

Region II Coordinated Public Transit-Human Services Transportation Plan

Cabell, Lincoln, Logan, Mason, Mingo, and Wayne Counties, WV

November 2019



West Virginia
Department of Transportation

Division of Public Transit
1900 Kanawha Blvd., E
Building 5, Room 650
Charleston, WV 25305

<https://transportation.wv.gov/publictransit>



3131 S. Dixie Hwy, Suite 545
Dayton, OH 45439

www.rlsandassoc.com

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 USDOT, FTA, or WVDOT. This report does not constitute a standard, specification, or regulation.

Table of Contents

I. Introduction	4
Purpose.....	4
Methodology.....	4
II. Transportation and Mobility Needs Assessment.....	6
Community Meetings Results Overview.....	6
Public Survey Summary.....	7
Demographic and Socio-Economic Conditions Overview.....	10
Conclusion.....	11
III. Transportation Provider Inventory.....	12
Major Trip Generators.....	13
IV. Goals, Strategies, and Implementation.....	16
Goals and Strategies.....	16
Goal #1: Improve Communication Among Transportation Providers and Stakeholders in the Region and Throughout the State of West Virginia.....	16
Goal #2: Maintain Current Levels of Transportation Services for Older Adults, Individuals with Disabilities, and People with Low Incomes.....	20
Goal #3: Improve Information Sharing with the Public Through Mobility Management Strategies.....	21
Goal #4: Implement and/or Expand Travel Training.....	23
Goal #5: Improve Regional Connectivity from Rural Areas to Huntington.....	25
Goal #6: Increase the Availability of Transportation by Adding Open-Door Transportation Section 5310 Projects.....	27
Goal #7: Improve Access to Medical and Wellness Appointments with a Volunteer Driver Voucher Program.....	29
Summary of Goals and Priorities.....	30
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-11
Fleet, Service, and Budget Characteristics.....	C-14
Trip Scheduling, Fares, and Ridership Information.....	C-18
Appendix D: Demographics.....	D-1
Population Projections.....	D-24
Population Density.....	D-24
Population Projection for Older Adults.....	D-26
Individuals with Disabilities.....	D-27
Household Incomes.....	D-27
Zero Vehicle Households.....	D-28
Minority and Limited English Proficiency (LEP) Population.....	D-29
Appendix E: Relevant FAST Act Definitions.....	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

Introduction

I. INTRODUCTION

PURPOSE

This plan, the Coordinated Public Transit-Human Services Transportation Plan for Cabell, Lincoln, Logan, Mason, Mingo, and Wayne Counties, has been developed to satisfy the requirements of the Fixing America's Surface Transportation (FAST) Act, signed into law on December 4, 2015, as a reauthorization of surface transportation programs through Fiscal Year 2020. The FAST Act requires that transportation projects selected for funding under the Enhanced Mobility for Individuals and Individuals with Disabilities (Section 5310) Program be "included in a locally developed, coordinated public transit-human services transportation plan," and that the plan be "developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public" utilizing transportation services.

This plan identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes, provides strategies for meeting these needs, and prioritizes transportation services for funding and implementation. Funding to develop this 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, 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 transportation and stable or declining revenue, organizational partnerships must be explored and cost-saving measures must be made to best serve 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 a public survey.

The coordination plan incorporated the following elements:

1. Evaluation of existing economic/demographic conditions in each county using U.S. Census data and other data resources approved by the West Virginia Department of Transportation and/or the local planning agency;
2. Conduct of a general public survey to further assess the public's transportation need;

3. 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;
4. Creation of an inventory of existing transportation services provided by public, private, and non-profit organizations;
5. Summary of transportation provider vehicle use for the purpose of determining where or how existing vehicle fleets can be better used to meet transportation needs; and
6. Development of an implementation plan that includes current goals, strategies, responsible parties, and performance measures.

II. TRANSPORTATION AND MOBILITY NEEDS ASSESSMENT

This chapter provides documentation of the needs assessment and gap analysis conducted for the planning process. The general public; organizations that serve individuals with disabilities, older adults, and people with low incomes; and the clients of those organizations were invited to participate in two public meetings and/or a public survey facilitated during the planning process. Needs identified through these outreach efforts are supported by demographic and socio-economic data analysis. The following paragraphs summarize the needs assessment results. The Appendix includes detailed public survey results, demographic data analysis, and public and stakeholder meeting materials.

COMMUNITY MEETINGS RESULTS OVERVIEW

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

- ◆ November 7, 2018 at Region II Planning and Development Council, Huntington
- ◆ January 15, 2019 at KYOVA Interstate Planning Commission, Huntington
- ◆ February 20, 2019 at Region II Planning and Development Council, Huntington
- ◆ March 25, 2019 at KYOVA Interstate Planning Commission, Huntington

In addition to being available to attend in person, the first local public meeting was available as a webinar so that individuals were able to participate remotely.

At the November 2018 meeting, participants discussed the unmet transportation needs for each county and community within the Region II Planning and Development Council area, as well as needs and gaps in access to services and resources that require transportation across jurisdictional boundaries. The February 2019 meeting centered around a discussion about the potential goals and strategies for Region II, and participants were asked to prioritize the goals to be addressed over the next five years.

The January and March 2019 meetings focused on the KYOVA Transportation Management Area (TMA) which includes a portion of Region II – Cabell and Wayne Counties.

During each session, meeting participants were asked to identify unmet transportation needs and gaps in available services. Results are summarized in Table II.1.

Table II.1: 2019 Needs Assessment
Local residents need transportation options that cross county lines . Mingo County, in particular, indicated a need for out-of-county trips to Picketon (Ohio), Charleston, and Huntington. Mingo County (Christian Help) indicated that they would like to address some of the gaps in service but they need an expansion vehicle and driver – and operating funds to support an expansion.
It was the impression among human service agencies and other local stakeholders that many local residents may not understand how to use the public transportation services that are

Table II.1: 2019 Needs Assessment

<p>available in the region or are not aware of the services that exist. In fact, many of the human service agencies represented at the local meetings also were not completely aware of all of the available transportation services.</p> <p>There are multiple providers that operate in the Huntington, Ironton, and Ashland areas. Tri River Transit Authority operates public transportation in Boone, Lincoln, Logan, Mason and Wayne Counties in Region II. Human service agency or non-profit transportation also exists in each of these counties and also Mingo County. Private transportation is also available in some areas.</p> <p>Many people do not know where to start and whom to contact when they need a ride. Better education for the public, including individuals with disabilities, older adults, and people with low incomes, will not address the actual gaps in services, but it may reduce the unmet transportation needs and perceived gaps in access to local resources.</p>
<p>Particularly in rural areas with low population density, it may be more effective and efficient to take nutrition and medical resources to people rather than bringing people from rural areas to the resources.</p>
<p>Christian Help and all other participating transportation providers in the region recognize the need for additional capacity to serve their rural communities. All participating transportation providers agreed that additional, sustainable operating funds are needed before expansions can be implemented.</p>
<p>Veterans should be eligible for specialized transportation programs and included in needs assessments and transportation plans. Veterans' transportation needs are similar to those discussed in this coordinated plan.</p>
<p>Seniors need transportation for meals and medical appointments throughout the Region.</p>
<p>Senior centers need more transportation resources. In some cases, the coordinators are filling gaps by using personal vehicles to provide rides to seniors.</p>
<p>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.</p>
<p>Transportation options are needed for families with family members in the local hospitals (to support visitation).</p>
<p>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.</p>
<p>Throughout the Region, individuals with disabilities and people with low incomes need transportation options to get to local community colleges or other local schools for higher education.</p>
<p>Transportation needs are more than just going to the doctor. Seniors and others need access to grocery stores and social activities.</p>
<p>Transportation providers and planners need to continue to prepare for the future economic development and population growth for the Region.</p>

PUBLIC SURVEY SUMMARY

The public survey was distributed online and in hard copy format. It was promoted in local media, on websites, at public meetings, and through emails and word-of-mouth by local stakeholders. The

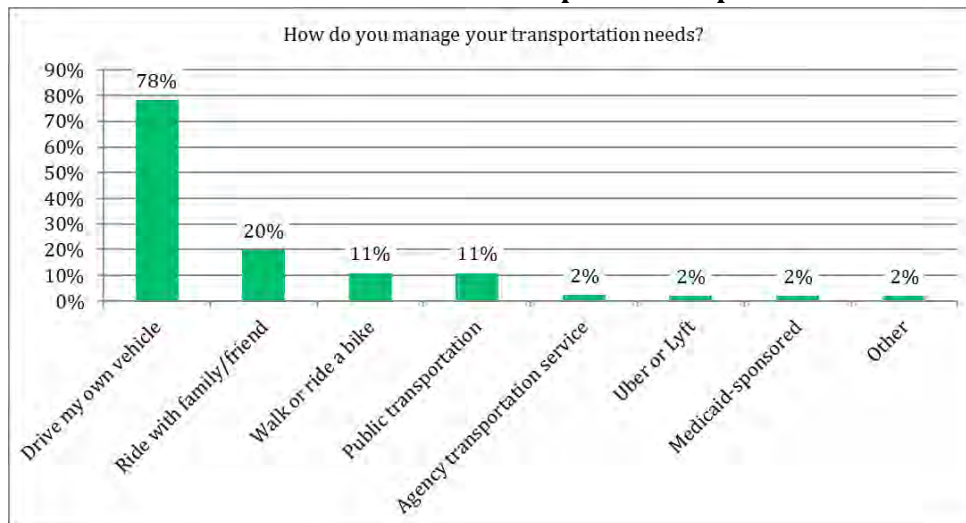
survey was available for eight months. There were 378 survey responses from throughout Region II. Approximately nine percent of survey respondents were age 65 and older, and 11% indicated that they, or someone in their household, have a disability that limits his or her mobility, ability to drive, or ability to use available transportation services. Table II.2 provides a summary of the survey results.

Table II.2 2019 Public Survey Summary	
Public Survey Results:	
378 WV Region II Planning and Development Council area residents completed the public survey.	
◆	9% of respondents were age 65 or older.
◆	11% have a mobility limitation or someone in their family has a mobility limitation.
◆	Survey respondents shared whether they have difficulty with specific activities due to lack of transportation:
○	52% have trouble getting to medical appointments .
○	49% are sometimes unable to run errands .
○	39% find it difficult to attend Sunday religious services .
○	36% find it difficult to feed themselves or their family .
○	34% have trouble getting to work .
○	27% find it difficult to get to agency appointments .

Additional survey highlights are provided in the following exhibits. Detailed survey results are available in Appendix B.

The public survey asked people to identify all the ways they manage their transportation needs. Exhibit II.1 illustrates that while many (78%) of the respondents drive their own vehicle, 20% ride with a family member or friend, 11% walk or ride a bike, 2% use human service agency-sponsored transportation services (e.g., senior centers, Department of Health and Human Services, non-profit agencies, etc.), Medicaid-sponsored services, or taxi or transportation network companies (e.g., Uber or Lyft). Approximately 11% stated that they use public transportation.

Exhibit II.1: Available Transportation Options



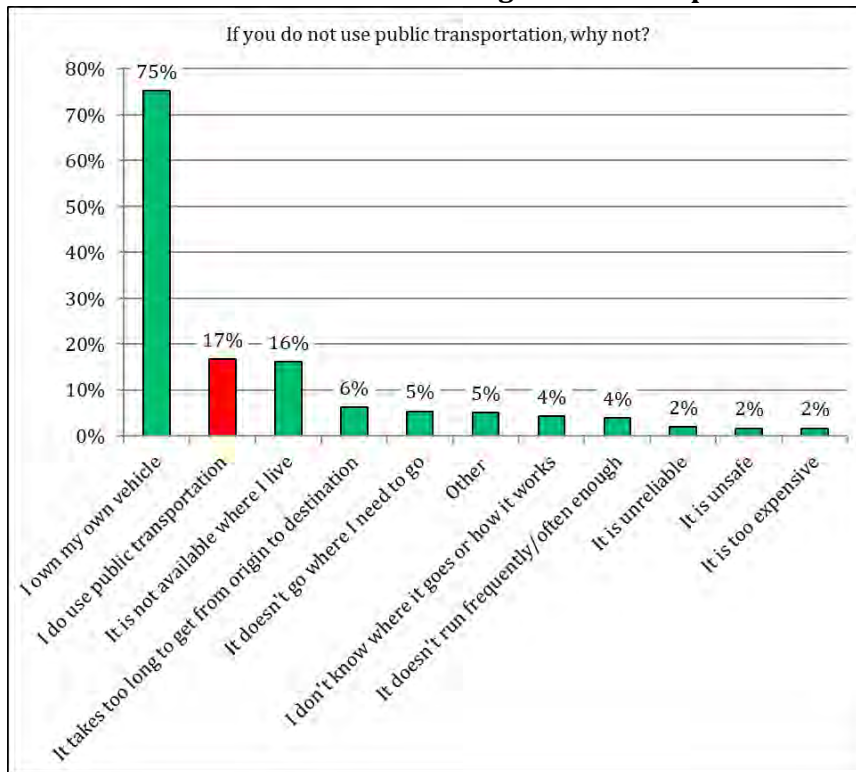
*Response totals are more than 100% because respondents could select multiple answers.

Survey respondents were asked to identify why they do not use public transportation. Most respondents listed that having a personal car is their reason for not riding transit (75%). Approximately 16% of respondents stated that they do not use public transit because it is not available where they live. Approximately six percent stated that it takes too long to get from origin to destination on public transit. Five percent stated that public transit does not go where they need to go. These reasons indicate that most people are not using public transit because they prefer to drive and/or because the spatial and temporal gaps between origins and destinations eliminate transit as a mobility option.

Four percent of respondents indicated they do not know where public transit goes or how it works. Less than two percent of respondents indicated that public transit is unreliable, too expensive, and/or unsafe. These factors indicate a potential need for additional education and outreach about the available services that exist and strategies to make those services more affordable to use and operate.

It is noted that in the previous survey question (Exhibit II.1), 11% of respondents indicated that they use public transportation and, in this question (Exhibit II.2), the amount increased to 17%. This variation could indicate that there were different interpretations of the question. The two questions together, however, provide an approximate range of respondents that currently use public transportation to meet their transportation needs.

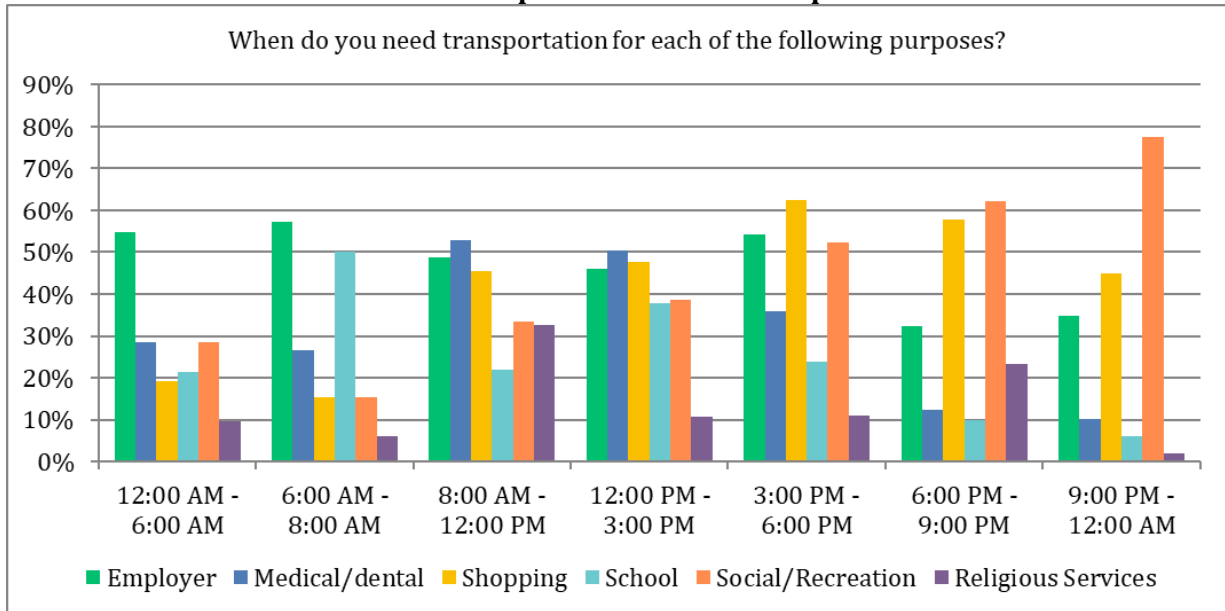
Exhibit II.2: Reasons for Not Using Public Transportation



*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. Shopping and social/recreational transportation needs occur throughout the day, peaking from 9:00 PM - 12:00 AM, 6:00 PM - 9:00 PM, and 3:00 PM to 6:00 PM. Medical/dental trip needs occur more often from 8:00 AM - 12:00 PM and 12:00 PM - 3:00 PM. As indicated in the assessment of existing services, transportation resources are minimal during early morning and late evening hours. During these hours, respondents indicated transportation needs for employment, shopping, religious services, and social/recreational trip purposes.

Exhibit II.3: Temporal Needs for Transportation



DEMOGRAPHIC AND SOCIO-ECONOMIC CONDITIONS OVERVIEW

Demographic and socio-economic data are also indicators of potential transportation needs. Statistical data can also provide planners and transportation providers with necessary information to help predict the level of demand for new transportation services. The traditionally relevant demographic and socio-economic factors impacting transportation demand, particularly in rural areas, are zero-vehicle households, population density, older adult population density, and individuals with mobility limitations. Appendix D includes detailed demographic data and maps of the Region. Table II.3 below provides a brief summary of the data.

Table II.3 2019 Demographic Data Summary

Demographics:

- ◆ Zero vehicle households are one indicator of transportation demand and need:
 - Nearly all of Mason County has a significant number of zero vehicle households. The highest densities are near the Mason/Cabell County line and in Leon. Other moderately high densities are in northern Mason County near Hartford City.

Table II.3 2019 Demographic Data Summary

- Most areas of Cabell County have low densities of zero vehicle households. The areas with the highest densities are in and around Huntington.
- Wayne County has areas with moderately high densities of zero vehicle households. The highest densities are in central and southwestern Wayne County.
- Lincoln County has moderate densities of zero vehicle households. The highest densities are in central Lincoln County.
- Mingo County also has moderate densities of zero vehicle households and one small area with high density (near Red Jacket). Areas with moderate densities are located throughout the county.
- Logan County has areas with low to moderately high densities of zero vehicle households. Higher densities are scattered throughout the county.
- ◆ Population density and older adult population density are also indicators of where transportation services are most likely to be needed.
 - The Region's most rural areas have low population densities. Therefore, rural areas are likely to have fewer requests for transportation services. The highest population densities are found in the Huntington area. These areas are likely to have more requests for transportation services compared to rural areas.
 - While the total population is lower in rural areas when compared to Huntington, the potential for transportation demand exists. Areas with high percentages of older adults are scattered throughout each county in the region. Many rural areas have moderate to high densities of older adults.

CONCLUSION

Survey results and socio-economic census data indicate that most people have access to a personal vehicle and can drive. Still, there were many survey respondents who are unable to attend medical appointments, run errands, and/or feed their family due to a lack of reliable transportation. Others have trouble getting to work or religious services due to lack of transportation.

Survey respondents and meeting participants drive, use public transit, use human service agency transportation, ride with family members/friends, walk, or bike to access necessary resources. Approximately 83% of respondents reported that they do not use public transportation. When asked why they do not ride public transit, 17% of respondents indicated that service is not available where they live. Approximately six percent indicated that it takes too long to get from origin to destination. These transportation challenges represent both spatial and temporal gaps in access to transportation resources that result in limited opportunities for medical care, shopping (including groceries), employment, and other trip purposes. The goals and strategies included in this plan are intended to help address the identified needs and gaps and improve the network of transportation resources.

Providers

III. TRANSPORTATION PROVIDER INVENTORY

This chapter provides a list of transportation providers operating in Region II. 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

Tri River Transit (Boone, Lincoln, Logan, Mason, and Wayne Counties)

Tri-State Transit Authority (TTA) (Huntington, WV and Ironton, OH Urbanized Area with limited service in Ashland, KY)

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

Autism Services Center (Lincoln County)

Cabell County Community Services Organization, Inc. (Cabell County)

Cabell County Schools (Cabell County)

Cabell-Wayne Association of the Blind, Inc. (Cabell and Wayne Counties)

Christian Help, Inc. of Mingo County (Mingo County)

Golden Girl Group Home (Wayne County)

Logan-Mingo Area Mental Health, Inc. (Logan and Mingo Counties)

Mason County Action Group, Inc. (Mason County)

Mountain State Centers for Independent Living (Cabell and Wayne Counties outside of TTA service)

Pretera Center (Statewide centers)

PRIDE Community Services, Inc. (Logan County)

Southwestern Community Action Council (Cabell, Wayne, Lincoln, and Mason Counties)

Intercity Transportation Services

Amtrak (Huntington)

Greyhound (Huntington)

Park-and-Ride Lots (surrounding the Huntington area)

Rolling Thunder Bike/Scooter Share at Marshall University (Huntington)

Taxi Service

Uber/Lyft

Veterans Transportation

West Virginia Department of Veterans Assistance (Statewide)

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 facilities, and recreation venues. Each transportation provider and human service agency that participated in the coordinated transportation plan were asked to provide a list of the top destinations it serves or is requested to serve. Additional research was conducted by the consulting team to identify key destinations in the area. Exhibit III.1 depicts the location of major trip generators throughout the Region. As illustrated in the smaller image, most trip generators are located in the Huntington area. Some common destinations are also located outside of the Region in Lawrence or Scioto County, Ohio, Portsmouth, Ohio, and Ashland, Kentucky.

