting dates and locations were:

- ◆ November 14, 2018 at the Marion County Senior Center
- ◆ March 13, 2019 at the Marion County Senior Center

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

The public survey was distributed online and in hard copy format. The survey was promoted in local media, on websites, at public meetings, and through emails and word-of-mouth by local stakeholders. The survey was available for eight months. There were 121 survey responses from Region VI; included in the total were 55 respondents from Monongalia County. Approximately 7% of Monongalia County survey respondents were age 65 and older and 16% indicated that they, or someone in their household, had a disability that limits his or her mobility, or ability to drive or use available transportation services.

Meeting participants and survey respondents were asked to identify unmet transportation needs and gaps in available mobility services. Results are summarized in Table II.1 and the following tables.

Table II.1: 2019 Needs Assessment
Transportation providers need adequate resources to <b>maintain existing levels of service</b> . People depend on these services for their basic mobility needs, including rides to work, medical care, shopping, and other daily needs.
It is difficult to <b>recruit drivers</b> , according to most stakeholders. Providers need new strategies for attracting individuals to the driving profession.
The region needs <b>more providers of NEMT</b> . Several of West Virginia’s private NEMT providers have gone out of business in recent years. The remaining providers are unable to fulfill all of the demand for NEMT rides.
<b>Communication between transportation providers and health care facilities</b> is necessary for providers to be able to maximize their ability to provide rides to medical appointments. When medical offices are not flexible on patient appointment times, transportation providers have difficulty fulfilling patient transportation needs.

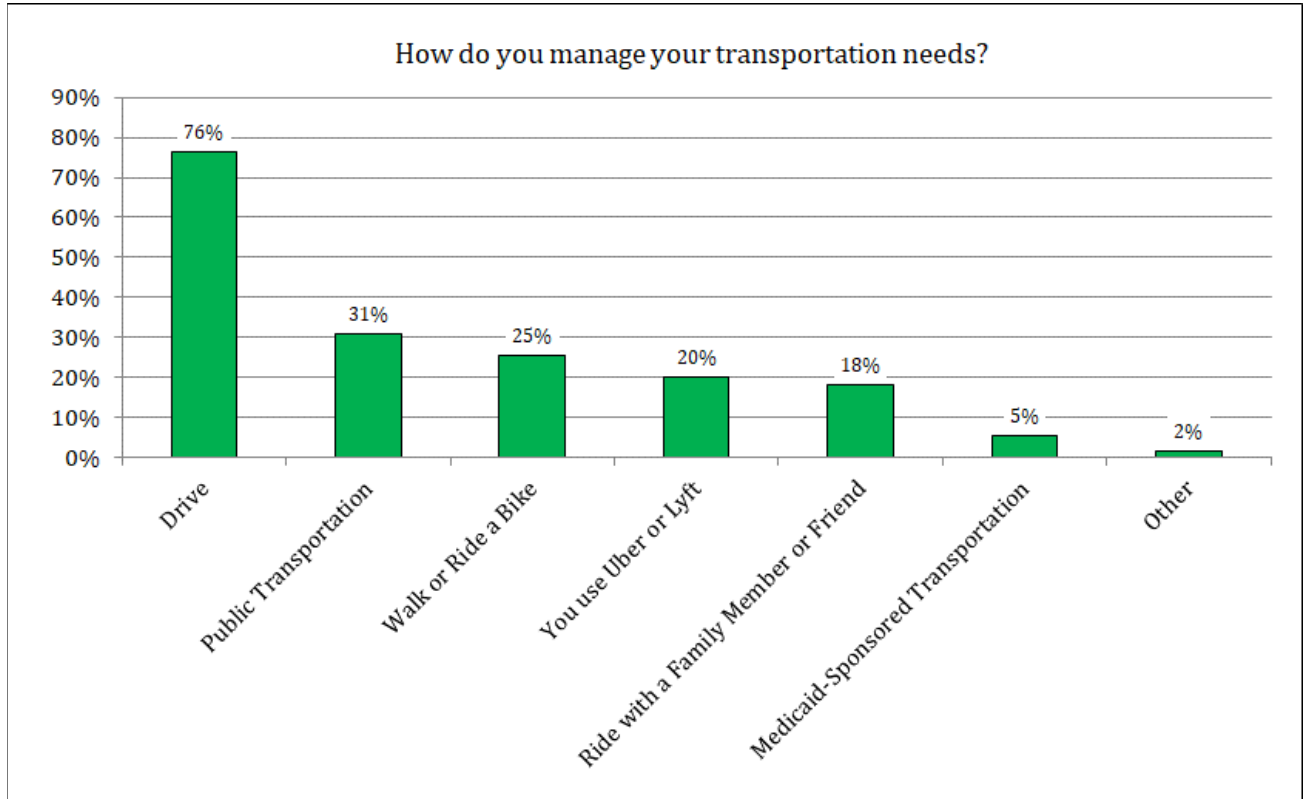


**Table II.1: 2019 Needs Assessment**

<p><b>Hospital discharge transportation</b> is needed for individuals who don't have another way home after a hospital stay, who are unable to afford a private taxi ride.</p>
<p><b>Unserved rural communities need some level of transportation</b>, even if it is just one or two days per week. In several Region VI counties, transportation is not available to the general public outside of the areas served by fixed or deviated routes. In particular, rural residents need transportation to larger areas with destinations for medical care, employment, and shopping.</p>
<p><b>Transportation providers need to expand service into the early mornings, evenings and on weekends.</b> Most providers in the region operate during standard business hours on weekdays.</p>
<p><b>All demand-response transportation providers need additional capacity</b> in order to meet all trip demand in their communities. Sometimes, providers must cancel or postpone clients' non-medical rides in order to accommodate all requests for rides to medical appointments. Late cancellations and no-shows have a negative impact on demand-response capacity.</p>
<p><b>Counties with partial transit coverage need demand response service</b> for the general public, for those who do not live on a bus route or have transportation needs outside of the fixed routes' hours of operation.</p>
<p>Transportation providers need <b>ride scheduling and dispatching software</b> that seamlessly imports NEMT trip tickets from LogistiCare. Providers also need technology that allows drivers to maintain contact with dispatch, even when they are driving through remote areas.</p>
<p><b>Additional funding for public transit</b> is necessary so that providers can leverage all available Federal funds, replace vehicles when needed, and meet the mobility needs of their communities. Transit systems report that they struggle to pay adequate wages to drivers, and that gasoline price fluctuations have a negative impact on their budgets. Some providers have a difficult time <b>raising local match for Federal transportation grants</b>. Some providers would like their State and local elected officials to demonstrate more awareness of unmet transportation needs, gaps in service and provider funding needs. Providers would like to see a higher priority placed by legislators on the needs of older adults and others who depend on transportation services.</p>
<p><b>Transportation providers need to coordinate</b> to meet transportation needs throughout Region VI. Efforts to achieve greater collaboration require leadership to ensure that it happens.</p>

Approximately 76% of public survey respondents indicated that they drive their own vehicle. Approximately 31% stated that they use public transportation and 20% use Transportation Network Companies (TNCs, e.g., Uber/Lyft). The public survey asked people to identify all the ways they manage transportation needs. Exhibit II.1 illustrates that while many of the respondents drive a car, 18% ride with a family member or friend, 26% walk or ride a bicycle, 5% use Medicaid-sponsored transportation services for medical appointments, and none use a human service agency-sponsored transportation services (i.e., senior centers, Department of Health and Human Services, non-profit agencies, etc.) .

## Exhibit II.1: Available Transportation Options

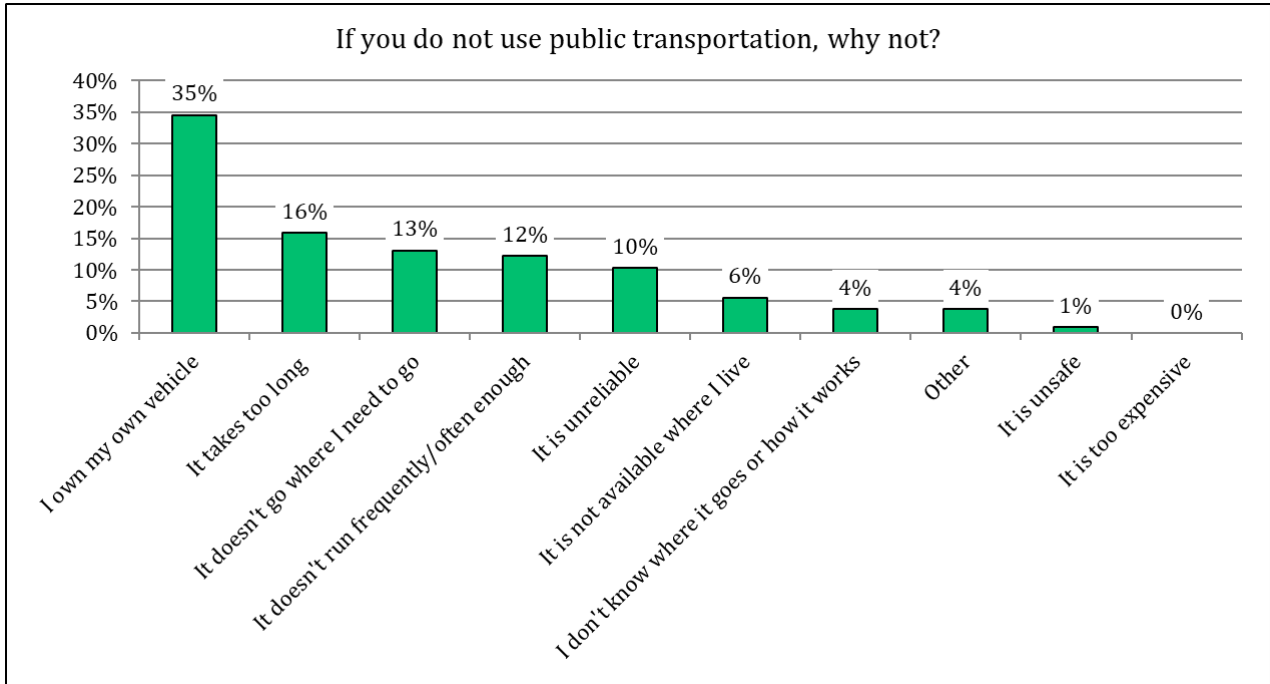


\*Response totals are more than 100% because respondents could select multiple answers.

