

Region III Coordinated Public Transit-Human Services Transportation Plan Update

Boone, Clay, Kanawha, and Putnam Counties, WV

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I. INTRODUCTION

PURPOSE

This plan updates the West Virginia Region III Coordinated Public Transit-Human Services Transportation Plan for Boone, Clay, Kanawha, and Putnam Counties. The plan was initially developed in 2011 and updated in 2015. The Safe, Accountable, Flexible, and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU) was the Federal surface transportation authorization at the time of the initial report. The 2013 update was developed in response to requirements set forth by Moving Ahead for Progress in the 21st Century Act (MAP-21).

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

Funding to update this locally-developed Public Transit-Human Services Transportation plan was provided by the West Virginia Department of Transportation, Division of Public Transit. The planning process involved active participation from local transportation providers and human service agencies, Region III Regional Governmental Council (RIC), as well as members of the general public, senior citizens, and individuals with disabilities.

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

METHODOLOGY

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

The coordination plan update incorporated the following planning elements:

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

Needs

II. TRANSPORTATION AND MOBILITY NEEDS ASSESSMENT

COMMUNITY MEETING AND PUBLIC SURVEY RESULTS

Community meetings were promoted to the public in local newspapers, websites, and through emails and word-of-mouth. There were two rounds of meetings. During the first round, participants discussed the unmet transportation needs for each county and community within the Region, as well as needs and gaps in services that cross jurisdictional boundaries. Meeting participants were also invited to discuss preliminary coordinated transportation goals and strategies that could be implemented to address the identified needs. This meeting was held at Kanawha Valley Regional Transportation Authority (KRT) in Charleston, a central location in the Region. The second meeting was also facilitated at KRT and representatives from all stakeholder organizations and the public were invited to attend. Participation included senior citizens and organizations that represent individuals with disabilities and people with low incomes.

The public survey was distributed on-line and in hard copy format. The survey was promoted in local media, on websites, at public meetings, and through emails and word-of-mouth with local stakeholders. The survey was available for three months. There were approximately 183 survey responses from Region III – 33.33% of survey respondents were age 65 and older and 30.51% had a disability that limits his or her mobility or ability to drive or use available transportation services.

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

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

Table II.1: 2019 Needs Assessment
Many people cannot afford to ride public or private transit options. Transportation options that offer free or reduced fares are needed to improve access to community resources for people of all ages with low incomes.
Access to grocery stores with fresh produce and meat is a challenge for urban and rural communities throughout the Region. Dollar Stores sell some groceries, but not fresh food. Senior centers are working to help seniors by providing transportation to Walmart or another grocery store once a week.
In Putnam County, particularly, access to grocery stores is a challenge for people who do not drive or have access to a vehicle. Human service agency transportation providers in Putnam County often receive requests to stop at a grocery store on the trip home from a medical appointment. This is a challenge for the provider and the passenger because if the trip was paid with Medicaid funding, a stop at the grocery store is not an eligible expense.

Table II.1: 2019 Needs Assessment

<p>Multi-county trips are needed to connect people with community resources including medical, health, counseling, shopping, employment, and entertainment. Due to service area restrictions (such as service only within a single county) of many transportation funding sources, most public, senior program, and human service agency transportation providers are unable to cross county lines.</p>
<p>People who are recovering from addiction and need to rejoin the workforce struggle to gain/maintain employment if they have had their driver’s license suspended or revoked. Employers and recovery programs need to work together with transportation providers to help overcome this gap in access to employment created by lack of transportation.</p>
<p>Programs to educate transportation providers, including drivers/operators, about transporting people with dementia are needed to improve safety and security of passengers and potential passengers.</p>
<p>Many veterans must travel one to two hours to appointments at Veterans Affairs (VA). While the VA provides some transportation using volunteer drivers and VA vehicles, the demand exceeds the VA’s transportation resources. The VA works to transport multiple passengers on each vehicle, but due to the long distances, this is difficult. At times, the VA driver spends an entire day for one round trip.</p>
<p>KRT and rural transportation providers including public, senior programs, and human service agencies, see a need to educate local, state and Federal funders about the significant need to find a way to remove or relax certain eligibility and service area restrictions on transportation services so that trips can be coordinated with other local transportation providers and passengers better served by local and multi-county trips.</p>
<p>Transportation stakeholders recognize a growing trend that 16-year-old children do not want to get their driver’s license. These youth will need transportation services for all types of trip purposes and at all times of the day/days of the week. Transportation providers and community planners must start planning for the changing demand of future generations and continue to make the Charleston area a location where the next generations will want to live and work.</p>
<p>Transportation options must be improved to bring the rural population into Charleston for all purposes.</p>
<p>Marketing and advertisements are needed to let everyone know about the public, private, and human service agency transportation services that are available. One avenue is to continue to update transportation provider data in West Virginia 211. Other avenues such as printed and on-line directories or apps are also needed to ensure comprehensive outreach to include choice riders as well as people who rely on transportation services.</p>
<p>People who do not meet the eligibility requirements for senior or human service agency transportation services based on age, income, or disability status fall through the cracks in the transportation network. Support for transportation services, such as those offered by C&H Taxi, is needed for individuals who ‘fall through the gaps’ in eligibility.</p>

Table II.1: 2019 Needs Assessment

<p>Transportation operators that use wheelchair accessible vehicles need different options for vehicle procurement. The ramp limits seating capacity on vehicles when a passenger with a wheelchair is not riding. Vehicles designed with a ramp in the floor (and not standing upright inside the vehicle) would allow operators more flexibility when scheduling trips and more capacity per vehicle for ambulatory passengers.</p>
<p>Transportation service to the new YMCA facility downtown continues to be important. KRT stops near the YMCA location, but many passengers are not aware of it. It is possible the need pertains to educating and improving public awareness of transportation services for people who live on the KRT bus line and enhancing connections to KRT for people who live outside of the KRT service area.</p>
<p>There is a shortage of qualified drivers for public and human service agency services, especially in rural areas. Rural public transit providers cannot expand service to meet demand, even if funding was available, because there are not enough drivers.</p>
<p>Bus routes or other connector services to connect Charleston with other West Virginia cities and rural areas are needed. As the State capital, Charleston is a destination for residents throughout the state for government services and Regional medical facilities.</p>
<p>Montgomery, West Virginia is located in both Kanawha and Fayette Counties, however, most of the city is in Fayette County. KRT stops on the Kanawha County side of the city but there is no KRT service or connection to the KRT stop from the Fayette County side. Access to KRT from Fayette County would improve the opportunity for Fayette County residents (at least those in Montgomery) to access services, jobs, and employment in Charleston. If connector service existed, KRT passengers would have access to services, jobs, and employment in Montgomery, other Fayette County communities, and possibly the Beckley area.</p>
<p>Sustaining the existing transportation services for the general public, seniors, and human service agencies is necessary for addressing the ongoing transportation needs throughout the Region. These existing services provide the basis for growth and development of an improved network of services.</p>
<p>The Charleston area needs to continue development of multi-modal designs through the Complete Streets vision and other plans to connect bicycle and pedestrian access with motorized transportation options (transit, taxis, app-based services, etc.). Continuing these plans could lead to opportunities for bike-share and scooter-share, and similar options for Charleston.</p>
<p>Transportation stakeholders expressed the need to advance Regional mobility management efforts to incorporate all current and potential future modes of transportation. Enhanced mobility management tools, if effectively applied, will create a platform for multi-modal coordination of trips and potentially attract new riders and/or partnerships with employers, hospitals and clinics, and transportation operators. As new partnerships are developed, diversity of local funding resources for transportation will expand, strengthening the capacity for transit services.</p>

Table II.1: 2019 Needs Assessment

Demographics:

- Highest densities of older adults are in St. Albans, Dunbar, South Charleston, and Charleston.
- Kanawha County has high density areas of zero vehicle households. Most are found in the Charleston area. Clay County has an area of high zero vehicle households, as well.
- Single vehicle households with multiple people throughout the Region need public, agency and/or private transportation options to supplement the availability of their personal vehicle.

Public Survey Results – Region III – 183 Responses

33.33% of respondents were age 65+

30.51% have a mobility limitation or someone in their family has a mobility limitation

19.87% are unable to run errands because of a lack of reliable transportation

17.31% are unable to go to agency appointments because of a lack of transportation.

13.46% cannot attend Sunday religious services because of a lack of transportation.

14.10% do not go to medical appointments because they do not have reliable transportation.

9.62% find it difficult to feed themselves or their family because of a lack of transportation.

5.13% have difficulty getting to work because of a lack of reliable transportation.

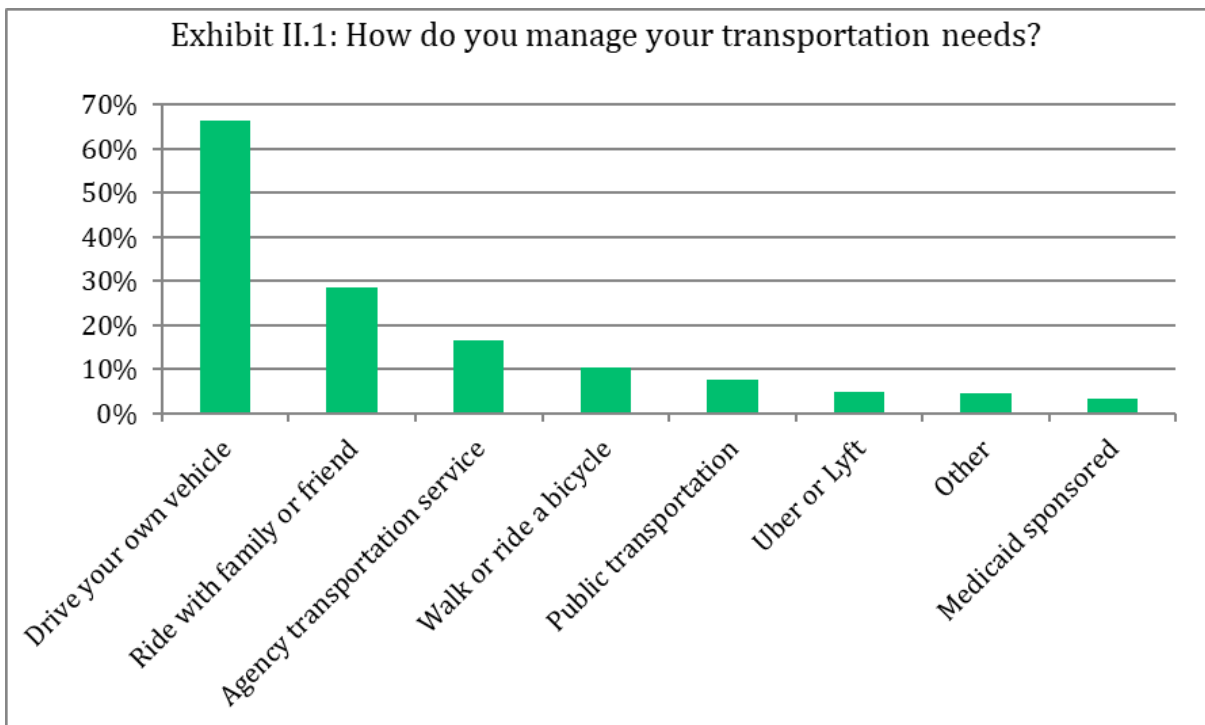
2.56% are not able to further their education due to a lack of transportation.

32.75% of respondents do not use public transit because it is not available where they live.

13.45% of respondents do not use public transit because it does not go where they need to go.

12.28% of respondents do not use public transit because it takes too long to get where they want to go.

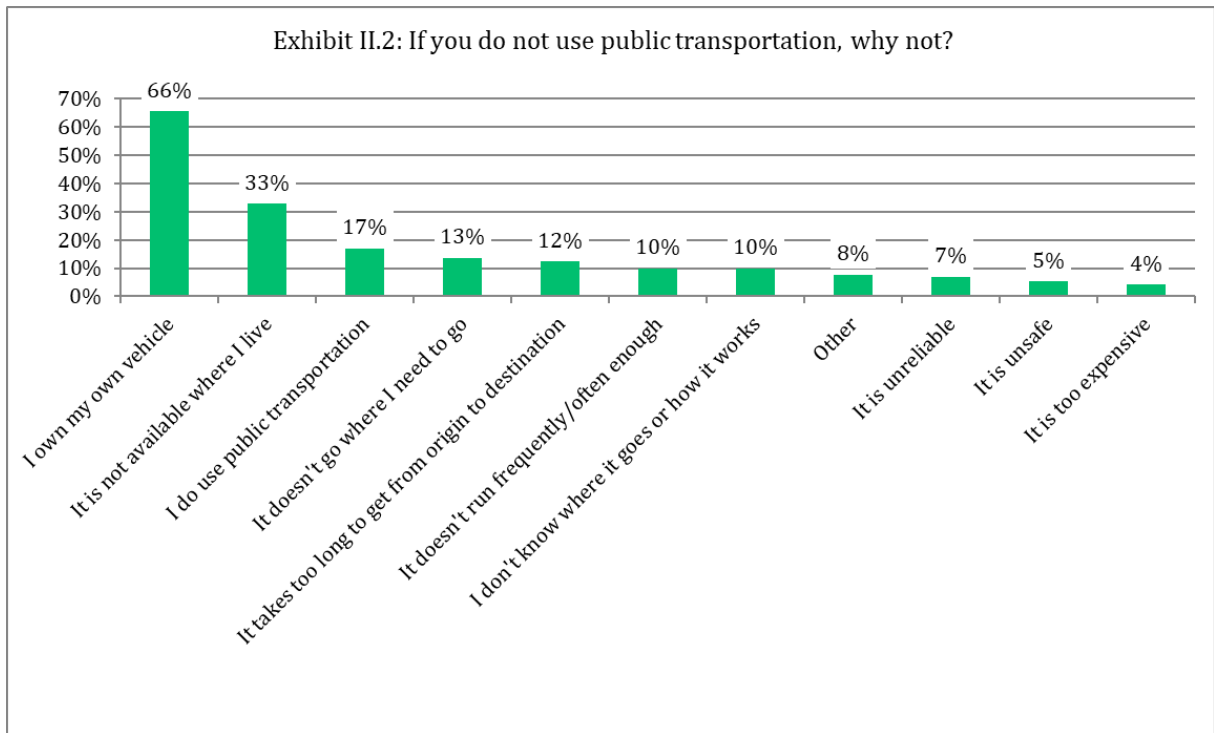
The majority (66.48%) of public survey respondents indicated they drive their own vehicle. The public survey asked people to identify all of the ways they manage transportation needs. Exhibit II.1 illustrates that while the majority of respondents drive a car, over 28% ride with a family member or friend and 16.48% use human service agency-sponsored transportation services (i.e., senior centers, Department of Health and Human Services, non-profit agencies, etc.). Another portion of respondents, 10.44%, also indicated they walk or ride a bike as a means of transportation. Over 7% of respondents use public transportation while just under 5% use Transportation Network Companies (TNCs, e.g., Uber/Lyft), and 3.3% use Medicaid-sponsored transportation services for medical appointments.