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 often do not live within walking distance and need transportation to access them. Transportation providers are challenged by providing effective and efficient transportation to a large service area that has relatively low population density. Therefore, individuals that live beyond the public transit bus route service areas may not have access to public, private, or human service agency transportation options.

In addition, hours of operation for rural transportation services are sometimes not as extensive as those of the shopping centers, employers, or other major destinations. Furthermore, rural transportation providers may not cross jurisdictional lines (i.e., county boundaries) which further limits a person's access to 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.

Exhibit III.1: Region II Trip Generators



West Virginia Region II Coordinated HSTP Update

Trip Generators

- Commercial
- Education
- Medical
- County Boundaries
- Federal Interstate
- Highway
- Major Road

Counties: Cabell, Lincoln, Logan, Mason, Mingo, Wayne

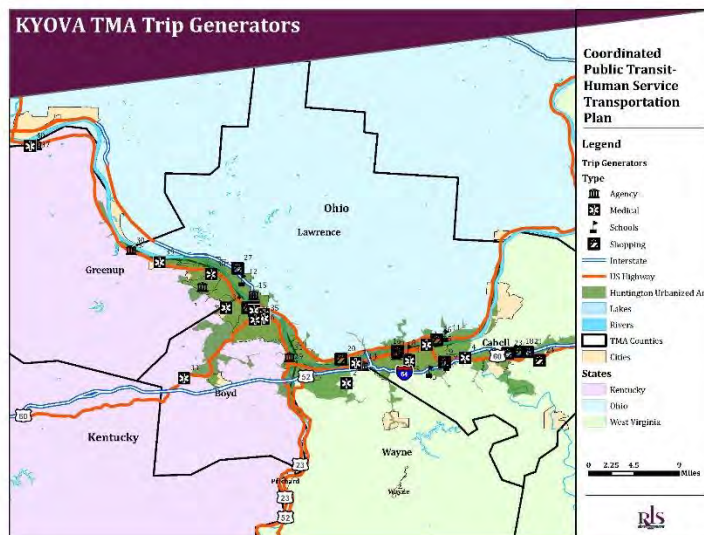
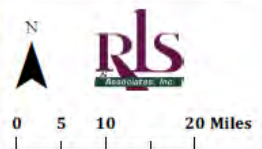


	Exhibit III.2: Hours of Operation for Transportation Providers																			
	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	0:00
Regional or Multi-County																				
Tri-State Transit Authority	Weekdays and Weekends																			
Tri-River Transit	Weekdays																			
Mountain State Center for Independent Living	Weekdays																			
Prestera Center	Weekdays																			
Southwestern Community Action Council	Weekdays																			
Cabell County																				
Cabell County Community Services Organization, Inc.	Weekdays																			
Cabell-Wayne Association of the Blind, Inc.	Weekdays																			
Cabell County Schools	After school																			
Lincoln County																				
Autism Services Center																				
Logan County																				
Logan-Mingo Area Mental Health, Inc.																				
PRIDE Community Services, Inc.																				
Mason County																				
Mason County Action Group, Inc.																				
Mingo County																				
Christian Help, Inc.																				
Wayne County																				
Cabell-Wayne Association of the Blind	Weekdays																			
Golden Girl Group Home	24/7																			
	General Public Service Eligible Riders Only																			

Strategies

IV. GOALS, STRATEGIES, AND IMPLEMENTATION

GOALS AND STRATEGIES

This chapter provides goals, strategies, and implementation steps for coordinated transportation in Region II Planning and Development Council (PDC) counties and addresses the unmet transportation needs and gaps in services identified by the public, local stakeholders, older adults, and individuals with disabilities. The following goals and strategies outline an approach for providers to work together to make the best use of existing resources and to plan for future changes and expansions. These strategies were developed during the second round of regional public and stakeholder input meetings 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 incremental 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 funding cycles and, in some cases, identification of new revenue sources.

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

Goal #1 has two primary strategies that focus on increasing engagement among interested parties, such as public transit providers and senior transportation providers, to enhance mobility management and coordinated transportation opportunities in West Virginia Region II Planning and Development Council (PDC) counties and throughout West Virginia.

Strategy A

Local Coordinating Council: Representatives of human service agencies, and public and private transportation providers should meet, at the regional level, at least once per year with the Region II PDC and/or the Mobility Manager for the KYOVA Interstate Planning Commission to discuss regional transportation successes, challenges, and changes. The participants in this planning process are a strong starting point for organizing new strategies and identifying new funding sources that could benefit multiple transportation partners and facilitate coordination of resources at the local level. The meeting is an opportunity to inform each agency about changes in service, challenges, and opportunities. The group can use this coordinated public transit-human services transportation plan as a starting point and/or guide for the initial meetings. The group should also seek to invite new organizations and guest speakers to engage participants and expand the outreach efforts into the communities. Guest speakers could include experts in specific aspects of service (e.g., working with children with Autism, fundraising experts).

Strategy B

Actively participate in statewide coordination, mobility management, and information sharing opportunities: 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 (e.g., 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. Statewide organizations such as the West Virginia Public Transit Association (WVPTA) or the West Virginia Transportation Coordinating Council (WVTCC) are in a position to act as an advisory body and/or forum for agencies concerned with providing services that improve the mobility of older adults, individuals with disabilities, people with low incomes, and the general public.

The Region II PDC and KYOVA Interstate Planning Commission should coordinate to send at least one representative from the area to one or more statewide meetings of the WVTCC or WVPTA each year to share ideas and to help structure mobility management concepts that are appropriate and beneficial to the Region and State.

The participation of transportation providers in these organizations and other statewide venues would strengthen the communication between all the State’s providers, ultimately resulting in enhanced opportunities for coordination to meet the mobility needs of West Virginians. These types of venues are critical for improved information sharing, developing transportation innovations, and coordinated transportation/mobility management policy development.

Goal #1: Improve Communication Among Transportation Providers and Human Service Agency Stakeholders in the Region and Throughout the State of West Virginia.	
Strategy A	The TTA and/or KYOVA Interstate Planning Commission will represent the urbanized area and a representative from Region II PDC will represent the rural area at meetings with transportation stakeholders, including those agencies that participated in this Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan). The list of participating entities in this planning process (see Appendix F) is a good starting point for the initial invitation list for the meetings. The Region II PDC will co-facilitate the meetings along with KYOVA and TTA. The meetings will be scheduled bi-annually to discuss coordination, mobility management, unmet transportation needs, new opportunities, and challenges.
Action Steps	1. Region II PDC will identify appropriate standing PDC committees to lead this effort purpose or form new subcommittees. In either case, encourage participation from the following providers, at minimum, as members: <ul style="list-style-type: none">◆ Tri-State Transit Authority◆ Tri River Transit◆ Department of Health and Human Services◆ Christian Help, Inc.◆ Logisticare◆ Prestera Center

	<ul style="list-style-type: none"> ◆ Taxi Companies operating in the Region ◆ Mountain State Centers for Independent Living ◆ Cabell County Community Services Organization
	2. Distribute the Coordinated Plan to all stakeholders. Use the Plan as a starting point for the discussion about transportation needs and goals.
	3. Participate in biannual meetings at the regional level with the standing or new PDC committee(s).
	4. Offer an annual public and stakeholder input meeting to provide updates on progress for all Goals, Strategies, and Action Steps. Invite stakeholders from outside the normal group to this meeting, such as local elected officials, businesses, chambers of commerce, faith-based organizations, non-profits, and human service agencies. Consider bringing in a guest speaker to attract more interest in and support for human service agency and public transportation.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> ◆ Tri River Transit ◆ Tri-State Transit Authority ◆ Region II Planning and Development Council ◆ KYOVA Interstate Planning Commission
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> ◆ Organizations that provide and/or fund transportation services for older adults, individuals with disabilities, and/or people with low incomes that operate in the Region II PDC area: Private transportation partners <ul style="list-style-type: none"> ○ Local offices of human service agencies ○ Non-profit organizations ○ Faith-based organizations
Resources Needed	<ul style="list-style-type: none"> ◆ Staff time for lead and supporting organizations
Potential Cost Range	<ul style="list-style-type: none"> ◆ \$300 or more per year (approximately) for staff time dedicated to actively attending regional meetings. Staff time should be dedicated as part of an existing employee’s job duties
Potential Funding Sources	<ul style="list-style-type: none"> ◆ Existing budgets of partner agencies
Performance Measures or Targets	<ul style="list-style-type: none"> ◆ Local stakeholders feel they have a better understanding and more direct involvement in regional efforts to improve coordination of resources, as measured through informal surveying
Needs or Gaps Addressed	<ul style="list-style-type: none"> ◆ Coordinated planning with partner organizations for the purpose of reducing gaps in mobility for target populations and the general public ◆ Funding sources are identified and/or opportunities to more effectively use existing funding sources are discovered, allowing providers to enhance existing services through expansions of service areas and/or days/hours of operations
Priority Level and/or Timeframe	<ul style="list-style-type: none"> ◆ Short-term and ongoing implementation ◆ High priority

Goal #1 (Continued): Improve Communication Among Transportation Providers and Stakeholders in the Region and Throughout the State of West Virginia.	
Strategy B	Area public transit and human service transportation providers will participate in the West Virginia Transportation Coordinating Council, West Virginia Public Transit Association, and/or other statewide venue.
Action Steps	<ol style="list-style-type: none"> 1. Identify one or more transportation providers in the Region to participate in these organizations, as permitted by membership eligibility criteria. 2. Attend statewide meetings.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> ◆ Tri-State Transit Authority ◆ Tri River Transit ◆ Christian Help, Inc. ◆ KYOVA Interstate Planning Commission
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> ◆ Public and human service transportation stakeholders in the Region will provide information about relevant needs, challenges, and achievements to the parties leading implementation
Resources Needed	<ul style="list-style-type: none"> ◆ Staff time for lead and supporting organizations
Potential Cost Range	<ul style="list-style-type: none"> ◆ \$300 or more per year (approximately) for staff time dedicated to actively attending statewide meetings. Staff time should be dedicated as part of an existing employee's job duties
Potential Funding Sources	<ul style="list-style-type: none"> ◆ Existing budgets for partner agencies
Performance Measures or Targets	<ul style="list-style-type: none"> ◆ Local stakeholders feel they have a better understanding and more direct involvement in statewide efforts to improve coordination of resources and mobility management, as measured through informal surveying ◆ New funding sources or changes in funding sources are identified and secured by local transportation providers as a result of more open communication with state-level agencies and programs
Needs or Gaps Addressed	<ul style="list-style-type: none"> ◆ Coordinated planning with partner organizations for the purpose of reducing gaps in mobility for target populations and the general public ◆ Funding sources are identified and/or opportunities to more effectively use existing funding sources are discovered, allowing providers to enhance existing services through expansions of service areas and/or days/hours of operations
Priority Level and/or Timeframe	<ul style="list-style-type: none"> ◆ Short-term and ongoing implementation ◆ High 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 human service agency transportation 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 as part of the replacement and expansion schedules. Plans must also be in place for ensuring maintenance is available and affordable for all transportation providers. Opportunities to coordinate or consolidate maintenance for multiple transportation providers (public, private, and non-profit) may help reduce the costs and/or improve service for individual providers.

Goal #2: Maintain Current Levels of Transportation Services for Older Adults, Individuals with Disabilities, and People with Low Incomes.	
Strategy	Existing transportation services for the target populations are important and the quality of service from those organizations must be maintained. Transportation providers will work together to provide safe vehicles that are in good condition, and to maintain a high standard of staff training and customer service. Providers will acquire vehicles capable of safely transporting individuals on all types of rural roadways and comfortably accommodating people with and without mobility challenges.
Action Steps	1. Continue to operate human service transportation programs in all counties and public transportation in the currently served counties.
	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. Transportation providers using public dollars to purchase vehicles will inform WVDOT about vehicle specification preferences so that the selection of vehicles to be purchased from the WVDOT contract will be appropriate for local transportation needs. Vehicles will be appropriate and user-friendly for people with disabilities as well as those who do not need a ramp or lift.
	4. Collaborate to ensure affordable and qualified maintenance technicians are available to all transportation providers, including public, volunteer, private, and non-profit organizations, as well as to contracted drivers working for app-based transportation companies.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> ◆ Public transit and human service transportation providers ◆ Section 5310 program operators

Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> ◆ KYOVA in Cabell and Wayne Counties (to provide a forum for sharing information and to disseminate grant applications from state and Federal sources) ◆ Private transportation providers to provide purchased services, including maintenance ◆ West Virginia Department of Transportation, Division of Public Transit for grants to rural areas ◆ State of West Virginia Human Service Agencies and Councils on Aging for human service agency and senior transportation ◆ Local organizations that provide funding for transportation
Resources Needed	<ul style="list-style-type: none"> ◆ Funding for transportation operating and capital expenses ◆ Staff time to develop recommendations to WVDOT for vehicle specifications ◆ Staff time to negotiate coordinated or consolidated maintenance agreements between two or more entities
Potential Cost Range	<ul style="list-style-type: none"> ◆ Cost range is scalable based on the sizes of the transportation services and the type and quantity of vehicles
Potential Funding Sources	<ul style="list-style-type: none"> ◆ FTA Sections 5310 and 5307 (Section 5307 is limited to public service) ◆ Local match from state, local, or eligible non-USDOT Federal programs ◆ Contract revenue from agencies that use the maintenance services
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) ◆ Increase in ridership on public and human service transportation systems
Needs or Gaps Addressed	<ul style="list-style-type: none"> ◆ Agencies are able to access riders to provide transportation to food, agency appointments, medical care, and other trip purposes ◆ Residents maintain their transportation access to work, medical appointments, shopping, human service agency programs, and other purposes
Priority Level and Timeframe	<ul style="list-style-type: none"> ◆ High priority ◆ Ongoing implementation

Goal #3: Improve Information Sharing with the Public Through Mobility Management Strategies.

Communicating with 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. This goal outlines a concentrated effort to improve public access to information about available transportation resources and to use that information to assist passengers with building trips that may involve multiple transportation providers. Success of this goal will involve placing the Ride Guide at locations and with agencies and organizations where older adults, individuals with low income, and/or the general public will be looking for information about available services. For example, placing a link to the Ride Guide in applications for human service agencies or non-profit organization services, or placing a printed copy of the Ride Guide in medical office/clinic waiting rooms.

Goal #3: Improve Information Sharing with the General Public Through Effective Mobility Management.	
Strategy	Enhance Informational Resources for Mobility Options and Ride Sharing.
Action Steps	<ol style="list-style-type: none"> 1. Apply for Mobility Management funds to 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 lead agency/owner of the Ride Guide whenever service aspects change. 2. The Ride Guide information will be provided to United Way 211 and updated in a timely manner. 3. Create an online version of the Ride Guide. Links to the on-line Ride Guide will be included on all partner organization websites (i.e., Tri River Transit, Christian Help, Department of Health and Human Services, faith-based organizations, clinics, wellness programs). 4. Provide information for regional transportation options that include destinations in Ohio into the Gohio Commute app: gohiocommute.com. Actively share the Gohio link on partner organization and local government, human service agency, non-profit, faith-based organization websites.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> • Tri River Transit • Tri-State Transit Authority
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> • Public 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 • 211 will be responsible for sharing transportation information
Resources Needed	<ul style="list-style-type: none"> • Staff time to develop and manage the resource information • Funding to develop the document 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 • Minimal cost to provide information to gohiocommute.com
Potential Funding Sources	<ul style="list-style-type: none"> • Section 5310 Program, for Mobility Management • 20% local match is required for Section 5310 funding. Local match could be derived from small contributions from each transportation partner that contributes to the Ride Guide
Performance Measures or Targets	<ul style="list-style-type: none"> • Ride Guide is developed, produced, and distributed • Increase in the number of calls providers receive after a person finds them on the Ride Guide • Increase in the number of shared-rides arranged (including transfers between providers)

	<ul style="list-style-type: none"> • Spatial gaps in transportation are reduced as providers become more aware of opportunities to share rides or coordinate transfers – as documented by provider input
Needs or Gaps Addressed	<ul style="list-style-type: none"> • Improved public awareness of local and regional transportation resources
Priority Level and/or Timeframe	<ul style="list-style-type: none"> • High priority • Implementation timeframe of 2020

Goal #4: Implement and/or Expand Travel Training

Travel training is an organized approach to teaching new or potentially new passengers how to use the public transportation services that are available to them. Travel training can reduce or even remove the fear of using public transportation and open a new world of independence once that individual has the confidence to use public transportation. For example, a person who uses demand response transportation to get into Huntington could learn to use Tri-State Transit Authority fixed-route services to travel around Huntington while they are in town and before returning home on their rural or human service agency demand response service.

Travel training can be provided by paid staff or through trained volunteers. Travel trainers may ride with the new passenger to complete several trips until he or she is able to navigate public transit services independently. This service may help to encourage passengers to ride demand response transportation just to the nearest location where he or she could transfer to a public fixed route, deviated route, or paratransit vehicle to complete the trip.

Goal #4: Implement and/or Expand Travel Training.	
Strategy	Provide or expand the availability of travel training services for new and potential future public transportation fixed route, deviated route, or paratransit riders.
Action Steps	1. Apply for Mobility Management funds to create or expand the Travel Training Program for Region II so that it includes outreach to all counties within the Region II Planning and Development Council area.
	2. Hire Travel Trainers and/or train Volunteer Travel Trainers so that they are capable of answering all questions about all existing public transportation services available in the Region and can work directly with potential passengers to teach them how to use the services until they are confident and capable of navigating the services.
	3. Travel Trainers will build a schedule of group training sessions with human service agencies, faith-based organizations, homeless shelters, medical clinics or hospitals, schools, and other organizations that serve older adults, individuals with disabilities, and/or people with low incomes. The group training sessions will be designed to educate people about the available transportation services where they live. Participants can sign up for individual travel training assistance, as needed.

	4. Travel Trainers will inform the public transportation providers about the unmet needs and gaps in transportation services that program participants report to them so that providers can continue to be engaged with potential passengers and plan services to address ongoing or developing gaps in access to services.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> • Tri River Transit • Tri-State Transit Authority • Human Service Agencies • Colleges/Universities • Vocational Rehabilitation
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> • All public transportation providers are responsible for providing information to Travel Trainers to support their efforts at educating riders about how to use services
Resources Needed	<ul style="list-style-type: none"> • Paid part-time staff to act as the Travel Trainer and/or to manage and train volunteer Travel Trainers
Potential Cost Range	<ul style="list-style-type: none"> • Paid Travel Trainer level of pay could range from \$12 to \$17 per hour • Mileage reimbursement or transit fare for the Travel Trainer to get to potential passengers • \$1,000 to \$3,000 per year for printed information that the Travel Trainer will distribute to class participants
Potential Funding Sources	<ul style="list-style-type: none"> • Section 5310 Program, for Mobility Management • 20% local match is required for Section 5310 funding. Local match could be derived from local, state and most non-Department of Transportation Federal programs • Explore the potential to utilize Vocational Rehabilitation funding as local match and/or Vocational Rehabilitation staff as Travel Trainers
Performance Measures or Targets	<ul style="list-style-type: none"> • New or enhanced travel training program is developed • Funding is secured to support the program for one or more years – the program could be developed as a pilot for one year to determine the success • Number of additional staff and/or volunteers hired and trained • Number of travel training sessions provided in each county • Number of demand response or human service agency consumers who are using public fixed route, deviated route, or paratransit services rather than human service agency-provided transportation • Increase in ridership on public fixed route and deviated route modes of service • Increase in number of feeder trips where rural transportation providers bring the passenger to the nearest point where he or she can transfer to public transportation when multi-county trips are needed
Needs or Gaps Addressed	<ul style="list-style-type: none"> • Improved awareness about the availability of public transportation • Improved access to community resources when a multi-county trip is needed • Low-income passengers are able to save money on transportation by utilizing public options that require a lower passenger fare • Rural transportation providers are able to provide more “local” trips because vehicles spend less time out of the primary service area due to passengers being able to transfer to another operator

Priority Level and/or Timeframe	<ul style="list-style-type: none"> • High priority • Implementation timeframe of 2020 or 2021
---------------------------------	---

Goal #5: Improve Regional Connectivity from Rural Areas to Huntington.

The goal involves creating a network of transportation connections that will enable a person to travel from rural portions of the region to Huntington. The connectivity between transportation providers will address some of the jurisdictional boundaries, such as county lines, that prohibit rural providers from traveling outside of their primary service area.

Rural public and human service agency transportation providers and human service agencies serving rural areas around the Huntington Urbanized Area will meet one-on-one with public transportation providers that serve the Huntington area (including Ohio and Kentucky) for the purpose of identifying times and locations when the rural provider can meet the public transit service so that passengers can transfer to a regional route.

Key areas for regional transfers for the Huntington area are at the TTA transit centers. However, other locations can be established based on need and availability of a safe location for a passenger to wait and board/alight vehicles.