Survey respondents were asked to identify why they do not use public transportation. Approximately 35% stated that they do not use public transit because they drive their own car. Approximately 16% of respondents stated that they do not use public transit because takes too long to get from origin to destination. 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 12% indicated that public transit does not run frequently or often enough for it to be feasible for them to use. Ten percent of respondents who do not ride transit said that public transit was not reliable. Another 6% stated that public transit is not available where they live. Some or all of these reasons reveal challenges with the public transportation network and indicate a need for additional education and outreach about the available service alternatives that exist.

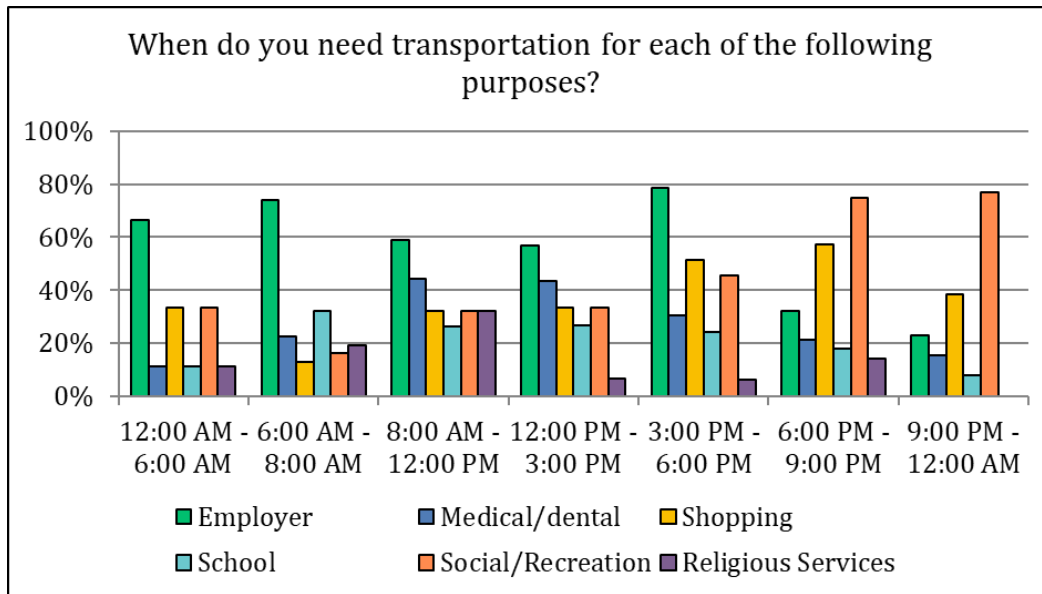
## Exhibit II.2: Reasons for Not Using Public Transportation



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

To understand when transportation is needed and not available (temporal gaps), survey respondents were asked when they need transportation for various trip purposes. As illustrated in Exhibit II.3, transportation needs for employment are highest between 6:00 AM and 8:00 AM. There are also significant employment needs prior to 6:00 AM. Shopping and social/recreational transportation needs occur throughout the day, peaking from 8:00 AM - 3:00 PM. Medical/dental trip needs also occur more often between 8:00 AM and 3:00 PM. As indicated in the assessment of existing services, transportation resources are minimal during early morning and late evening hours.

### Exhibit II.3: Temporal Needs for Transportation



Detailed public survey results, demographic analysis and public and stakeholder meeting materials are included in Appendix A.

### CONCLUSION

Survey results reveal that while many people use a personal car, public transit, or an on-demand transit service, still others are missing work and/or struggle to feed themselves or their families because of a lack of transportation. A significant number of residents in Monongalia County ride with family members/friends, walk or bike to access necessary resources; this is most likely due to the young population in Morgantown. Approximately 32% of respondents reported that they use public transportation. When asked why they do not ride public transit, 16% indicated that it takes too long to get from origin to destination and another 13% indicated that the service does not go where they need to go. These challenges with using public transit could indicate an opportunity for improved public outreach to educate potential riders.

# Providers

## III. TRANSPORTATION PROVIDER INVENTORY

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

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

### **Public Transit – Open to the general public**

Mountain Line Transit Authority  
West Virginia University Transportation and Parking

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

Senior Monongalians (purchases Mountain Line Bus Passes for people age 60+)

### **Human Service Agencies and/or Senior Services – Provides transportation to agency clients only**

PACE Enterprises, Inc.  
Valley Health Care System

### **Other Transportation Services**

D & L Limousine, Inc. (provides Non-Emergency Medical Transportation and general taxi service)  
Greyhound  
Megabus  
Metro Limousine Service  
Monongalia County Head Start  
Morgantown Cab Company  
Mountain State, Inc. (provides Non-Emergency Medical Transportation)  
R & R Transit

## **Major Trip Generators**

Major trip generators are destinations frequently served by public, human service agency and/or senior transportation providers such as medical facilities, nutrition sites, apartment complexes, senior centers, employers, shopping, and recreation venues. Each transportation provider that participated in the coordinated transportation plan provided a list of the top destinations they serve or are requested to serve. Exhibit III.1 depicts the location of major trip generators throughout the Region VI Planning and Development Council Region. As illustrated in the map, most trip generators are located in Morgantown. Other top trip generators for the larger Region are concentrated in Fairmont, Bridgeport, and Clarksburg. There are smaller clusters of trip generators in Grafton, Kingwood, and West Union. It is important to understand that while many of the major trip generators are located in these towns, the individuals needing a ride to and from those destinations live outside of the areas served by the public transit routes operated by Mountain Line Transit Authority. Also, individuals that live in and around Morgantown but beyond the route service area are not served by transit and must rely on alternative options which may be more expensive than a fare on Mountain Line.

Furthermore, hours of operation for agency-sponsored transportation services that operate in Monongalia County are sometimes not as extensive as those of Mountain Line. 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.