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

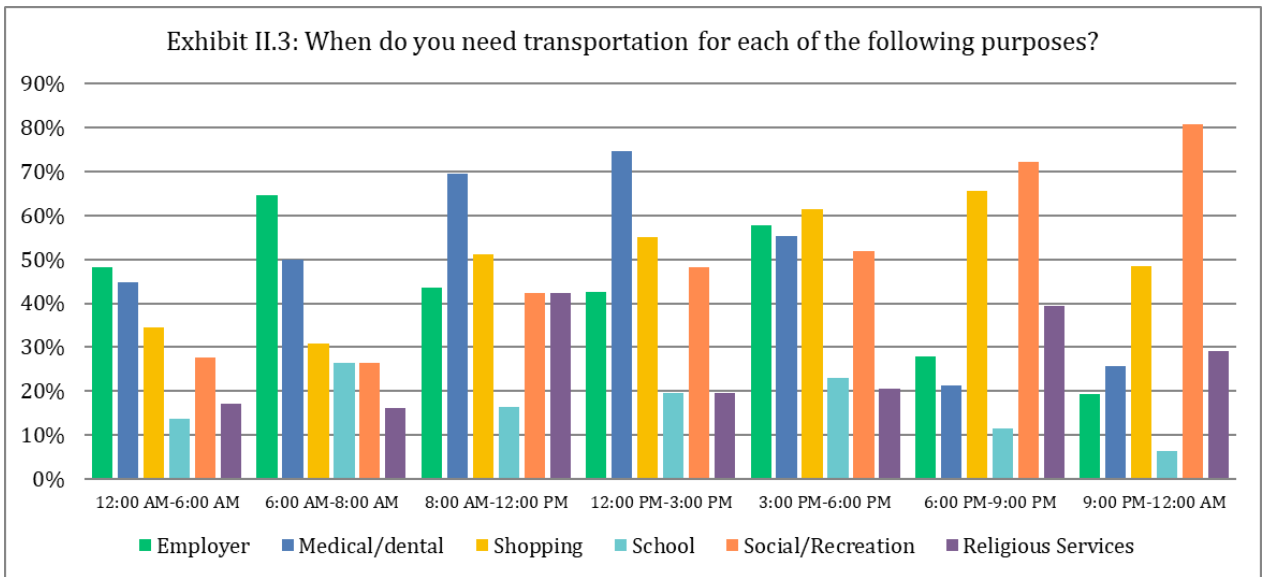
Survey respondents were asked to identify why they do not use public transportation. Most of those who own a vehicle listed that as their reason for not riding transit. Approximately 32.75% of respondents stated that they do not use public transit because it is not available where they live. Another 13.45% stated that public transit does not go where they need to go. These reasons indicate spatial gaps between origin and destination that are not filled by public transit.

Approximately 12.28% indicated that it takes too long to get from origin to destination using transit. Fewer than 10% cited other reasons for not using public transit including reliability issues, affordability, and safety. Some or all of these reasons reveal challenges with the public transportation network and indicate a need for additional education and outreach about the available service alternatives that exist.



Note: 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 the following chart, transportation needs for employment peak between 6:00 AM and 8:00 AM and again between 3:00 PM and 6:00 PM – traditional working hours. However, between 42% and 49% of respondents also need employment-related transportation before 6:00 AM and during the mid-day. Shopping and social/recreational transportation needs occur more often between 3:00 PM and 9:00 PM. Medical/dental trip needs occurred more often between 8:00 AM and 3:00 PM. School-related trip needs occur most often between 6:00 AM and 8:00 AM and through traditional business day hours. As indicated in the assessment of existing services, transportation resources are minimal during early morning and late evening hours.



PREVIOUS RELEVANT PLANS AND STUDIES

Kanawha Putnam Regional Transportation Plan

The Kanawha Putnam Regional Transportation Plan is the Region’s Long Range Transportation Plan. It was completed by the Regional Intergovernmental Council (RIC). The plan involves all aspects of transportation ranging from highways and transit to bicycles and pedestrian access. The complete plan is available on the RIC website (www.wvregion3.org). Sections of the plan that are most relevant to coordinated transportation are discussed in the following paragraphs.

The Transit Element of the plan focuses on KRT, the public transit provider for Kanawha County and portions of Putnam County. KRT routes extend into small portions of Putnam and Fayette Counties. Similar to input received during the Coordinated Public Transit-Human Services Transportation Plan Update, there are ongoing requests for KRT to expand its routes throughout Putnam County. The Kanawha Putnam Regional Transportation Plan revealed that there is insufficient interest and funding available to implement the expansion.

The plan also explored interest in restarting the commuter bus service between Charleston and Huntington, WV. The former commuter route started in January 2009 with the purpose of controlling the volume of commuter traffic between the two cities by offering an affordable alternative to driving. The primary funding source for the route was Congestion Mitigation and Air Quality Act funding (CMAQ), a Federal funding program intended for new programs that improve air quality. When CMAQ grant funding was finished in 2012, the passenger fare was increased and the operating costs were shared by KRT, the State of West Virginia, and Tri-State Transit Authority (TTA). The combination of increased fares and decreasing gas prices brought about declining ridership on the route. The service was discontinued in 2015 due to low productivity.

The Long Range Plan also explores the valuable Amtrak Cardinal route providing service from Chicago, IL to New York, NY and stops in Charleston, Huntington, and other West Virginia communities. In 2016, local communities, universities, and other public and private interests built a coalition to seek improvements for the Cardinal route – including daily service. According to the West Virginia State Rail Plan, at the time of the report, daily service would depend upon ridership and revenue increases as well as improved connectivity to significant passenger trip generators, such as universities, hotels, and ski resorts. Improved connectivity could be shared by public, private, or non-profit transportation providers in the Charleston area. As of May 2019, daily service on the Cardinal route had not been implemented.

The Long Range Plan also included an analysis to address the increasing volume of bicycle and pedestrian travel in the Region. Non-motorized transportation is a common alternative for residents of all ages for travel between residential and commercial locations.

In 2013, with the passage of Senate Bill 158, West Virginia created the Complete Streets Advisory Board composed of various agencies including the West Virginia Department of Transportation (WVDOT). Locally, in 2016, RIC formed a Bicycle and Pedestrian Advisory Committee in collaboration with local community members and bicycle activists. The committee convenes several times per year and promotes widespread participation.

The RIC Bicycle and Pedestrian Advisory Committee and Steering Committee developed the following Long Range Plan goals:¹

- ◆ Increase bicycle and pedestrian connectivity between population centers and educational institutions, public recreational areas, and retail/entertainment activity centers in Kanawha and Putnam Counties.
- ◆ Improve safety and user comfort levels on all bicycle and pedestrian facilities.
- ◆ Increase public awareness of bicycle and pedestrian facility locations.
- ◆ Promote education of bicycle safety among both motorized and non-motorized users.
- ◆ Promote the adoption and implementation of Complete Streets concept within each community in Kanawha and Putnam Counties. The Complete Streets Initiative promotes safer streets designed to serve all citizens, including motorized and non-motorized transportation.

Bike & Trail Master Plan

In 2016, Charleston released its Bike & Trail Master Plan that describes an expanded network of bikeways and trails connecting all parts of the city, and supports multi-modal travel choices. Ten priority projects are included in the plan.

¹ Kanawha Putnam Regional Transportation Plan, Regional Intergovernmental Council.

Kanawha-Putnam Bicycle and Pedestrian Plan

In 2019, the Regional Intergovernmental Council (RIC) completed the Kanawha-Putnam Bicycle and Pedestrian Plan which will serve as a guide for communities in Kanawha and Putnam counties interested in enhancing bicycle and pedestrian access, mobility, and safety. The Plan provides a strategy for the implementation of recommended improvements to a network of bikeways, trails, and pedestrian facilities. Strategies were developed with input from a stakeholder committee that met several times throughout 2018 to develop priorities and recommendations. Goals for the plan were as follows:

- ◆ Increase bicycle and pedestrian connectivity between population centers, educational institutions, public recreational areas, and retail/entertainment activity centers in Kanawha and Putnam Counties.
- ◆ Improve safety and user comfort levels on all bicycle and pedestrian facilities.
- ◆ Increase public awareness of bicycle and pedestrian facility locations.
- ◆ Promote education of bicycle safety among both motorized and non-motorized users.
- ◆ Promote the adoption and implementation of Complete Streets concept within each community in Kanawha and Putnam counties.
- ◆ Incorporate bicycle and pedestrian improvements into the transportation network and development projects.
- ◆ Institutionalize bicycle and walking friendliness as a core values of County and Municipal projects, policies, and programs.

Goals were prioritized using a pre-determined set of criteria. Extensive public involvement was conducted and the opportunity for funding and programs was thoroughly evaluated. It was determined that bicycle and pedestrian improvements should be combined with planned roadway improvements where feasible, potential improvements such as pavement rehabilitation, and/or drainage maintenance or safety projects. There are several potential public funding programs that could support improvements including the National Highway System, Surface Transportation Block Grant Program, and Congestion Mitigation/Air Quality Program funds which are being used for maintenance or safety funds and can be applied to include the pedestrian and bicycle recommendations. Other public programs include Transportation Enhancement activities through the Transportation Alternative Program and Safe Routes to School, the Highway Safety Improvement Program, and the Recreational Trails Program. Private funding is also an option.

CONCLUSION

While survey results and socio-economic Census data indicate that many households have access to a personal vehicle and can drive, there are high densities of zero-vehicle households throughout the Region. Survey results reveal that 17% to 20% of respondents are unable to run daily errands or attend agency appointments due to a lack of reliable transportation. Others are missing medical appointments because of a lack of transportation. Residents use public transit, human service agency transportation, ride with family members/friends, walk or bike to access necessary resources.

Approximately 7% of respondents reported that they use public transportation. When asked why they do not ride public transit, the most frequent responses indicated spatial gaps – that is, no transportation service is available to/from where they live or where they need to go.

Further analysis of temporal gaps in transportation indicated there are transportation needs during early morning and evening hours when public, private, and human service agency transportation may not be available in rural areas and in Charleston.

The Region has many important and effective transportation resources that are vital to the local population. Ongoing studies recognize the need for maintaining a network of services that incorporates motorized and non-motorized modes of transportation. Residents and stakeholders have expressed goals of improving connectivity without barriers at community or county lines. Stakeholders also recognized the need for ensuring that affordable transportation services are available for individuals who cannot afford the full fare of necessary trips. When discussing the possible strategy for addressing the identified transportation needs, the stakeholders discussed the potential impact of advancing the current mobility management efforts with a trip planning and scheduling platform designed specifically for the Region. These and other goals will be discussed in Chapter V.

Providers

III. TRANSPORTATION PROVIDER INVENTORY

This chapter provides a list of Region III transportation providers. Human service transportation provides rides to specific segments of the population, such as seniors, individuals with disabilities, people with low incomes, or veterans. Many human service transportation agencies are social services organizations that provide transportation as an ancillary service to their clients only. Some human service transportation and 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

Kanawha Valley Regional Transportation Authority (KRT)
Tri-River Transit

HUMAN SERVICE AGENCIES AND/OR SENIOR SERVICES – Open to a segment of the population based on eligibility criteria

Appalachian Center for Independent Living
Boone County Community Organization
Clay Senior and Community Services, Inc.
Hansford Senior Services (Friends of Hansford)
John Henson Senior Center
Kanawha Valley Senior Services (KVSS)
Kanawha County Emergency Ambulance Authority
Non-Emergency Medical Transportation (NEMT)
Prestera Center
Putnam Aging Program
United Way of Central West Virginia Retired and Senior Volunteer Program (RSVP)
Veterans Administration
YMCA

PRIVATE TRANSPORTATION SERVICES

C&H Taxi	Ready Transport Services
Elite Limousine	Teays Valley Taxi

OTHER TRANSPORTATION SERVICES

Amtrak	Yeager Airport
Barons Bus	Transportation Network Companies
Greyhound	

MAJOR TRIP GENERATORS

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

It is important to understand that while many of the major trip generators are located in the larger communities of Boone, Kanawha, and Putnam Counties, the individuals needing a ride to and from those destinations live outside of the core area and beyond the KRT fixed route service area (including the $\frac{3}{4}$ mile service area boundary for KRT ADA paratransit). There are limited trip generators in Clay County. Transportation providers are challenged by providing effective and efficient transportation to a large service area that has relatively low population density outside the corridor between South Charleston and Teays Valley. Furthermore, hours of operation for public and human service agency transportation services are not as extensive as KRT and the private taxi operators, further limiting access to major destinations for individuals living in the rural portions of the Region. Therefore, access to services is limited both geographically and temporally. Exhibit III.2 outlines the hours of operation for the public and human service agency transportation providers. Private operators may have more extensive hours of operation.

Exhibit III.2: Region III Trip Generator Map

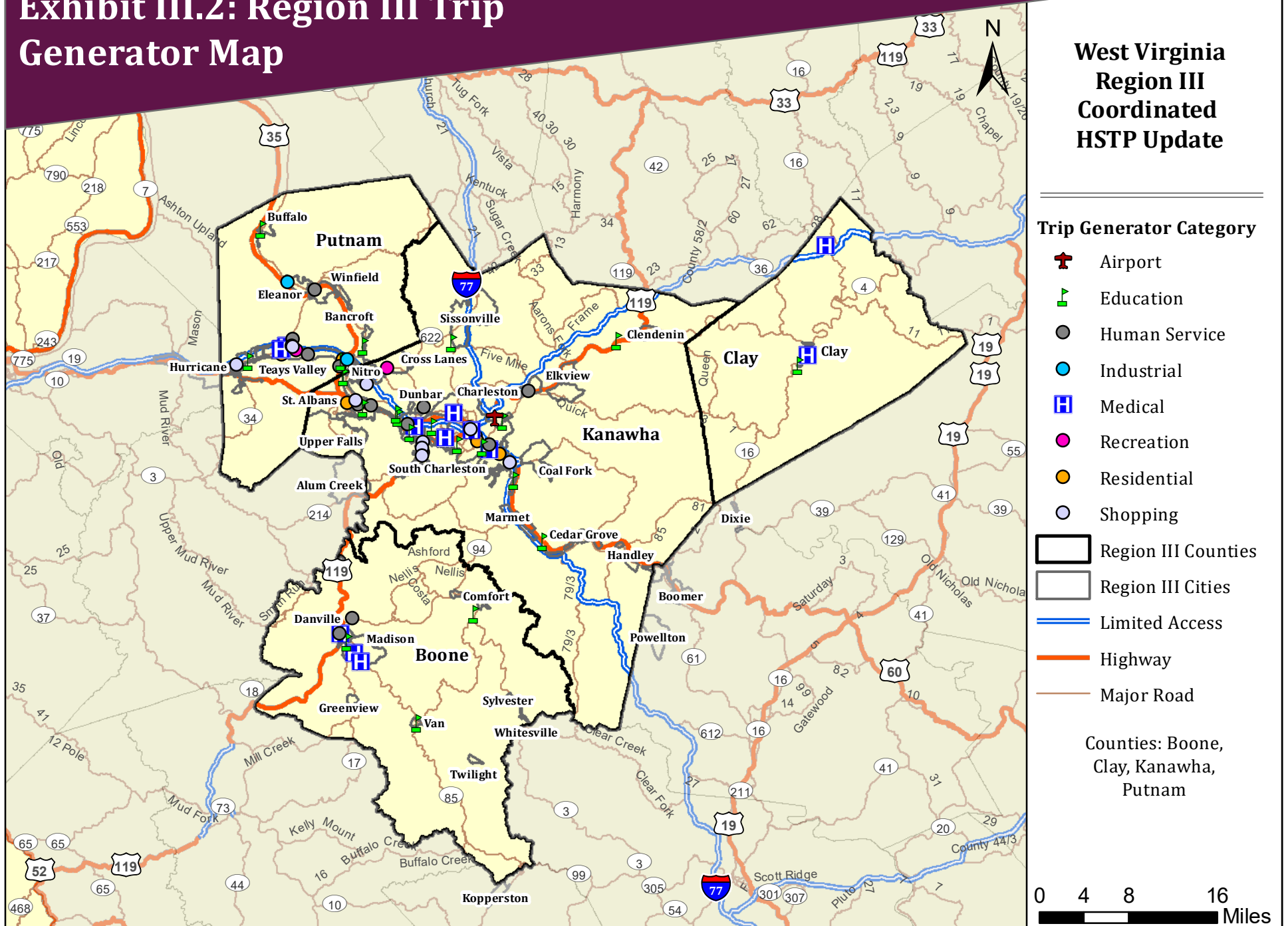


	Exhibit III.2: Hours of Operation for Transportation Providers														
	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	7:00:00 PM to late night
Kanawha County, WV or Regional															
Kanawha Valley Regional Transportation Authority	Weekdays and Weekends (4:15 AM to 12:45 AM) - Charleston, Dunbar, Nitro, St.Albans, Cross Lanes, Clendenin, South Charleston, East Bank and Belle														
C & H Taxi	Weekdays and Weekends (24 hours a day/ 7 days a week) - Kanawha County														
Hansford Senior Center	Weekdays (7:30 AM to 4:00 PM) - Kanawha County														
Kanawha Valley Senior Services, Inc.	Weekdays (8:00 AM to 4:30 PM) - Kanawha County														
Prestera Center	Weekdays (6:30 AM to 7:00 PM) - Serves Kanawha, Boone, Putnam and Clay														
Putnam County, WV															
Putnam Aging Program, Inc.	Weekdays (4:30 AM to 5:00 PM) also service to Cabell County														
John Henson Senior Center	Weekdays (8:00 AM to 4:00 PM) - Putnam County														
Clay County, WV															
Clay Senior and Community Services, Inc.	Weekdays (8:00 AM to 4:00 PM) - Clay County														
Boone County, WV															
Tri-River Transit	Weekdays (7:00 AM to 7:00 PM) - Boone, Lincoln, and Logan Counties														
Boone County Community Organization	Weekdays (8:00 AM to 4:00 PM) - Boone County														
	General Public Service Eligible Riders Only														

Progress

IV. REVIEW OF PROGRESS SINCE 2015 COORDINATED PLAN UPDATE

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

2015 Goal #1: Expand the Service Area for Transportation. Especially for Boone & Clay Counties.

Action Steps	1. Implement a Voucher Program.
	2. Establish additional Non-Emergency Medical Transportation providers.
	3. Increase vehicle availability.
Progress:	
<ul style="list-style-type: none"> • Availability of non-emergency medical services has increased. • KRT donates its older vehicles to the YMCA so that the YMCA can provide transportation to their consumers for programs. • Publicly funded agencies have implemented and maintained a Transit Asset Management Plan (TAMP) to ensure that the vehicle replacement schedule is maintained. Providers also plan for fleet expansions, as appropriate. 	
Challenges:	
<ul style="list-style-type: none"> • Transportation providers have difficulty hiring qualified drivers. Without drivers, vehicle availability cannot be increased. • Successful vehicle sharing agreements between agencies has been limited by insurance and funding regulations. 	