Goal #5: Improve Regional Connectivity from Rural Areas to Huntington.	
Strategy	Establish safe and convenient transfer locations between rural area public, non-profit, private, and human service agency transportation operators to meet with Huntington Urbanized Area operators. This strategy involves public or private agencies developing feeder services into fixed or deviated route public services. Feeder services could also involve a transfer to a public operator, as appropriate.
Action Steps	1. TTA and Tri River Transit staff will meet to discuss locations and times where transfer points could be established so that human service agency, non-profit, and other transportation providers could meet with public transit vehicles for scheduled passenger transfers.
	2. Once locations are identified, TTA and/or Tri River Transit staff will request formal permission from the owner of buildings and/or lots where the transfer will be established to use that location.
	3. If the connection requires service above and beyond ADA paratransit, transit providers will apply for Section 5310 funding to support the expansion of service area and/or feeder route. Feeder service could be contracted to another provider, if more appropriate. Both operating and capital costs for contracted service may be matched at 80% from Section 5310 Federal grants.
	4. Advertise the new connectivity to all riders and potential riders. Include outreach to human service agencies, medical facilities, and non-profit organizations.
Parties Responsible for	<ul style="list-style-type: none"> • Tri River Transit • Tri-State Transit Authority

Leading Implementation	<ul style="list-style-type: none"> • Human Service Agencies • Non-profit Organizations serving older adults, people with disabilities, and individuals with low incomes
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> • Region II Planning and Development Council and KYOVA will help to facilitate discussions about the development of improved regional transportation
Resources Needed	<ul style="list-style-type: none"> • No additional operating resources are required unless the feeder service is operated as a separate contracted service or a new route • Capital requirements may involve procurement or lease of a bus stop for the new transfer • Modifications to the sidewalk or other aspects of the new stop may be necessary to meet or exceed Americans with Disabilities Act requirements—such modifications may be eligible for FTA Section 5310 funding
Potential Cost Range	<ul style="list-style-type: none"> • Minimal operating costs • Capital costs will vary depending upon the location of the transfer point
Potential Funding Sources	<ul style="list-style-type: none"> • Section 5310 Program • 20% local match is required for Section 5310 capital grant funding. Local match could be derived from local, state and most non-Department of Transportation Federal programs • Explore the feasibility of contracting for service to provide feeder routes, if demand is sufficient. Both capital and operating expenses for contracted services are an eligible capital expense which requires a 20% local match
Performance Measures or Targets	<ul style="list-style-type: none"> • Number of rural residents who are able to access health, wellness, employment, and social activities outside of their county of residence when using a combination of transportation providers to complete a trip • Number of demand response or human service agency consumers who are using public fixed route, deviated route, or paratransit services rather than human service agency-provided transportation • Increase in ridership on public fixed route and deviated route modes of service • Increase in number of feeder trips where rural transportation providers bring the passenger to the nearest point where he or she can transfer to public transportation when multi-county trips are needed
Needs or Gaps Addressed	<ul style="list-style-type: none"> • Improved access to community resources when a multi-county trip is needed • Low-income passengers are able to save money on transportation by utilizing public options that require a lower passenger fare • Rural transportation providers are able to provide more “local” trips because vehicles spend less time out of the primary service area due to passengers being able to transfer to another operator
Priority Level and/or Timeframe	<ul style="list-style-type: none"> • High priority • Implementation timeframe of 2020 and ongoing throughout the Region

Goal #6: Increase the Availability of Transportation by Adding Open-Door Section 5310 Projects.

Open-Door transportation within the Section 5310 program is service that is open to a segment of the population. This differs from closed-door transportation services which are only available to clients of a particular agency. An example of open-door transportation is service operated by a senior center that is available to anyone age 60 and older even if they are not a member of the senior center. An example of closed-door service is transportation provided by a senior center that is only available to people who are members of the center’s nutrition program. Section 5310 grant program recipients in Region II are largely closed-door providers. This may, in part, be due to the necessity to use their limited resources for clients because they could not otherwise meet the demand of their clients if services were open-door.

The goal is to create programs within the existing network of Section 5310 subgrantees that could be provided as open-door transportation. Open-door transportation could be operated in-house or through a contracted agreement. Contracted services may be eligible for capital funding through Section 5310 and therefore require a 20% local match (rather than the typical 50% local match typically required for operating dollars). If existing subrecipients do not have the capacity to add open-door transportation services to their menu of services, new entities that have the capacity and mission for open-door transportation should be encouraged to apply for Section 5310 grant funding.

Goal #6: Increase the Availability of Transportation by Adding Open-Door Transportation Section 5310 Projects.	
Strategy	Increase the amount of transportation available in rural areas for older adults, individuals with disabilities, and people with low incomes by creating new open-door transportation programs.
Action Steps	1. Current Section 5310 subgrantees will meet with West Virginia Department of Transportation, Division of Public Transit to discuss opportunities to apply for new transportation services that could be operated as open-door. If necessary, continue a portion of service that is closed-door and add services that can be operated as open-door.
	2. If current Section 5310 subgrantees do not have the capacity to manage an additional service, advertise the opportunity to apply for Section 5310 grant funding to other eligible organizations.
	3. Eligible organizations will secure the necessary local match and apply for Section 5310 grant funds to increase the amount of transportation available in rural areas of Region II. Applications must be for services to address needs identified in this Coordinated Plan or its future amendments.
	4. Once funding is awarded, implement open-door transportation and continue to communicate with other transportation providers.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> • West Virginia Department of Transportation, Division of Public Transit • Current Section 5310 program subgrantees • Eligible organizations in Region II interested in participating in the Section 5310 program as a subgrantee or contracted service provider. Eligible organizations

	can contract with private, public, or non-profit transportation providers to operate transportation
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> Region II Planning and Development Council will facilitate meetings and/or discussions with potential Section 5310 applicants
Resources Needed	<ul style="list-style-type: none"> Additional services will require additional vehicles, drivers, capital and operating funds
Potential Cost Range	<ul style="list-style-type: none"> Operating costs will vary depending on the services to be provided – Operating costs are eligible for Section 5310 program funding only if the service is contracted to another provider – in that case operating funds are matched at up to 80% by the Section 5310 program Capital costs will vary depending on the project – Capital costs are also matched at up to 80% by the Section 5310 program
Potential Funding Sources	<ul style="list-style-type: none"> Section 5310 Program 20% local match is required for Section 5310 capital grant funding. Local match could be derived from local, state and most non-Department of Transportation Federal programs Explore the feasibility of contracting for service to provide feeder routes, if demand is sufficient. Both capital and operating expenses for contracted services are an eligible capital expense which requires a 20% local match
Performance Measures or Targets	<ul style="list-style-type: none"> Number of rural residents who are able to access health, wellness, employment, and social activities because of the additional capacity available from the transportation provider Number of trips provided for older adults, individuals with disabilities, and people with low incomes as a result of providing open-door transportation Number of new coordination or trip sharing opportunities between agencies that offer open-door transportation services (compared to the number of trips shared when services were limited to closed-door eligibility)
Needs or Gaps Addressed	<ul style="list-style-type: none"> More older adults, people with disabilities, and individuals with low incomes who are not consumers of human service agencies or non-profit organizations have access to community resources
Priority Level and/or Timeframe	<ul style="list-style-type: none"> Moderate priority Implementation timeframe of 2021 and ongoing

Goal #7: Improve Access to Medical and Wellness Appointments with a Volunteer Driver Voucher Program.

The capacity to provide access to medical and wellness appointments for non-Medicaid eligible medical and wellness appointments is somewhat limited by the number of drivers employed by the transportation providers. There is a shortage of drivers and qualified applicants throughout many regions in West Virginia, including Region II.

The goal addresses the gap in available transportation services by developing a volunteer driver voucher program. The program would implement a voucher to reimburse a volunteer for driving an otherwise eligible passenger to a medical or wellness appointment. Vouchers may be limited to a

certain dollar amount per mile or per trip. Vouchers would be submitted by the volunteer to the sponsoring agency and the sponsoring agency would reimburse the volunteer.

The volunteer driver can be any friend, family member, or acquaintance selected by the eligible passenger. By enabling the passenger to offer his or her driver reimbursement in exchange for the trip, the passenger may become more comfortable asking for a ride than he or she would be if there were no way to repay the friend or family member. The volunteer will operate his or her own vehicle and is not registered with the agency. The responsibility of identifying the volunteer is entirely on the eligible passenger and not managed in any way by the funding programs/agencies.

There are a growing number of volunteer driver voucher programs implemented throughout the country. One successful example can be found outside of Salt Lake City, Utah and is managed through the Section 5310 program direct recipient, Utah Transit Authority. In that example, vouchers are subsidized by local agencies on aging and independent living centers and can be used for any trip purpose when standard transportation services are not available.

Goal #7: Improve Access to Medical and Wellness Appointments with a Volunteer Driver Voucher Program.	
Strategy	Increase the amount of transportation available transportation options for non-Medicaid eligible trips to medical and wellness appointments for older adults, individuals with disabilities, and people with low incomes by implementing a Volunteer Driver Voucher Program. Program eligibility may be expanded to other trip purposes, based on the regulations that are tied to the funding sources for local match.
Action Steps	1. Eligible organizations will apply for Section 5310 Program grant funding to support 50% of the cost of operating a Volunteer Driver Voucher Program. The same organizations will secure the remaining 50% matching funds from local, state, or non-Department of Transportation Federal Funding programs.
	2. Create a voucher or e-voucher system for volunteers to use when submitting for reimbursement of mileage or the standard trip reimbursement amount.
	3. The funding agencies will track the number of vouchers requested and submitted for reimbursement as well as the amount of funding spent per voucher. Expenses must be reported to all funding agencies, per the requirements of those funding sources.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> • Eligible (new or existing) Section 5310 program subgrantees
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> • State, local, or non-Department of Transportation (DOT) programs that provide matching funds for the Voucher Program
Resources Needed	<ul style="list-style-type: none"> • Funding to support volunteer driver reimbursement • Creation of a system of trackable vouchers or e-vouchers

	<ul style="list-style-type: none"> • Creation of a system to reimburse volunteer drivers for their services when executed vouchers are received by the lead agency
Potential Cost Range	<ul style="list-style-type: none"> • The cost of providing the Voucher Program will depend upon the projected demand for services. Vouchers could be reimbursed at a pre-determined mileage rate (i.e., \$0.35/mile) with a maximum capped amount per trip (i.e., \$6.00). The maximum reimbursement amount should be established based upon the available funds for the program. • Vouchers are an operating expense under the Section 5310 program.
Potential Funding Sources	<ul style="list-style-type: none"> • Section 5310 Program • 50% local match is required for Section 5310 operating grant funding for the voucher program. Local match could be derived from local, state and most non-Department of Transportation Federal programs
Performance Measures or Targets	<ul style="list-style-type: none"> • Number of rural residents who are able to health and wellness services with volunteer driver services that provide a reimbursement to the driver at no cost to the passenger • Number of partnering agencies supporting the Voucher Program with local matching funds • Number of counties where the Voucher Program is implemented
Needs or Gaps Addressed	<ul style="list-style-type: none"> • More older adults, people with disabilities, and individuals with low incomes have access to health and wellness appointments even when agency or publicly operated transportation services are not available
Priority Level and/or Timeframe	<ul style="list-style-type: none"> • High priority • Implementation timeframe of 2021 and ongoing

SUMMARY OF GOALS AND PRIORITIES

Transportation stakeholders in the West Virginia II Planning and Developmental Council (PDC) Counties 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					
		2020	2021	2022	2023	2024	2025
1. Improve Communication Among Transportation Providers and Stakeholders in the Region and Throughout West Virginia	Coordinated planning with partner organizations Identify new funding or opportunities to reduce costs						
		High Priority					
2. Maintain Current Levels of Transportation	Agencies are able to access riders to provide transportation to food, agency appointments, medical care, and other purposes Residents maintain access to work, and services						
		High Priority					
3. Improve Information Sharing with the Public Through Mobility Management Strategies	Improved public awareness of local and regional transportation resources Reduce the perceived gaps in services that are not real						
		High Priority					
4. Implement and/or Expand Travel Training	Improve awareness about available transportation services Improve access to community resources when multi-county trip is needed Public transportation is a more affordable option than private Rural operators can keep vehicles in the local area and provide more trips if fewer people are making out-of-county trips						
		High Priority					
5. Improve Regional Connectivity from Rural Areas to Huntington	Improve access to community resources when multi-county trip is needed Public transportation is a more affordable option than private Rural operators can keep vehicles in the local area and provide more trips if fewer people are making out-of-county trips						
		High Priority					
6. Increase the Availability of Transportation by Adding Open-Door Section 5310 Projects	Reduces transportation as a barrier for older adults, people with disabilities, and people with low incomes to access community resources						
		Moderate Priority					
7. Improve Access to Medical and Wellness Appointments with a Volunteer Driver Voucher Program	More older adults, people with disabilities, and individuals with low incomes have access to health and wellness appointments even when agency or publicly operated transportation services are not available Helps to address challenges of driver shortages						
		Moderate Priority					

Appendix A
Outreach
Documentation

COORDINATED PLAN CHECKLIST

Focus Groups, Workshops, and Public Meetings

Stakeholder and General Public Meetings

Date: Meeting: (1) November 7, 2018 from 11:00 AM to 12:30 PM
(2) January 15, 2019 from 10:00 AM to 12:00 PM
(3) February 20, 2019 from 2:00 PM to 4:00 PM
(4) March 25, 2019 from 10:00 AM to 12:00 PM

Location(s): Region II Planning and Development Council/KYOVA Interstate Planning Commission,
Huntington, WV

Invitations Distributed

Email: Meeting 1: Date Sent: October 25, 2018
Meeting 2: Date Sent: January 3, 2019
Meeting 3: Date Sent: February 6, 2019
Meeting 4: Date Sent: March 5, 2019

Web Posting: Web Address: www.kyova.org

Newspaper Notice (list of papers): Independent Herald, Williamson Daily News, Herald Dispatch, Mingo
Messenger, Logan Banner, and Point Pleasant Register

Flyer distributed in local community/senior centers and other human service agencies

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: 8
Meeting 2: 28
Meeting 3: 15
Meeting 4: 12

Invitation letter and mailing list attached

Copy of flyers, brochures, etc.

Attendee List/Sign-in Sheet attached

Public Meeting Presentation included

Surveys

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

Web Posting: Survey Monkey

E-mail upon request

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

Distributed in local community/senior centers, etc.

Information was provided in alternative formats, upon request

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

Number of Paper Surveys Distributed: 600

Total number of electronic and paper surveys completed: 387

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., Telephone interviews with key stakeholders)

Provide Your Input on Transportation as a Barrier to Health Care, Wellness and Recovery in Your Community!

Online Input Session for West Virginia's Regional Coordinated Public Transit-Human Services Transportation Plans

West Virginia Department of Transportation, Division of Public Transit cordially invites you to participate in an online input session as part of the update process for the regional Coordinated Public Transit-Human Services Transportation Plans.

Please participate 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 West Virginia for access to healthcare, counseling, recovery and wellness services. .

Thursday, December 6, 2018
3:00 PM to 4:30 PM

Register online by December 3 at:
<https://www.surveymonkey.com/r/RQMQG3P>

After you register, we will send the link and dial-in phone # for participating

The session will begin with a brief overview of the purpose and status of West Virginia's Coordinated Public Transit-Human Services Transportation Plans. A moderated discussion will follow, focusing on the transportation needs and the impact of lack of transportation to the health and wellbeing of West Virginians. .

Christy Campoll from RLS & Associates, Inc. will facilitate the meeting.

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

Dear Transportation Stakeholder:

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

The DPT is working with RLS & Associates, Inc. to update the plans. A local public meeting is scheduled for **Wednesday, November 7, 2018 from 11:00 AM to 12:30 PM at Region 2 Planning & Development Council, 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 the spring of 2019 to prioritize goals and strategies for transportation coordination.

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

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

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

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

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

We look forward to seeing you at the meeting.

Sincerely,



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

Contact

Director
Director
John Woodall, Guyan Services Day Manager
Mike Grady, Executive Director
Director
Director
Hilda Austin
Executive Director
Bernice Swisher, Transit Coordinator
Sister Therese Carew, Executive Director
Director
Executive Director
Executive Director
Director
Director
Director
Director
Sandi Kiser-Griffith, CEO
Donnie Matney
President
Joseph Huff
William Carpenter, Jr., Deputy Director
Director
Eugene Adkins
Donna Cooke, CEO
Tahnee Bryant, Funding Resource Program Mgr
Renaë Riffle, Executive Director
Jennifer Thomas
Director
Executive Director
Cathy Headen
Director
Anne Weeks, President, CEO
Christina Meyer
Teresa Cornette, CEO
Lisha Whitt, Executive Director
Amey Ball, Senior Services Administrator
Karen Yost, CEO
Claude J. Hunt, Executive Director
Donna Taylor
Director
Paula Smith, Executive Director
Executive Director
Executive Director
Richard McCoy

Agency

AFL-CIO Appalachian Council Head Start
American Cancer Society
Autism Services Center
Autism Services Center
Cabell County Community Services Organization
Cabell-Wayne Association of the Blind
Chamber of Commerce
Child and Family Development Program
Christian Help, Inc. of Mingo County
Christian Help, Inc. of Mingo County
Classy Limo
Coalfield Community Action Partnership, Inc.
Coordinating Council for Independent Living
DHHS, Bureau for Children and Families
DHHS, Bureau for Children and Families
DHHS, Bureau for Children and Families
DHHS, Bureau for Children and Families
Diversified Assessment and Therapy Services, Inc.
H-N-H Taxi
L.A. Taxi
Lincoln County Health Department
Lincoln County Opportunity Company, Inc.
Logan County Emergency Ambulance Services Authority
Logan County Health Department
Logan-Mingo Area Mental Health, Inc.
Logan-Mingo Area Mental Health, Inc.
Mason County Action Group
Mason County Health Department
Metro Tri-State
Mingo County Family Resource
Mingo County Health Department
Mingo County Social Services
Mountain State Centers for Independent Living
MTM
MTS Ambulance
P.R.I.D.E Community Services, Inc.
P.R.I.D.E Community Services, Inc.
Prestera Center
Region II Planning and Development Council
Southwestern Community Action Council Inc. -
Taxi Service, Inc.
Tri River Transit
Tug Valley Recovery Shelter
YMCA
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
Director	Autism Services Center
Director	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 Children's Center
Hilda Austin	Chamber of Commerce
Ben Newhouse	City Manager
Michele Whitlock	City of Ashland
Joy Conley, City Clerk	City of Russell, KY
Director	Classy Limo
Director	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
Nikki Thomas	Golden Girl Group Home
Sandy Mendez, Director	GREENUP COUNTY SENIOR CENTER
Dave Lieving, President	Huntington Area Development Council
Director	Huntington Housing Authority
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
Julie Monroe	Lawrence County Board of Developmental Disabilities
Mike Payne	Lawrence County Transit
Pam Mollett	LCBMRDD
Terry Porter	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
Director	Metro Tri-State Taxi

Director
Ann Weeks
Dee DeLancey
Director
Christina Meyer
Teresa Cornette, CEO
Cathy Hutchinson
David Carroll
Diva Justice
Greg Priddy
Joe Mazzawi
Diana Williams
Tiffany Haney, Boyd County Coordinator
Jennifer Willis, LCSW Greenup County
Coordinator
Michael D. Miller, Director
Kim Spaulding
Director
Joyce Arthur
Debra Easter
Diana Long
Director
Karen Craft
Dwight Coburn
Donna Taylor
Director
Director
Director
Director
Kyrie Waller
Paul Davis
Jennifer Woodall
Paul Davis
Director
Director
Michelle Michael
Director
Rob Howell
Cheryl Moore (Mayor)
Chris Crum
Cindi Evans
Debbie Blevins
Sheila Cornett
Deanna Jessie
Debbie Blevins

Mount West Community Technical College
Mountain State Centers for Independent Living
Mountain State Centers for Independent Living
Mountaineer Limousine Services
MTM
MTS Ambulance
MTSTCIL
Northeast KY Community Action Agency
Our Lady of Bellefonte Hospital (OLBH)
Our Lady of Bellefonte Hospital (OLBH)
Our Lady of Bellefonte Hospital (OLBH) - VP of Missions
Our Lady of Bellefonte Hospital (OLBH) HCS Van Ministries
Pathways, Inc.
Pathways, Inc.
Planning and Community Development Department
Prestera Center
Prestera Center
Putnam Aging
Putnam Aging
Rahall Transportation
River Cities Limo Services
Silver Generation Center
Southwestern Community Action
Southwestern Community Action Council Inc.
Southwestern Community Action Council Inc.
St. Mary's Medical Center
Taxi Service, Inc.
Teays Valley Taxi, LLC
Tri-State Industries
Tri-State Transit Authority
Tri-State Transit Authority
TTA
University Physicians & Surgeons
VA Medical Center
Veterans Administration
Wayne County DHHR
Wayne X-Press
City of South Shore, KY
Greenup County Health Department
Helping Hands
Helping Hands

HealthCare Access - KY Prescription Assistance

Mike Maynard
Kennetta Freholm
Linda Malone
Linda Taylor
Lisa Potter
Pollyanna Rogers
Rich McDavid
Sonja Ahuja
Sue Evans
Tina Prichard
Todd Young
Marsha McDavid
Reba Henderson
Amy Nelson
Gary Sizemore
Ben Dingus
Renee Parsons
Brian Barber
David Piatt Cumpton
Joy Combs
Nadia Ally
Shaini Dickerson-Steward
Robert Carpenter
Doug Collins
Director
Director
Director
Director
Director
Director
Director
Director
Director
Director
Director
Director
Director
Mike Payne - CAC
Mike Payne- CAC
Mike Payne - CAC
Mike Payne - CAC
Mike Payne - CAC
Mike Payne - CAC

Bill Robinson

Hillcrest Bruch Missions
KYACHW - KY School for the blind
Vocational Rehab
Grayson Senior Center
Director of Senior Services for Northeast
Christian Care Communities
Christian Care Communities
Ashland Housing Authority
McKell Library
Vocational Rehab
The Neighborhood

Northeast KY Community Action Agency
Emmaus
Emmaus
Hope Central
Hope Central
Greenup County Senior Center

Goodwill

WellCare
Greenup County Judge Executive
Greenup County
Healthcare for the Homeless
River Cities Medical Transport - non emergency
Sure Way Cab Company
Able Medical Transport
Ahoj Transportation
ResCare Ohio
Lawrence County Health and Wellness Initiative
Land of Goshen Treatment Center
First Baptist Church
Workforce Development Resource Center
Dawson Bryant Headstart
Hope Central
Lawrence County Senior Services
Affordable Housing
Family Guidance Center
Homeless Services
Family Medical Services

West Virginia DOT, Division of Public Transit

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

Recognizing that transportation services are essential for
Seniors, People with Disabilities, Individuals and Families 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 Cabell, Lincoln, Logan, Mason, Mingo
and Wayne Counties.