# Exhibit III.1: Region VI Trip Generators

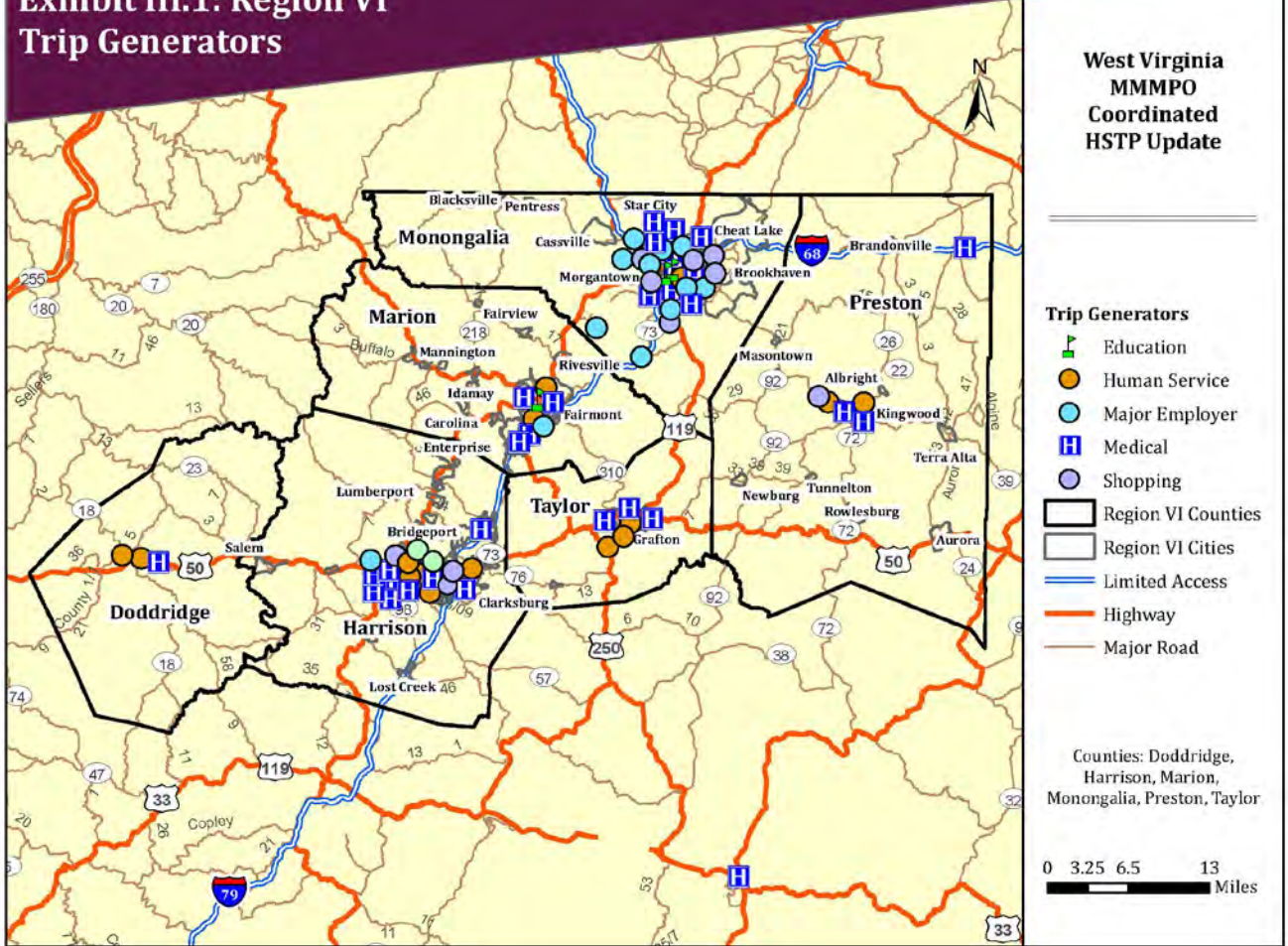


Exhibit III.2: Hours of Operation for Transportation Providers																					
		5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	0:00
Monongalia County																					
Mountain Line Transit Authority		Weekdays and Saturdays																			
West Virginia University Transportation and Parking		Weekdays and Saturdays (9:30 AM to 8:00 PM only)																			
PACE Enterprises		Weekdays																			
Valley Health Care System		Weekdays																			
		<div style="display: flex; align-items: center;"> <div style="width: 15px; height: 15px; background-color: #FFD700; margin-right: 5px;"></div> <span>General Public Service</span> </div> <div style="display: flex; align-items: center;"> <div style="width: 15px; height: 15px; background-color: #90EE90; margin-right: 5px;"></div> <span>Transportation for Agency Clients</span> </div>																			

\*Senior Monongalians also purchases Mountain Line Bus Passes for people age 60+ in Monongalia County.



# Progress

## IV. REVIEW OF PROGRESS SINCE 2015 COORDINATED PLAN UPDATE

The 2015 Plan Update for Region VI Planning and Development Council included the goals and objectives listed in the following tables which included Morgantown and Monongalia County. In 2015, the primary focus for addressing unmet needs and gaps in services was improving communication and controlling costs so that services could be extended to meet more needs for medical, human service agency appointments, education, and employment-related trip purposes. During the 2019 Plan Update process, the transportation providers indicated that some progress has been made in addressing the 2015 coordination goals. The following tables display the 2015 goals and objectives and progress made in achieving these goals.

<b>2015 Goal #1: Continue to Improve Outreach and Communication About Unmet Needs and Gaps in Transportation Services.</b>	
<b>Objectives</b>	<b>1. Improve awareness of unmet transportation needs and gaps in services in the region and statewide through active participation in the regional coordination committee.</b>
	<b>2. Increase participation levels of the regional coordination committee.</b>
	<b>3. Improve transportation for trips other than Non-Emergency Medical Transportation (NEMT).</b>
	<b>4. Regional coordination committee will establish goals and implement progressive communication strategies (i.e., on-line and other approaches).</b>
<b>Discussion:</b> The Region VI providers plan to increase their level of communication about regional coordination following the 2019 Plan Update, potentially through establishing a regional committee.	

<b>2015 Goal #2: Eliminate Gaps in Public Transportation from Rural Areas to Morgantown and Fairmont.</b>	
<b>Objectives</b>	<b>1. Identify specific unmet needs and transportation demands.</b>
	<b>2. Provide public transportation in Taylor and Doddridge Counties.</b>
	<b>3. Develop non-traditional services to fill gaps, such as volunteer transportation programs.</b>
	<b>4. Improve access to transportation services outside of Morgantown.</b>
<b>Discussion:</b> Mountain Line Transit Authority established a new bus route along Route 7 between Morgantown and Wadestown in 2016 following a successful property tax levy. This route allows residents of several rural Monongalia County communities to travel to and from Morgantown, Monday through Friday.	

<b>2015 Goal #3: Improve Town-to-Town Transportation Options.</b>	
<b>Objectives</b>	<b>1. Provide more drop-off points for town-to-town routes to improve access to services for individuals with disabilities, older adults, and the general public.</b>

**Discussion:** There are some longstanding options for town-to-town transportation, with new routes having been added since 2015 by Mountain Line Transit Authority and Fairmont Marion Transit Authority. Inter-city bus services, including Grey Line, Greyhound, Megabus, and Barons Bus, continue to operate in the region, but there have been no expansions of service since the previous Coordinated Plan Update.

**2015 Goal #4: Improve Mobility Options for Individuals with Disabilities.**

<b>Objectives</b>	<b>1. Educate the public and current passengers about new and existing transportation services.</b>
	<b>2. Inform Taxi companies of the benefits of participating in the coordinated transportation program.</b>

**Discussion:** Region VI continues to work toward these objectives. Mountain Line continues to house a Mobility Coordinator staff position, which is intended to promote transportation options in the Morgantown area. Harrison County Senior Center has been able to increase the number of wheelchair-accessible rides by improving its scheduling procedures.

**2015 Goal #5: Address Gaps in Transportation for Employment and Other Needs.**

<b>Objectives</b>	<b>1. Improve access to employment and community resources during evenings, mornings, and on weekends.</b>
	<b>2. Explore the benefits of various types of ride-sharing programs to address the gaps in services.</b>

**Discussion:** Mountain Line’s vanpool program has grown in recent years. It now has 17 active vehicles. Mountain Line has experienced a significant increase in demand for rides to dialysis, and has had some success in working with dialysis centers to adjust schedules so that patients can be transported together.

**2015 Goal #6: Improve Frequency and Hours of Operation for Mountain Line.**

<b>Objectives</b>	<b>1. Assess the most appropriate areas of improvement for Mountain Line service and implement improvements.</b>
	<b>2. Assess transportation needs and develop a regional transportation improvement plan that will appropriately assign resources to address gaps in services.</b>

**Discussion:** Mountain Line has increased its hours and frequency of service following a successful transit levy.

**2015 Goal #7: Promote Public Transportation Service to Increase and Improve Public Awareness that Transportation Service is for Everyone.**

<b>Objectives</b>	<b>1. Promote transportation that is operated by various agencies as open to the public.</b>
	<b>2. Improve awareness of transportation service through expanded public outreach and education campaigns.</b>

**Discussion:** The Region VI transportation providers continue to promote public transit services within their communities.

<b>2015 Goal #8: Purchase New and Replacement Wheelchair Accessible Vehicles to Maintain Safety and Quality Service.</b>	
<b>Objectives</b>	<b>1. Sustain the current capacity of transportation providers, at minimum. Improve and expand, as possible.</b>
	<b>2. Improve the quality of transportation services through purchase of vehicles that are most appropriate to meet passenger needs.</b>
	<b>3. Increase the frequency and hours of service for rural non-urbanized areas of service.</b>
<b>Discussion:</b> The Region VI transportation providers have sustained the level of capacity that existed during the previous Coordinated Plan Update. They have replaced their Section 5310-funded vehicles through submitting grant applications to WVDOT.	

**CONCLUSION**

In 2015, the MMMPO coordinated transportation goals were analyzed and presented in combination with the larger Region VI PDC goals. Progress was made on each goal and the local stakeholders in 2019 indicate a continued focus on sustaining and expanding their progress on each goal. Within Morgantown and Monongalia County, Mountain Line has been the leader in the coordinated transportation effort, primarily through its Mobility Coordinator who works toward developing opportunities to expand and improve existing transportation efforts through partnerships, communication, and innovation.

The following chapter describes the goals, strategies and action steps identified by the participating stakeholders in 2019 to coordinate their services in order to address the transportation needs of today and to prepare for addressing needs of the future.

# Strategies

## V. GOALS, STRATEGIES AND IMPLEMENTATION

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### GOALS AND STRATEGIES

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

Each goal includes a strategy and action steps. Parties responsible for leading and supporting the action steps are identified, but could change as partners make progress in coordinating services. A potential implementation timeline is included as a target that will, in most cases, be largely dependent upon identification of additional funding. Goals #1 and #2 reflect the statewide goals for addressing the unmet needs and gaps in transportation services at the state level. The remaining goals focus on local and regional efforts. Goals 3 through 7 have a local and regional focus.

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

Goal #1 focuses on increasing engagement among interested parties such as public transit providers and senior transportation providers to enhance mobility management and coordinated transportation opportunities in Region VI, including Monongalia County, and throughout all of West Virginia.

The opportunities for developing and using mobility management and coordinated transportation structures in West Virginia are much different today as compared to previous years. Emerging technology, new transportation modes (i.e., Transportation Network Companies, bike-share, scooter-share, motorized bikes, car-sharing, autonomous vehicles), and the rise of coordinated transportation success stories in West Virginia and across the country are new influences.

One strategy for achieving Goal #1 involves establishing a subcommittee of the Region VI Planning and Development Council that meets on a quarterly or biannual basis to address unmet transportation needs and opportunities for coordination (Goal #1A). A second strategy (Goal #1B) is to increase the participation of transportation providers in statewide venues for transportation planning and networking, such as the West Virginia Transportation Coordinating Council (WVTCC) or the West Virginia Public Transit Association (WVPTA). The WVPTA is currently discussing opening its membership to human service transportation providers. The participation of human service transportation providers in these and other statewide venues would strengthen the communication between all the State's providers, ultimately resulting in enhanced opportunities for coordination to meet the mobility needs of West Virginians. These types of venues are critical for

improved information sharing, developing transportation innovations, and coordinated transportation/mobility management policy development.