2015 Goal #2: Develop a Method of Effective Communication.

Action Steps	1. Use technology such as Facebook to communicate between stakeholders.
	2. Join State Transit and Taxi Associations.
	3. Make in-person contact with community leaders and decision makers.
Progress:	
<ul style="list-style-type: none"> • KRT and C&H Taxi actively participate in transit/taxi associations which has strengthened awareness of unmet transportation needs and gaps in services. Activities have also informed the local providers of successful practices in mobility management throughout the nation. • The RIC maintains a list of available transportation services in each county. 	
Challenges:	
<ul style="list-style-type: none"> • Without a designated leader to promote communication with all transportation providers in the Region, it is difficult to make significant advancements in communication. • Without guidance or a requirement to participate in coordinated transportation efforts from state-level offices, human service agencies do not prioritize efforts to improve communication about transportation challenges and opportunities. 	

2015 Goal #3: Remove Barriers to Transportation.	
Action Steps	1. Work with potential funders to raise awareness.
	2. Establish contracts with WV Division of Rehabilitation Services, aging programs, and human service agencies.
	3. Establish Medicaid broker agreements.
Progress:	
<ul style="list-style-type: none"> • Local providers have successfully communicated the benefit of entering into purchase of service agreements. • As the Medicaid brokerage system in West Virginia becomes more established over time, it has successfully advanced the network of providers in the Region. The program continues to work toward providing the most cost effective services. 	
Challenges:	
<ul style="list-style-type: none"> • The Region’s transportation providers do not have an individual who is dedicated to working toward these goals. Therefore, progress has been incremental. 	

2015 Goal #4: Establish a Central Trip Coordination Center for All Transportation Providers in the Region.	
Action Steps	1. Establish a central trip coordination center for all transportation providers.
Progress:	
<ul style="list-style-type: none"> • Public and private transportation stakeholders have developed a stronger vision for the most appropriate platform for a centralized trip coordination center. • KRT intends to hire a Regional mobility manager and is developing a job description. 	
Challenges:	
<ul style="list-style-type: none"> • Limited funding for planning and technology to develop a centralized trip coordination platform. • Limited funding to hire a mobility manager. • Limited understanding of the appropriate roles and responsibilities for the mobility manager. 	

2015 Goal #5: Public Transit Providers Will Be Exempted from the Medicaid Brokerage.	
Action Steps	1. Establish a State-level advocacy network.
Progress:	
<ul style="list-style-type: none"> • Regional Transportation providers and WVDOT continue to communicate about coordinated transportation challenges and goals. 	
Challenges:	
<ul style="list-style-type: none"> • Declining participation in the West Virginia State Coordinating Council and limited involvement from State-level agencies outside of WVDOT. 	

2015 Goal #6: Increase Resources that Support Mobility and Transportation.	
Action Steps	1. Advocate for grants and dedicated funding sources for coordinated transportation.
	2. Advocate for grants and dedicated funding sources for employment or education-related trips.
Progress:	
<ul style="list-style-type: none"> • KRT intends to hire a mobility manager and funding has been identified. • C&H Taxi and KRT have explored potential technology platforms that will promote mobility management and coordination of resources. 	
Challenges:	
<ul style="list-style-type: none"> • Limited funding for mobility management activities and staff. • Transportation providers are focused on serving existing needs and sustaining services and have not had the staff capacity to expand upon mobility management opportunities. 	

CONCLUSION

The local transportation stakeholders have made commendable progress toward addressing the needs identified in 2015 and many of the mobility management goals will begin to be realized with the creation of a Regional mobility manager position. Chapter V describes the goals, strategies, and actions steps identified by the participating stakeholders to continue progress in developing effective coordination and mobility management structures.

Strategies

V. GOALS, STRATEGIES AND IMPLEMENTATION

GOALS AND STRATEGIES

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

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

GOAL #1: IMPROVE COMMUNICATION AMONG TRANSPORTATION PROVIDERS AND OTHER STAKEHOLDERS IN THE REGION AND THROUGHOUT WEST VIRGINIA.

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

The opportunities for developing and using mobility management and coordinated transportation structures in West Virginia are much different today compared to previous years. Emerging technology, new transportation modes (i.e., Transportation Network Companies, bike-share, scooter-share, motorized bikes, car-sharing, and autonomous vehicles), and the rise of coordinated transportation success stories in West Virginia and across the country are new influences that are occurring in the State. A statewide organization such as the West Virginia Transit Association or the West Virginia Transportation Coordinating Council (WVTCC) is 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.

Region III should have representatives from its transportation providers and users attend at least one annual statewide meeting per year to share ideas and to help structure mobility management concepts that are appropriate and beneficial to the Region and West Virginia. Region III stakeholders should also meet together, at the Regional level, at least one time per year to discuss transportation successes, challenges, and changes.

Goal #1: Improve Communication Among Transportation Providers and Other Stakeholders in the Region and Throughout West Virginia.	
Strategy	Establish a method of effective communication between human service agencies, public transit providers, and community leaders. The method should involve active participation in Regional meetings as well as statewide venues, such as the West Virginia Transit Association.
Action Steps	1. Distribute the Coordinated Public Transit – Human Service Agency Transportation Plan Update to Directors of human service agency programs including programs for seniors, individuals with disabilities, and people with low incomes. Also share the plan with local elected officials, non-profit organizations, and other interested parties.
	2. Establish an effective communication network among Regional coordination partners. Start this network with the development and/or update of a Regional transportation resource guide available in print and electronic versions. Consider making a poster that explains the purpose of the resource guide, how to use it, and where to get additional information. Put the poster in waiting areas at human service agencies and in other places where the public might gather or read a bulletin board.
	3. Facilitate annual Regional public and stakeholder input meetings with the mobility manager. Stakeholders provide updates on progress toward meeting all of the goals and challenges to successfully implementing the action steps. Also, discuss amendments to the plan such as adding new transportation providers/programs or updating the goals and priorities.
	4. Active regional representation in one or more statewide committees or councils such as the West Virginia Transit Association as an opportunity to share information about mobility management and coordination goals, successes, and challenges with other transportation providers.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> • KRT • Regional Intergovernmental Council (RIC) • Regional Mobility Manager (when hired)
Parties Responsible for Supporting Implementation	<p>Regional agencies/organizations that provide and/or fund transportation services for older adults, individuals with disabilities, and/or people with low incomes:</p> <ul style="list-style-type: none"> • Local offices of human service agencies • Non-profit organizations • Faith-based organizations • Public transportation providers • Private transportation partners
Resources Needed	<ul style="list-style-type: none"> • Staff time for leading and supporting organizations • Mobility Manager

Potential Cost Range	\$300 or more per year (approximately) for staff time dedicated to actively attending meetings. Time can be counted as an in-kind contribution to mobility management for the Region. Staff time should be dedicated as part of an existing employee's job duties
Potential Funding Sources	<ul style="list-style-type: none"> • Section 5310 Program funding for Mobility Management • Existing budgets for partner agencies
Performance Measures or Targets	<ul style="list-style-type: none"> • Innovations are presented to the statewide committees or councils in a meaningful way and considered for implementation • Local stakeholders report (in surveys or customer feedback) that they have a better understanding and more direct involvement in statewide and regional efforts to improve coordination of resources and mobility management among multiple types of agencies and operators (private, public, volunteer, veterans, etc.) <p>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</p>
Needs or Gaps Addressed	<ul style="list-style-type: none"> • Improve awareness of transportation options • Funding sources are identified and/or opportunities to more effectively use existing funding sources are discovered to allow providers to enhance existing services • Coordinated planning with partner organizations for the purpose of reducing gaps in mobility for target populations and the general public
Priority Level and/or Timeframe	<ul style="list-style-type: none"> • Short-Term and ongoing implementation • Moderate priority

GOAL #2: MAINTAIN CURRENT LEVELS OF TRANSPORTATION SERVICES FOR OLDER ADULTS, INDIVIDUALS WITH DISABILITIES, AND PEOPLE WITH LOW INCOMES.

Maintaining the existing level of transportation services for targeted populations is an important step toward continuing to address transportation needs. Feedback from local stakeholders indicates that the services provided today are a vital resource. While efforts to expand and enhance services are important, stakeholders also will strive to sustain the effectiveness of current services. Currently, it is a challenge for some agencies to maintain enough drivers to sustain service levels. Providers will work together to ensure that drivers have access to training opportunities that will enhance their skills and their job satisfaction. Higher pay for drivers may not be an option for most agencies. However, strong training programs and other similar employee benefits may work to help support driver retainage.

Providers will maintain vehicle fleets that are appropriate for all types of rural roadways and comfortable for people with disabilities as well as passengers that do not need a ramp for boarding or exiting the vehicle. Fleets must include wheelchair accessible vehicles as part of the replacement and expansion schedules in Transit Asset Management Plans (TAMP). Stakeholders described the need to explore vehicles with the ramp stored under the floor of the vehicle rather than storing it upright inside the vehicle. Ramps that are stored upright rattle and unnecessarily take up space that could otherwise be used for passenger seating when passengers with wheelchairs are not riding.

Plans for ensuring maintenance is available and affordable for all transportation providers must also be in place. It was noted that agencies, private transportation providers, and contracted drivers for Transportation Network Companies that are using their personal vehicles need affordable and reliable maintenance resources and mechanics.

Goal #2: Maintain Current Levels of Transportation Services for Older Adults, Individuals with Disabilities, and People with Low Incomes. Ensure that Vehicles are Equipped to Provide Safe, Accessible Transportation Service	
Strategy	<p>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 in good condition and a high standard of customer service. Providers will acquire vehicles that can safely transport individuals on all types of rural roadways and comfortably accommodate people with mobility challenges.</p> <p>Providers will also continue to work together to recruit and train qualified drivers to support existing levels of transportation and any new services that are added.</p>
Action Steps	<ol style="list-style-type: none"> 1. Transportation providers 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. 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. Explore vehicle specifications where ramps are stored under the floor rather than upright inside the vehicle. 3. Collaborate to ensure that affordable and qualified maintenance technicians are available to all transportation providers, including public, volunteer, private, and non-profit organizations, as well as for contracted drivers working for app-based transportation companies.

	4. Seek wheelchair lift maintenance training for local vehicle maintenance shops to increase the availability of lift maintenance in the Region.
	5. Coordinated/Shared regional driver training to sustain and/or expand the existing services with qualified drivers, especially at a time when some agencies have a shortage of drivers.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> • C&H Taxi • KRT • Regional Mobility Manager (when hired) • Section 5310 program operators
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> • Transportation providers • Agencies and organizations that serve older adults, individuals with disabilities, and people with low incomes
Resources Needed	<ul style="list-style-type: none"> • Maintenance facilities and training programs
Potential Cost Range	<ul style="list-style-type: none"> • Training funds could range from \$2,000 to \$10,000 depending upon the program's scope • Share an existing maintenance facility that is owned by a partner organization
Potential Funding Sources	<ul style="list-style-type: none"> • FTA Section 5311 Rural Transit Program • Local grants and contributions from agencies and organizations that benefit from training and/or maintenance services provided • Minimal fees paid by training participants and/or patrons of the maintenance program • A scholarship program to support driver training opportunities would help providers to ensure that their drivers have access to training opportunities. The scholarship program could be managed by a local non-profit or the Mobility Manager.
Performance Measures or Targets	<ul style="list-style-type: none"> • Vehicles are replaced on schedule and vehicle conditions are monitored on an annual basis (i.e., through the Transit Asset Management Plan) • Number of maintenance training courses provided • Number of organizations using the shared maintenance facility and program • Condition of vehicles used in public, agency, and private transportation is sustained or improved at equal or less expense to the agency (identified in the Transit Asset Management Plan)
Needs or Gaps Addressed	<ul style="list-style-type: none"> • Agencies are able to schedule more passengers per vehicle because the capacity for ambulatory passengers is expanded because the ramp can be stored in a more convenient place when not in use • Agencies and drivers utilizing the new maintenance program spend less of their annual budget on maintenance so that more funding can be dedicated to service • Quality of vehicle maintenance for all participating organizations improves

Priority Level and Timeframe	<ul style="list-style-type: none"> • Moderate priority • Ongoing implementation
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GOAL #3: DEVELOP COORDINATED OUTREACH STRATEGIES.

Communicating to current and potential riders about when, where, and how to use available transportation resources is an ongoing challenge for public transportation providers. It is not uncommon, for example, during the coordinated plan public outreach meetings for people to learn for the first time about transportation options that have been in operation for months or even years. Goal #3 outlines a concentrated effort to improve access to information about available transportation resources and to use that information to assist passengers with building trips that may involve multiple transportation providers. Goal #3 stops short of scheduling the trip and does not involve fare collection. Goal #4 moves another step toward coordinated trip scheduling.

Goal #3: Develop Coordinated Outreach Strategies.	
Strategy	<p>Educate the public about public, private, and agency transportation options.</p> <p>Hire a Mobility Manager to coordinate available services, support statewide and/or regional coordinated transportation activities, and assist transit dependent individuals.</p>
Action Steps	<ol style="list-style-type: none"> 1. Apply to WVDOT for funding to support a Mobility Manager for the Region. 2. Collaborate to develop shared marketing, outreach opportunities, and approaches to educate the public about transportation options. 3. Create a printed resource with complete information about all transportation options. 4. Provide up-to-date information to WVDOT for the online Statewide Transportation Directory and to West Virginia 211 for phone-based referrals. 5. Plan and design an app for access to transportation information, trip planning, and potentially trip scheduling.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> • KRT will apply for funding to hire a Mobility Manager • The Mobility Manager will lead implementation of action steps • A designated host agency for the transportation app must be identified
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> • Transportation providers are responsible for providing and updating data • Local agencies and government organizations are responsible for promoting the resources on websites and/or hard copy

Resources Needed	<ul style="list-style-type: none"> • Staff time to develop and manage the resource information • Funding to develop the application if a local on-line Ride Guide is created
Potential Cost Range	<ul style="list-style-type: none"> • Up to \$2,000 for printing if the Ride Guide is distributed in hard copy • \$10,000 to \$50,000 to develop an on-line app for trip planning and scheduling • Minimal cost to provide information to the online app (similar to gohiocommute.com which is used in neighboring Ohio)
Potential Funding Sources	<ul style="list-style-type: none"> • Section 5310 Program, for Mobility Manager and mobility management technology
Performance Measures or Targets	<ul style="list-style-type: none"> • Ride Guide is developed, produced, and distributed • Number of calls providers receive after a person finds the provider on the Ride Guide • Number of shared-rides arranged (including transfers between multiple providers) • Spatial gaps in transportation are reduced as providers become more aware of opportunities to share rides or coordinate transfers
Needs or Gaps Addressed	<ul style="list-style-type: none"> • Improved regional or multi-county transportation • Improved information and awareness of transportation services
Priority Level and Timeline	<ul style="list-style-type: none"> • High priority • Implementation timeframe of 2020

GOAL #4: IMPLEMENT A CENTRALIZED “CALL CENTER” FOR TRIP SCHEDULING.