All are invited!

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

<p>Wednesday, November 7, 2018 11:00 AM to 12:30 PM Region 2 Planning & Development Council Conference Room 400 Third Avenue, Huntington, WV 25712</p>
--

Christy Campoll from RLS & Associates, Inc. will facilitate the meeting. Please
RSVP by October 30 by calling 800-684-1458 or emailing
ccampoll@rlsandassoc.com

Parking is available at Region 2 Planning & Development Council. For a
directory of transportation providers in your county, visit
<https://transportation.wv.gov/publictransit/Pages/OnlineDirectory.aspx>.

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

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

For Immediate Release

Date: October 25, 2018

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

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

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

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

The public is encouraged to attend the following meeting to learn more about the plan and share their input. Agencies who receive or intend to receive funding under the Federal Transit Administration Section 5310 Program must participate in coordination planning. RSVP by October 30 to (800) 684-1458. Free parking is available at all meeting locations. All meeting locations are wheelchair accessible. Anyone who requires an auxiliary aid or service for effective communication to participate in a meeting should call (800) 684-1458 by October 30.

Coordinated Plan Input Meeting for Lincoln, Logan, Mason, Mingo, Cabell and Wayne Counties (Region II)

Wednesday, November 7, 2018, 11:00 AM to 12:30 PM

Region II Planning and Development Council
400 Third Ave
Huntington, WV 25701

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

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

###

Meeting 1

RLS
Associates, Inc.

Moving Public Transportation
Into the Future

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

Presented November 7, 2018
By Laura Brown, Senior Associate RLS & Associates, Inc.
3131 Dixie Hwy. Suite 545 Dayton, OH 45439

www.rlsandassoc.com

1



2

Meeting Objectives

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

3

Why Do We Do Coordination Plans?

Why Were Plans Developed?

- ♦ Aim to Improve Transportation for People with Disabilities, Older Adults, and Individuals with Low Incomes
- ♦ The 2014 Plan is Out of Date with New Legislation and Must be Updated
- ♦ FAST Act (Fixing America's Surface Transportation) Requires a Plan
 - FTA Section 5310
 - FY16-FY20

4

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

5

5

Why it is Important to Participate

- ◆ Other Stakeholders (not Receiving Section 5310 funds) are Reminded that Local Match is Required for FTA Funded Programs
 - Local Match May be Derived from Non-DOT Transportation Funding Sources (i.e., DHHS, Veteran's Affairs, Local Government, Local Businesses, Non-Profits, and Others)

6

6

Section 5310 Program

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

7

7

Section 5310 Program

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

8

8

FAST Act Highlights

- ◆ \$1 Billion per Year to the Transit Program
- ◆ Re-Introduces a Discretionary Bus Program
- ◆ Pilot Program for Innovative Coordinated Access and Mobility
 - Competitive Funding for Innovative Projects to Improve Coordination of Transportation with Non-Emergency Medical Transportation (NEMT)
 - Must Have Specific Goals for Improving Coordination
 - MPO and Statewide Planning (5303/5304)
 - Adds Intercity Bus into Planning Considerations
 - MPOs that Serve TMAs have Congestion Management Plan Option

9

FAST Act Highlights

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

10

Access and Mobility Partnership

- ◆ Competitive Grant Funds for Transit Coordination Projects that Improve Access to Healthcare
 - Bridge the Gap between Service Providers in the Transportation and Health Sectors
- ◆ Two Funding Opportunities in 2018
 - Innovative Coordinated Access and Mobility (ICAM)
 - Pilot Program and Human Services Coordination Research Grants (HSCR)

11

Innovative Coordinated Access & Mobility

- ◆ Eligible to be Recipients/Subrecipients of Section 5310 Funding
 - States and local governments
 - Private nonprofits
 - Public transportation operators
- ◆ Address gaps identified in the Coordinated Plan
- ◆ Up to 18 Months - Award to Completion
- ◆ Projects Must Demonstrate Impacts
- ◆ Capital Expenses Only

12

2016 ICAM Examples

- ◆ Jacksonville Transportation Authority
 - Software Connecting Medical Scheduling Programs and Transit Schedules to Generate Transit Travel Times and Costs for Healthcare Receptionists and Patients as they Choose Appointments
- ◆ Iowa DOT
 - Rides to Wellness using Volunteers
 - Farmers Markets, Wellness Activities, Support Groups
- ◆ Rides MTD (Illinois)
 - One-Call Center for Patients at Risk of Relapse or Re-Hospitalization

13

13

Human Services Coordination Research (HSCR) Grants

- ◆ Eligible Applicants:
 - States and local governments
 - Private providers engaged in public transportation
 - Nonprofit organizations
 - Public transportation operators
- ◆ 18 Month Project Timeline
- ◆ Operating or Capital Expenditures that are tied to the Coordinated Plan

14

14

Human Services Coordination Research (HSCR) Grants

- ◆ Examples
 - Smart Phone Apps
 - Improve Multi-Modal Connectivity for Seniors, Individuals with Disabilities, Low-Income Individuals
 - Innovative Technology to Address Accessibility
 - Improve the Quality of the Traveler Experience
 - Data and Communication System Advancements

15

15

Recent History of WV Coordinated Plans

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

16

16

Stakeholder Participation Goal in the 2019 Plan Update

- ◆ Transportation Providers (public, private, non-profit, agency, etc.)
- ◆ Human Service Agencies and Other Organizations that Serve
 - Individuals with Disabilities
 - Older Adults
 - People with Low Incomes
 - General Public
- ◆ Regional Planning Council
- ◆ West Virginia DOT, DPT
- ◆ Local Citizens

17

17

Recent History of Coordinated Transportation Plans

Participants in Previous Region II Plans

- | | |
|--------------------------------------|-----------------------------------|
| ◆ Tri River Transit Authority. | ◆ Wayne Co Community Services |
| ◆ Christian Help of Mingo County. | ◆ Logan Emergency Services Amb |
| ◆ Prestera Center | ◆ Mason County Action Group |
| ◆ Wayne Express. | ◆ Cabell-Wayne Assoc of the Blind |
| ◆ Tri River Transit. | ◆ Cabell Co Community Services |
| ◆ KYOVA and Region II PDC | ◆ Logan-Mingo Area Mental Hlth |
| ◆ Pride Community Services. | ◆ Cortland Acres Association |
| ◆ RW Armstrong. | ◆ MTS Ambulance |
| ◆ Autism Services Center. | ◆ West Virginia Dept. of Housing |
| ◆ Tri -State Airport | ◆ Ironton - Lawrence County |
| ◆ Region II Division of Primary Care | ◆ Community Action Organization |
| | ◆ H-N-H Taxi |

18

18

Existing Resources

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



19

19

UPDATE OF CURRENT RESOURCES AND UNMET NEEDS

20

20

Review of 2015 Goals

Goals	Categories of Unmet Transportation Needs/Gaps						
	Access to Transportation (Geographic)	Medical Transportation	Appropriate Vehicle Fleet	Service Hours	Passenger Eligibility	Information Dissemination	Driver and Aide Training
Goal #1 Improve Communication Among Public Transportation Providers, Non-Profits, and For-Profits	X	X	X	X	X	X	X
Goal # 2 Provide Additional Transportation Options in the Region and Beyond	X	X	X	X	X		
Goal #3 Ensure Vehicles Are Appropriately Sized to Meet Consumers' Needs			X				
Goal #4 Establish an Affiliation and/or Membership with Statewide Transit Organizations						X	
Goal #5 Remove the Barriers of Eligibility, Accessibility, & Affordability	X	X	X		X	X	
Goal #6 Central Trip Coordination Center	X		X		X		X

21

21

- ### A Review of Goals from the 2015 Plan
1. Improve Communication Among Public Transportation Providers, Non-Profits, For-Profits
 - o Establish a Regional Transportation Advisory Board
 - o Create a Secure Facebook or Similar Page On-line
- 22

22

- ### A Review of Goals from the 2015 Plan
2. Provide Additional Transportation Options in the Region and Beyond
 - o Coordinate and/or Contract with Other Area Providers (Section 5310)
 - o Encourage Involvement of Local Employers
 - o Negotiate with Local and Regional Healthcare Professionals (Scheduling)
 - o Coordinate and/or Contract with Private Providers
- 23

23

- ### Goals from the 2015 Plan
3. Ensure Vehicles are Appropriately Sized to Meet Consumers' Needs
 - o Purchase Section 5310 Replacement Vehicles
 - o Develop a Regional or Multi-County Vehicle Replacement and Expansion Plan
- 24

24

Goals from the 2015 Plan

4. Establish an Affiliation/Membership with Statewide Transit Organizations
 - o Join State Associations and Taxi Associations

25

25

Goals from the 2015 Plan

5. Remove the Barriers of Eligibility, Accessibility, and Affordability from Transportation
 - o Change Public Perception of Public Transit
 - o Decrease Eligibility Limitations

26

26

Goals from the 2015 Plan

6. Establish a Central Trip Coordination Center for All Transportation Providers in the Region
 - o Centralized point of contact to assist providers with assigning trips
 - o Mobility Manager

27

27

Progress on 2015 Goals

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

28

28

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?

29

29

NEXT STEPS FOR THE PLANNING PROCESS

30

30

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

31

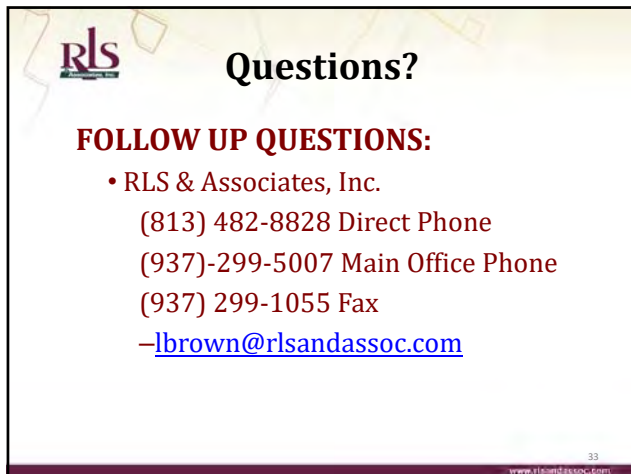
31

Public Meeting #2

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

32

32



RLS

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

33
www.rlsandassoc.com

West Virginia Coordinated Plan Update

Date: Nov. 7, 2018

Input Meeting Sign-In Sheet

Location: Region 2 - Huntington

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Joni Boyd	WV Div of Public Transit	304-558-0428	Toni.R.Boyd@wv.gov
Paula Smith	Tri River Transit	301-824-2944	trtpaula@zoominternet.net
Hathy Elliott	Region 2 PDC	304-529-3357	kelliott@region2pdc.org
Jody Sigmon	KYOUA	304-523-7434	J.Sigmon@kyouaipc.org
Saleem Saleemeh	"	"	SSaleemeh@kyouaipc.org
Paul Young	" "	" "	pyoung@kyouaipc.org
Charles Holley	Cabell County Community Services Org	304-529-4952	cholley@cccso.com
Lasha Lisha Whitt	Logan Pride		lisha.whitt@loganpride.com

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

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.

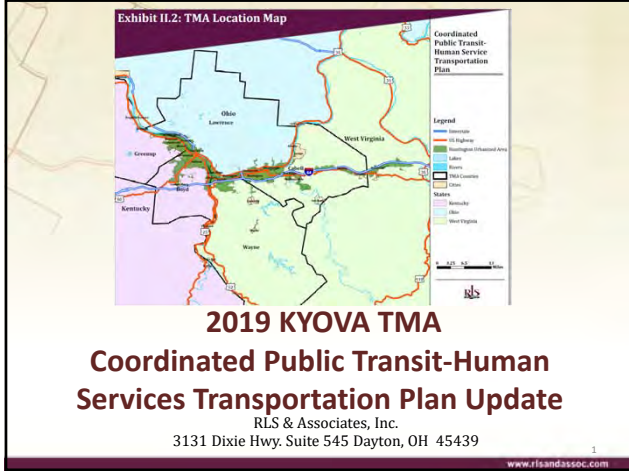
Tuesday, January 15, 2019 from 10:00 a.m. to 12:00 p.m.

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.

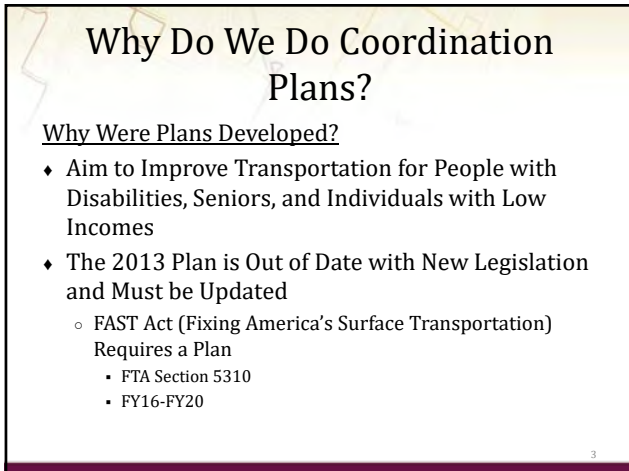
For additional information, contact **Laura Brown at lbrown@rlsandassoc.com or 813-482-8828.**



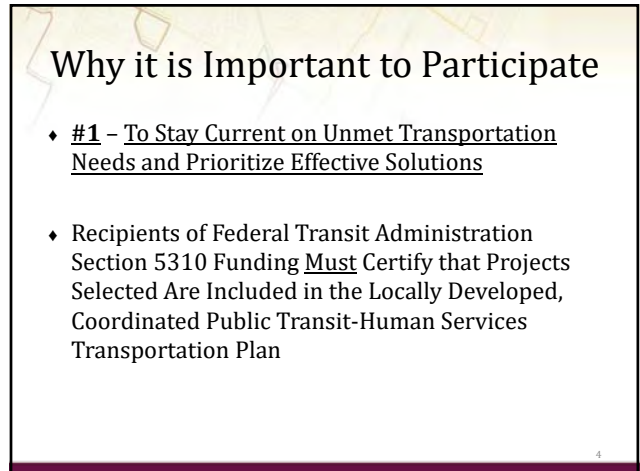
1



2



3



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 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

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

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

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

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

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

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

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

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

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

18

NEXT STEPS FOR THE PLANNING PROCESS

19

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

20

Meeting 2

Public Meeting #2

- ◆ Date: March 2019
- ◆ Location: KYOVA

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

21

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

22

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 Avenue Martinsburg, WV 26151	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	AAA4 PO Box 500 URG Grande OH 45614	800-582-7277	rpauley@aaa4.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@cccsso.com

West Virginia Coordinated Plan Update

Input Meeting Sign-In Sheet

Date: 1-15-19

Location: KYOVA Huntington, WV

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Roger Epperson	Golden Girls Group Home	(304) 453-1401	repperson@gggh.org
Loretha Wilson	Southwestern	(304) 697-4600	loretha.wilson@seacwv.org
Paul F. Davis	TTA	304-634-7517	pdavis@ta-wv.com
Jennifer Woodall	TTA	304-710-7044	jwoodall@ta-wv.com
Chris Chiles	KYOVA	304-523-7434	cchiles@kyova.pc.org
Bernanny Wild	KYOVA	304-523-7434	bwild@kyovaipc.org
Sody Sigmone	KYOVA	111111	JSigmone@kyovaipc.org
Jana Stoner	Faith Health Appalachia Carroll Huntington Hospital	304-544-8312	jana.stoner@Chhi.org
PAUL YOUNG	KYOVA	304-523-7434	pyoung@kyovaipc.org
TRAVIS CRUM	The Hendry Dispatch	304-526-2801	travis.crum@hehendrydispatch.com travis.crum@gmail.com
Mike Payne	LCT		mpayne@ilao.org

For Immediate Release

Date: February 6, 2019

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

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

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

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

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

Coordinated Plan Input Meeting for Lincoln, Logan, Mason, Mingo, Cabell and Wayne Counties (Region II)

Wednesday, February 20, 2019, 2:00 PM – 4:00 PM

Region II Planning and Development Council
400 Third Ave
Huntington, WV 25701

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

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

RLS
Associates, Inc.

Moving Public Transportation
Into the Future

2019 West Virginia Region 2 Coordinated Public Transit-Human Services Transportation Plan Update

Presented on February 20, 2019
by Laura Brown, Senior Associate, RLS & Associates, Inc.
3131 South Dixie Hwy, Suite 545 Dayton, Ohio
(937) 299-5007

1

1

RLS

Meeting Objectives

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

2

2

Planning Area

Legend
Region 2
WVPA

3

3

Why Are Plans Developed?

- ◆ Aim to Improve Transportation and Mobility
- ◆ FAST (Fixing America's Surface Transportation) Act Requires a Plan
 - Section 5310
- ◆ The 2015 Plan is Out of Date
 - Your 2015 Plan is Available on the WV DOT - Division of Public Transit web page

4

4

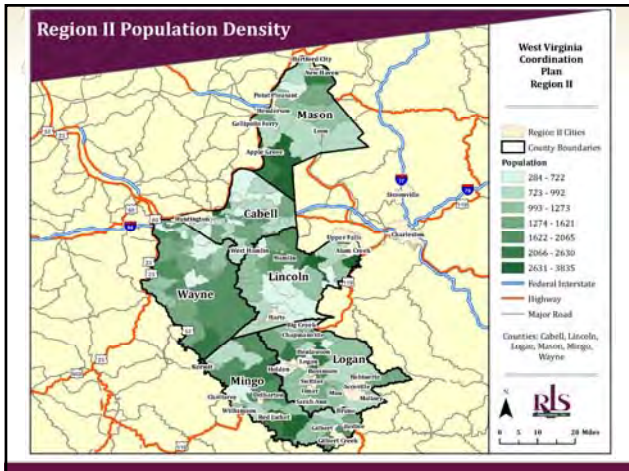
Why Are Plans Developed?

- ◆ Integrate Network of Partners
- ◆ Take Incremental Steps to Improve Mobility
- ◆ Benefits
 - Increased Number of Trips with More Efficiency
 - Improved Service Quality Standards Across Multiple Types of Providers
 - Potential to Leverage New Funding or Increase/Sustain Existing Funding Levels

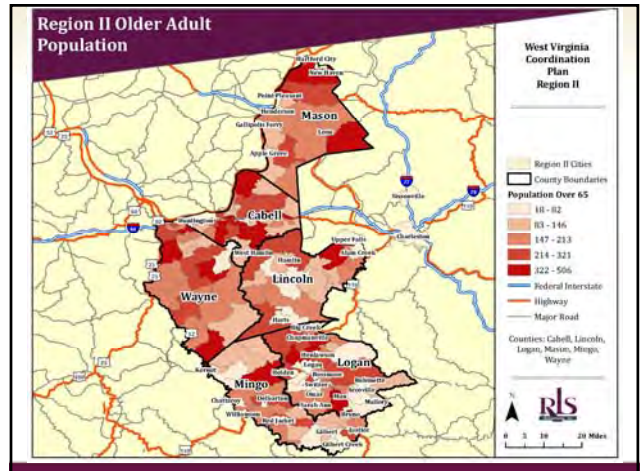
5



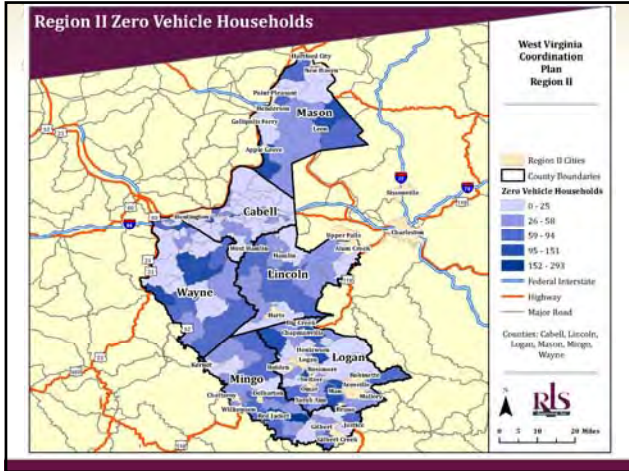
6



7



8



9

Needs Assessment

- ◆ Mingo County Needs Transportation Options for Out-of-County Trips
 - Pikeville
 - Charleston
 - Huntington
- ◆ Mingo County (Cristian Help) Needs an Expansion Vehicle and Driver

10

10

Needs Assessment

- ◆ More Transportation that is Not Limited by Jurisdictional Boundaries (i.e., County lines)
- ◆ Public Doesn't Understand How to Use Public Transportation
- ◆ Transportation to Education for People with Disabilities and Individuals with Low Incomes
- ◆ Transit on the Front-End of Planning

11

11

Needs Assessment

- ◆ Bring Resources to People
 - Nutrition and Medical
- ◆ Additional Funding to Expand Services

12

12

Public Survey Results

- ◆ Transportation Mode (50 Responses)
 - 66% Drive
 - 32% Ride with a Friend/Family
 - 24% Walk or Bicycle
 - 6% Use a Human Service Agency Sponsored Provider
 - 6% Use Public Transit
 - 2% use Medicaid Services