<b>Goal #1A: Improve Communication Among Transportation Providers and Stakeholders in Morgantown, Monongalia County, and throughout the Region.</b>	
<b>Strategy</b>	<b>The Morgantown Monongalia County MPO (MMMPO), Region VI Planning and Development Council, and the Region’s public transit operators will co-facilitate a subcommittee that consists of public and human services transportation stakeholders that meets quarterly or biannually to discuss coordination, mobility management, and unmet transportation needs.</b>
<b>Action Steps</b>	<ol style="list-style-type: none"> <li><b>1. Mountain Line Transit will appoint a staff or board member to serve this purpose on the new subcommittee.</b></li> <li><b>2. Establish a calendar of quarterly or biannual meetings including time and location, and draft an agenda for the first meeting.</b></li> <li><b>3. Conduct quarterly or biannual meetings.</b></li> <li><b>4. Offer an annual public and stakeholder input meeting to provide updates on progress for all goals, strategies, and action steps.</b></li> </ol>
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> <li>◆ Region VI Planning and Development Council</li> <li>◆ Mobility Coordinator</li> <li>◆ Morgantown Monongalia MPO</li> <li>◆ Public transit providers</li> </ul>
Parties Responsible for Supporting Implementation	<p>Organizations that provide and/or fund transportation services for older adults, individuals with disabilities, and/or people with low incomes that operate in Morgantown and Monongalia County:</p> <ul style="list-style-type: none"> <li>◆ Senior and human service transportation providers</li> <li>◆ Private transportation providers</li> <li>◆ Local offices of human service agencies</li> <li>◆ Non-profit organizations</li> <li>◆ Faith-based organizations</li> </ul>
Resources Needed	<ul style="list-style-type: none"> <li>◆ Staff time for lead and supporting organizations.</li> </ul>
Potential Cost Range	<ul style="list-style-type: none"> <li>◆ \$300 or more per year (approximately) for staff time dedicated to actively attending Regional meetings. Staff time should be dedicated as part of an existing employee’s job duties.</li> </ul>
Potential Funding Sources	<ul style="list-style-type: none"> <li>◆ Existing budgets of partner agencies.</li> </ul>
Performance Measures or Targets	<ul style="list-style-type: none"> <li>• Local stakeholders feel they have a better understanding and more direct involvement in Regional efforts to improve coordination of resources, as measured through informal surveying.</li> </ul>
Needs or Gaps Addressed	<ul style="list-style-type: none"> <li>◆ Coordinated planning with partner organizations for the purpose of reducing gaps in mobility for target populations and the general public.</li> <li>◆ Funding sources are identified and/or opportunities to more effectively use existing funding sources are discovered, allowing providers to enhance existing services through expansions of service areas and/or days/hours of operations.</li> </ul>

Priority Level and/or Timeframe	<ul style="list-style-type: none"> <li>◆ Short-term and ongoing implementation</li> <li>◆ High priority</li> </ul>
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<b>Goal #1B: Improve Communication Among Transportation Providers Throughout the State of West Virginia.</b>	
<b>Strategy</b>	<b>Morgantown public transit and human service transportation providers will participate in the West Virginia Transportation Coordinating Council, West Virginia Public Transit Association, and/or other statewide venue.</b>
<b>Action Steps</b>	<b>1. Identify one or more transportation providers in the Morgantown Monongalia MPO to participate in these organizations, as permitted by membership eligibility criteria.</b>
	<b>2. Attend statewide meetings.</b>
	<b>3. Report on statewide initiatives and activities to the Morgantown Monongalia MPO Board, Regional subcommittee convened by the Region VI Planning and Development Council, and the public transit providers.</b>
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> <li>◆ Public transit providers</li> </ul>
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> <li>◆ Senior and human service transportation providers</li> </ul>
Resources Needed	<ul style="list-style-type: none"> <li>◆ Staff time for lead and supporting organizations</li> </ul>
Potential Cost Range	<ul style="list-style-type: none"> <li>◆ \$300 or more per year (approximately) for staff time dedicated to actively attending statewide meetings. Staff time should be dedicated as part of an existing employee's job duties.</li> </ul>
Potential Funding Sources	<ul style="list-style-type: none"> <li>◆ Existing budgets for partner agencies</li> </ul>
Performance Measures or Targets	<ul style="list-style-type: none"> <li>• Local stakeholders feel they have a better understanding and more direct involvement in statewide efforts to improve coordination of resources and mobility management, as measured through informal surveying.</li> <li>• 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.</li> </ul>
Needs or Gaps Addressed	<ul style="list-style-type: none"> <li>◆ Coordinated planning with partner organizations for the purpose of reducing gaps in mobility for target populations and the general public.</li> <li>◆ Funding sources are identified and/or opportunities to more effectively use existing funding sources are discovered, allowing providers to enhance existing services through expansions of service areas and/or days/hours of operations.</li> </ul>

Priority Level and/or Timeframe	<ul style="list-style-type: none"> <li>◆ Short-term and ongoing implementation</li> <li>◆ Moderate priority</li> </ul>
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**Goal #2: Maintain Current Levels of Transportation Services for Older Adults, Individuals with Disabilities, and People with Low Incomes.**

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

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

<b>Goal #2: Maintain Current Levels of Transportation Services for Older Adults, Individuals with Disabilities, and People with Low Incomes.</b>	
<b>Strategy</b>	<b>Existing transportation services for the target populations are important and the quality of service from those organizations must be maintained. Transportation providers will work together to provide safe vehicles that are in good condition and maintain a high standard of staff training and customer service. Providers will acquire vehicles that are able to safely transport individuals on all types of rural roadways and comfortably accommodate people with mobility challenges.</b>
<b>Action Steps</b>	<ol style="list-style-type: none"> <li>1. Continue to operate public and human service transportation programs in Morgantown and Monongalia County.</li> <li>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.</li> </ol>
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> <li>◆ Public transit and human service transportation providers</li> </ul>
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> <li>◆ Region VI Planning and Development Council (to provide a forum for sharing information and to disseminate grant applications from State and Federal sources).</li> </ul>
Resources Needed	<ul style="list-style-type: none"> <li>◆ Funding for transportation operating and capital expenses.</li> </ul>
Potential Cost Range	<ul style="list-style-type: none"> <li>◆ Cost range is scalable based on the sizes of the transportation services and the type and quantity of vehicles.</li> </ul>

Potential Funding Sources	<ul style="list-style-type: none"> <li>◆ FTA Sections 5307, 5310, and 5311 (Section 5311 is limited to public service for rural areas).</li> <li>◆ Local match from State, local, or non-USDOT Federal programs.</li> <li>◆ Contract revenue from agencies that use the services for consumers.</li> </ul>
Performance Measures or Targets	<ul style="list-style-type: none"> <li>◆ Vehicles are replaced on schedule and vehicle conditions are monitored on an annual basis (i.e., through the Transit Asset Management Plan).</li> <li>◆ Ridership on public and human service transportation systems.</li> </ul>
Needs or Gaps Addressed	<ul style="list-style-type: none"> <li>◆ Agencies are better able to access riders who live in remote areas with challenging road conditions to provide access to food, agency appointments, medical care, and other trip purposes.</li> <li>◆ Residents maintain their transportation to work, medical appointments, shopping, human service agency programs, and other purposes.</li> </ul>
Priority Level and Timeframe	<ul style="list-style-type: none"> <li>◆ Short-term and ongoing implementation</li> <li>◆ High priority</li> </ul>

<b>Goal #3: Continue to Improve the Frequency and Hours of Operation for Public Transit.</b>	
<b>Strategy</b>	<b>Mountain Line and its partners will continue to seek opportunities to ensure that hours of operation and frequency of service meet the needs of current and potential riders. Through this effort, Mountain Line and other local transportation providers will assist older adults, individuals with disabilities, people with low incomes, and the general public with access to employment and resources in the community and the region.</b>
<b>Action Steps</b>	<ol style="list-style-type: none"> <li><b>1. Assess the most appropriate areas of improvement for public transit service and implement improvements.</b></li> <li><b>2. Assess transportation needs and develop a regional transportation improvement plan that will appropriately assign resources to address gaps in services.</b></li> </ol>
<b>Parties Responsible for Leading Implementation</b>	<ul style="list-style-type: none"> <li>◆ Mountain Line Transit Authority</li> </ul>
<b>Parties Responsible for Supporting Implementation</b>	<ul style="list-style-type: none"> <li>◆ Local planners will incorporate Mountain Line when developing plans for land use and development.</li> <li>◆ Human service agencies and other local partners will continue to inform Mountain Line and each other of transportation needs and develop strategies to address those needs.</li> <li>◆ Local matching funds may be required before service can be expanded.</li> </ul>
<b>Resources Needed</b>	<ul style="list-style-type: none"> <li>◆ Service expansions would require additional operating and potentially capital funding.</li> </ul>
<b>Potential Cost Range</b>	<ul style="list-style-type: none"> <li>◆ Cost range is scalable based on the sizes of the transportation services and the type and quantity of vehicles.</li> </ul>
<b>Potential Funding Sources</b>	<ul style="list-style-type: none"> <li>◆ FTA Sections 5307, 5310, and 5311 (Section 5311 is limited to public service for rural areas).</li> <li>◆ Local match from State, local, or non-USDOT Federal programs.</li> <li>◆ Contract revenue from agencies that use the services for consumers.</li> </ul>