Building upon the success of developing an app for trip planning (Goal #3), Goal #4 incorporates the capability for passengers to schedule a ride that includes one or more transportation providers using the app. Goal #4 requires a lead agency to develop and host the app, and build trip schedules with multiple participating transportation providers. The participating providers must also have staffing capacity and/or compatible software to accept trip assignments. Trip scheduling could involve multiple modes of transportation (e.g., transit, ride-sharing, bike-share) as well as partnerships between public, private, and non-profit transportation operators.

For example, a passenger needing transportation from his home in Teays Valley to a medical appointment in Charleston may schedule his entire trip with one click using the app. The app will provide a range of options, such as taxi, Transportation Network Company, public transit, human service agency, or some combination of providers. The rider will select the desired providers and pick-up times/locations. The selected providers will receive the trip request and provide the trip. Technology exists for this software application, but significant planning on the part of the transportation providers is necessary to make it a success for the Region.

Goal #4: Implement a Centralized “Call Center” for Trip Scheduling.	
Strategy	The local organization intending to host the trip planning and scheduling app will apply for mobility management funding to assist with development and implementation of the app. The same agency should apply for mobility management funding to lead the effort of developing contracts with various transportation providers that will provide the services to be scheduled through the app. Planning assistance may also be required.
Action Steps	1. An eligible organization will develop and submit an application for funding to design, develop, and implement an app for coordinated trip scheduling. Eligible organizations have the option to partner with private organizations in an effort to design the most cost-efficient and effective program.
	2. The lead agency will develop formal contractual agreements with partner organizations that will participate in the trip sharing by providing service information and accepting trip requests at a mutually agreed upon price.
	3. Once funding is secured, create and submit an RFP for a vendor to set-up the app.
	4. Implement and market the new app and services.
	5. Expand use of the app to organizations that could schedule transportation on behalf of their customers (such as hospitals and medical offices).
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> • KRT • C & H Taxi
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> • Other local public, private, and non-profit transportation providers that will provide trips • Regional Intergovernmental Council
Resources Needed	<ul style="list-style-type: none"> • Lead and supporting agency staff time for procurement, design, implementation, and management • Memoranda of Understanding between partnering organizations • Funding for a consultant to assist with design and implementation of the app • Funding for purchase and maintenance of the software app
Potential Cost Range	<ul style="list-style-type: none"> • Costs vary depending upon the capabilities and scope of the app and the use of consultants. Consultant contracts could range from \$10,000 to \$100,000. Software costs may be additional or included in consulting costs • Costs to implement new services will vary depending upon the mode of service and operating characteristics (days and hours of operation, frequency)
Potential Funding Sources	<ul style="list-style-type: none"> • FTA Section 5307 or 5310 grant programs • Potential new FTA programs that support mobility management

	<ul style="list-style-type: none"> • Foundation grants or local, state, or federal (non-US DOT) funding programs
Performance Measures or Targets	<ul style="list-style-type: none"> • Number of passenger trips scheduled through the app or call center • Percentage increase in productivity of participating providers (e.g., passenger boardings per revenue service hour) • Number of riders using new services that are implemented to connect with KRT • Level of satisfaction of providers with technology as measured through surveying
Needs or Gaps Addressed	<ul style="list-style-type: none"> • Trip sharing and new connector services will improve multi-county trips • Improved access to fresh food if community circulator services are implemented
Priority Level and/or Timeline	<ul style="list-style-type: none"> • Low priority • Implementation will require significant funding and staff resources and therefore may not be implemented until 2022 or later.

GOAL #5: ACHIEVE MULTI-COUNTY REGIONAL CONNECTIVITY AND DEVELOP NEW TRANSPORTATION SERVICES IN RURAL AREAS.

Successful implementation of multi-modal trips that cross county lines will involve development of new services, such as feeder routes, that will connect rural areas and KRT. Multi-county connections also involve development of formal transfers between providers. These new services could be operated by public, private, and/or human service agency providers and must be developed in a coordinated manner without creating unnecessary duplication of existing services.

Goal #5: Achieve Multi-County Regional Connectivity and Develop New Transportation Services in Rural Areas.	
Strategy	<p>Transportation providers will work together to develop new services, such as community circulators, that will fill the gaps between available transportation services without creating unnecessary duplication of existing services.</p> <p>All services will consider the needs of older adults, individuals with disabilities, and people with low incomes, as well as the general public.</p> <p>New services will consider cost-efficiency and effectiveness for the transportation provider so that the most cost-effective service is implemented.</p>

<p>Action Steps</p>	<p>1. Implement transportation services to operate one-to-two days per week in Putnam and Clay Counties to improve access to grocery stores and pharmacies for older adults, people with disabilities, and individuals with low incomes.</p> <p>Consider implementing the service under an organization that is eligible to apply for Federal Transit Administration funding and contracting the service to a private operator. Contracted service that meet the definition of <i>Capital Cost of Contracting</i> are eligible as a capital cost and requires only a 20% local match (as opposed to a 50% local match for operating dollars).</p> <p>2. Transportation providers and other community partners will develop new services that will connect existing rural transit and human service agency transportation service areas with KRT. These programs could be any mode of service and may include community-based circulators, scooters or bike-share (where appropriate infrastructure is available), or other “first/last mile” shuttles that bring passengers to the nearest KRT bus stop.</p>
<p>Parties Responsible for Leading Implementation</p>	<ul style="list-style-type: none"> • KRT • Private, public, and human service agency transportation providers • Human service agencies in Putnam and Clay Counties
<p>Parties Responsible for Supporting Implementation</p>	<ul style="list-style-type: none"> • Human service agencies in Putnam and Clay Counties will assist with service design recommendations based on client needs
<p>Resources Needed</p>	<ul style="list-style-type: none"> • Funding to implement and sustain new transportation sources • Expansion vehicles to operate service in Putnam and Clay Counties • Drivers to operate the new services
<p>Potential Cost Range</p>	<p>Costs to implement new services will vary depending upon the mode of service and operating characteristics (days and hours of operation, frequency)</p>
<p>Potential Funding Sources</p>	<ul style="list-style-type: none"> • FTA Section 5307, Section 5311, or 5310 grant programs • Foundation grants or local, state, or Federal (non-US DOT) funding programs to provide up to 50% of the local match for operating costs <ul style="list-style-type: none"> ○ If the service is operated in compliance with Capital Cost of Contracting requirements, local match of 20% (not 50%) is required
<p>Performance Measures or Targets</p>	<ul style="list-style-type: none"> • Transportation services are implemented in Putnam and Clay Counties • Number of trips provided per year on each service • Health conditions of residents in Clay and Putnam Counties improve (as reported in medical research studies)
<p>Needs or Gaps Addressed</p>	<ul style="list-style-type: none"> • Creating connections between rural areas and KRT • Improved access to fresh food from rural areas
<p>Priority Level and/or Timeline</p>	<ul style="list-style-type: none"> • Moderate priority • Implementation will require significant funding and staff resources and therefore may not be implemented until 2020 or later.

GOAL #6: IMPLEMENT FORMAL TRANSFER POINTS AT THE KANAWHA COUNTY LINES.

Transfer points will help to reduce the amount of time a vehicle is out of its primary county of service and improve productivity for rural transportation providers and agencies, such as Veterans Affairs, that are currently completing lengthy long-distance multi-county trips to and from Charleston.

Transfers are not optimal for all passengers, such as those with medical or other conditions that would make it difficult to transfer from one vehicle to another. However, the option to transfer and have the flexibility to visit multiple locations using the local transportation services in Kanawha County will also be viewed as a benefit and new level of freedom for passengers who are capable of making the trip.

Goal #6: Implement Formal Transfer Points at the Kanawha County Lines.	
Strategy	<p>Transportation providers will work together to develop formal transfer points that will fill the gaps between available transportation services without creating unnecessary duplication of existing services.</p> <p>All trips that require a transfer will consider the needs of older adults and individuals with disabilities who may have difficulty navigating a transfer from one vehicle to another. In some cases, a transfer is not appropriate. However, for many passengers, transferring from one vehicle to another is a manageable task.</p> <p>New services will consider cost-efficiency and effectiveness for the transportation provider so that the most cost-effective service is implemented. It is noted that the practice of taking a vehicle out of its primary service area for extensive amounts of time may not be cost effective for the provider, and a transfer to share the trip with another operator will be both cost effective and user friendly.</p>
Action Steps	<ol style="list-style-type: none"> 1. KRT and private and human service agency transportation providers in Montgomery will work together to implement a connection/transfer point in Montgomery to connect Fayette County with Charleston. 2. Public, private, and human service agency transportation providers will work with the Department of Veterans Assistance (DVA) to discuss opportunities for veterans to transfer to/from another agency's vehicles to complete a multi-county trip. It was noted during the study that the DVA provides transportation throughout the state and opportunities for transfers with local providers may exist.

	3. Transportation providers and other community partners will develop new services that will connect existing rural transit and human service agency transportation service areas with KRT. These programs could be any mode of service and may include scooters or bike-share (where appropriate infrastructure is available), or other “first/last mile” shuttles that bring passengers to the nearest KRT bus stop.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> • KRT, C & H Taxi, and other public, non-profit, or private providers will lead the development of formal transfer points and schedules.
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> • Medical facilities, wellness programs, DVA, and other common destinations in the Charleston area will work with transportation providers to schedule appointments so that trips can be shared or grouped when feasible
Resources Needed	<ul style="list-style-type: none"> • Formal transfer locations that offer a safe and sheltered place for passengers to wait. Transfer locations could involve local businesses if those businesses agree to provide the facility. A contract between the local business and the transportation provider must be established prior to implementation
Potential Cost Range	<ul style="list-style-type: none"> • Costs to implement formal transfer points will vary depending upon the locations and modes of transportation serving the transfer point. Cost could range from minimal fees to share space at an existing business, to construction of new facilities • Cost for advertising the new transfer options will also vary depending upon how the services are advertised
Potential Funding Sources	<ul style="list-style-type: none"> • FTA Section 5307, Section 5339, Section 5311, or 5310 grant programs • Foundation grants or local, state, or Federal (non-US DOT) funding programs to provide up to 50% of the local match for operating costs and 20% local match for capital costs <ul style="list-style-type: none"> ○ If the service is operated in compliance with Capital Cost of Contracting requirements, local match of 20% (not 50%) is required
Performance Measures or Targets	<ul style="list-style-type: none"> • Number of transfer points formally established and advertised. • Number of passengers utilizing the transfer points for inter-county transportation • Number of trips per hour in the local areas may increase for demand response providers because their vehicles are out of the county less often
Needs or Gaps Addressed	<ul style="list-style-type: none"> • Creating connections between rural areas and the services available in the Charleston area • Improved access to fresh food and medical or wellness services. • Improved access to employment opportunities in the Charleston area • More affordable option for transportation service that connects the surrounding areas with the Charleston area where KRT’s core service efficiently operates
Priority Level and/or Timeline	<ul style="list-style-type: none"> • High priority • Implementation will require additional funding for service in Montgomery and staff resources and therefore may not be fully implemented until 2020 or later

SUMMARY OF GOALS AND PRIORITIES

Transportation stakeholders in Region III 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.

Table V.1: Implementation Timeline						
Goals	Needs Addressed	Implementation Timeline				
		2019	2020	2021	2022	2023
Improve Communication	Improve awareness of transportation options. Funding sources identified and/or opportunities to more effectively use existing fundings sources are discovered. Work toward reducing gaps in mobility.	Moderate Priority				
Maintain Current Levels of Transportation	Increased capacity for ambulatory passengers. Agencies and drivers spend less on their budget on maintenance so that more funding can be dedicated to operations. Quality of vehicle maintenance for all participants improves.	Moderate Priority				
Develop Coordinated Outreach Strategies	Improved regional or multi-county transportation. Improved information and awareness of services.		High Priority			
Implement a Centralized "Call Center for Trip Scheduling	Improving access to fresh food from rural areas and other portions of the region where access is limited. Trip sharing will improve if transfer points with other providers or modes of service are incorporated.				Moderate Priority	
Achieve Multi-County Regional Connectivity	Creating connections between rural areas and KRT/Charleston. Improved access to fresh food from communities with limited local access to groceries.		Moderate Priority			
Implement Formal Transfer Points at the Kanawha County Lines	Creating connections between rural areas and destinations in Charleston. Improved access to fresh food, medical or wellness services. More affordable transportation options for service to Charleston from the surrounding area. Improved access to employment in Charleston area.		High Priority			

Appendix A

Public and Stakeholders Outreach

COORDINATED PLAN CHECKLIST

Focus Groups, Workshops, and Public Meetings

Stakeholder and General Public Meetings

Date: Meeting: (1) November 8, 2018 from 10:00 AM to 12:00 PM
(2) February 20, 2019 from 10:00 AM to 12:00 PM

Location: KVRTA Conference Room: 1550 4th Avenue, Charleston, WV 25387

Invitations Distributed

Mail: Meeting 1: Date Sent: October 8, 2018

Email: Meeting 2: Date Sent: January 31, 2019

Newspaper Notice (list of papers):

Coal Valley News; The Clay County Free Press; The Charleston Gazette

Flyer distributed in local community/senior centers, etc.