13

13

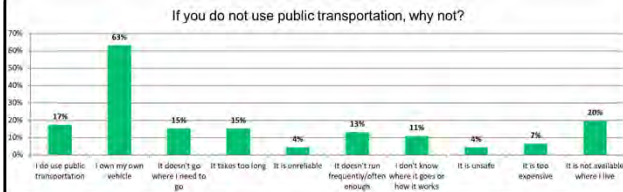
Public Survey Results

- ◆ Transportation Need
 - 63% Have No Transportation Limitations
 - 35% Need Transportation to Run Errands
 - 26% Don't Go to Wellness Appointments
 - 23% Have Difficulty Getting to Work
 - 21% Don't Go to Medical Appointments
 - 19% Can't Go to Faith-Based Services on Sunday
 - 7% Need a Wheelchair Accessible Vehicle

14

14

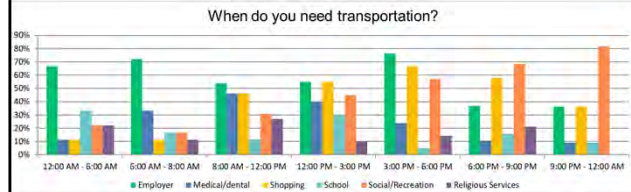
Public Survey Results



15

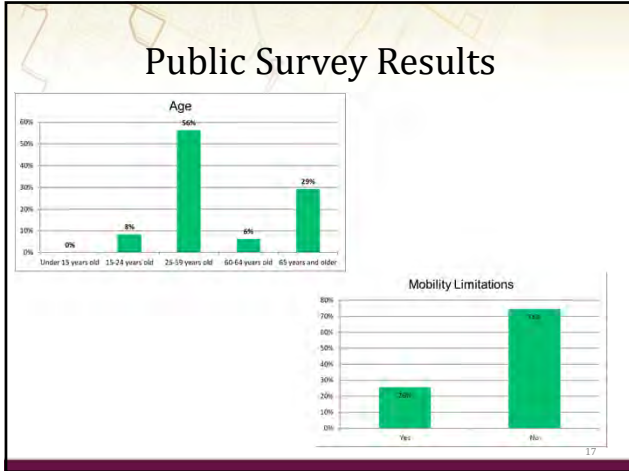
15

Public Survey Results



16

16



17

Major Trip Generators

18

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

19

- ### Goals and Strategies
- REQUIRED TOPICS FOR EACH STRATEGY**
- ☐ Describe the Strategy and the Need it Addresses
 - ☐ Who is Responsible for Implementation (could be local organizations, State Organizations, and/or a Combination)
 - ☐ What is the Timeline/Priority for Implementation
- (1) 6 mos. To 1 Yr. (2) 1 to 2 Years (3) 2 to 3 Years (4) 3 to 4+ Years

20

Draft Statewide Goal #1



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

21

21

Draft Statewide Goal #1

Objectives

1. Establish a Method of Effective Communication Statewide
 1. Human service agencies, public transit providers, and community leaders
2. Participate in a Statewide Venue for
 1. Sharing information between the regions
 1. Funding Needs and Challenges
 2. Training Opportunities
 3. Best Practices

22

22

Draft Statewide Goal #1

Action Steps

1. Distribute the Updated Coordinated Plan
2. Establish an Effective Communication Network among the Coordination Partners
 1. Resource Guide and Electronic Method of Information Sharing

23

23

Draft Statewide Goal #1

Action Steps

4. Annual Regional Public and Stakeholder Input Meeting
 - Provide Updates on Progress on all Goals, Objectives and Action Steps
5. Statewide Committee or Council Involvement

24

24

Draft Statewide Goal #2

Develop Coordinated Outreach Efforts



25

Draft Statewide Goal #2

Develop Coordinated Outreach Efforts

Objectives


1. Educate the Public About Transportation Options – Public, Agency, Private
2. Hire a Mobility Manager
 - Coordinate Available Services
 - Support the Statewide or Regional Coordinated Transportation Activities
 - Assist Transit Dependent Individuals

26

Mobility Management

What does a Mobility Manager do?

- ◆ Leadership & Commitment
- ◆ Information Sharing
- ◆ Planning
- ◆ Develop a Wide Range of Transportation Options to Meet Needs
- ◆ Builds Partnerships
- ◆ Policy Coordinators
- ◆ Broker (Sometimes)



27

Draft Statewide Goal #2

Action Steps

1. Apply to WVDPT for Funding to Support a Mobility Manager for the Region
 1. Capital Cost for Section 5310
2. Collaborate to Develop Shared Marketing and Outreach Opportunities and Approaches to Educate the Public about Regional or Multi-Regional Transportation Options

28

Draft Statewide Goal #2

Action Steps

3. Statewide Printed Resource
 - Complete Information about All Transportation Options
4. Provide up-to-date information to WVDOT for the Online Statewide Transportation Directory and to 211 for Phone-based Referrals
5. Create an App
 - Access Transportation Information

29

29

Draft Statewide Goal #3

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

30

30

Draft Statewide Goal #3

Objectives

1. Acquire Vehicles
 - Safe on All Types of Rural Roadways
 - Comfortable for People with Disabilities
 - Comfortable for People that Do Not Need a Lift
2. Ensure that Maintenance is Available to All Transportation Providers

31

31

Draft Statewide Goal #3

Action Steps

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

32

32

Draft Statewide Goal #3

Action Steps

- 3. Collaborate to Ensure Access to Qualified Maintenance Technicians
- 4. Seek Wheelchair Lift Maintenance Training for Local Vehicle Maintenance Shops to
 - Increase the Availability of Lift Maintenance

33

33

Regional Goals 1

- ◆ Enhanced Transportation
 - Travel Training for the Public
 - Travel Training for Individuals with Disability
 - Travel Companion

34

34

Regional Goals 2

- ◆ Regional Connectivity from Rural Areas to Charleston
 - Expand Tri-State Transit Authority into Rural Areas
 - Participate in Ride-Sharing Programs
 - Establish Coordinated Transfer Points
 - Target Open-Door Transportation Providers that are Not Limited by County Lines

35

35

Regional Goals 3

- ◆ Build the Program for Open-Door Section 5310 Projects
 - Advertise the Availability of Section 5310 Funding
 - Invite New Organizations to Discuss Grant Opportunities for Section 5310 Funding
 - Target Open-Door Services

36

36

Regional Goals 4

- ◆ Other Goals

37

37

Next Steps

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

38

38



Questions?

FOLLOW UP QUESTIONS:

- RLS & Associates, Inc.
1-800-684-1458 Office Phone
(813) 482-8828 - Direct
(937) 299-1055 Fax

Lbrown@rlsandassoc.com

39

39

West Virginia Coordinated Plan Update

Input Meeting Sign-In Sheet

Date: 2-20-19

Location: KYOVA - Huntington, WV - Region 2

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Bernice Swisher	Christian Help Inc	304 393-4250	bchtransit1@yahoo.com
Bertha James	Christian Help Inc	304 393-4251	
Toni Boyd		304-541-4147	toni.r.boyd@icloud.com
Paul Davis	CHA	304-527-6094	pdavis@cha-wv.com
Jennifer Woodall	CHA	304-529-6094	jwoodall@cha-wv.com
Charles Helley	CCCSO	304 529 4952	cholley@cccsoc.com
Paul Young	KYOVA	304 523 7434	pyoung@kyovavip.com
Elizabeth Matthews	SCAC, Inc	304-525-5151	dwright.coburn@scacwv.org
Bill Robinson	WVAPT	304 558-0128	bill.c.robinson@wv.gov
Kathy Elliott	Region 2 PDC	304/529/3357	kelliott@region2pdc.org
Paula S. Smith	TRC	304-891-2144	trtpaula@zoominternet.net

West Virginia Coordinated Plan Update

Input Meeting Sign-In Sheet

Date: 2-20-19
 Location: KYOVA / Region 2

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Robert Cook	Logan Mining Area Mental Health	3-792-7130	Rcook@LMAmH.org
Joe Venturino	Logan, WV	same	JVenturino@LMAmH.org
Charles Britz		(304)525-5442	britzww@gmail.com
Nancy Bandy		304-429-4471	ncbandy@acs.net

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

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.

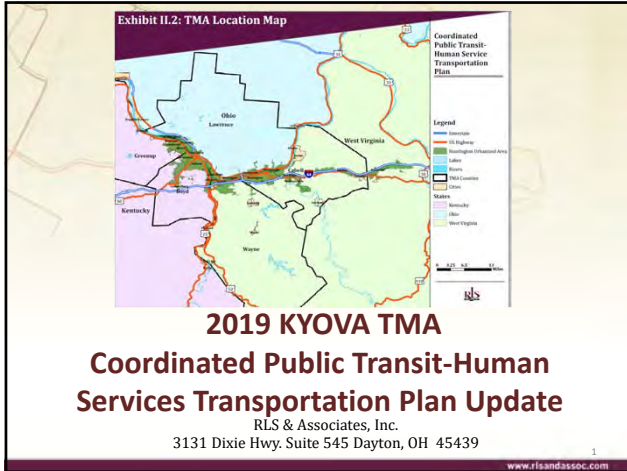
Tuesday, January 15, 2019 from 10:00 a.m. to 12:00 p.m.

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: surveymonkeys.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.**



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 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

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 3

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

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 Dr. Astoria, 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	AAA4 PO Box 500 URG Grande OH 45614	800-582-7277	rpauley@aaa1.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@cccsso.com

West Virginia Coordinated Plan Update

Date: 1-15-19

Location: KYOVA Huntington, WV

Input Meeting Sign-In Sheet

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Roger Epperson	Golden Girls Group Home	(304) 453-1401	repperson@gggh.org
Loretha Wilson	Southwestern	(304) 697-4600	loretha.wilson@seacwv.org
Paul F. Davis	TTA	304-634-7517	pdavis@ta-wv.com
Jennifer Woodall	TTA	304-710-7044	jwoodall@ta-wv.com
Chris Chiles	KYOVA	304-523-7434	cchiles@kyova.pc.org
Bernanny Wild	KYOVA	304-523-7434	bwild@kyovaipc.org
Sody Sigmone	KYOVA	111111	JSigmone@kyovaipc.org
Jana Stoner	Faith Health Appalachia Carroll Huntington Hospital	304-544-8312	jana.stoner@Chhi.org
PAUL YOUNG	KYOVA	304-523-7434	pyoung@kyovaipc.org
TRAVIS CRUM	The Hendry Dispatch	304-526-2801	travis.crum@he.netdispatch.com travis.crum@gmail.com
Mike Payne	LCT		mpayne@ilao.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@uwnek.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





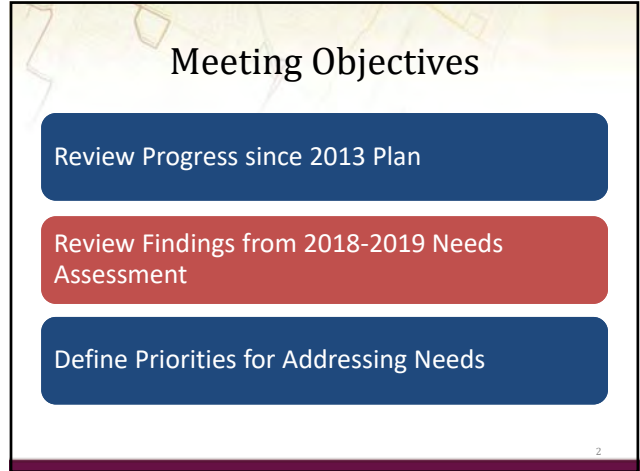
RLS
Associates, Inc.

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

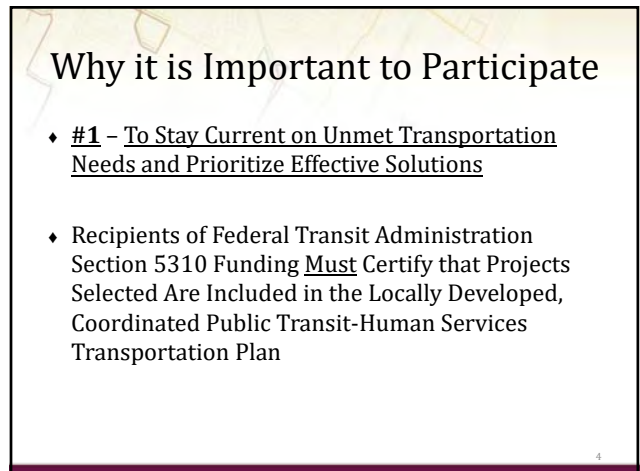


Why Do We Do Coordination Plans?

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 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

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

www.rlsandassoc.com

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 TRD MAIL 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		pyoung@kyova.pc.org
Charles Holley	CCCSO	304 529-4952	cholley@cccsd.com
Chris Chiles	Kyova/Region 2	304-523-7434	cchiles@kyova.pc.org
Femi Sicking	KYOVA	304-523-7434	tsicking@kyova.pc.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

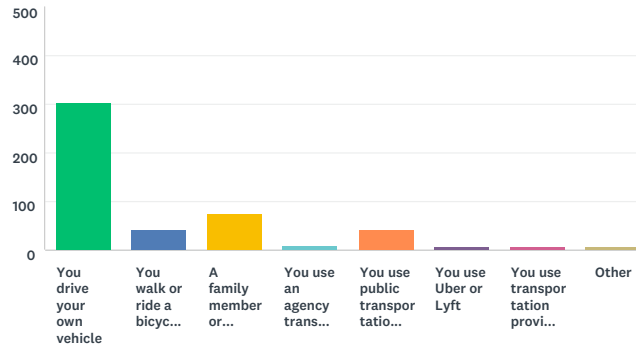
Appendix B

Survey Results

West Virginia Coordinated Transportation Plan Update 2018-19

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

Answered: 386 Skipped: 1



ANSWER CHOICES	RESPONSES
You drive your own vehicle	78.24% 302
You walk or ride a bicycle (other than for exercise)	10.88% 42
A family member or friend takes you where you need to go	19.69% 76
You use an agency transportation service to take you where you need to go (for example, a senior transportation program)	2.33% 9
You use public transportation to take you where you need to go	10.88% 42
You use Uber or Lyft	2.07% 8
You use transportation provided through Medicaid to get to medical appointments	2.07% 8
Other	2.07% 8
Total Respondents: 386	

#	PLEASE WRITE IN THE NAME OF THE AGENCY OR PUBLIC TRANSPORTATION PROVIDER	DATE
1	Parents, Family and Friends	5/7/2019 11:09 AM
2	Tri-state Transit Authority	4/16/2019 10:23 AM
3	Bus	4/16/2019 10:18 AM
4	Cab to pick her up	4/16/2019 10:10 AM
5	Taxi	4/16/2019 10:06 AM
6	TTA; Dial-A-Ride	4/16/2019 10:00 AM
7	TTA	4/16/2019 9:23 AM
8	Logisticare	4/16/2019 5:45 AM
9	When I have my car, but not working at the moment.	3/29/2019 9:51 AM
10	Little Kanawha Bus	3/29/2019 6:21 AM
11	Little Kanawha Bus	3/29/2019 6:19 AM
12	Mom helps with dental appointments only if I have a working vehicle. My husband does for trips to Cleveland clinic.	3/28/2019 6:33 AM
13	TTA	3/27/2019 10:46 AM
14	TTA	3/27/2019 10:45 AM
15	TTA	3/27/2019 10:42 AM
16	TTA	3/27/2019 10:39 AM
17	TTA	3/27/2019 10:37 AM
18	TTA	3/27/2019 10:20 AM
19	TTA	3/27/2019 10:16 AM
20	TTA	3/27/2019 10:14 AM
21	TTA	3/27/2019 10:12 AM
22	TTA	3/27/2019 10:10 AM
23	TTA	3/27/2019 10:03 AM
24	TTA	3/27/2019 10:00 AM
25	TTA	3/27/2019 9:59 AM
26	TTA	3/27/2019 9:57 AM
27	TTA	3/27/2019 9:55 AM
28	LCT - TTA	3/27/2019 9:50 AM
29	Wheelchair	3/27/2019 9:45 AM
30	TTA	3/27/2019 9:43 AM
31	My grandmother.	3/27/2019 9:36 AM

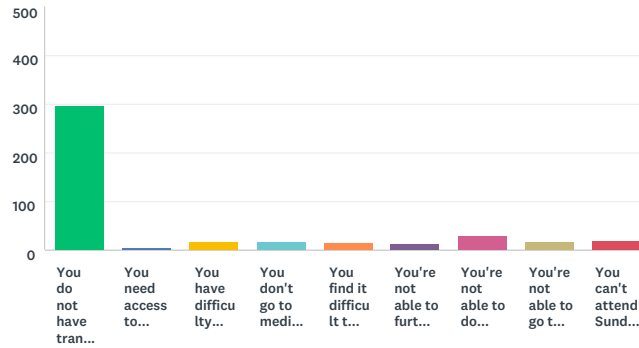
West Virginia Coordinated Transportation Plan Update 2018-19

32	TTA	3/27/2019 9:28 AM
33	Huntington TTA	3/27/2019 9:26 AM
34	TTA	3/27/2019 9:24 AM
35	TTA	3/27/2019 9:20 AM
36	TTA	3/27/2019 9:17 AM
37	Christian Help Inc.	3/27/2019 9:14 AM
38	Christian Help Inc.	3/27/2019 9:11 AM
39	Christian Help Inc.	3/27/2019 9:08 AM
40	TTA	2/5/2019 8:06 AM
41	There is no public transportation	1/10/2019 1:01 PM
42	there are no public transportation in the area	1/10/2019 12:56 PM
43	Greyhound	11/3/2018 10:10 AM

West Virginia Coordinated Transportation Plan Update 2018-19

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

Answered: 345 Skipped: 42



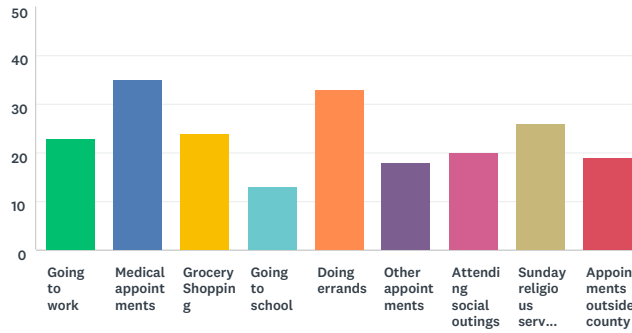
ANSWER CHOICES	RESPONSES
You do not have transportation limitations	86.38% 298
You need access to wheelchair accessible vehicles	1.74% 6
You have difficulty getting to work because you don't have reliable transportation	5.22% 18
You don't go to medical appointments because you don't have reliable transportation	4.93% 17
You find it difficult to feed yourself or your family because you don't have reliable transportation	4.64% 16
You're not able to further your education because you don't have reliable transportation	3.48% 12
You're not able to do errands because you don't have reliable transportation	8.41% 29
You're not able to go to other appointments (social services, legal, etc.) because you don't have reliable transportation	5.22% 18
You can't attend Sunday religious services because you don't have reliable transportation	5.51% 19
Total Respondents: 345	

#	OTHER (PLEASE SPECIFY)	DATE
1	Don't have a big enough vehicle for myself and kids to go somewhere together	5/7/2019 11:46 AM
2	Family takes me	5/7/2019 11:09 AM
3	We only have one vehicle so that provides some limitations	5/7/2019 11:06 AM
4	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 10:10 AM
5	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 9:30 AM
6	Only when my car is being worked on.	4/16/2019 9:26 AM
7	Don't have reliable daycare	4/16/2019 7:19 AM
8	On a normal basis, there are no limitations.	3/29/2019 9:51 AM
9	If it breaks down.	3/28/2019 6:33 AM
10	Shopping on Sundays	3/27/2019 10:16 AM
11	Bus don't run on Sunday.	3/27/2019 10:03 AM
12	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 9:50 AM
13	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 9:43 AM
14	Sundays - can't work because no access to bus.	3/27/2019 9:17 AM
15	If it wasn't for Christian Help, I have no way.	3/27/2019 9:11 AM
16	Use walker	3/27/2019 9:08 AM
17	81 years old shouldn't be driving.	2/21/2019 7:24 PM
18	Need transportation for children to go on field trips	2/20/2019 7:29 PM
19	I don't have transportation during the week, because I share a vehicle with my son who needs it for work.	2/18/2019 12:28 PM
20	Do no drive at night.	1/17/2019 5:21 AM
21	could not participate in WV Works program due to no transportation	1/10/2019 12:56 PM

West Virginia Coordinated Transportation Plan Update 2018-19

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

Answered: 67 Skipped: 320



ANSWER CHOICES	RESPONSES	
Going to work	34.33%	23
Medical appointments	52.24%	35
Grocery Shopping	35.82%	24
Going to school	19.40%	13
Doing errands	49.25%	33
Other appointments	26.87%	18
Attending social outings	29.85%	20
Sunday religious services	38.81%	26
Appointments outside county	28.36%	19
Total Respondents: 67		

#	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 11:57 AM
2	I need transportation to store, doctor, pharmacy and getting to bus stop when my car breaks down	5/7/2019 11:13 AM
3	I need to get to medical appointments in Huntington. I need to get to the store.	4/16/2019 10:23 AM
4	I need to go look for work, for the kids' doctor appointments to the kids' school, medical appointments, and WIC.	4/16/2019 10:21 AM
5	Sometimes - why does it matter. Why do you need to know?	4/16/2019 10:18 AM
6	At the professional building in Barboursville.	4/16/2019 10:10 AM
7	We have to ride a bus or walk.	4/16/2019 9:42 AM
8	But I use my boyfriend's car before he leaves for work.	4/16/2019 9:26 AM
9	Medical appointments in Huntington for myself and my son.	4/16/2019 5:45 AM
10	No	4/16/2019 4:59 AM
11	No	4/16/2019 4:58 AM
12	Medical appointments in Ripley, WV.	3/29/2019 6:21 AM
13	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 10:45 AM
14	I need to get to Rt. 75 in Wayne County for church on Sunday to visit my family.	3/27/2019 10:42 AM
15	Sunday Services	3/27/2019 10:39 AM
16	Night activities at work or church.	3/27/2019 10:21 AM
17	I need to get to church in Huntington.	3/27/2019 10:16 AM
18	I need to get to my appointments and my kid to/from school in Huntington.	3/27/2019 10:14 AM
19	Church	3/27/2019 10:12 AM
20	Church Milton doctor	3/27/2019 10:03 AM
21	Church on Sundays/Shopping any day	3/27/2019 9:50 AM
22	Harmony House	3/27/2019 9:47 AM
23	VA	3/27/2019 9:45 AM
24	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 9:43 AM
25	Church	3/27/2019 9:28 AM
26	Sunday TTA services are closed and to work on Sundays.	3/27/2019 9:24 AM
27	Have none.	3/27/2019 9:20 AM