Performance Measures or Targets	<ul style="list-style-type: none"> <li>◆ Ridership per hour/mile increases proportionate to the increase in services.</li> <li>◆ Passengers are more satisfied with the amount of time it takes to reach their destination when riding the bus. (As measured through informal or formal surveys.)</li> <li>◆ Passengers are more satisfied with their ability to ride transit to get to where they want to go. (As measured through formal or informal surveys.)</li> </ul>
Needs or Gaps Addressed	<ul style="list-style-type: none"> <li>◆ More frequent service on public transit may encourage people choose to ride.</li> <li>◆ Moderate to high densities of older adults are living in Morgantown. Older adults have a higher likelihood than younger adults to need an alternative to driving their own vehicle.</li> <li>◆ Census block groups with greater than 12% zero vehicle households are located near Morgantown.</li> </ul>
Priority Level and Timeframe	<ul style="list-style-type: none"> <li>◆ Mid-term and ongoing implementation</li> <li>◆ Moderate priority</li> </ul>

<b>Goal #4: Increase and Improve Public Awareness that Transportation Service is Available in the Local Area and the Region for Everyone.</b>	
<b>Strategy</b>	<b>Mountain Line and all of its local and regional partners will continue to actively promote public transportation services to improve awareness about local and regional transportation options using the network of modes and service providers.</b>
<b>Action Steps</b>	<ol style="list-style-type: none"> <li><b>1. Continue to promote transportation that is open to the public and/or specific people based on eligibility on social media, websites, and newsletters. Also promote at local events.</b></li> <li><b>2. Continue to improve awareness of where transportation services are available through expanded public outreach and education campaigns.</b></li> </ol>
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> <li>◆ Mountain Line Transit Authority and its Mobility Coordinator</li> <li>◆ Human service agency, senior, and private transportation providers</li> </ul>
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> <li>◆ City and County government will support the outreach efforts by discussing transportation options at public events and venues, when appropriate.</li> <li>◆ Local employers and the University will promote public transit to current and potential employees and/or students.</li> <li>◆ Health care facilities provide transportation information to patients and staff.</li> </ul>
Resources Needed	<ul style="list-style-type: none"> <li>◆ Staff time to develop or expand upon promotional materials.</li> <li>◆ Information (current) to share on websites, social media, and at local events.</li> </ul>
Potential Cost Range	<ul style="list-style-type: none"> <li>◆ Cost range is scalable based on the type and amount of outreach.</li> </ul>
Potential Funding Sources	<ul style="list-style-type: none"> <li>◆ FTA Sections 5307 and 5311 (Section 5311 is limited to public service for rural areas).</li> <li>◆ Local match from State, local, or non-USDOT Federal programs.</li> </ul>
Performance Measures or Targets	<ul style="list-style-type: none"> <li>◆ New venues are included in the campaign.</li> <li>◆ Increase in the number of new riders.</li> </ul>

Needs or Gaps Addressed	<ul style="list-style-type: none"> <li>◆ Health care facilities have better access to information about transportation schedules so that they can help patients plan appointments when transportation is available.</li> <li>◆ Local officials promote transportation services more often and transportation funding becomes a higher priority for legislators who are focused on improving access to services for older adults and individuals with disabilities.</li> </ul>
Priority Level and Timeframe	<ul style="list-style-type: none"> <li>◆ Mid-term and ongoing implementation</li> <li>◆ Moderate priority</li> </ul>

<b>Goal #5: Address Gaps in Transportation for Employment and Other Needs.</b>	
<b>Strategy</b>	<b>Mountain Line will continue to meet with local employers and human service agencies that serve individuals with low incomes to discuss available transportation options and develop new strategies that will fill the gaps.</b>
<b>Action Steps</b>	<ol style="list-style-type: none"> <li><b>1. Continue to improve access to employment and community resources during evenings, mornings, and on weekends.</b></li> <li><b>2. Continue to explore the benefits of multiple types of ride-sharing programs to address the employment-related transportation needs, such as the Enterprise Commute program.</b></li> </ol>
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> <li>◆ Mountain Line Transit Authority and its Mobility Coordinator</li> <li>◆ Human service agency, senior, and private transportation providers</li> </ul>
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> <li>◆ Local employers will provide information to employees about available transportation services.</li> <li>◆ Local employers will provide information to Mountain Line about shift schedules and the number of employees per shift. Data about employee home addresses will be provided if employees/employers are interested in additional transportation options.</li> <li>◆ Contracted transportation providers will provide data so that Mountain Line and the MMMPO can monitor performance.</li> </ul>
Resources Needed	<ul style="list-style-type: none"> <li>◆ Data about employer/employee transportation needs must be provided to Mountain Line for analysis.</li> <li>◆ Additional funding to support operations of new services if they are developed.</li> </ul>
Potential Cost Range	<ul style="list-style-type: none"> <li>◆ Cost range is scalable based on the type and amount of employer/employee-based services.</li> </ul>
Potential Funding Sources	<ul style="list-style-type: none"> <li>◆ FTA Sections 5307 and 5311 (Section 5311 is limited to public service for rural areas).</li> <li>◆ Local match from employers and/or employee subsidy.</li> </ul>
Performance Measures or Targets	<ul style="list-style-type: none"> <li>◆ Number of people using ride-share transportation options increases.</li> <li>◆ Job retention at participating employers increases with regard to employees using ride-share services.</li> </ul>
Needs or Gaps Addressed	<ul style="list-style-type: none"> <li>◆ Improved access to employment opportunities especially during weekday mornings and evenings, and on weekends.</li> </ul>

Priority Level and Timeframe	<ul style="list-style-type: none"> <li>◆ Mid-term and ongoing implementation</li> <li>◆ Moderate priority</li> </ul>
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<b>Goal #6: Eliminate Gaps in Access to Public Transportation from Rural Areas to Morgantown.</b>	
<b>Strategy</b>	<b>Mountain Line will continue to monitor potential transportation demand from rural areas to Morgantown and develop transportation options or partnerships with other providers to feed into existing Mountain Line routes.</b>
<b>Action Steps</b>	<ol style="list-style-type: none"> <li><b>1. Continue to monitor existing and identify new unmet needs and transportation demands from the area surrounding the Mountain Line service area.</b></li> <li><b>2. Continue to develop non-traditional services to fill gaps, including but not limited to volunteer transportation programs, microtransit, commuter services.</b></li> </ol>
<b>Parties Responsible for Leading Implementation</b>	<ul style="list-style-type: none"> <li>◆ Mountain Line Transit Authority</li> <li>◆ Human service agency, senior, and private transportation providers that serve people who need transportation to/from Morgantown.</li> </ul>
<b>Parties Responsible for Supporting Implementation</b>	<ul style="list-style-type: none"> <li>◆ Local employers and regional health care facilities will work with transportation providers to coordinate, to the largest extent possible, patient appointment times and shift times so that people have an opportunity to share rides or use public transit for regional and other longer distance trips.</li> </ul>
<b>Resources Needed</b>	<ul style="list-style-type: none"> <li>◆ Data about longer distance and regional transportation needs to/from Morgantown must be communicated to Mountain Line and shared with other potential transportation providers.</li> <li>◆ Additional funding to support operations of new services if they are developed.</li> </ul>
<b>Potential Cost Range</b>	<ul style="list-style-type: none"> <li>◆ Cost range is scalable based on the type and amount of services provided.</li> </ul>
<b>Potential Funding Sources</b>	<ul style="list-style-type: none"> <li>◆ FTA Sections 5307 and 5311 (Section 5311 is limited to public service for rural areas).</li> <li>◆ Local match from any eligible non-U.S. DOT federal program, state, or local resources. Eligible local match includes many state and local human service agency programs that support transportation for consumers.</li> </ul>
<b>Performance Measures or Targets</b>	<ul style="list-style-type: none"> <li>◆ Number of connections established between Mountain Line and rural transportation providers.</li> <li>◆ Improved access to health care providers, employers, and other trip generators in Morgantown.</li> </ul>
<b>Needs or Gaps Addressed</b>	<ul style="list-style-type: none"> <li>◆ Improved access to affordable transportation options for people who live outside of the Mountain Line service area.</li> <li>◆ Improved access from Morgantown to outlying areas of the region through planned connections and transfers.</li> </ul>
<b>Priority Level and Timeframe</b>	<ul style="list-style-type: none"> <li>◆ Mid-term and ongoing implementation</li> <li>◆ Moderate priority</li> </ul>

<b>Goal #7: Continue to Support and Expand the Mobility Coordinator’s Roles and Responsibilities.</b>	
<b>Strategy</b>	<b>Mountain Line will continue to utilize a Mobility Coordinator to facilitate improvements in coordinated transportation services.</b>
<b>Action Steps</b>	<ol style="list-style-type: none"> <li><b>1. Continuously develop the Mobility Coordinator job duties to support further reduction in unmet transportation needs and gaps in services.</b></li> <li><b>2. Continue to utilize the Mobility Coordinator to develop partnerships and strengthen the network of local and regional transportation options.</b></li> </ol>
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> <li>◆ Mountain Line Transit Authority</li> <li>◆ MMMPO</li> </ul>
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> <li>◆ West Virginia Division of Public Transit will continue to offer direction for mobility management.</li> </ul>
Resources Needed	<ul style="list-style-type: none"> <li>◆ Continued funding for the Mobility Coordinator.</li> </ul>
Potential Cost Range	<ul style="list-style-type: none"> <li>◆ Varies based on salary and other costs associated with the Mobility Coordinator position.</li> </ul>
Potential Funding Sources	<ul style="list-style-type: none"> <li>◆ FTA Section 5310 and 5307</li> <li>◆ Local match from any eligible non-U.S. DOT federal program, state, or local resources. Eligible local match includes many state and local human service agency programs that support transportation for consumers.</li> </ul>
Performance Measures or Targets	<ul style="list-style-type: none"> <li>◆ New partnerships are developed between Mountain Line and other transportation providers, employers, and local agencies to support enhanced transportation options for older adults, individuals with disabilities, people with low incomes, and the general public.</li> <li>◆ New multi-modal services are developed to serve unmet transportation needs and gaps in services.</li> </ul>
Needs or Gaps Addressed	<ul style="list-style-type: none"> <li>◆ Improved awareness of and/or access to affordable transportation options for older adults, individuals with disabilities, people with low income, and the general public.</li> <li>◆ Improved communication between local organizations that provide or benefit from transportation services.</li> </ul>
Priority Level and Timeframe	<ul style="list-style-type: none"> <li>◆ Short-Term and ongoing implementation</li> <li>◆ High priority</li> </ul>