Information was provided in alternative formats, upon request

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

Interpreters available, upon request

Number of Attendees: Meeting 1: 17

Meeting 2: 8

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: 400

Total number of electronic and paper surveys completed: 183

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)

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 **Thursday, November 8, 2018 from 10:00 AM to 11:30 AM at Kanawha Valley Regional Transportation Authority, 1550 Fourth Avenue, Charleston, WV 25387**. 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

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 Boone, Clay, Kanawha and Putnam
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>Thursday, November 8, 2018 10:00 AM to 11:30 AM KRT Conference Room 1550 Fourth Avenue, Charleston, WV 25387</p>

Laura Brown 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 KRT. 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

Organization	Street	City	State	Zip
All-Aid Services, Inc.	612 Virginia St. E. #100	Charleston	WV	25301
Appalachian Center for Independent Living	4710 Chimney Dr., Suite C	Charleston	WV	25302
Barons Bus	P. O. Box 31088	Independence	OH	44131
Boone Co. Commission/ Boone EDA	206 Court Street	Madison	WV	25130
Boone County Community Action Organization	P.O. Box 103	Madison	WV	25130
Branches	P.O. Box 403	Huntington	WV	25708
Buffalo Senior Citizens	48 Wrights Lane	Buffalo	WV	25033
C&H Taxi	1410 Lewis St., P. O. Box 166	Charleston	WV	25321
Cedar Ridge Center	302 Cedar Ridge Road	Sissonville	WV	25320
Chandler Limousine Service	2623 Crestwood Road	Charleston	WV	25302
Charleston Area Alliance	1116 Smith St.	Charleston	WV	25301
City Manager	P.O. Box 1086	Hurricane	WV	25526
Clay County Development Corporation	172 Main Street, P. O. Box 455	Clay	WV	25043
Clay Co. DHHR	P.O. Box 969	Clay	WV	25043
Coordination Council for Ind. Living	589 Midway Road	Alum Creek	WV	25003
DHHR Boone Co.	P.O. Box 970	Danville	WV	25053
Elite Limousine Service, LLC	400 Eagle Mountain Road	Charleston	WV	25311
Elk River Nutritional Center	1078 Main St.	Elkview	WV	25071
Fair Shake Network	PO Box 354	Institute	WV	25112
Fair Shake Network	PO Box 354	Institute	WV	25112
Good News Mountaineer Garage	939 Butts Mill Rd.	Hedgesville	WV	25427
Greyhound Bus Lines	300 Reynolds St.	Charleston	WV	25301
Friends of Hansford Center	500 Washington St.	Saint Albans	WV	25177
Head Start Program	305 Capitol St.	Charleston	WV	25301
Hometown Senior Center	40 1st Ave. N	Hometown	WV	25109
John Henson Senior Center	2800 Putnam Ave.	Hurricane	WV	25526
Kanawha Co. DHHR	4190 W. Washington St.	Charleston	WV	25313
Kanawha Co. Director of Emergency Services	407 Virginia St., E.	Charleston	WV	25301
Kanawha Co. Emergency Ambulance Authority	601 Brooks St.	Charleston	WV	25301
Kanawha Emergency Management	P.O. Box 2749	Charleston	WV	25330
Kanawha County Schools Head Start	200 Elizabeth St.	Charleston	WV	25311
Kanawha Valley Senior Services	2428 Kanawha Blvd, East	Charleston	WV	25311
Kanawha Valley Senior Services	2428 Kanawha Blvd, East	Charleston	WV	25311
Kanawha/Putnam Emergency Planning Committee	113 Lakeview Dr.	Charleston	WV	25313
Kanawha Valley Regional Transportation Authority	P.O. Box 1188	Charleston	WV	25324
Kanawha Valley Regional Transportation Authority	P. O. Box 1188	Charleston	WV	25324
WVSC-Metro AAA	1 Dunbar Plaza, Suite 102	Dunbar	WV	25064
Metropolitan Community Development Corporation, Inc.	11738 McCorkle Ave.	Charleston	WV	25315
Mountain Mission	1620 Seventh Ave.	Charleston	WV	25312
Nitro Community Center	302 21st St.	Nitro	WV	25143
Nitro Senior Center	PO Box 444	Nitro	WV	25143
Prestera Center	511 Morris Street	Charleston	WV	25301
Prestera Center	376 Kenmore Drive	Danville	WV	25053
Prestera Center	PO Box 299	Winfield	WV	25213
Prestera Center	5600 U.S. Route 60E	Huntington	WV	25705
Putnam Co. Chamber of Commerce	971 WV RT 34	Hurricane	WV	25526
Putnam Co. Development Authority	P.O. Box 167	Scott Depot	WV	25560
Putnam Co. Director of Emergency Services	100 Emergency Lane	Winfield	WV	25213
Putnam Aging Program	2258 Winfield Road	St. Albans	WV	25177
Putnam Aging Program	2258 Winfield Road	St. Albans	WV	25177
Ready Transportation Services	1200 Fayette Pike	Montgomery	WV	25136
Region III WIB	PO Box 3726	Charleston	WV	25337
Regional Family Resource Network	1078 Main St, Room 202	Elkview	WV	25071
Regional Intergovernmental Council (RIC)	315 D Street	South Charleston	WV	25303
Salvation Army	301 Tennessee Ave.	Charleston	WV	25302
So. Charleston Chamber of Commerce	401 D St.	South Charleston	WV	25303
So. Charleston Nutrition Center	601 Jefferson Rd.	South Charleston	WV	25309
St. Albans Regional Dev. Assoc.	441 Kanawha Terrace	St. Albans	WV	25177
Teays Valley Taxi, LLC	4000 St Rt 34, Suite 2	Hurricane	WV	25526
Transportation for Veterans	200 Veterans Ave.	Beckley	WV	25801

Tri-River Transit	753 Marconi Drive	Hamlin	WV	25523
United Way of Central WV	One United Way Square	Charleston	WV	25301
Upper Kanawha Valley Improvement Council	12404 MacCorkle Ave.	Chesapeake	WV	25315
West Virginia Bureau of Senior Services	1900 Kanawha Boulevard East	Charleston	WV	25305
West Virginia Division of Rehabilitation Svcs.	107 Capitol Street	Charleston	WV	25304
WIC Program	4188 West Washington Street	Charleston	WV	25313
Work for WV Career Center	Plaza East	Charleston	WV	25301
WV Society of the Blind	State Capitol Complex	Charleston	WV	25305
Veterans Administration	1900 Kanawha Blvd. Building 5, Room 205	Charleston	WV	25301
Metropolitan Community Development Corporation, Inc.	11738 MacCorkle Ave.	Charleston	WV	25322
WV DOT, DPT	1900 Kanawha Boulevard East Building 5, Room 906	Charleston	WV	25305
MTM	16 Hawk Ridge Dr.	Lake Saint Louis	MO	63367
ARC of Three Rivers	1021 Quarrier Street, Suite 200	Charleston	WV	25301
City of Charleston	612 Washington St. E.	Charleston	WV	25301
City of Charleston	915 Quarrier St, Suite 1	Charleston	WV	25301
EnAct	1701 5th Ave, Suite 7	Charleston	WV	25587
Appalachian Center for Independent Living, Inc.	4710 Chimney Drive, Suite C	Charleston,	WV	25302
Capitol Resource Agency	1701 5th Ave Suite 7	Charleston	WV	25387
WV DHHR		Charleston	WV	25312
Hansford Senior Services	500 Washington St.	St. Albans	WV	25177
	215 28th St	Dunbar	WV	25064
City of Chesapeake	12404 MacCorkle Ave.	Chesapeake	WV	25315

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 Boone, Clay, Kanawha and Putnam Counties (Region III)

Thursday, November 8, 2018, 10:00 AM to 11:30 AM
KVRTA Conference Room
1550 Fourth Avenue
Charleston, WV 25387

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.

###

1062

West Virginia Coordinated Plan Update

Date: Nov. 8, 2018

Location: KRT - Charleston

Input Meeting Sign-In Sheet

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Jean Ann Goodwin	EnAct	304-414-4475	jagoodman@EnActWV.org
DARCEE DAVLESS	WV DVA	304-982-4284	DARCEE.V.DAVLESS@WV.GOV
KAREN SMITH	Putnam Co. Aging Prog	304 755-2385	Ksmith@putnamaging.com
Bill Robinson	WRPT	304 558-0428	bill.c.robinson@wv.gov
Steven Hall	YMCA	304-340-3527	shah@ymcaofwv.org
E.W. Sigman	Kanawha Emergency Management	304-357-0991	ewsigman@kanawha.us
Samuel Richardson	Regional Intergovern. Council	304 744 4258	srichardson@wvregion3.org
Kara Greathouse	RIC	304-744-4258	Kgreathouse@wvregion3.org
Mike Farkins	C+H Taxi	304-344-4902	m.farkins@chtaxi.com
Lou Boyd	KVSS	304 345 9700	lboyd@kvss.org
Conni Hudson	KVSS	304-345-6755	chudson@kvss.org

2062

West Virginia Coordinated Plan Update

Date: 11-8-18

Input Meeting Sign-In Sheet

Location: KRT-Charleston WV

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
J. Douglas HARREY	KVRTA	304 343-3840	DHARTLEY@rideonkrt.com
Jacob Pitman	KVRTA	304 343 3840	jpitman@rideonkrt.com
Paula Smith	TRCT	304-824-2944	trtpaula@200winter.net
Jeb Corey	CH Taxi	304-591-1147	jcorey@chtaxi.com
MONTY WARNER	YMCA	304-590-1218	ceo@ymcaofkv.org
Patrick Brennan	General Public	304 784 2514	pbrennan10@gmail.com

Meeting 1

RLS
Associates, Inc.

Moving Public Transportation
Into the Future

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

Presented November 8, 2018
By Laura Brown, Senior Associate RLS & Associates, Inc.
3131 Dixie Hwy. Suite 545 Dayton, OH 45439

www.rlsandassoc.com



Meeting Objectives

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

Why Do We Do Coordination Plans?

Why Were Plans Developed?

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

Why it is Important to Participate

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

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)

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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

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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

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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

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FAST Act Highlights

- ◆ Re-Introduces a Discretionary Bus Program
- ◆ MPO and Statewide Planning (5303/5304)
- ◆ 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

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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)

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Innovative Coordinated Access & Mobility (ICAM)

- ◆ 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

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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

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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

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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

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Recent History of WV Coordinated Plans

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

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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

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Recent History of Coordinated Transportation Plans

Participants in Previous Region II Plans

- | | |
|--|---|
| <ul style="list-style-type: none">◆ Appalachian Center for Independent Living◆ Prestera Center◆ TriRiver Transit◆ Clay County Development Corp.◆ Ready Transport Services◆ Hansford Center (Friends of Hansford)◆ Kanawha County Schools◆ Kanawha Valley RTA◆ Kanawha Valley Senior Services | <ul style="list-style-type: none">◆ Elite Limousine◆ Barons Bus◆ Greyhound Bus Lines◆ Putnam Aging Program◆ Teays Valley Taxi◆ C&H Taxi◆ Mountain State Centers for Independent Living◆ Metropolitan Tri-County Transportation |
|--|---|

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UPDATE OF CURRENT RESOURCES AND UNMET NEEDS

19

2014/2015 Unmet Needs

- ◆ Access to Transportation (Geographic)
- ◆ Improve NEMT Brokerage
- ◆ Capital Resource Limits
- ◆ Broaden Communication
- ◆ Employment/Education Trips
- ◆ Recruiting Medical Trips

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Meeting 1

2014/2015 Goals

1. Expand the Service Area for Transportation, Especially for Boone and Clay Counties
 - Implement a Voucher Program
 - Establish Additional Non-Emergency Medical Providers
 - Create a MOU to Purchase Wheelchair Accessible Vehicles
 - Non-Transit State Vehicles for Transit Use During Down Time
 - Permit Vehicle Sharing Agreements
 - Create Vehicle Availability Resource Network

21

2014/2015 Goals

2. Develop a Method of Effective Communication
 - Join State Associations of Taxi Associations
 - Make In-Person Contact with Community Leaders and Decision Makers

22

2014/2015 Goals

3. Remove Barriers to Transportation
 - Work with Potential Funders to Raise Awareness
 - Establish Contracts with Vocational Rehabilitation, Aging Programs, and Human Service Agencies
 - Establish Medicaid Broker Agreements

23

2014/2015 Goals

4. Establish a Central Trip Coordination Center for All Transportation Providers in the Region
 - Establish a Central Trip Coordination Center for All Transportation Providers (Mobility Manager)

24

2014/2015 Goals

5. Public Transit Providers Will Be Exempted from the Medicaid Brokerage
 - Establish a State-Level Advocacy Network

25

2014/2015 Goals

6. Increase Resources that Support Mobility and Transportation
 - Advocate for Grants and Dedicated Funding Sources for Coordinated Transportation
 - Advocate for Grants and Dedicated Funding Sources for Employment or Education/Training-Related Trips

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Progress on 2015 Goals

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

27

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New Goals and Priorities

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

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NEXT STEPS FOR THE PLANNING PROCESS

29

Update Inventory and Needs Assessment

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

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Public Meeting #2

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

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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

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www.rlsandassoc.com

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 Boone, Clay, Kanawha and Putnam Counties (Region III)

Wednesday, February 20, 2019 from 10:00 AM to 12:00 PM

KVRTA Conference Room
1550 Fourth Avenue
Charleston, WV 25387

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.



Laura Brown <lbrown@rlsandassoc.com>

Follow-Up Region III Coordinated Public Transit-Human Services Plan Meeting-February

1 message

Laura Brown <lbrown@rlsandassoc.com>

Thu, Jan 31, 2019 at 1:23 PM

To: jagoodman@enactwv.org, daryle.w.bayless@wv.gov, Karen Smith <ksmith@putnamaging.com>, bill.c.robinson@wv.gov, shall@ymcaofwv.org, cwsigmon@kanawha.us, srichardson@wvregion3.org, Kara <kgreathouse@wvregion3.org>, m.forkins@chtaxi.com, lboyd@kvss.org, chudson@kvss.org, Doug Hartley <dhartley@rideonkrt.com>, jpitman@rideonkrt.com, Paula Smith <trtpaula@zoominternet.net>, Jeb Corey <jcorey@chtaxi.com>, ceo@ymcaofkv.org, pbrennan10@gmail.com, Pam Taylor <claydevcorp@live.com>, sclark@appcouncil.com, kbarnett@hansfordcenter.org, acil.driver@yahoo.com, Paulette Justice <pjustice@kvss.org>, smiller@executiveair.biz, Joyce Arthur <jarthur@putnamaging.com>, seniors2go@gmail.com
Cc: "Cindy.E.Fish@wv.gov" <Cindy.E.Fish@wv.gov>, Lucy Sherman <LSherman@rlsandassoc.com>, Christy Campoll <ccampoll@rlsandassoc.com>

Hello,

Please mark your calendars and plan to attend the follow-up meeting for the Coordinated Public Transit-Human Services Transportation Plan Update. At this meeting, we will discuss potential goals and implementation actions for Region III - Boone, Clay, Kanawha, and Putnam Counties.

Please RSVP by responding to this email.

Wednesday, Feb. 20, 2019, from 10:00 AM to 12:00 PM

**At:
KVRTA - Conference Room
1550 Fourth Avenue
Charleston, WV 25387**

We are still promoting the public input survey. We need more responses from Region III residents! A PDF file of the survey is attached if you would like to print it out for clients to complete. And, you can share the survey link with your contacts, post it on your website/social media, etc:www.surveymonkey.com/r/WVMOBILITY

Every response helps! We are keeping the survey open at least through mid-February.

Finally, transportation providers will be receiving a request from our office to provide statistics to include in the Plan Update. The purpose of the data request is to update the transportation resource inventory that is included in the existing plan.

We look forward to a great discussion at the meeting. Thank you for your participation!

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



 **WV Transportation Public Survey.pdf**
76K

Meeting Sign-In Sheet

Date and Time: Feb 20, 2019

Location: KRT

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
DARYLE DAYLESS	W DVA	304-558-3661	DARYLE.W.DAYLESS WV.GOV.
Jeb Corey	CH Taxi	304-720-1796	JCOREY@CHTAXI.COM
Mike Ferkins	CHA Taxi	304-344-4902 Ext 3055	M.FERKINS@CHTAXI.COM
Lori Boyd	KUSS	304 348 0726	lboyd@kuss.org
Robert Dorsey	CSCS Inc. Clay WV 25043	304-587-2468	clay senior@frontier.com
Jean Ann Goodman	Enact Comm. Action	304-414-4475	jagoodman@enactwv.org
Jacobs Pitman	KVRTA	304-343-3840	jpitman@rideonkrt.com
Bill Robinson	WV DPT	304 558 0408	bill.c.robinson@wv.gov

RLS
Associates, Inc.

Moving Public Transportation
Into the Future

2019 West Virginia Region 3 Coordinated Public Transit-Human Services Transportation Plan Update

Presented on February 20, 2019
by Laura Brown, Senior Associate, RLS & Associates, Inc.
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Meeting Objectives

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

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Planning Area

Region III Location Map

West Virginia
Coordination
Plan
Region III

Legend

- Region III Counties
- Region III Cities
- Limited Access Highway
- Major Road

County Name:
Cabell, Boone,
Wayne

0 3.5 7 14
Miles

3

Why Are Plans Developed?