West Virginia Coordinated Transportation Plan Update 2018-19

28	Sundays - church and work.	3/27/2019 9:17 AM
29	Not since I can use Christian Help Transit.	3/27/2019 9:14 AM
30	I just don't take appointments outside the area because of no transportation.	3/27/2019 9:11 AM
31	I go with Christian Help to appointments and to the store.	3/27/2019 9:08 AM
32	I need to get to medical appointments in Teays Valley, Hurricane, and Huntington.	3/1/2019 11:47 AM
33	The daycare center is small and we would use this to transport children to places for fieldtrips	2/20/2019 7:29 PM
34	I attend HSE classes in Point Pleasant	2/20/2019 9:05 AM
35	I know several people that do have issues with getting rides to dr. appts and to the store.	2/20/2019 4:33 AM
36	medical appointments in Man, Logan, Huntington, Charleston, and Danville. shopping in Logan and Man	2/18/2019 1:07 PM
37	I share a car with my son who needs my automobile to get to work. I only have a care on the weekends.	2/18/2019 12:28 PM
38	All in Huntington	2/5/2019 8:27 AM
39	PROACT, Valley Health- doctor appointments, Virginia to be with family	2/5/2019 8:21 AM
40	PROACT Valley Health Virginia to be with family	1/30/2019 10:01 AM
41	Own vehicle	1/23/2019 8:35 AM
42	UA Hospital	1/17/2019 5:21 AM
43	medical appointments and errands in Wayne and Huntington	1/10/2019 1:01 PM
44	Dr appmnt Huntington wv. Wayne Grocery store walmart Pharmacy Wayne / Lavalette	1/10/2019 7:33 AM
45	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 7:19 AM

West Virginia Coordinated Transportation Plan Update 2018-19

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

Answered: 338 Skipped: 49

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

West Virginia Coordinated Transportation Plan Update 2018-19

56	Barboursville	4/16/2019 11:31 AM
57	Huntington, WV	4/16/2019 10:29 AM
58	Huntington, WV	4/16/2019 10:29 AM
59	Huntington, WV	4/16/2019 10:28 AM
60	Huntington, WV	4/16/2019 10:27 AM
61	Huntington, WV	4/16/2019 10:26 AM
62	Huntington, WV	4/16/2019 10:23 AM
63	Huntington, WV	4/16/2019 10:22 AM
64	Huntington, WV	4/16/2019 10:21 AM
65	Huntington, WV	4/16/2019 10:19 AM
66	Huntington, WV	4/16/2019 10:18 AM
67	Huntington, WV	4/16/2019 10:10 AM
68	Huntington, WV	4/16/2019 10:07 AM
69	Huntington, WV	4/16/2019 10:06 AM
70	Huntington, WV	4/16/2019 10:05 AM
71	Huntington, WV	4/16/2019 10:04 AM
72	Huntington, WV	4/16/2019 10:04 AM
73	Huntington, WV	4/16/2019 10:00 AM
74	Huntington, WV	4/16/2019 9:58 AM
75	Huntington, WV	4/16/2019 9:48 AM
76	Huntington, WV	4/16/2019 9:42 AM
77	Huntington, WV	4/16/2019 9:39 AM
78	Huntington, WV	4/16/2019 9:38 AM
79	Huntington, WV	4/16/2019 9:38 AM
80	Huntington, WV	4/16/2019 9:38 AM
81	Huntington, WV	4/16/2019 9:30 AM
82	Huntington, WV	4/16/2019 9:28 AM
83	Huntington, WV	4/16/2019 9:27 AM
84	Huntington, WV	4/16/2019 9:26 AM
85	Huntington, WV	4/16/2019 9:24 AM
86	Huntington, WV	4/16/2019 9:23 AM
87	Huntington, WV	4/16/2019 9:22 AM
88	Ona	4/16/2019 7:25 AM
89	Milton	4/16/2019 7:24 AM
90	Milton	4/16/2019 7:23 AM
91	Milton	4/16/2019 7:21 AM
92	Milton	4/16/2019 7:19 AM
93	Barboursville	4/16/2019 7:16 AM
94	Huntington, WV	4/16/2019 7:13 AM
95	Milton	4/16/2019 7:12 AM
96	Milton	4/16/2019 7:01 AM
97	Milton	4/16/2019 6:59 AM
98	Milton	4/16/2019 6:50 AM
99	Glenwood	4/16/2019 6:49 AM
100	Milton	4/16/2019 6:47 AM
101	Milton	4/16/2019 6:19 AM
102	Milton	4/16/2019 6:16 AM
103	Ona	4/16/2019 6:15 AM
104	Lesage	4/16/2019 6:11 AM
105	Milton	4/16/2019 6:08 AM
106	Prichard	4/16/2019 5:54 AM
107	Dunlaw	4/16/2019 5:53 AM
108	Dunlaw	4/16/2019 5:52 AM
109	Letart	4/16/2019 5:51 AM
110	Point Pleasant	4/16/2019 5:50 AM
111	Point Pleasant	4/16/2019 5:49 AM
112	Point Pleasant	4/16/2019 5:48 AM
113	Point Pleasant	4/16/2019 5:48 AM
114	Point Pleasant	4/16/2019 5:46 AM
115	Point Pleasant	4/16/2019 5:45 AM
116	Point Pleasant	4/16/2019 5:42 AM

West Virginia Coordinated Transportation Plan Update 2018-19

117	Point Pleasant	4/16/2019 5:41 AM
118	Point Pleasant	4/16/2019 5:40 AM
119	Point Pleasant	4/16/2019 5:39 AM
120	Gallipolis Ferry	4/16/2019 5:38 AM
121	Henderson	4/16/2019 5:36 AM
122	Gallipolis Ferry	4/16/2019 5:36 AM
123	Gallipolis Ferry	4/16/2019 5:29 AM
124	Milton	4/16/2019 5:28 AM
125	Milton	4/16/2019 5:26 AM
126	Ashton	4/16/2019 5:25 AM
127	Milton	4/16/2019 5:24 AM
128	Ashton	4/16/2019 5:23 AM
129	Apple Grove	4/16/2019 5:21 AM
130	Apple Grove	4/16/2019 5:20 AM
131	Ashton	4/16/2019 5:19 AM
132	Apple Grove	4/16/2019 5:16 AM
133	Letart	4/16/2019 5:15 AM
134	Leon	4/16/2019 5:14 AM
135	Leon	4/16/2019 5:14 AM
136	Leon	4/16/2019 5:11 AM
137	Southside	4/16/2019 5:10 AM
138	Gallipolis Ferry	4/16/2019 5:09 AM
139	Leon	4/16/2019 5:06 AM
140	Leon	4/16/2019 5:02 AM
141	Point Pleasant	4/16/2019 5:02 AM
142	Hartford	4/16/2019 5:01 AM
143	Point Pleasant	4/16/2019 5:00 AM
144	Point Pleasant	4/16/2019 4:59 AM
145	Point Pleasant	4/16/2019 4:58 AM
146	Evans, WV	4/16/2019 4:57 AM
147	Point Pleasant	3/29/2019 10:04 AM
148	Point Pleasant	3/29/2019 10:04 AM
149	Point Pleasant	3/29/2019 10:03 AM
150	Point Pleasant	3/29/2019 10:03 AM
151	Point Pleasant	3/29/2019 10:02 AM
152	Hartford	3/29/2019 10:00 AM
153	Point Pleasant	3/29/2019 9:59 AM
154	Point Pleasant	3/29/2019 9:56 AM
155	Letart	3/29/2019 9:55 AM
156	Point Pleasant	3/29/2019 9:54 AM
157	Point Pleasant	3/29/2019 9:53 AM
158	Point Pleasant	3/29/2019 9:52 AM
159	Point Pleasant	3/29/2019 9:52 AM
160	Point Pleasant	3/29/2019 9:51 AM
161	Point Pleasant	3/29/2019 9:50 AM
162	Point Pleasant	3/29/2019 9:49 AM
163	Point Pleasant	3/29/2019 9:49 AM
164	Point Pleasant	3/29/2019 9:48 AM
165	Point Pleasant	3/29/2019 9:47 AM
166	Hartford	3/29/2019 9:47 AM
167	New Haven	3/29/2019 9:46 AM
168	Letart	3/29/2019 9:31 AM
169	Mason	3/29/2019 9:30 AM
170	Hartford	3/29/2019 9:27 AM
171	West Columbia	3/29/2019 9:26 AM
172	New Haven	3/29/2019 9:25 AM
173	Hartford	3/29/2019 9:23 AM
174	Mason	3/29/2019 9:23 AM
175	Ripley	3/29/2019 6:21 AM
176	Ripley	3/29/2019 6:19 AM
177	West Hamilton	3/28/2019 7:07 AM

West Virginia Coordinated Transportation Plan Update 2018-19

178	Salt Rock	3/28/2019 7:05 AM
179	West Hamilton	3/28/2019 7:04 AM
180	Branchland	3/28/2019 7:03 AM
181	West Hamilton	3/28/2019 7:02 AM
182	Salt Rock	3/28/2019 7:01 AM
183	Hamlin	3/28/2019 6:57 AM
184	Ona	3/28/2019 6:55 AM
185	Branchland	3/28/2019 6:55 AM
186	West Hamilton	3/28/2019 6:54 AM
187	West Hamilton	3/28/2019 6:53 AM
188	Hamilton	3/28/2019 6:52 AM
189	Branchland	3/28/2019 6:51 AM
190	Branchland	3/28/2019 6:50 AM
191	Branchland	3/28/2019 6:49 AM
192	Branchland	3/28/2019 6:49 AM
193	Branchland	3/28/2019 6:37 AM
194	Branchland	3/28/2019 6:36 AM
195	Branchland	3/28/2019 6:35 AM
196	Branchland	3/28/2019 6:33 AM
197	Branchland	3/28/2019 6:31 AM
198	Midkiff	3/28/2019 6:30 AM
199	West Hamilton	3/28/2019 6:28 AM
200	Branchland	3/28/2019 6:27 AM
201	Sod	3/28/2019 6:27 AM
202	Branchland	3/28/2019 6:26 AM
203	West Hamilton	3/28/2019 6:25 AM
204	Branchland	3/28/2019 6:24 AM
205	Huntington, WV	3/27/2019 10:47 AM
206	Huntington, WV	3/27/2019 10:46 AM
207	Huntington, WV	3/27/2019 10:46 AM
208	Huntington, WV	3/27/2019 10:45 AM
209	Huntington, WV	3/27/2019 10:43 AM
210	Huntington, WV	3/27/2019 10:42 AM
211	Huntington, WV	3/27/2019 10:40 AM
212	Huntington, WV	3/27/2019 10:39 AM
213	Huntington, WV	3/27/2019 10:37 AM
214	Lesage	3/27/2019 10:21 AM
215	Huntington, WV	3/27/2019 10:20 AM
216	Huntington, WV	3/27/2019 10:16 AM
217	Huntington, WV	3/27/2019 10:14 AM
218	Huntington, WV	3/27/2019 10:12 AM
219	Huntington, WV	3/27/2019 10:10 AM
220	Huntington, WV	3/27/2019 10:09 AM
221	Huntington, WV	3/27/2019 10:03 AM
222	Huntington, WV	3/27/2019 9:59 AM
223	Huntington, WV	3/27/2019 9:57 AM
224	Huntington, WV	3/27/2019 9:55 AM
225	Sybene, OH	3/27/2019 9:50 AM
226	Huntington, WV	3/27/2019 9:47 AM
227	Huntington, WV	3/27/2019 9:45 AM
228	Huntington, WV	3/27/2019 9:43 AM
229	Huntington, WV	3/27/2019 9:36 AM
230	Huntington, WV	3/27/2019 9:28 AM
231	Huntington, WV	3/27/2019 9:26 AM
232	Huntington, WV	3/27/2019 9:24 AM
233	Huntington, WV	3/27/2019 9:20 AM
234	Huntington, WV	3/27/2019 9:17 AM
235	Williamson, WV	3/27/2019 9:14 AM
236	Kermit, WV	3/27/2019 9:12 AM
237	Williamson, WV	3/27/2019 9:11 AM
238	Williamson, WV	3/27/2019 9:08 AM

West Virginia Coordinated Transportation Plan Update 2018-19

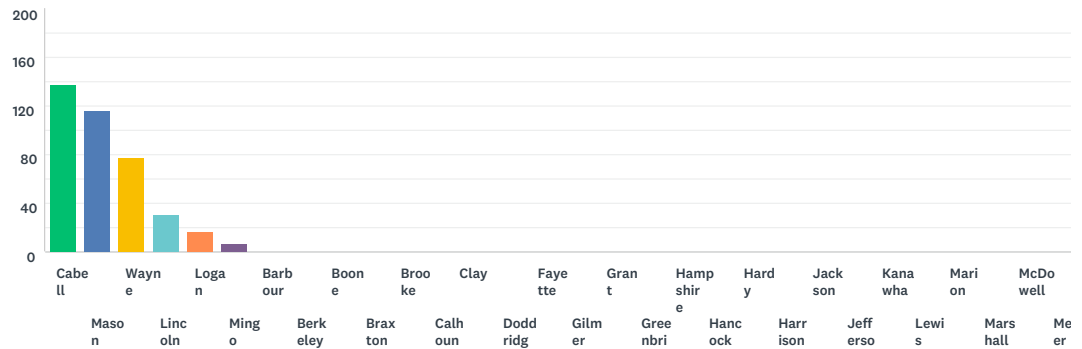
239	Letart	3/14/2019 8:57 PM
240	Mason	3/1/2019 6:05 AM
241	Mason	3/1/2019 6:03 AM
242	Hartford	3/1/2019 6:02 AM
243	Hartford	3/1/2019 6:00 AM
244	Mason	3/1/2019 6:00 AM
245	Huntington	2/24/2019 8:44 AM
246	25701	2/23/2019 8:12 PM
247	Huntington	2/23/2019 6:49 PM
248	Crum	2/23/2019 6:40 PM
249	Huntington	2/23/2019 6:36 PM
250	Huntington	2/23/2019 5:41 PM
251	Huntington	2/23/2019 9:23 AM
252	Huntington	2/23/2019 6:48 AM
253	Huntington	2/23/2019 6:14 AM
254	Letart	2/22/2019 3:18 PM
255	leon	2/22/2019 2:30 AM
256	Leon WV	2/21/2019 7:24 PM
257	Leon	2/21/2019 5:17 PM
258	Letart	2/21/2019 6:52 AM
259	Point pleasant	2/21/2019 4:36 AM
260	Leon	2/20/2019 7:53 PM
261	Point pleasant wv	2/20/2019 7:29 PM
262	Leon	2/20/2019 5:00 PM
263	Point Pleasant	2/20/2019 4:36 PM
264	Leon	2/20/2019 3:34 PM
265	Point Pleasant	2/20/2019 1:59 PM
266	Point Pleasant	2/20/2019 1:11 PM
267	Henderson	2/20/2019 12:35 PM
268	point pleasant	2/20/2019 12:27 PM
269	Point Pleasant	2/20/2019 12:12 PM
270	Point Pleasant	2/20/2019 12:03 PM
271	Point Pleasant	2/20/2019 11:45 AM
272	Point pleasant	2/20/2019 10:56 AM
273	Leon	2/20/2019 10:47 AM
274	Point Pleasant, WV	2/20/2019 9:58 AM
275	Gallipolis Ferry	2/20/2019 9:33 AM
276	Point Pleasant, WV	2/20/2019 9:05 AM
277	Point pleasant	2/20/2019 8:44 AM
278	Gallipolis Ferry WV	2/20/2019 4:33 AM
279	West Logan	2/19/2019 8:50 AM
280	Dingess	2/19/2019 5:45 AM
281	Holden	2/19/2019 5:35 AM
282	Omar	2/18/2019 5:27 PM
283	Logan	2/18/2019 2:21 PM
284	Mallory	2/18/2019 1:07 PM
285	Verdunville	2/18/2019 12:28 PM
286	Chapmanville	2/18/2019 11:31 AM
287	Logan	2/18/2019 10:51 AM
288	Huntington	2/18/2019 9:18 AM
289	Chapmanville, WV	2/18/2019 8:59 AM
290	Verdunville	2/18/2019 8:27 AM
291	Logan	2/18/2019 8:18 AM
292	Logan	2/18/2019 8:07 AM
293	Pecks Mill	2/18/2019 7:56 AM
294	Huntington wv	2/11/2019 7:50 AM
295	Berkeley springs	2/6/2019 6:30 AM
296	Huntington	2/5/2019 8:27 AM
297	Huntington	2/5/2019 8:25 AM
298	Huntington	2/5/2019 8:21 AM
299	Huntington	2/5/2019 8:06 AM

West Virginia Coordinated Transportation Plan Update 2018-19

300	Huntington	1/30/2019 10:01 AM
301	huntington	1/28/2019 11:28 AM
302	Amherstdale	1/25/2019 5:15 AM
303	Huntington	1/24/2019 1:40 PM
304	huntington	1/24/2019 9:57 AM
305	Verdunville, WV	1/24/2019 4:38 AM
306	Huntington, WV	1/23/2019 8:35 AM
307	Huntington	1/22/2019 11:53 AM
308	Wayne	1/22/2019 8:43 AM
309	Huntington	1/18/2019 4:51 AM
310	Williamson	1/17/2019 5:44 PM
311	Ona	1/17/2019 11:29 AM
312	Milton	1/17/2019 11:20 AM
313	Williamson	1/17/2019 7:42 AM
314	Huntington	1/17/2019 5:29 AM
315	Huntington	1/17/2019 5:28 AM
316	Huntington	1/17/2019 5:21 AM
317	Barboursville	1/17/2019 5:18 AM
318	Huntington	1/17/2019 5:15 AM
319	Huntington	1/17/2019 5:15 AM
320	Huntington	1/17/2019 5:12 AM
321	Huntington	1/17/2019 5:10 AM
322	Huntington	1/17/2019 5:09 AM
323	Whitman	1/17/2019 2:03 AM
324	Barboursville	1/16/2019 1:21 PM
325	Culloden	1/16/2019 12:17 PM
326	hamlin	1/16/2019 12:05 PM
327	Mason, wv	1/16/2019 8:41 AM
328	Stepstown	1/10/2019 1:01 PM
329	Fort Gay	1/10/2019 12:56 PM
330	Kiahsville Wv 25534	1/10/2019 7:33 AM
331	Huntington	1/10/2019 7:19 AM
332	Milton	12/10/2018 4:11 PM
333	Huntington	12/5/2018 8:10 AM
334	Huntington	11/20/2018 3:03 AM
335	Huntington, WV	11/19/2018 5:30 PM
336	Huntington	11/19/2018 3:43 PM
337	Huntington	11/3/2018 10:10 AM
338	Man	11/2/2018 8:39 PM

Q5 What county do you live in?