**SUMMARY OF GOALS AND PRIORITIES**

Transportation stakeholders in Morgantown and Monongalia County are dedicated to continuing their long-standing cooperative partnerships and building new relationships with partners through the Mobility Coordinator. Efforts to preserve successes and facilitate progress toward meeting the unmet needs and gaps in transportation services for older adults, individuals with disabilities,

people with low incomes, and the general public will require ongoing active involvement and creative planning from all existing and newly identified partners. The following table provides a summary of the implementation timeline for meeting the coordinated transportation goals and addressing identified needs. Implementation timelines are targets established for planning purposes and are highly contingent upon available funding resources.

SUMMARY OF GOALS AND PRIORITIES							
Goals	Needs or Service Gaps Addressed	Implementation Timeline					
		2019	2020	2021	2022	2023	2024
Improve communication among transportation providers (local)	Coordinated planning with partner organizations Awareness of funding needs/opportunities						High Priority
Improve communication among transportation providers (statewide)	Coordinated planning with partner organizations Awareness of funding needs/opportunities						Moderate Priority
Maintain current levels of transportation	Transportation in remote areas Transportation to work, medical care, shopping, etc.						High Priority
Continue to improve the frequency and hours of operation for public transit	More frequent service on public transit Moderate to high densities of older adults are served						High Priority
Increase and improve public awareness about transportation services	Health care facilities have better access to information Local official promote public transit and make funding it a priority						Moderate Priority
Address gaps in transportation for employment and other needs	Improved access to employment opportunities especially during weekday mornings and evenings, and on weekends						Moderate Priority
Eliminate gaps in access to transportation from rural areas to Morgantown	Improved access to affordable transportation options from rural areas Improved access to destinations throughout the Region						Moderate Priority
Continue to support and utilize a Mobility Coordinator	Improved awareness of and/or access to affordable transportation options Improved communication between local organizations						High Priority

# Outreach

## APPENDIX A: PUBLIC AND STAKEHOLDER OUTREACH

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### COORDINATED PLAN CHECKLIST

#### **Focus Groups, Workshops, and Public Meetings**

##### *Stakeholder and General Public Meetings*

Dates: Meeting 1: November 14, 2018 from 10:00 AM to 11:30 AM  
Meeting 2: March 13, 2019 from 1:30 PM to 3:00 PM  
Locations: Meeting 1: Marion County Senior Center  
Meeting 2: Marion County Senior Center

##### *Invitations Distributed*

- ✓ Mail/Email: Meeting 1: Date Sent: October 17, 2018  
Meeting 2: Date Sent: March 1, 2019
- ✓ Newspaper Notice (list of papers): Shinnston News; Doddridge Independent; Preston County News; Exponent Telegram; Times West Virginian; Dominion Post; Mountain Statesman
- ✓ Flyer distributed in local community/senior centers, etc.
- ✓ Information was provided in alternative formats, upon request
- ✓ Events were open to all individuals, including hearing impaired and limited English proficient
- ✓ Interpreters available, upon request

Number of Attendees: Meeting 1: 19  
Meeting 2: 17

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

#### **Surveys**

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

- ✓ Web Posting: Survey Monkey
  - ✓ E-mail and hard copy of survey provided upon request
  - ✓ Newspaper notice (list papers): (same as above)
  - ✓ Distributed in local community/senior centers, etc.
  - ✓ Information was provided in alternative formats, upon request
- Total number of electronic and paper surveys completed: 55

#### **Other Outreach Efforts**

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

# Surveys

## **APPENDIX B: PUBLIC SURVEY DATA**

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The following pages include public survey results for MMMPO.



# Providers

## APPENDIX C: TRANSPORTATION PROVIDER INVENTORY

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

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

Mountain Line Transit Authority	
Transportation Service Type	Fixed Route and Demand Response
Other Services Provided/Agency Mission	Public Transit
Contact Information	(304) 291-7433 bus@busride.org
Hours	Monday – Saturday, 5:30 AM to 12:30 AM
Service Area	Monongalia County
Eligibility Requirements	General Public
Website	<a href="http://www.busride.org">http://www.busride.org</a>

West Virginia University Transportation and Parking	
Transportation Service Type	Personal Rapid Transit (PRT)
Other Services Provided/Agency Mission	Parking and Fleet Management
Contact Information	(304) 293-5502 transportation@mail.wvu.edu
Hours	Monday – Friday, 6:30 AM – 6:15 PM; Saturday, 9:30 AM – 8:00 PM
Service Area	West Virginia University/Morgantown
Eligibility Requirements	General Public
Website	<a href="https://transportation.wvu.edu">https://transportation.wvu.edu</a>

PACE Enterprises	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Employment-Related Services for People with Disabilities
Contact Information	(304) 983-7223 bpirner@paceenterprises.org
Hours	Monday – Friday, 6:00 AM – 3:30 PM
Service Area	Monongalia County
Eligibility Requirements	People with Disabilities in Monongalia County
Website	<a href="https://paceenterprises.org">https://paceenterprises.org</a>

Valley Health Care System	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Ambulance Transportation
Contact Information	(304) 296-1731
Hours	Monday – Sunday, 8:00 AM – 4:00 PM
Service Area	Marion, Monongalia, Preston, and Taylor Counties
Eligibility Requirements	Customers with a Payor Source
Website	<a href="http://www.valleyhealthcare.org">http://www.valleyhealthcare.org</a>

D & L Limousine	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Taxi/Limousine
Contact Information	(304) 265-0100
Hours	Not provided
Service Area	Taylor, Barbour, Braxton, Harrison, Lewis, Marion, Monongalia, Nicholas, Preston, and Upshur Counties
Eligibility Requirements	General Public
Website	Not provided

## 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)
Mountain Line Transit Authority	Yes	No	Public Non-Profit	No
West Virginia University Transportation and Parking	Yes	No	Public Non-Profit	No
D & L Limousine	Yes	No	Private For-Profit	No
PACE Enterprises, Inc.	Yes	No	Private Non-Profit	Yes
Valley Health Care System	Yes	No	Private For-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.

<b>Agency</b>	<b>Accessible Vehicles?</b>	<b>Number of Vehicles</b>	<b>Number of Transportation Staff</b>	<b>Annual Expenses</b>
Mountain Line Transit Authority	Yes	35	61 Full-time; 2 Part-time	\$6,100,000
West Virginia University Transportation and Parking	Yes	43	Not provided	\$9,370,577
D & L Limousine	Not provided	Not provided	Not provided	Not provided
PACE Enterprises, Inc.	Yes	5	1 Maintenance; 6 Drivers	\$12,000
Valley Health Care System	Yes	40	60 Full-time; 35 Part-time	Not provided

**TRIP SCHEDULING, FARES, AND PRODUCTIVITY INFORMATION**

The following tables describe 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.

<b>Agency</b>	<b>Funding Sources</b>	<b>Annual one-way passenger trips</b>	<b>Cost per passenger trip</b>
Mountain Line Transit Authority	Section 5307, Local Property Tax, Local Subsidies, Senior Center	900,000	\$6.78
West Virginia University Transportation and Parking	Not provided	1,961,676	\$4.78
D & L Limousine	Not provided	Not provided	Not provided
PACE Enterprises, Inc.	Medicaid, Fundraising, United Way, Section 5310	12,000	\$4.80
Valley Health Care System	Client Payor Sources	Not provided	Not provided