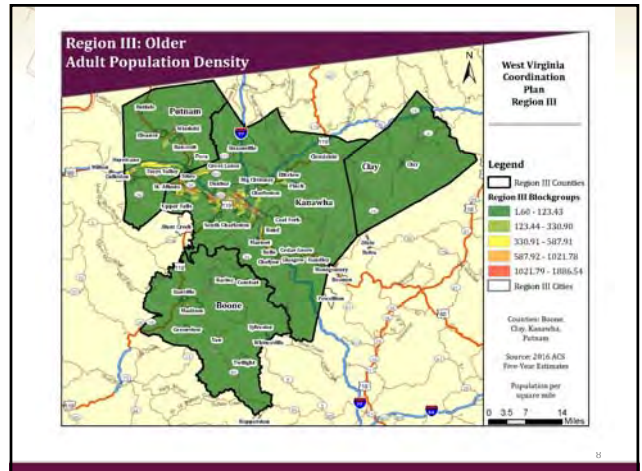
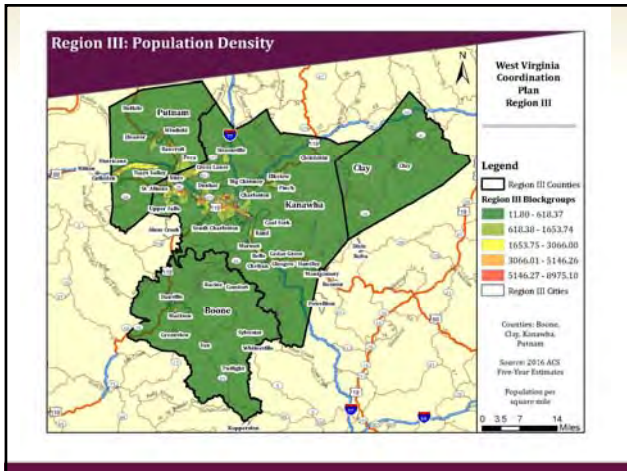
- ◆ Aim to Improve Transportation and Mobility
- ◆ FAST Act Requires a Plan
 - Section 5310
- ◆ The 2015 Plan is Out of Date
 - Your 2015 Plan is Available on the WV DOT - Division of Public Transit web page

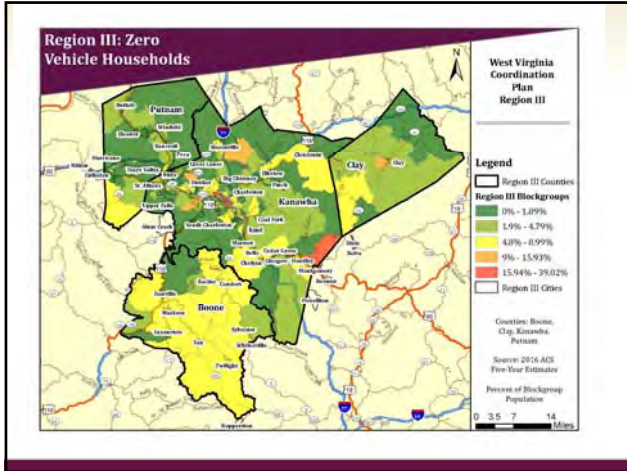
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Why Are Plans Developed?

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

5





Needs Assessment

- ◆ Driver Shortage in Rural Areas
- ◆ Public Transit Service to/from YMCA
- ◆ Intercounty Transportation Options
 - Need to go across county lines
- ◆ Transportation to Fill the Gaps in Eligibility or Service Area
 - Such as a program to support people in danger of relapse or missing a vital medical appointment

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Needs Assessment

- ◆ Options for Vehicles with a Ramp in the Floor and Not an Upright Ramp
- ◆ Subsidized Fare Program
- ◆ Opportunities to Improve Transportation for Veterans through Coordination
- ◆ Bike-Share/Scooter Program
- ◆ Opportunities for Sharing Schedules and Information – Mobility Management App

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Needs Assessment

- ◆ Need a Better Way to Advertise that Transportation is Available
 - Particularly for Seniors in Rural Areas
- ◆ Continue to Need Replacement Vehicles

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Public Survey Results

- ◆ Survey Results
 - 165 Surveys
 - Putnam: 82
 - Kanawha: 61
 - Boone: 16
 - Clay: 6

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Public Survey Results

- ◆ Transportation Mode
 - 65% Drive;
 - 30% Ride with a Friend/Family
 - 9% Walk or Bicycle
 - 8% Use a Human Service Agency Sponsored Provider
 - 7% Use Public Transit
 - 4% use Medicaid Services



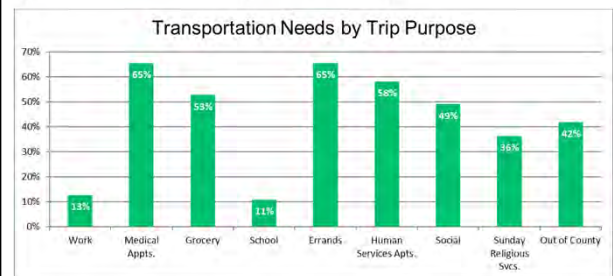
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Public Survey Results

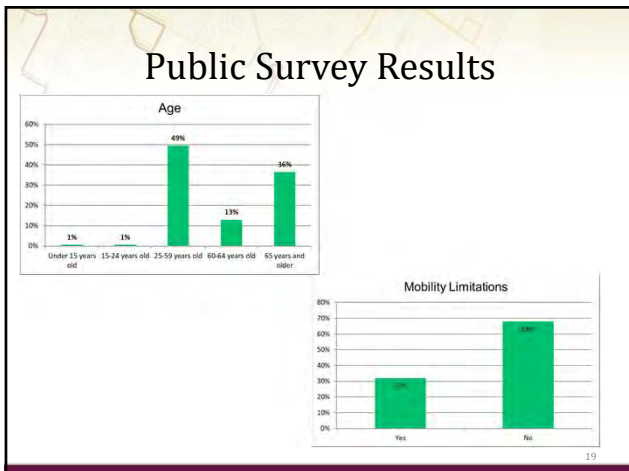
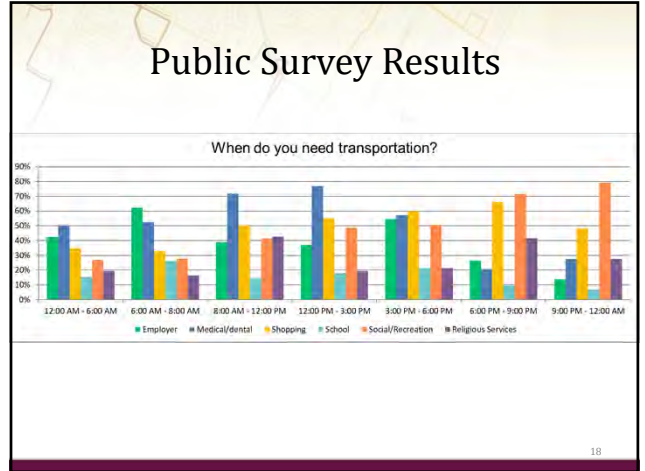
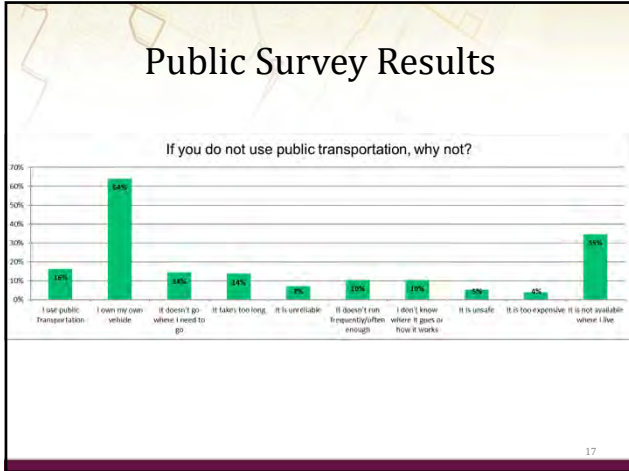
- ◆ Transportation Need
 - 68% Have No Transportation Limitations
 - 22% Need Transportation to Run Errands
 - 20% Don't Go to Wellness Appointments
 - 16% Need a Wheelchair Accessible Vehicle
 - 15% Don't Go to Medical Appointments
 - 14% Can't Go to Faith-Based Services on Sunday
 - 4% Have Difficulty Getting to Work

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Public Survey Results



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Inventory of Providers

Transportation Providers

- | | |
|---|---|
| <ul style="list-style-type: none"> ◆ Appalachian Center for Independent Living ◆ Prester Center ◆ TriRiver Transit ◆ Clay County Development Corp. ◆ Ready Transport Services ◆ Hansford Center (Friends of Hansford) ◆ Kanawha County Schools ◆ Kanawha Valley RTA ◆ Kanawha Valley Senior Services | <ul style="list-style-type: none"> ◆ Elite Limousine ◆ Barons Bus ◆ Greyhound Bus Lines ◆ Putnam Aging Program ◆ Teays Valley Taxi ◆ C&H Taxi ◆ Mountain State Centers for Independent Living ◆ Metropolitan Tri-County Transportation ◆ Veterans Administration |
|---|---|

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Goals and Strategies

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

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Goals and Strategies

REQUIRED TOPICS FOR EACH STRATEGY

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

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

23

Draft Statewide Goal #1



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

24

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

25

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

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Draft Statewide Goal #1

Action Steps

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

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Draft Statewide Goal #2

Develop Coordinated Outreach Efforts



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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 and/or Regional Coordinated Transportation Activities
 - Assist Transit Dependent Individuals

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Mobility Management

What does a Mobility Manager do?

- ♦ Leadership
- ♦ Information Sharing
- ♦ Planning
- ♦ Develop a Wide Range of Transportation Options to Meet Needs
- ♦ Builds Partnerships
- ♦ Policy Coordinators
- ♦ Broker



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Draft Statewide Goal #2

Action Steps

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

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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

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Draft Statewide Goal #3

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

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Draft Statewide Goal #3

Objectives

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

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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

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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

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Regional Goals 1

- ◆ Regional Connectivity/Feeder Services from Rural Areas to/from Charleston to connect with KVRTA
 - Transfer Centers for Inter-County Connections

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Regional Goals 2

- ◆ Shared Schedule and Service Area Using an App
 - Regional
 - One Call/One Click
 - Public Transportation
 - Private Transportation
 - Agency Transportation
 - Bike-Share/Scooters
 - TNCs (i.e., Uber and Lyft)

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Regional Goals 4

- ◆ Access to Wellness Appointments and Treatment
 - One-call/One-Click for Last Resort Needs

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Regional Goals 5

- ◆ Community Circulators with Connections to KRT
 - Operate on Limited Schedule
 - Serve Local Grocery, Pharmacy, Agencies, Medical Offices
 - Could Operate on a Limited Schedule

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Regional Goals 6

- ◆ Other Goals

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Next Steps

- ◆ RLS Continues to Interview Transportation Providers
- ◆ Continue to Distribute/Collect Public Needs Assessment Surveys (end date: 2/28/2019):
 - Paper Copies Available
- ◆ Draft Report Issued to Stakeholders for Review (via email)
 - 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

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Questions?

FOLLOW UP QUESTIONS:

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

Lbrown@rlsandassoc.com

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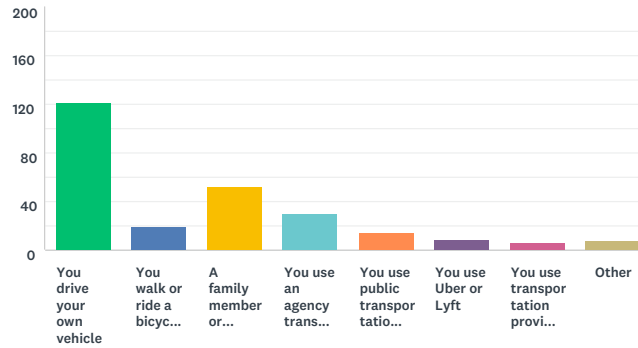
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Appendix B
Public Survey

West Virginia Coordinated Transportation Plan Update 2018-19

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

Answered: 182 Skipped: 1



ANSWER CHOICES	RESPONSES
You drive your own vehicle	66.48% 121
You walk or ride a bicycle (other than for exercise)	10.44% 19
A family member or friend takes you where you need to go	28.57% 52
You use an agency transportation service to take you where you need to go (for example, a senior transportation program)	16.48% 30
You use public transportation to take you where you need to go	7.69% 14
You use Uber or Lyft	4.95% 9
You use transportation provided through Medicaid to get to medical appointments	3.30% 6
Other	4.40% 8
Total Respondents: 182	

#	PLEASE WRITE IN THE NAME OF THE AGENCY OR PUBLIC TRANSPORTATION PROVIDER	DATE
1	KAT	5/1/2019 10:01 PM
2	I79 Baron Bus	2/14/2019 4:02 PM
3	Dunbar Senior Center	2/12/2019 11:56 AM
4	KRT	2/12/2019 11:50 AM
5	KRT	1/24/2019 9:02 PM
6	pat	1/24/2019 4:16 PM
7	KCEAA	1/24/2019 1:45 PM
8	Teays Valley Taxi	1/22/2019 5:55 PM
9	Cat bus	1/18/2019 5:30 PM
10	KRT	1/18/2019 11:01 AM
11	Bob	1/17/2019 8:16 PM
12	PGAP	1/17/2019 4:59 PM
13	Putnam Senior Citizens Service	1/17/2019 4:58 PM
14	Putnam Senior Citizens Service	1/17/2019 4:57 PM
15	Putnam Senior Citizens Service	1/17/2019 4:47 PM
16	Putnam Senior Citizens Service	1/17/2019 4:43 PM
17	Putnam Senior Citizens Service	1/17/2019 4:43 PM
18	Putnam Senior Citizens Service	1/17/2019 4:40 PM
19	Putnam Senior Citizens Service	1/17/2019 4:38 PM
20	Putnam Senior Citizens Service	1/17/2019 4:33 PM
21	Putnam Senior Citizens Service	1/17/2019 4:21 PM
22	Putnam Senior Citizens Service	1/17/2019 3:51 PM
23	Do not leave the house	1/17/2019 3:44 PM
24	Putnam Senior Citizens Service	1/17/2019 3:22 PM
25	MTM or Logisticare	1/17/2019 12:50 PM
26	Putnam Senior Citizens Service	1/17/2019 12:49 PM
27	Putnam Senior Citizens Service	1/17/2019 12:46 PM
28	Putnam Senior Citizens Service	1/17/2019 12:44 PM
29	Putnam Senior Citizens Service	1/17/2019 12:43 PM
30	Putnam Senior Citizens Service	1/17/2019 12:36 PM
31	Putnam Senior Citizens Service	1/17/2019 12:33 PM

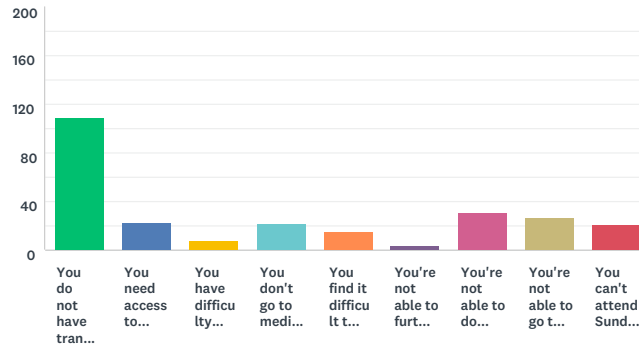
West Virginia Coordinated Transportation Plan Update 2018-19

32	Putnam Senior Citizens Service	1/17/2019 12:31 PM
33	Putnam Senior Citizens Service	1/17/2019 12:28 PM
34	KRT	1/17/2019 12:01 PM
35	KRT	1/17/2019 11:51 AM
36	Faith in Action	1/17/2019 10:46 AM
37	sometimes i don't have transportation	1/17/2019 10:34 AM
38	nnee Public Transportation in Putnam County	12/10/2018 2:03 PM
39	My son has qualified for transportation through Kanawha Alternate Transportation, but when we tried to book a trip, the staff told us that 24 hours notice was usually not sufficient and that we would typically need to book a reservation at least 1 - 3 weeks in advance, and we have not been able to actually use the bus service.	11/28/2018 10:09 PM
40	Krt	11/20/2018 7:24 AM