Answered: 387 Skipped: 0



ANSWER CHOICES	RESPONSES
Cabell	35.66% 138
Mason	29.97% 116
Wayne	20.16% 78
Lincoln	8.01% 31
Logan	4.39% 17
Mingo	1.81% 7
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
Marion	0.00% 0
Marshall	0.00% 0
McDowell	0.00% 0
Mercer	0.00% 0
Mineral	0.00% 0
Monongalia	0.00% 0
Monroe	0.00% 0
Morgan	0.00% 0
Nicholas	0.00% 0
Ohio	0.00% 0
Pendleton	0.00% 0
Pleasants	0.00% 0

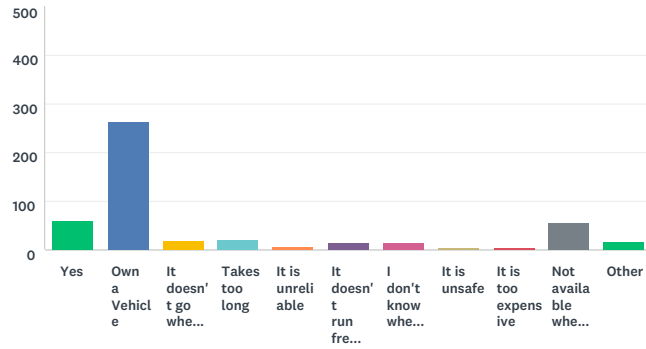
West Virginia Coordinated Transportation Plan Update 2018-19

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		387

West Virginia Coordinated Transportation Plan Update 2018-19

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

Answered: 352 Skipped: 35



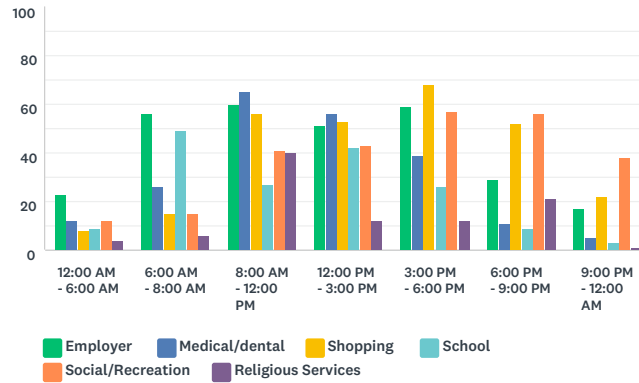
ANSWER CHOICES	RESPONSES
Yes	16.76% 59
Own a Vehicle	75.28% 265
It doesn't go where I need to go	5.40% 19
Takes too long	6.25% 22
It is unreliable	1.99% 7
It doesn't run frequently/often enough	3.98% 14
I don't know where it goes or how it works	4.26% 15
It is unsafe	1.70% 6
It is too expensive	1.70% 6
Not available where I live	16.19% 57
Other	5.11% 18
Total Respondents: 352	

#	OTHER (PLEASE SPECIFY)	DATE
1	Family takes me	5/7/2019 11:09 AM
2	Must walk half mile to get to be picked up - no sidewalks/narrow roads.	4/16/2019 10:29 AM
3	We have an un-flexible route.	4/16/2019 10:28 AM
4	Have my own car.	4/16/2019 10:27 AM
5	Have my own car.	4/16/2019 10:26 AM
6	DIAL-A-RIDE	4/16/2019 10:00 AM
7	Bus/TTA	4/16/2019 9:42 AM
8	Just don't carry cash to take public transportation	4/16/2019 9:26 AM
9	I usually have family/friends to take me where I need to go.	3/28/2019 7:03 AM
10	We don't have a need for it.	3/28/2019 6:31 AM
11	I use public transportation all of the time	3/27/2019 10:40 AM
12	I use TTA.	3/27/2019 9:20 AM
13	Not available	2/20/2019 9:05 AM
14	closest pick up/drop off is 2 miles away	2/18/2019 1:07 PM
15	i need wheelchair access	2/6/2019 6:31 AM
16	owna vehicle	1/17/2019 5:06 AM
17	It's not handicapped accessible.	1/17/2019 2:03 AM
18	I could use the TTA to get around if my own vehicle is not available.	12/5/2018 8:10 AM

West Virginia Coordinated Transportation Plan Update 2018-19

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

Answered: 150 Skipped: 237

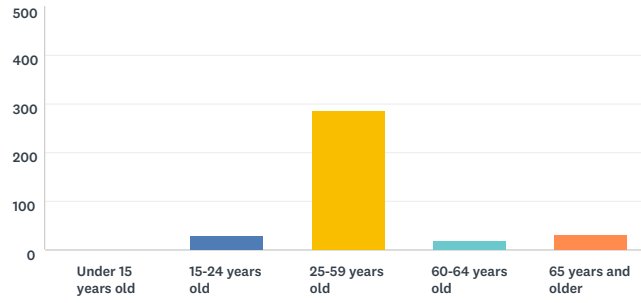


	EMPLOYER	MEDICAL/DENTAL	SHOPPING	SCHOOL	SOCIAL/RECREATION	RELIGIOUS SERVICES	TOTAL RESPONDENTS
12:00 AM - 6:00 AM	54.76% 23	28.57% 12	19.05% 8	21.43% 9	28.57% 12	9.52% 4	42
6:00 AM - 8:00 AM	57.14% 56	26.53% 26	15.31% 15	50.00% 49	15.31% 15	6.12% 6	98
8:00 AM - 12:00 PM	48.78% 60	52.85% 65	45.53% 56	21.95% 27	33.33% 41	32.52% 40	123
12:00 PM - 3:00 PM	45.95% 51	50.45% 56	47.75% 53	37.84% 42	38.74% 43	10.81% 12	111
3:00 PM - 6:00 PM	54.13% 59	35.78% 39	62.39% 68	23.85% 26	52.29% 57	11.01% 12	109
6:00 PM - 9:00 PM	32.22% 29	12.22% 11	57.78% 52	10.00% 9	62.22% 56	23.33% 21	90
9:00 PM - 12:00 AM	34.69% 17	10.20% 5	44.90% 22	6.12% 3	77.55% 38	2.04% 1	49

#	OTHER (PLEASE SPECIFY)	DATE
1	Own a car - don't need transportation.	4/16/2019 10:19 AM
2	Doctors/Shopping	4/16/2019 10:06 AM
3	I have my own transportation.	4/16/2019 10:05 AM
4	Medical Varies	4/16/2019 10:00 AM
5	Doctor visits/emergencies varies	4/16/2019 7:19 AM
6	Depending on the day of the week for each purpose.	4/16/2019 5:45 AM
7	Not sure	4/16/2019 4:59 AM
8	I go to everything I need to with my own SUV.	3/29/2019 9:49 AM
9	I have my own transportation.	3/28/2019 7:07 AM
10	Don't need - have vehicle.	3/28/2019 7:04 AM
11	I don't have specific times.	3/28/2019 7:03 AM
12	Take bus at different times.	3/27/2019 10:40 AM
13	To Bus station on Thursday.	3/27/2019 10:09 AM
14	Most Huntington employers want and need closing people. To be a college town the TTA sure does close early.	3/27/2019 9:43 AM
15	Parole Office - DMV Building	3/27/2019 9:17 AM
16	Not really employer - volunteer work	2/20/2019 4:36 PM
17	Own vehicle	1/23/2019 8:35 AM
18	Sunday	1/22/2019 11:53 AM
19	weekends	1/16/2019 12:05 PM

Q8 Please tell us your age.

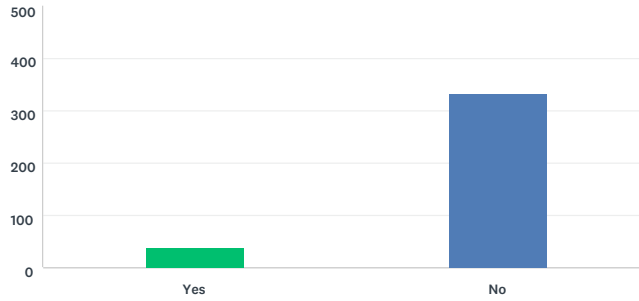
Answered: 370 Skipped: 17



ANSWER CHOICES	RESPONSES	
Under 15 years old	0.27%	1
15-24 years old	7.84%	29
25-59 years old	77.84%	288
60-64 years old	5.41%	20
65 years and older	8.65%	32
TOTAL		370

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?

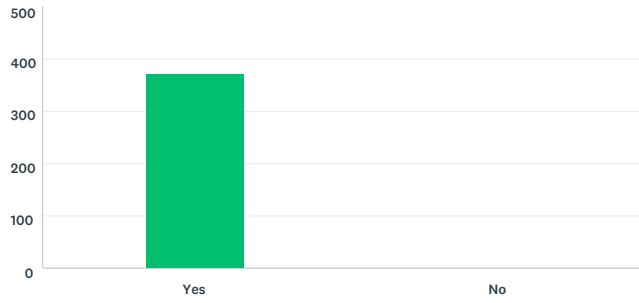
Answered: 372 Skipped: 15



ANSWER CHOICES	RESPONSES	
Yes	10.48%	39
No	89.52%	333
TOTAL		372

Q10 Is English your first or primary language?

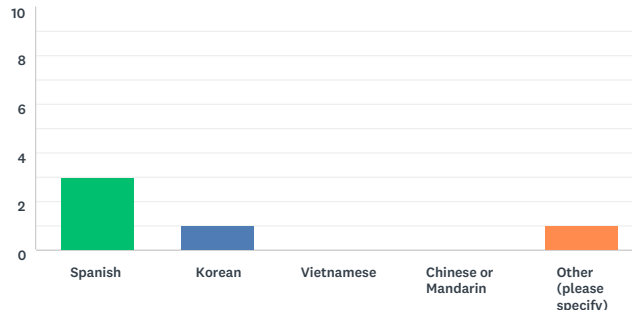
Answered: 372 Skipped: 15



ANSWER CHOICES	RESPONSES	
Yes	99.73%	371
No	0.27%	1
TOTAL		372

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

Answered: 5 Skipped: 382



ANSWER CHOICES	RESPONSES	
Spanish	60.00%	3
Korean	20.00%	1
Vietnamese	0.00%	0
Chinese or Mandarin	0.00%	0
Other (please specify)	20.00%	1
TOTAL		5

#	OTHER (PLEASE SPECIFY)	DATE
1	none	2/20/2019 1:11 PM

West Virginia Coordinated Transportation Plan Update 2018-19

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: 72 Skipped: 315

#	RESPONSES	DATE
1	Fix potholes	5/7/2019 11:29 AM
2	Pot holes need to be fixed. Some rough spots in road.	5/7/2019 11:28 AM
3	Fix pot holes	5/7/2019 11:25 AM
4	What is this for? Why are we even getting asked these things?	4/16/2019 10:18 AM
5	It needs more drivers and more buses. It needs to come every 15 minutes instead of every hour.	4/16/2019 10:10 AM
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 10:04 AM
7	A school bus option for children without an IEP would be an extreme help!	4/16/2019 7:21 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 7:19 AM
9	Bus options for Pre K students without IEP's would help many families!	4/16/2019 7:12 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 6:59 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 6:49 AM
12	I live in the country - there is no bus or anything that comes out this far.	4/16/2019 6:19 AM
13	There needs to be better transportation options in the Milton area for those who need it.	4/16/2019 6:16 AM
14	I think that public transportation in our area would be great for those in need.	4/16/2019 5:46 AM
15	I believe this would be a great opportunity in this town. A lot of people do not have reliable transportation and sometimes reliable vehicles break down or become unreliable. Mason County, WV needs a bus line!	4/16/2019 5:38 AM
16	I think it is good for those that need it.	4/16/2019 5:23 AM
17	Our roads are so bad they damage our vehicles and make it hard to keep them in good running condition.	4/16/2019 5:19 AM
18	I think it is great that there are services to help people get where they need to go if they have no other way.	4/16/2019 5:10 AM
19	Yes - they need transportation in WV.	4/16/2019 4:59 AM
20	It is good for those who need the transportation.	3/29/2019 9:59 AM
21	Uber/Lyft would be beneficial over weekends if the wife and I wanted an evening out.	3/29/2019 9:56 AM
22	We need better parks, playgrounds - more than we need public transit.	3/29/2019 9:46 AM
23	I personally do not need public transportation, but I could see where it could be a great advantage to some of the people in our community.	3/29/2019 9:30 AM
24	Other people in the area I am sure are in need of transportation.	3/29/2019 9:27 AM
25	Mostly we need more activities in this area. Better playground at city parks.	3/29/2019 9:25 AM
26	I own my own vehicle, but to my knowledge, there is no public transportation in the Mason area. I think the community not only needs it but could benefit greatly from it.	3/29/2019 9:23 AM
27	Some have to catch a ride out to where they can get on the bus; it would be more helpful if they could catch it at their home or within walking distance.	3/28/2019 6:49 AM
28	I believe there are tremendous needs for the repair of the roads. Although I own my own vehicles, these roads take a toll on these vehicles since I have to travel them daily.	3/28/2019 6:37 AM
29	Transportation is great to have and that is a very good thing to have when you need it.	3/27/2019 10:45 AM
30	Route shout is inaccurate in PM route times and needs Sunday routes.	3/27/2019 10:42 AM
31	I love my TTA and my bus drivers!	3/27/2019 10:39 AM
32	Wish there was Sunday bus service.	3/27/2019 10:21 AM
33	Need to add Sunday route	3/27/2019 10:20 AM
34	We need Sunday routes.	3/27/2019 10:16 AM
35	Very nice service.	3/27/2019 10:12 AM
36	Provide service on Sundays (maybe like the PM buses).	3/27/2019 10:10 AM
37	I think they do a great job! Very reliable! Very nice! Thank you - the transportation services are very affordable and reliable.	3/27/2019 10:01 AM
38	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 9:43 AM
39	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 9:36 AM
40	Good Services.	3/27/2019 9:28 AM

West Virginia Coordinated Transportation Plan Update 2018-19

41	Almost always a good experience.	3/27/2019 9:26 AM
42	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 9:24 AM
43	Would like to see bus run on Sundays.	3/27/2019 9:20 AM
44	I can only go because of Christian Help.	3/27/2019 9:08 AM
45	I wouldn't support a taxpayer-funded system	3/1/2019 6:05 AM
46	Mason Co. does need public transportation for senior citizens and others that do not have means of transportation. There is nothing here besides Uber and Lyft. Some people are on a limited budget and can not afford that.	3/1/2019 6:02 AM
47	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 8:44 AM
48	Would like to quit driving because of my age (81) but no public transportation is available in this area.	2/21/2019 7:24 PM
49	I would like to see transportation in our county. My community has elderly and low income that would benefit from this	2/21/2019 5:17 PM
50	This would be a great asset to many individuals on our community. We have only one Uber driver in this location and he only does it on his spare time so he is not always available and he can only transport a couple so a bus would be greatly used I believe	2/20/2019 7:29 PM
51	I am getting older and soon may need to rely on others for transportation to out of town doctors, or possibly even in-town medical, grocery or church. If it were available I would use it now.	2/20/2019 4:36 PM
52	I am a social worker in home health. Many of my patients would benefit in public transportation in mason county.	2/20/2019 1:11 PM
53	As a case manager at DHHR I see first hand how lack of transportation in the county has a major impact. Lack of transportation inhibits ability to obtain employment and lack of employment (income) is not able to be reinvested in the county.	2/20/2019 12:12 PM
54	Public transportation would be great between Point Pleasant and Gallipolis, OH	2/20/2019 9:05 AM
55	Mason County would greatly benefit from a transit service. While I do not currently use one, I work with 10 to 20 people a day that could greatly benefit from public transit in Mason Co.	2/20/2019 4:33 AM
56	N/a	2/19/2019 8:50 AM
57	I live in Dingess, WV which is in Mingo County. I know that there are numerous people that could use a service like this in our area. We have many people who have no transportation and are unable to get to grocery stores or doctors appointments.	2/19/2019 5:45 AM
58	Our rural area is always in the need of more public transportation!	2/18/2019 10:51 AM
59	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 11:28 AM
60	My area is very remote with limited modes of transportation. There is no bicycle paths. Walking is also very hazardous due to limited space on the main highway. On one side of the road is RR track and the other is cliffside. It is too expensive to ask a neighbor and there are no taxi or uber service. Medical transportation is only for medical purpose, so any other need of transportation for employment, school, church, etc. is almost impossible unless you rely on family and that can be very difficult especially if they are on a fixed income themselves. Some people only get a ride if someone is going that day in that direction. So you may be gone all day left waiting until your ride comes back by to pick you up. You may have groceries, small children and hunger to deal with that day. The father you live from the city seat the tougher your transportation situation becomes, because of the lack of public transportation, doctor office and grocery stores.	1/25/2019 5:15 AM
61	Need more night time schedules for those who need it.	1/23/2019 8:35 AM
62	A lot of people don't have any transportation.	1/17/2019 11:20 AM
63	The van does not pick me up because I live about	1/17/2019 5:28 AM
64	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 12:17 PM
65	Tri River Transit is a wonderful service. Only complaint is no routes on the weekends. I work in town through the week and do not need to use the bus. I wish bus would run on Saturday so I could go to Huntington or Charleston to shop.	1/16/2019 12:05 PM
66	public transportation is needed in the rural areas	1/10/2019 1:01 PM
67	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 12:56 PM
68	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 7:33 AM
69	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 7:19 AM
70	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 8:10 AM
71	The roads need paved!	11/19/2018 5:30 PM

West Virginia Coordinated Transportation Plan Update 2018-19

72

We need our frickin' roads fixed!!!! Seriously, the crappy state of our roads is why I voted NO on the tax increase. I knew nothing would get done and that has been the case. WV DOT is a joke!

11/19/2018 4:10 PM

Appendix C
Transportation Provider Inventory

Providers

APPENDIX C: TRANSPORTATION PROVIDER INVENTORY

This chapter provides a description of each public transit, older adult, non-profit/human service, and private transportation provider that operates in each county of 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 non-profit organizations that provide transportation as an ancillary service to their clients only; others provide transportation to individuals who are not registered clients but meet other eligibility requirements. Some human service transportation providers are regional, offering service in multiple counties.

Basic information about the transportation providers is provided below. Transportation providers are listed by the county where they operate transportation services within Region II. This section lists each provider’s mission, transportation service type, contact information, service area, days and hours of service, and eligibility requirements.

Cabell and Wayne Counties Transportation Providers (within the KYOVA Transportation Management Area)

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	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	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	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	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	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	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	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	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	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	putnamaging.com/transportation/

Lincoln County

Autism Services Center	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Adult Day Programs, Educational, and Social Activities
Contact Information	Main Number
	(304) 525-8014
Hours	9:00 AM to 3:00 PM, Monday - Friday
Service Area	West Hamlin Center to sites in Lincoln County and occasionally to Huntington
Eligibility Requirements	Center clients
Website	autismservicescenter.org

Logan County

Logan-Mingo Area Mental Health, Inc.	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Primary care, family planning, I/DD Waiver Programs to assist individuals who have intellectual and/or developmental disabilities, mental health services, detox/addiction services, and pharmacy
Contact Information	Transportation Services
	(304) 792-7130 Ext. 1037
Hours	Based on client need and driver availability
Service Area	Logan and Mingo Counties
Eligibility Requirements	Transportation is provided for patients who qualify
Website	lmamh.org/transportation-services

PRIDE Community Services, Inc.	
Transportation Service Type	Daily trips for older adults to the PRIDE Center for congregate meals and home-delivered meals. Regularly scheduled transportation is also provided to and from local shopping centers, grocery stores, and pharmacies
Other Services Provided/Agency Mission	Head Start; In-Home Services; Senior Programs; Housing; Support Services for Veterans Families; Child and Adult Care Food Program; BuildJobs Initiative; Family Stabilization; Poverty Simulation; Community Services Block Grant
Contact Information	Amanda Mills, Director of Senior Services
	(304) 752-6868 Ext. 346
Hours	8:30 AM to 4:30 PM, Monday through Friday
Service Area	Logan County
Eligibility Requirements	Older Adults and Individuals with Disabilities who are clients of the program
Website	loganpride.com/head-start/senior-programs/

Mason County

Mason County Action Group, Inc.	
Transportation Service Type	Demand Response transportation for dialysis, non-emergency medical appointments, dental appointments, testing centers, wellness centers Trips for shopping, and essential errands are provided when a vehicle and driver are available but medical trips take priority
Other Services Provided/Agency Mission	Services are designed to keep seniors active and living independently. A variety of programs are offered to meet a full range of needs, including information, outreach, and referrals, as well as transportation, nutrition, recreation, assisted transportation, light housekeeping, telephone reassurance, State Health Insurance Assistance Program, in-home care and in-home respite care, monthly newsletter, and health screenings
Contact Information	Mason County Action Group (304) 675-2369
Hours	8:00 AM to 3:00 PM, Monday through Friday
Service Area	Mason County
Eligibility Requirements	Age 60+ and living in Mason County; transportation is available for seniors who no longer drive, or have no one to assist them with transportation. Medical transportation purposes are the #1 priority
Website	masonseniors.com/transportation

Mingo County

Christian Help, Inc. of Mingo County	
Transportation Service Type	Demand response transportation to medical offices, Department of Health and Human Resources, the pharmacy, the Social Security office, Women Infants and Children, grocery shopping, and essential errands
Other Services Provided/Agency Mission	Food Pantry; Clothing Store; Furniture and Household Needs; and various other services for individuals with low incomes including dental care, dentures, and eyeglasses
Contact Information	Bernice Swisher, Coordinator/Driver (304) 393-4251
Hours	8:00 AM to 5:00 PM, Monday through Friday
Service Area	Trips are provided within Mingo County and sometimes to Logan or Ft. Gay

Eligibility Requirements	Individuals with low incomes
Website	christianhelpmingo.org/services

ORGANIZATIONAL CHARACTERISTICS

The table below provides a summary of the characteristics of the participating transportation providers. The rightmost column 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 any older adults within the service area) 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 (within the KYOVA Transportation Management Area)				
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

* Lawrence County Transit also provides connections to Tri-State Transit Authority from Lawrence County, Ohio

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) *
Lincoln County				
Autism Services Center	Yes	Information not provided	Information not provided	Information not provided
Tri River 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) *
Logan County				
Logan-Mingo Area Mental Health, Inc.	Yes	No	Private Non-Profit	Yes
PRIDE Community Services, Inc.	Yes	No	Private Non-Profit	Yes
Tri River 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) *
Mason County				
Mason County Action Group, Inc.	Yes	No	Private Non-Profit	Yes
Tri River 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) *
Mingo County				
Christian Help, Inc.	Yes	No	Private Non-Profit	No

FLEET, SERVICE, AND BUDGET CHARACTERISTICS

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

Agency	Accessible Vehicles?	Number 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						
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
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

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
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

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
Lincoln County						
Autism Services Center	Information not provided	Information not provided	Information not provided	Information not provided	Information not provided	Information not provided
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
Logan County						
Logan-Mingo Area Mental Health, Inc.	Information not provided	Information not provided	Information not provided	Information not provided	Information not provided	Information not provided
PRIDE Community Services, Inc.	Yes	Information not provided	Information not provided	Information not provided	Information not provided	Information not provided
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
Mason County						
Mason County Action Group, Inc.	Yes	3	3	1 Part-Time Driver 1 Full-Time Driver/Coordinator 1 Part-Time Director 1 Part-Time Assistant	\$35,000	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
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
Mingo County						
Christian Help, Inc.	Information not provided	Information not provided	Information not provided	Information not provided	Information not provided	Information not provided

TRIP SCHEDULING, FARES, AND RIDERSHIP 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 was provided by most agencies. Some information was not available from non-profit or private transportation operators.