# Demographics

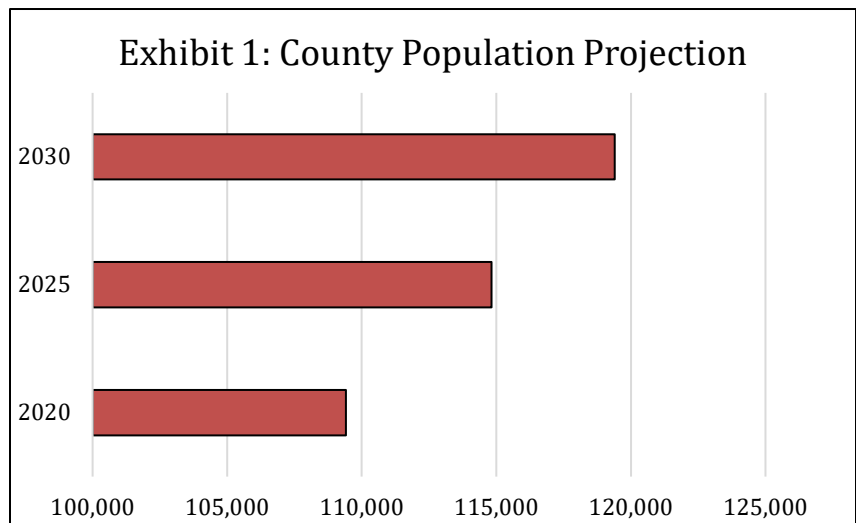
## APPENDIX D: DEMOGRAPHICS

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**

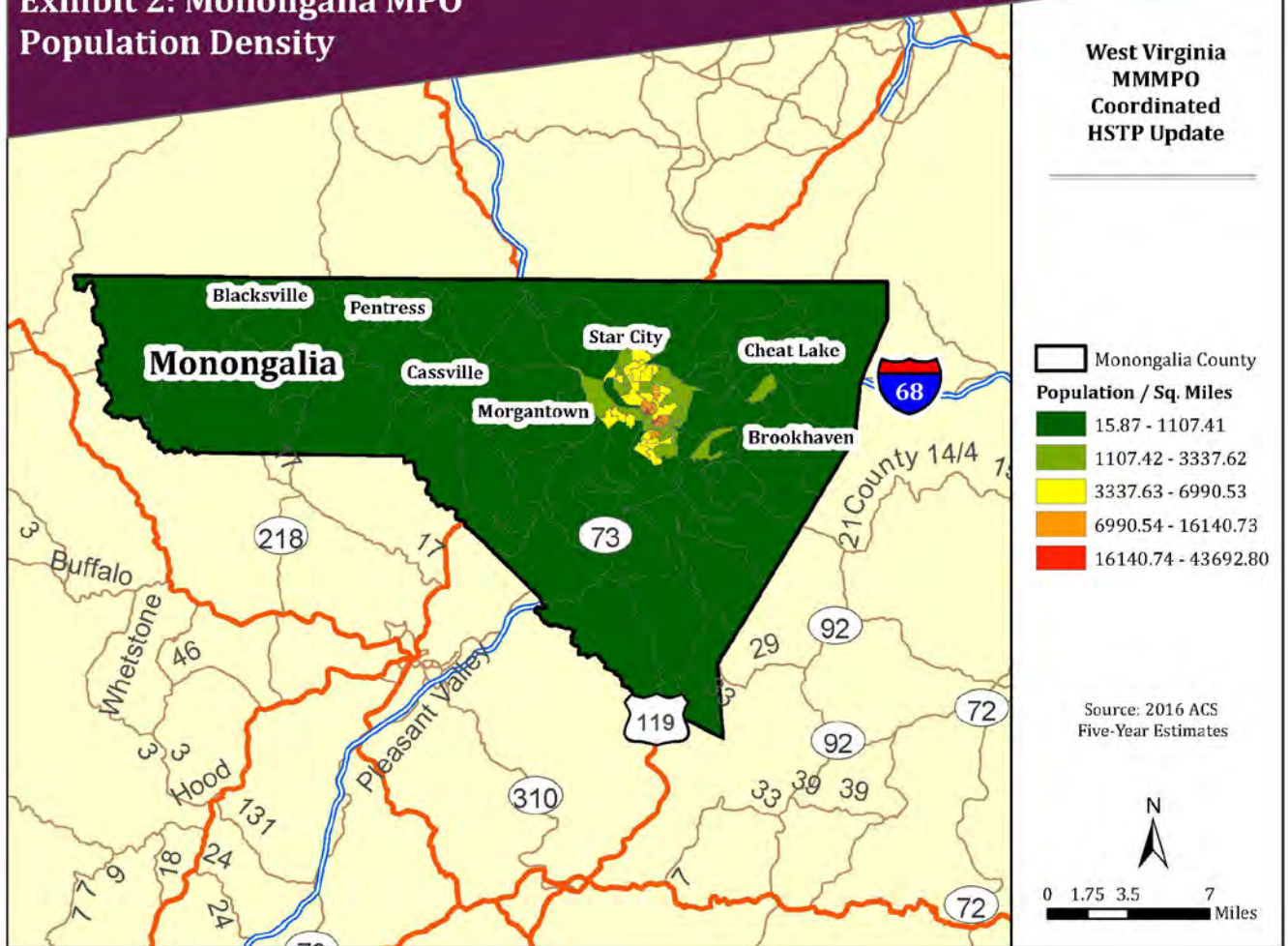
The population of the Morgantown MPO is projected to increase to 119,394 by 2030, an 8.36 percent increase from the 2020 projection. Exhibit 1 shows population projections between 2020 -2030 for the Morgantown MPO. (Source: West Virginia Bureau of Business and Economic Research.)



### **Population Density**

Exhibit 2 illustrates a comparison of population densities for Census block groups in the Morgantown MPO. The most densely populated areas are around the cities of Morgantown in Monongalia County. Other areas of lower densities throughout the MPO include Star City. 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: Monongalia MPO Population Density

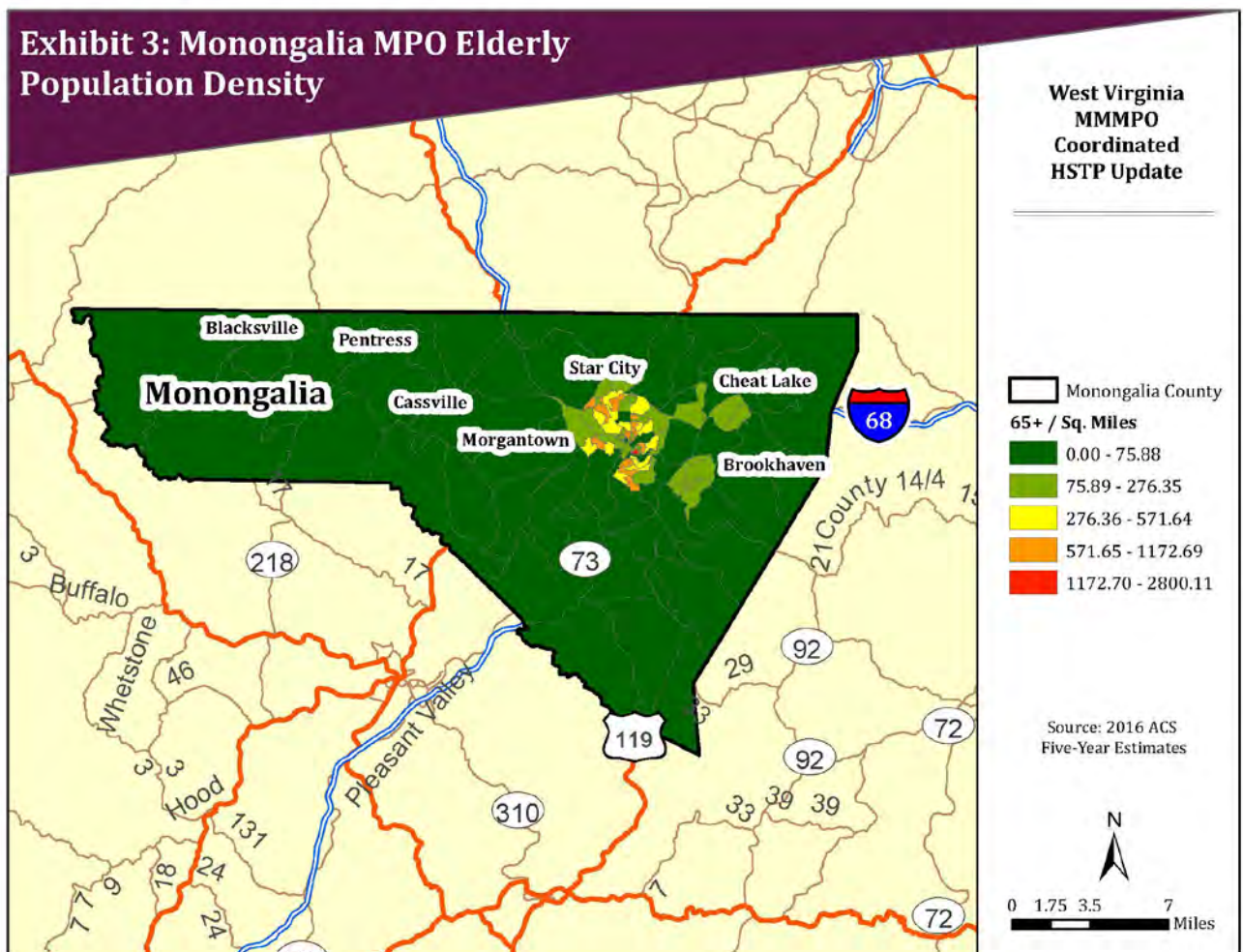


## Population Projection for Older Adults

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 focused around certain cities in the region. Block groups with the highest concentrations are located in Morgantown. A few areas of block groups with moderate density are present around Star City, Cheat Lake and Brookhaven.