West Virginia Coordinated Transportation Plan Update 2018-19

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

Answered: 156 Skipped: 27



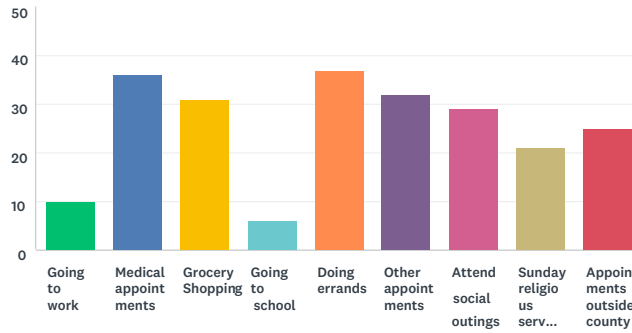
ANSWER CHOICES	RESPONSES
You do not have transportation limitations	69.87% 109
You need access to wheelchair accessible vehicles	14.74% 23
You have difficulty getting to work because you don't have reliable transportation	5.13% 8
You don't go to medical appointments because you don't have reliable transportation	14.10% 22
You find it difficult to feed yourself or your family because you don't have reliable transportation	9.62% 15
You're not able to further your education because you don't have reliable transportation	2.56% 4
You're not able to do errands because you don't have reliable transportation	19.87% 31
You're not able to go to other appointments (social services, legal, etc.) because you don't have reliable transportation	17.31% 27
You can't attend Sunday religious services because you don't have reliable transportation	13.46% 21
Total Respondents: 156	

#	OTHER (PLEASE SPECIFY)	DATE
1	My daughter works during the day and is unable to ake me to appointments or to run errands	2/12/2019 11:56 AM
2	Need reliable transportation for mother to go to doctor appointments.	1/22/2019 10:21 AM
3	Unable to drive. Can stand or walk for only a short time.	1/18/2019 11:46 PM
4	doesnt leave the house	1/17/2019 3:44 PM
5	I use a walker	1/17/2019 12:50 PM
6	Drivers have other appointments and I can not get a ride	1/17/2019 12:49 PM
7	Only one option for transportation	1/17/2019 12:43 PM
8	grocery store, early medical appointments	1/17/2019 12:36 PM
9	Have to give notice too far in advance	1/17/2019 10:46 AM
10	many Putnam County residents don't have trans and it causes hardships	12/10/2018 2:03 PM
11	I have a family member who uses a wheelchair and I need a vehicle that I can fit a wheelchair in. So far, we do not rely on public transportation but I can see that being an issue in the future for my grandson.	11/28/2018 10:23 PM
12	Our son is age 10 and uses a wheelchair. He is 100% dependent upon his parents driving him in our van. Because the Kanawha Alternate Transportation told us that it typically takes 1-3 weeks to reserve the bus, it makes it too difficult for a caregiver to transport him by bus. This makes it difficult for us to hire a caregiver.	11/28/2018 10:09 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: 59 Skipped: 124



ANSWER CHOICES	RESPONSES
Going to work	16.95% 10
Medical appointments	61.02% 36
Grocery Shopping	52.54% 31
Going to school	10.17% 6
Doing errands	62.71% 37
Other appointments	54.24% 32
Attending social outings	49.15% 29
Sunday religious services	35.59% 21
Appointments outside county	42.37% 25
Total Respondents: 59	

#	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	Grocery store 5 blocks away. Limited transportation makes it impossible to get employment anywhere. Charleston to go to movie or mall	5/1/2019 10:01 PM
2	I need to get around Kanawha County to work and buy groceries and go to social events, travel the state to attend meetings and trainings.	2/23/2019 9:54 PM
3	I need to go to work I live in Alum Creek and my car isn't always reliable.	2/23/2019 3:11 PM
4	I need transportation from Hurricane, WV to the Greyhound Bus Station	2/14/2019 4:02 PM
5	I need to go to doctors appointments and run errands and would possibly do social activities if I had reliable transportation	2/12/2019 11:56 AM
6	Due to health problems, i.e. swollen feet, it is difficult to arrange transportation ahead of time, as sometimes I wake up with swollen feet and must cancel my previously arranged transportation.	2/12/2019 11:50 AM
7	Need to go to medical appointment in Kanawha county.	1/29/2019 3:10 PM
8	Veterans Medical Center Huntington, WV and St. Mary's Medical center Huntington, WV	1/29/2019 12:42 PM
9	My vehicle is not reliable some times due to mechanical problems.	1/25/2019 9:31 AM
10	Need to go to apps in MORGANTOWN.	1/24/2019 9:02 PM
11	We need to get to medical appointments in Huntington, Charleston and surrounding cities/towns.	1/24/2019 1:45 PM
12	Medical appointments in Huntington or Charleston	1/22/2019 5:55 PM
13	For parent during working hours	1/22/2019 10:21 AM
14	Need to get to medical appointments in Charleston.	1/18/2019 11:46 PM
15	Work at the state capitol	1/18/2019 11:01 AM
16	Skeeball tournaments	1/17/2019 8:16 PM
17	When my car broke down, I had no way to get to an appointment in Huntington.	1/17/2019 6:46 PM
18	Medical grocery and social events	1/17/2019 4:59 PM
19	medical care	1/17/2019 4:57 PM
20	Medical appointments	1/17/2019 4:32 PM
21	shopping and the post office	1/17/2019 4:21 PM
22	I need to get to medical appointments in Morgantown. I would also like to attend church.	1/17/2019 3:51 PM
23	Grocery stores and drug stores	1/17/2019 3:24 PM
24	medical appointments	1/17/2019 12:52 PM
25	Dialysis in Teays Valley, WV.	1/17/2019 12:50 PM
26	Dollar Tree, Walmart, Doctors, Church	1/17/2019 12:49 PM
27	Medical appointments	1/17/2019 12:44 PM

West Virginia Coordinated Transportation Plan Update 2018-19

28	eye doctors appointment in Charleston, over night sleep study in South Charleston.	1/17/2019 12:36 PM
29	library, medical appointments, exercise program	1/17/2019 12:33 PM
30	Doctor Appointments, Store or Walmart	1/17/2019 12:31 PM
31	Bank and Library	1/17/2019 12:28 PM
32	Medical, legal, ER Visits, regular grocery, Dr. Apointments	1/17/2019 10:46 AM
33	To kamunder County hospitals & doctors. No way of getting to see loved ones in the hospital.	1/17/2019 10:38 AM
34	medical, grocery shopping regularly, dr. appointments and social gatherings.	1/17/2019 10:34 AM
35	I do not, but many do. They also don't have computers to take this survey	12/10/2018 2:03 PM
36	Medical appointments in Morgantown	11/29/2018 1:06 PM
37	Out of state medical appointments	11/28/2018 11:07 PM
38	Our son has medical appointments in Hurricane and Milton. Our son is age 10 and uses a wheelchair. He is 100% dependent upon his parents driving him in our van. Because the Kanawha Alternate Transportation told us that it typically takes 1-3 weeks to reserve the bus, it makes it too difficult for a caregiver to transport him by bus for any appointments, errands, or social activities. This makes it difficult for us to hire a caregiver.	11/28/2018 10:09 PM

West Virginia Coordinated Transportation Plan Update 2018-19

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

Answered: 175 Skipped: 8

#	RESPONSES	DATE
1	Kanawha city	5/1/2019 10:01 PM
2	Fraziers Bottom	4/16/2019 9:17 AM
3	Charleston	3/2/2019 11:39 AM
4	Madison	2/24/2019 11:23 AM
5	Saint Albans	2/24/2019 9:41 AM
6	Charleston WV	2/23/2019 9:54 PM
7	South Charleston	2/23/2019 5:55 PM
8	Charleston	2/23/2019 4:05 PM
9	St. Albans	2/23/2019 3:25 PM
10	Alum Creek	2/23/2019 3:11 PM
11	St Albans	2/23/2019 2:07 PM
12	Charleston WV	2/23/2019 1:22 PM
13	Charleston	2/23/2019 12:43 PM
14	Saint Albans	2/22/2019 2:55 PM
15	Hurricane	2/18/2019 2:12 PM
16	Hurricane	2/17/2019 5:07 PM
17	Hurricane	2/14/2019 4:02 PM
18	Cross Lanes	2/12/2019 12:20 PM
19	Charleston	2/12/2019 12:18 PM
20	South Charleston	2/12/2019 12:17 PM
21	Dunbar	2/12/2019 12:15 PM
22	Cross Lanes	2/12/2019 11:58 AM
23	Dunbar	2/12/2019 11:56 AM
24	South Charleston	2/12/2019 11:50 AM
25	Danville	2/8/2019 3:42 PM
26	St Albans	2/5/2019 1:28 PM
27	Cross Lanes	2/1/2019 2:06 PM
28	Van	1/29/2019 3:37 PM
29	Peytona	1/29/2019 3:10 PM
30	Morrisvale	1/29/2019 12:48 PM
31	Morrisvale , WV	1/29/2019 12:42 PM
32	Winfield	1/29/2019 11:20 AM
33	Charleston	1/25/2019 9:31 AM
34	Nebo	1/24/2019 9:27 PM
35	Belle	1/24/2019 9:02 PM
36	Lizemores	1/24/2019 7:34 PM
37	Seth	1/24/2019 6:00 PM
38	Whitesville	1/24/2019 5:57 PM
39	clay	1/24/2019 4:16 PM
40	Maysel	1/24/2019 3:07 PM
41	Madison	1/24/2019 2:44 PM
42	Chloe	1/24/2019 2:40 PM
43	Big Otter	1/24/2019 2:12 PM
44	Hurricane	1/24/2019 1:45 PM
45	Hurricane	1/24/2019 11:15 AM
46	Morrisvale	1/24/2019 10:34 AM
47	Liberty	1/24/2019 10:16 AM
48	Charleston	1/24/2019 10:12 AM
49	Winfield	1/23/2019 11:38 AM
50	Teays Valley, /Hurricane	1/22/2019 5:55 PM
51	charleston	1/22/2019 11:38 AM
52	Winfield	1/22/2019 10:21 AM
53	Charleston	1/22/2019 9:33 AM
54	Belle	1/22/2019 9:23 AM
55	Hurricane	1/21/2019 3:24 PM

West Virginia Coordinated Transportation Plan Update 2018-19

56	Hurricane	1/21/2019 3:17 PM
57	CROSS LANES	1/20/2019 9:28 AM
58	Danville	1/19/2019 6:51 PM
59	Charleston	1/18/2019 11:46 PM
60	South Charleston	1/18/2019 5:30 PM
61	Saint Albans	1/18/2019 4:49 PM
62	Charleston	1/18/2019 2:15 PM
63	Clendenin	1/18/2019 11:01 AM
64	Cross Lanes	1/18/2019 8:57 AM
65	Cross Lanes	1/18/2019 8:41 AM
66	Scott Depot	1/18/2019 8:02 AM
67	Clendenin	1/18/2019 7:41 AM
68	Scott Depot	1/18/2019 12:19 AM
69	Poca	1/18/2019 12:14 AM
70	Charleston	1/17/2019 11:54 PM
71	Sissonville	1/17/2019 11:53 PM
72	Scott Depot	1/17/2019 11:18 PM
73	Hurricane	1/17/2019 11:11 PM
74	Scott Depot	1/17/2019 11:02 PM
75	Eskdale	1/17/2019 8:16 PM
76	Charleston	1/17/2019 7:49 PM
77	Hurricane	1/17/2019 6:46 PM
78	Wharton, West Virginia	1/17/2019 6:45 PM
79	poca	1/17/2019 4:59 PM
80	poca	1/17/2019 4:58 PM
81	poca	1/17/2019 4:57 PM
82	Hurricane	1/17/2019 4:57 PM
83	Nitro	1/17/2019 4:47 PM
84	Hurricane	1/17/2019 4:47 PM
85	scott depot	1/17/2019 4:43 PM
86	Hurricane	1/17/2019 4:43 PM
87	Red House	1/17/2019 4:42 PM
88	Winfield	1/17/2019 4:41 PM
89	poca	1/17/2019 4:38 PM
90	Elkview, WV	1/17/2019 4:37 PM
91	Liberty	1/17/2019 4:37 PM
92	Charleston	1/17/2019 4:34 PM
93	poca	1/17/2019 4:33 PM
94	poca	1/17/2019 4:32 PM
95	Hurricane	1/17/2019 4:29 PM
96	scott depot	1/17/2019 4:28 PM
97	scott depot	1/17/2019 4:26 PM
98	Hurricane	1/17/2019 4:24 PM
99	culloden	1/17/2019 4:22 PM
100	poca	1/17/2019 4:21 PM
101	scott depot	1/17/2019 4:18 PM
102	Charleston	1/17/2019 4:17 PM
103	Hurricane	1/17/2019 3:59 PM
104	Red House	1/17/2019 3:56 PM
105	Buffalo	1/17/2019 3:56 PM
106	Buffalo	1/17/2019 3:55 PM
107	Bancroft	1/17/2019 3:54 PM
108	poca	1/17/2019 3:53 PM
109	poca	1/17/2019 3:52 PM
110	poca	1/17/2019 3:51 PM
111	poca	1/17/2019 3:46 PM
112	poca	1/17/2019 3:45 PM
113	Nitro	1/17/2019 3:44 PM
114	Nitro	1/17/2019 3:26 PM
115	Buffalo	1/17/2019 3:24 PM
116	scott depot	1/17/2019 3:22 PM

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117	South Charleston	1/17/2019 2:50 PM
118	Buffalo	1/17/2019 12:52 PM
119	Hurricane	1/17/2019 12:50 PM
120	Hurricane	1/17/2019 12:49 PM
121	hurricane	1/17/2019 12:46 PM
122	Winfield	1/17/2019 12:44 PM
123	hurricane	1/17/2019 12:43 PM
124	Nitro	1/17/2019 12:36 PM
125	Winfield	1/17/2019 12:33 PM
126	scott depot	1/17/2019 12:29 PM
127	Red House	1/17/2019 12:28 PM
128	Charleston	1/17/2019 12:01 PM
129	Charlestown	1/17/2019 11:51 AM
130	Charleston	1/17/2019 11:16 AM
131	Handley	1/17/2019 10:51 AM
132	Winfield	1/17/2019 10:46 AM
133	poca	1/17/2019 10:39 AM
134	Hometown	1/17/2019 10:38 AM
135	Eleanor	1/17/2019 10:34 AM
136	Chesapeake	1/17/2019 10:23 AM
137	Chesapeake	1/17/2019 10:19 AM
138	South Point	1/17/2019 10:17 AM
139	South Charleston	1/17/2019 9:59 AM
140	Hurricane	1/16/2019 6:24 PM
141	Wharton	1/16/2019 5:45 PM
142	Danville	1/16/2019 5:45 PM
143	Nitro, WV	1/16/2019 5:43 PM
144	Danville	1/16/2019 4:34 PM
145	Charleston	1/16/2019 4:34 PM
146	south charleston	1/16/2019 3:34 PM
147	Bloomingrose	1/16/2019 3:22 PM
148	Morrisvale	1/16/2019 3:06 PM
149	Winfield	1/16/2019 1:34 PM
150	Scott Depot	1/16/2019 1:32 PM
151	Poca - North side of the river	12/10/2018 2:03 PM
152	Teays Valley	12/6/2018 2:48 PM
153	Cross Lanes	12/6/2018 9:04 AM
154	Clendenin	12/5/2018 1:07 PM
155	Hurricane	12/5/2018 9:39 AM
156	Hurricane	12/4/2018 2:58 PM
157	Hurricane	12/4/2018 1:02 PM
158	Tornado	11/30/2018 1:36 AM
159	Red House	11/29/2018 6:14 PM
160	Saint Albans	11/29/2018 1:06 PM
161	St. Albans	11/29/2018 10:28 AM
162	Charleston	11/29/2018 12:05 AM
163	Charleston	11/28/2018 11:40 PM
164	St Albans	11/28/2018 11:07 PM
165	Charleston	11/28/2018 10:36 PM
166	Charleston, WV	11/28/2018 10:23 PM
167	Charleston	11/28/2018 10:09 PM
168	Elkview	11/28/2018 6:45 PM
169	St Albans	11/28/2018 12:27 PM
170	Rand	11/20/2018 7:24 AM
171	Charleston	11/20/2018 12:50 AM
172	South Charleston	11/19/2018 10:01 PM
173	St. Albans	11/11/2018 1:22 AM
174	Cross Lanes	10/23/2018 10:09 AM
175	South Charleston	10/4/2018 2:53 PM

Q5 What county do you live in?