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						
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

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)
Lincoln County						
Autism Services Center	Based on client needs	No fare charged to the rider	Based upon community activities planned by Center staff			
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> \$2.00 per boarding, plus an additional \$1.00 per additional zone <u>NEMT</u> Based on income and mileage	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)
Logan County						
Logan-Mingo Area Mental Health, Inc.	Information not provided	Information not provided	Information not provided	Information not provided	Information not provided	Information not provided
PRIDE Community Services, Inc.	Information not provided	Information not provided	Information not provided	Information not provided	Information not provided	Information not provided
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> \$2.00 per boarding, plus an additional \$1.00 per additional zone <u>NEMT</u> Based on income and mileage	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)
Mason County						
Mason County Action Group, Inc.	Non-emergency medical, shopping, errands	Fares are charged on a sliding fee depending upon client income	Schedule 72-hours in advance	2,100	3,750	1
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> \$2.00 per boarding, plus an additional \$1.00 per additional zone <u>NEMT</u> Based on income and mileage	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)
Mingo County						
Christian Help, Inc.	Information not provided	Information not provided	Information not provided	Information not provided	Information not provided	Information not provided

Appendix D

Demographics

Demographics

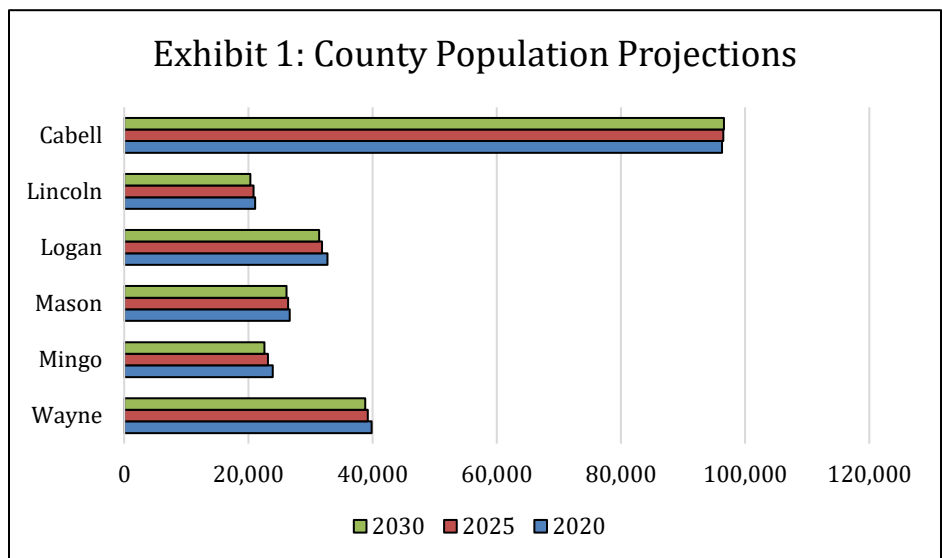
APPENDIX D: DEMOGRAPHICS

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

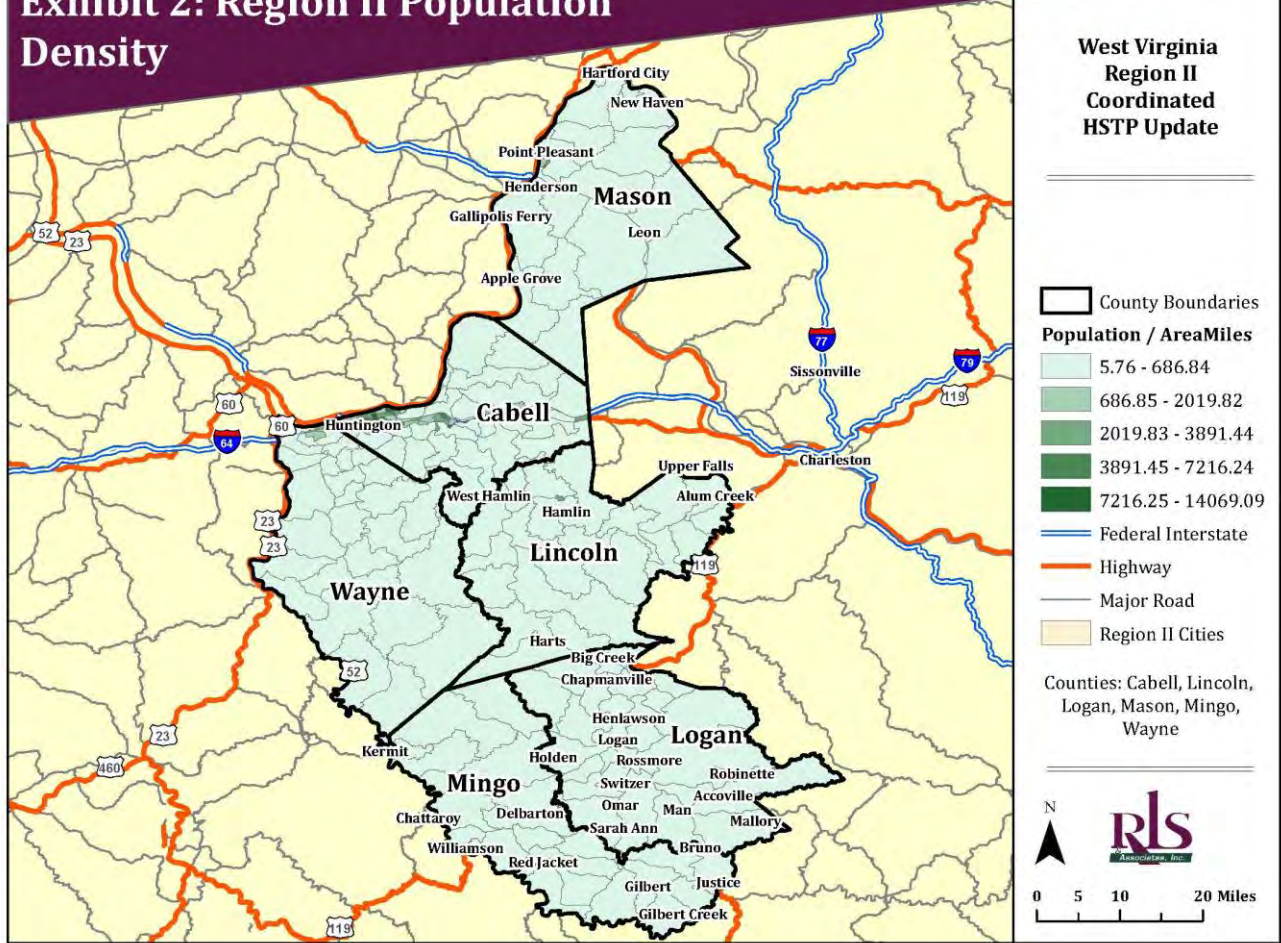
The population of Region II is projected to decline to 235,851 by 2030, a 1.96 percent decrease from the 2020 projection. The population of Lincoln, Logan, Mason, Mingo, and Wayne Counties are projected to decrease by 1.88 percent (Mason) to 5.94 percent (Mingo), while the population of Cabell County is projected to increase by 0.31 percent. Exhibit 1 shows population projections between 2020-2030 for each county in Region II. (Source: West Virginia Bureau of Business and Economic Research.)



Population Density

Exhibit 2 illustrates a comparison of population densities for Census block groups in Region II. The most densely populated areas are centered around cities throughout the Region such as Huntington, New Haven, Alum Creek, and Apple Grove. Other areas of lower densities throughout the Region include Hamlin, Kermit, West Hamlin, and Henlawson. 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: Region II Population Density

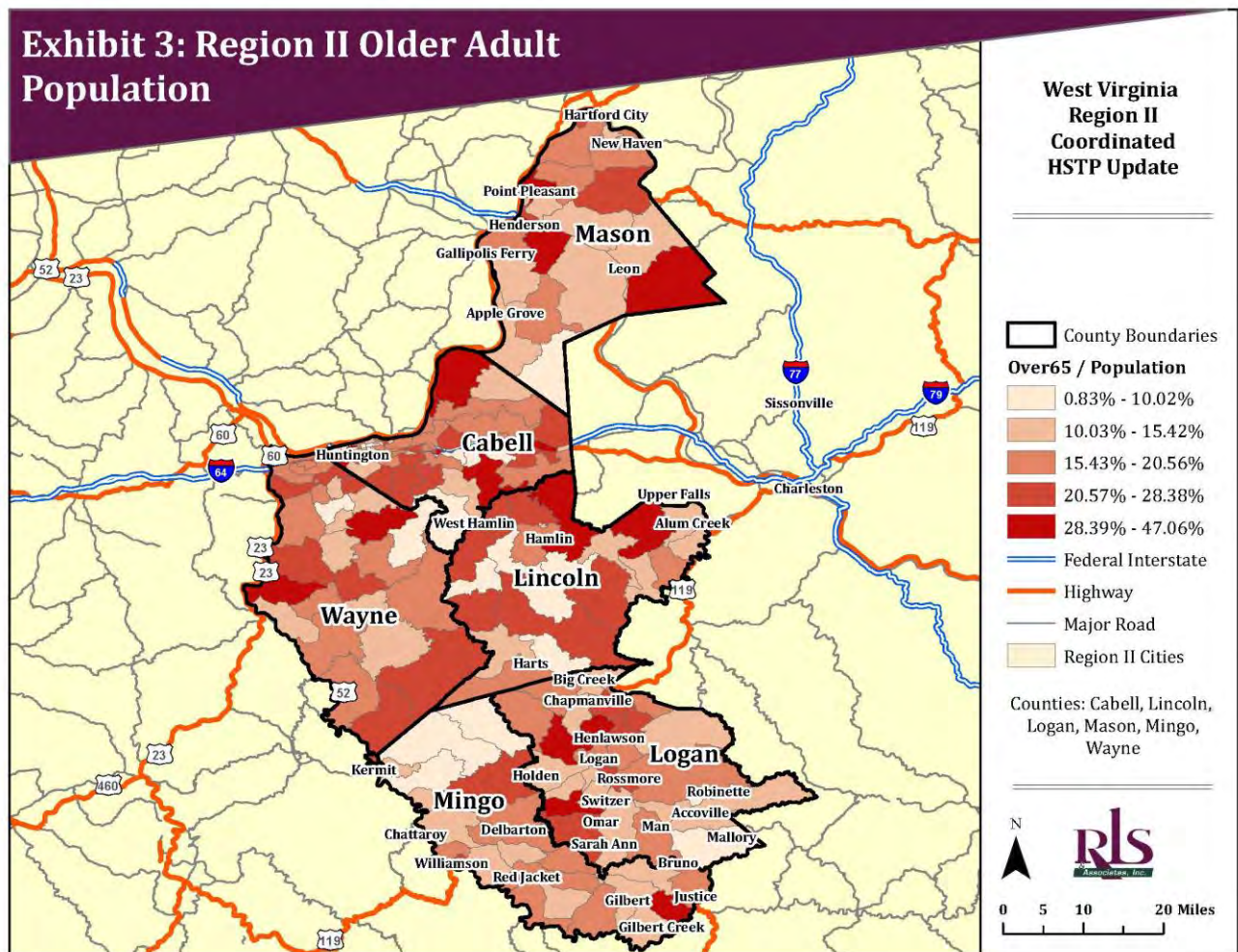


Population Projection for Older Adults

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 more centralized in the larger cities in Region II. Block groups with high concentrations of older adults are located throughout the entire Region.

The population of older adults in the region is projected to increase in each county by as much as 42.36% (Lincoln County) and as little as 22.25% (Cabell 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

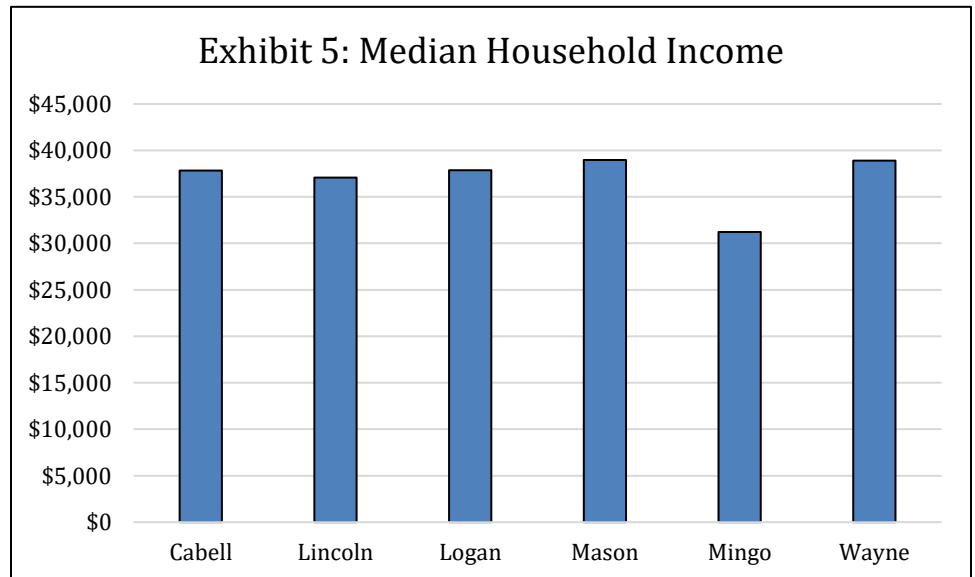
Individuals with disabilities are also likely to use public or human service agency transportation services. In Region II, approximately 20% to 30% of each county’s population reported having a disability. Not all disabilities involve mobility limitations that prevent a person from driving or using non-accessible transportation resources. While it would be a more accurate statistic for transportation planning, no reliable data are available from the U.S. Census Bureau to define individuals with mobility limitations that prevent them from traveling independently outside the home.

Exhibit 4: Individuals with Disabilities	
County	Percent of Population with a Disability
Cabell	19.7%
Lincoln	28%
Logan	30%
Mason	21.6%
Mingo	30.4%
Wayne	25.9%

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

Household Incomes

Exhibit 5 illustrates the Region’s household incomes. There are approximately 100,557 households in Region II. Of those households, 47.82% earn less than \$35,000 annually. Of the households earning less than \$35,000, 26.25% earned less than \$10,000 per year. (Source: 2013-2017 American Community Survey 5-Year Estimates)

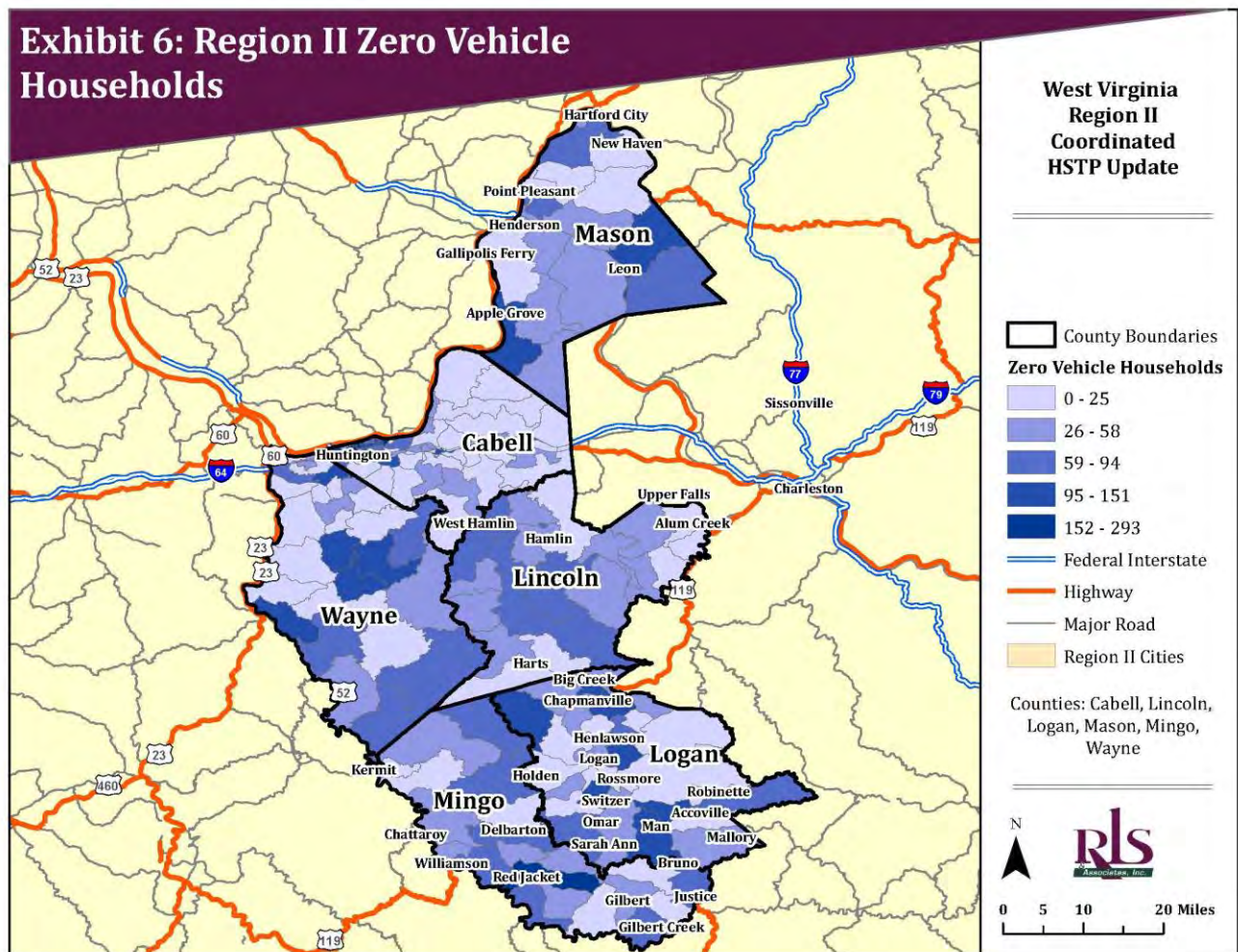


Zero Vehicle Households

The number of vehicles available to a household also is used as an indicator of demand for transit service. There are 11,897 households in Region II that have no available vehicle. This is 11.83% 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 (152 - 293 block group households without a vehicle). The block group locations with the highest contraction of these households are located in Cabell and Mingo Counties. Areas with a moderately high density of zero vehicle households can be found throughout the rest of the Region.

Mingo and Cabell Counties have the highest overall percentages of zero-vehicle households with 12.91% and 12.81%, respectively. Mason County has the lowest percentage of zero-vehicle households with 9.28%.



Minority and Limited English Proficiency (LEP) Population

Approximately 90% to 98% of the population in each county of Region II is white. African American individuals are the second most common race, followed by individuals that are two or more races. The majority of the population speaks only English (Exhibit 8).

Race	Cabell	Lincoln	Logan	Mason	Mingo	Wayne
White or Caucasian	90.1%	98%	96%	96.8%	96.1%	97.5%
Black or African American	4.9%	0.5%	1.6%	0.3%	1.9%	0.3%
Two or more races	2%	0.5%	0.9%	1.9%	1.2%	1.2%
Hispanic or Latino (of any race)	1.4%	0.6%	0.8%	0.6%	0%	0.6%
American Indian and Alaska Native	0.1%	0.2%	0.3%	0.1%	0.1%	0.1%
Asian	1.3%	0.2%	0.4%	0.1%	0.1%	0.2%
Native Hawaiian and Other Pacific Islander	0%	0%	0%	0%	0%	0%

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

Language	Cabell	%	Lincoln	%	Logan	%	Mason	%	Mingo	%	Wayne	%
	96,100		21,241		34,428		27,000		25,150		41,063	
Speak only English	88,182	97.4	19,821	99.3	32,214	99.2	25,350	99.3	23,480	99.6	38,392	98.7
Spanish or Spanish Creole:	814	0.9	77	0.4	87	0.3	68	0.3	67	0.3	263	0.7
Speak English less than "very well"	408	0.5	0	0	58	0.2	0	0	7	0	45	0.1
Language other than English	2,351	2.6	131	0.7	272	0.8	189	0.7	91	0.4	491	1.3
Speak English less than "very well"	817	0.9	36	0.2	144	0.4	35	0.1	7	0	120	0.3
Indo-European Languages	544	0.6	5	0	60	0.2	80	0.3	6	0	109	0.3
Speak English less than "very well"	91	0.1	5	0	18	0.1	2	0	0	0	7	0
Asian and Pacific Islander	894	1	49	0.2	121	0.4	40	0.2	0	0	59	0.2
Speak English less than "very well"	301	0.3	31	0.2	68	0.2	32	0.1	0	0	55	0.1

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

Appendix E

Relevant FAST Act Definitions

Facts

APPENDIX E: RELEVANT FAST ACT DEFINITIONS

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

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

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

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

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

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

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

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

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

Appendix F

Participating Organizations

Participants

APPENDIX F: PARTICIPATING ORGANIZATIONS

The following organizations participated in this Coordinated Plan Update:

American Cancer Society
Cabell County Community Services Organization
Christian Help, Inc. of Mingo County
KYOVA Interstate Planning Commission
Tri River Transit Authority
Tri-State Transit Authority
PRIDE Community Services
Prestera Center Mental Health Services
Logan-Mingo Area Mental Health
Southwestern Community Action Council, Inc.
West Virginia Region II Planning and Development Council
West Virginia Department of Health and Human Services
West Virginia Department of Transportation, Division of Public Transit, Toni Boyd

Appendix G
Resolution to Adopt Plan

**Adoption and Approval of
Region II PDC Coordinated Public Transit-Human Services Transportation Plan Update**

The Coordinated Public Transit-Human Services Transportation Plan for the Region II Planning and Development Council area, as completed November 2019, must be locally adopted.

Your signature below indicates that the Region II Planning and Development Council adopts this Plan for coordinated transportation efforts in Cabell, Lincoln, Logan, Mason, Mingo, and Wayne Counties for 2019-2024.

Name: Christopher M. Chiles

Title: Executive Director

On Behalf of the Region II Planning and Development Council.

Chris M Chiles

Signature

2-28-2020

Date