The population of older adults in the MPO is projected to increase in the Morgantown MPO by 37.55% in Monongalia 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**

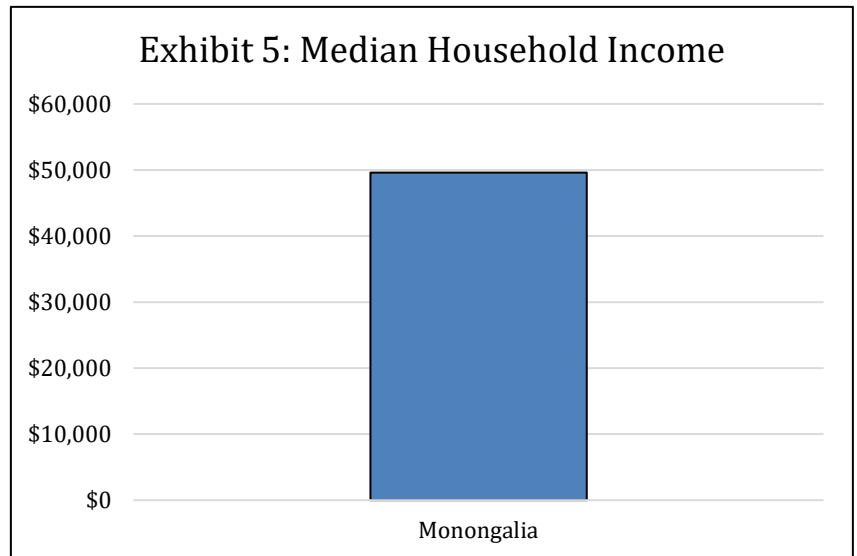
Individuals with disabilities are also likely to use public or human service agency transportation services. In the Morgantown MPO, approximately 12% of Monongalia County's population reported having a disability. Not all disabilities involve mobility limitations that prevent a person from driving or 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.

<b>Exhibit 4: Individuals with Disabilities</b>	
<b>County</b>	<b>Percent of Population with a Disability</b>
Monongalia	12%

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

## **Household Incomes**

Exhibit 5 illustrates the household incomes for the Morgantown MPO. There are approximately 38,410 households in the region. Of those households, 37.73% earn less than \$35,000 annually. Of the households earning less than \$35,000, 33.23% earned less than \$10,000 per year. (Source: 2013-2017 American Community Survey 5-Year Estimates)

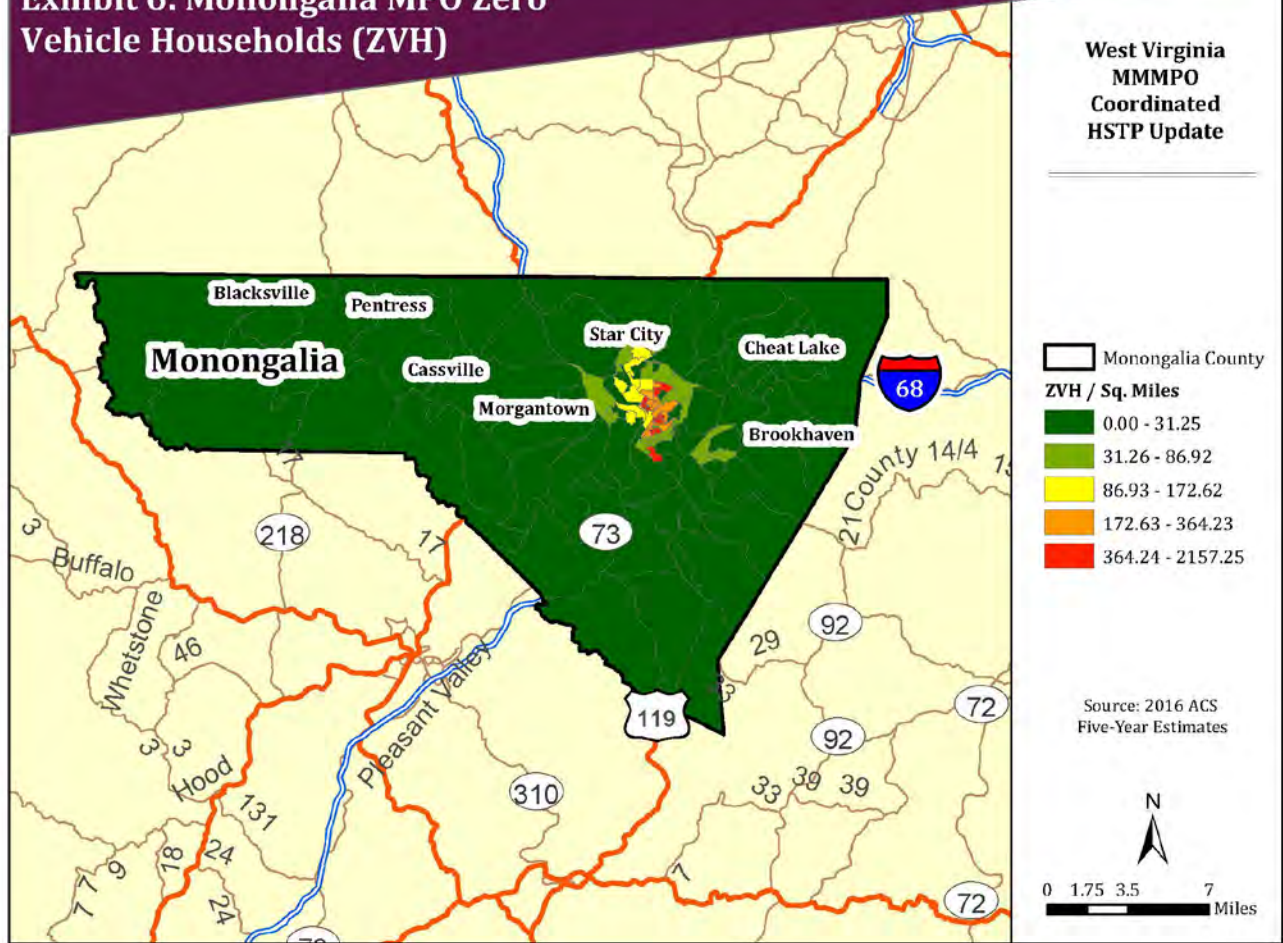


## **Zero Vehicle Households**

The number of vehicles available to a household also is used as an indicator of demand for transit service. There are 3,060 households in the region that have no available vehicle. This is 7.97% of all households in the Morgantown MPO.

Exhibit 6 illustrates the total number of households that have no available vehicles. The block groups with the darkest shading have the highest percentage of households with no available vehicles (364.24 – 2157.25). The block group locations with the highest contraction of these households are generally located within or near Morgantown. Areas with a moderately high density of zero vehicle households can also be found near Star City.

# Exhibit 6: Monongalia MPO Zero Vehicle Households (ZVH)



### **Minority and Limited English Proficiency (LEP) Population**

Approximately 88.3% of the population in each county of the region is white. African American individuals are the second most common race, followed by Hispanic or Latino individuals. The majority of the population speaks only English.

<b>Race</b>	<b>Monongalia</b>
White or Caucasian	88.3%
Black or African American	3.7%
Two or more races	2.2%
Hispanic or Latino (of any race)	2.1%
American Indian and Alaska Native	0.1%
Asian	3.3%
Native Hawaiian and Other Pacific Islander	0%

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

<b>Language</b>	<b>Monongalia</b>	<b>%</b>
	103,715	
Speak only English	91,573	93
Spanish or Spanish Creole:	1,596	1.6
Speak English less than "very well"	333	0.3
Language other than English	6,914	7
Speak English less than "very well"	1,647	1.7
Indo-European Languages	2,379	2.4
Speak English less than "very well"	401	0.4
Asian and Pacific Islander	1,995	2
Speak English less than "very well"	707	0.7

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

# Facts

## APPENDIX E: RELEVANT FAST ACT PROGRAMS

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

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

#### Eligible Recipients:

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

### GLOSSARY OF TERMS

**Closed Door Transportation Services** – Closed-door 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 older adults and individuals with disabilities as defined by the subrecipient’s mission. As a result, these subrecipients are not providing services on behalf of the designated recipient. (FTA Circular 4710.1 Americans with Disabilities Act (ADA): Guidance.)

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

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

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

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

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

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

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

**Urbanized Area** – 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.

# Participants

## **APPENDIX F: PARTICIPATING ORGANIZATIONS**

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The following organizations participated in the Coordinated Plan Update:

Buckwheat Express  
Central West Virginia Community Action  
Central West Virginia Transit Authority  
City of Pleasant Valley  
Doddridge County Senior Center  
Fairmont Marion County Transit Authority  
Harrison County Senior Citizens  
Mountain Line Transit  
Legal Aid of West Virginia  
Marion County Senior Citizens  
PACE Enterprises  
Preston County Senior Citizens  
Region VI Planning and Development Council  
Right at Home  
Times West Virginian  
U.S. Representative David B. McKinley, P.E.  
Valley Health Care System  
Visiting Homemaker Service  
West Virginia Department of Health and Human Resources  
West Virginia Department of Transportation, Division of Public Transit  
West Virginia University Medicine

# Adoption

## **APPENDIX G: RESOLUTION TO ADOPT THE PLAN**

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





243 High Street Room 110  
Morgantown, WV 26505  
(304) 291-9571  
[www.plantgether.org](http://www.plantgether.org)

May 22, 2020

Mr. Bill Robinson  
Director  
Division of Public Transit  
West Virginia Department of Transportation  
1900 Kanawha Boulevard East  
Building Five  
Charleston, WV 25305

Mr. Robinson,

This letter is to inform you that the Policy Board of the Morgantown Monongalia Metropolitan Planning Organization adopted the Morgantown-Monongalia Coordinated Public Transit-Human Services Transportation Plan Updated dated December 2019 at their regularly scheduled May 21, 2020 meeting. This Plan was prepared by RLS Associates in cooperation with your office.

We appreciate your offices assistance with this Plan. Please do not hesitate to contact us if you have any questions concerning this matter.

Sincerely,

J. William B. Austin, AICP  
Executive Director/Secretary to the Board

C: Dave Bruffy-Mountain Line Transit,

Ms. Kelli LeNeve, Mountain Line Transit