Answered: 183 Skipped: 0



ANSWER CHOICES	RESPONSES	
Putnam	46.99%	86
Kanawha	40.44%	74
Boone	9.29%	17
Clay	3.28%	6
Barbour	0.00%	0
Berkeley	0.00%	0
Braxton	0.00%	0
Brooke	0.00%	0
Cabell	0.00%	0
Calhoun	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
Lewis	0.00%	0
Lincoln	0.00%	0
Logan	0.00%	0
Marion	0.00%	0
Marshall	0.00%	0
Mason	0.00%	0
McDowell	0.00%	0
Mercer	0.00%	0
Mineral	0.00%	0
Mingo	0.00%	0
Monongalia	0.00%	0
Monroe	0.00%	0
Morgan	0.00%	0
Nicholas	0.00%	0
Ohio	0.00%	0
Pendleton	0.00%	0
Pleasants	0.00%	0

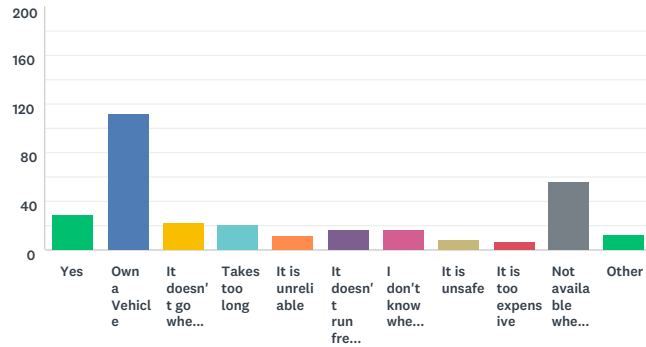
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Pocahontas	0.00%	0
Preston	0.00%	0
Raleigh	0.00%	0
Randolph	0.00%	0
Ritchie	0.00%	0
Roane	0.00%	0
Summers	0.00%	0
Taylor	0.00%	0
Tucker	0.00%	0
Tyler	0.00%	0
Upshur	0.00%	0
Wayne	0.00%	0
Webster	0.00%	0
Wetzel	0.00%	0
Wirt	0.00%	0
Wood	0.00%	0
Wyoming	0.00%	0
TOTAL		183

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

Answered: 171 Skipped: 12

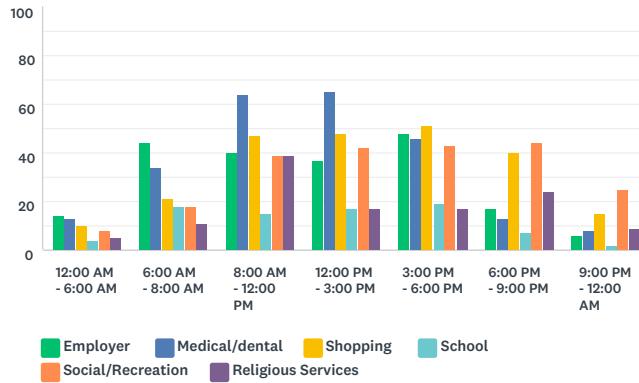


ANSWER CHOICES	RESPONSES
Yes	16.96% 29
Own a Vehicle	65.50% 112
It doesn't go where I need to go	13.45% 23
Takes too long	12.28% 21
It is unreliable	7.02% 12
It doesn't run frequently/often enough	9.94% 17
I don't know where it goes or how it works	9.94% 17
It is unsafe	5.26% 9
It is too expensive	4.09% 7
Not available where I live	32.75% 56
Other	7.60% 13
Total Respondents: 171	

#	OTHER (PLEASE SPECIFY)	DATE
1	Must schedule a week in advance, only runs Monday through Friday and last pickup is around 3:30-4	5/1/2019 10:01 PM
2	I use senior transportation	2/12/2019 11:56 AM
3	I work in Huntington	1/25/2019 9:31 AM
4	Hard to maneuver in wheelchair	1/18/2019 5:30 PM
5	I travel to various locations during work day	1/18/2019 8:41 AM
6	family or friend takes me where I need to go	1/17/2019 3:59 PM
7	family or friend takes me where I need to go	1/17/2019 3:54 PM
8	Taxi too expensive, no buses.	1/17/2019 12:43 PM
9	Taxi too expensive	1/17/2019 10:46 AM
10	Taxi too expensive, no buses.	1/17/2019 10:38 AM
11	There is not Public trans in Putnam	12/10/2018 2:03 PM
12	There is none in Putnam County	12/6/2018 2:48 PM
13	Our son is age 10 and uses a wheelchair. He is 100% dependent upon his parents driving him in our van. Because the Kanawha Alternate Transportation told us that it typically takes 1-3 weeks to reserve the bus, it makes it too difficult for a caregiver to transport him by bus for any appointments, errands, or social activities. This makes it difficult for us to hire a caregiver.	11/28/2018 10:09 PM

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

Answered: 117 Skipped: 66

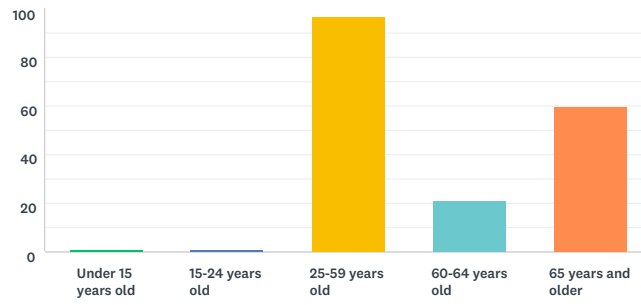


	EMPLOYER	MEDICAL/DENTAL	SHOPPING	SCHOOL	SOCIAL/RECREATION	RELIGIOUS SERVICES	TOTAL RESPONDENTS
12:00 AM - 6:00 AM	48.28% 14	44.83% 13	34.48% 10	13.79% 4	27.59% 8	17.24% 5	29
6:00 AM - 8:00 AM	64.71% 44	50.00% 34	30.88% 21	26.47% 18	26.47% 18	16.18% 11	68
8:00 AM - 12:00 PM	43.48% 40	69.57% 64	51.09% 47	16.30% 15	42.39% 39	42.39% 39	92
12:00 PM - 3:00 PM	42.53% 37	74.71% 65	55.17% 48	19.54% 17	48.28% 42	19.54% 17	87
3:00 PM - 6:00 PM	57.83% 48	55.42% 46	61.45% 51	22.89% 19	51.81% 43	20.48% 17	83
6:00 PM - 9:00 PM	27.87% 17	21.31% 13	65.57% 40	11.48% 7	72.13% 44	39.34% 24	61
9:00 PM - 12:00 AM	19.35% 6	25.81% 8	48.39% 15	6.45% 2	80.65% 25	29.03% 9	31

#	OTHER (PLEASE SPECIFY)	DATE
1	to coordinate with the 179 bus from Hurricane to Charleston	2/14/2019 4:02 PM
2	I drive myself	2/12/2019 12:17 PM
3	Getting from Charleston to Huntington should be daily and frequently and not 25 bucks like greyhound.	1/25/2019 9:31 AM
4	I'm retired, I have no schedule!	1/17/2019 11:53 PM
5	4:30am	1/17/2019 10:34 AM
6	any new Public Trans in Putnam will help those that dont have it in our county	12/10/2018 2:03 PM
7	Depends on appointments	11/28/2018 6:45 PM

Q8 Please tell us your age.

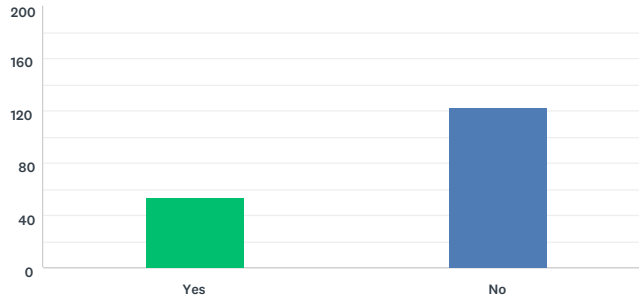
Answered: 180 Skipped: 3



ANSWER CHOICES	RESPONSES	
Under 15 years old	0.56%	1
15-24 years old	0.56%	1
25-59 years old	53.89%	97
60-64 years old	11.67%	21
65 years and older	33.33%	60
TOTAL		180

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?

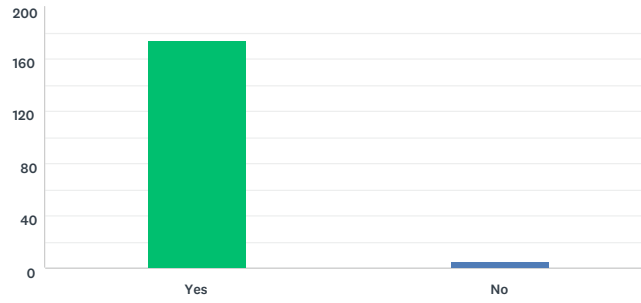
Answered: 177 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	30.51%	54
No	69.49%	123
TOTAL		177

Q10 Is English your first or primary language?

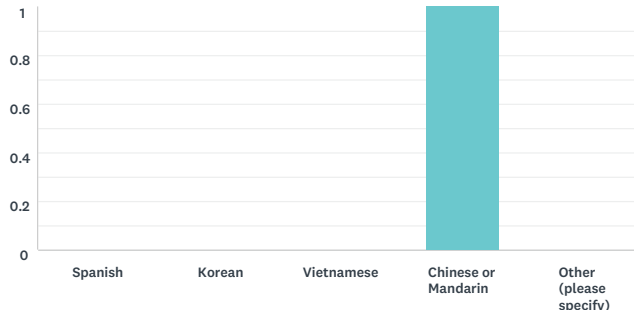
Answered: 179 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	97.21%	174
No	2.79%	5
TOTAL		179

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

Answered: 1 Skipped: 182



ANSWER CHOICES		RESPONSES	
Spanish		0.00%	0
Korean		0.00%	0
Vietnamese		0.00%	0
Chinese or Mandarin		100.00%	1
Other (please specify)		0.00%	0
TOTAL			1

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

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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: 47 Skipped: 136

#	RESPONSES	DATE
1	I have not been employed since my disability occurred in 1998 because I do not have reliable public transportation.	5/1/2019 10:01 PM
2	Need public services	2/24/2019 11:23 AM
3	The state as a whole needs to be more accessible, public transportation in and between rural areas is important. In Kanawha County, it is simply slow, or nonexistent in residential areas. Grocery shopping can take two or three hours.	2/23/2019 9:54 PM
4	I dont use it but I know it is necessary for a lot of people and I appreciate the service	2/23/2019 1:22 PM
5	I live in a growing area that has no public transportation that has a daily schedule for people who do not drive	2/17/2019 5:07 PM
6	I have elderly parents who live in the Clarksburg area. I can ride the I 79 bus from Charleston to Clarksburg, but cannot get rides from Hurricane to Charleston. I wish the I 79 bus would go from Marshall to WVU!	2/14/2019 4:02 PM
7	Transportation is unavailable for many in our county outside of bus lines.	2/12/2019 12:20 PM
8	Lots of walkers in town carrying bags of groceries and things. Rural area makes for long walks in bad weather. In today's world to scary to puck people up and give them a ride.	2/8/2019 3:42 PM
9	Transportation is unavailable for many in our county outside of bus lines	2/1/2019 2:06 PM
10	I want transportation to be available to everyone in my area .	1/29/2019 12:42 PM
11	I am concerned about public transportation for the poor and handicapped in this area	1/24/2019 7:34 PM
12	In my area Rt 3 (WV) is too rough. It needs to be properly paved. Guard rails are in terrible condition or falling over the hill.	1/24/2019 5:57 PM
13	Although I have a vehicle, the road is not upkept. Trees, the need for gravel or paving and other issues exist on the road making it hard to get to work and get my daughter to school sometimes. The road needs evened out to prevent vehicles dragging	1/24/2019 2:44 PM
14	Clay county has no public transportation available and it is hard for people without transportation to make it to Dr., appointments, grocery store and be able to achieve employment.	1/24/2019 2:40 PM
15	In Putnam county there are no bus lines which keeps a lot of family not able to visit our patients. A lot of people have no transportation so it has been needed in this area for a long time. A lot of elderly people needing transportation to the grocery store and doctor appts. as well as church.	1/24/2019 11:15 AM
16	No buses run in Putnam County. There is no public transportation at all. It cost a lot of money to use the Taxi service.	1/22/2019 5:55 PM
17	patients need more reliable and frequent transportation to and from both the acute hospitals and their providers offices. implementing more access to care will improve the health and well being of our communities. thank you for evaluating this critical issue!	1/22/2019 11:38 AM
18	Putnam County has no public transportation and this is needed for the low income population of our county.	1/18/2019 8:02 AM
19	I volunteer at a social services agency and am constantly hearing from those who do not have transportation. This prevents them from being employed, getting a higher education, searching for work, getting to doctors and to the grocery. They have trouble getting bus fare and cannot afford a taxi. We have a lot of clients that will walk two plus miles for our services, each direction. It is disheartening.	1/17/2019 11:53 PM
20	I am a minister and deal with many, many people in Putnam County who have transportation issues. It is a constant problem.	1/17/2019 11:02 PM
21	There is not enough transportation. most of the time it is not available or over booked.	1/17/2019 4:59 PM
22	I have a car I just can't afford to fix it or no one will work on it or agency who does volunteer won't fix it for me.	1/17/2019 4:47 PM
23	We dont have any transportation and we could use some.	1/17/2019 4:28 PM
24	we need more transportation options	1/17/2019 4:26 PM
25	there is not enough transportation in the area, there are cab services but they are expensive.	1/17/2019 4:24 PM
26	We don't have any transportation.	1/17/2019 4:22 PM
27	Putnam Aging will take me to the doctor but not to the store or to the post office.	1/17/2019 4:21 PM
28	We need more transportation available to us. We have nothing except taxis and they are expensive.	1/17/2019 4:18 PM
29	We could use some.	1/17/2019 3:59 PM
30	She is no longer able to go outside the home due to her illnesses	1/17/2019 3:44 PM
31	I really need help getting food and medicine.	1/17/2019 3:24 PM
32	Putnam aging helps a lot.	1/17/2019 12:52 PM
33	People that live in Putnam CCounty need public transportation, need more wheelchair accessible. Can not attend the senior center due to lack of wheelchair accessibility.	1/17/2019 12:36 PM
34	The lack of public transportation creates a huge need.	1/17/2019 12:33 PM
35	As busy as this county is we never have the correct transportation.	1/17/2019 10:46 AM
36	We as seniors need help desperately getting where we need to go. With my services now we have to wait 2 weeks to get a van to medical appointments.	1/17/2019 10:38 AM

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37	Don't have enough- Very much needed.	1/17/2019 10:34 AM
38	I work in a mental health center in Putnam County. Lack of public transportation is a significant barrier for our clients to access services.	1/16/2019 5:43 PM
39	If there were more Uber drivers, I would absolutely use that as I do in other areas.	1/16/2019 3:06 PM
40	while I do not at this time use public transportation, I certainly may need it in the future. I am in the health care field and am familiar with lots of people who are not able to get where they need to be for appts, etc, much less where they might like to go	1/16/2019 1:32 PM
41	Once again, I have transportation, but many in Putnam do not. We need transportation (buses) on both sides of the river for employment, doctors appointments and more	12/10/2018 2:03 PM
42	There is no public transportation in Putnam County. I work in Addictions and this is a huge barrier to individuals in recovery, living in Putnam County. Medicaid transport involves a 3-5 day wait. There is no other affordable transportation for non-licensed/non car owners to get to resources such as DHHR, DMV, grocery store, recovery meetings. This greatly limits job prospects, as well. We need a bus to at least run up Teays Valley Road/Rt 34 between Teays Valley (Liberty Plaza) and Hurricane (Walmart Plaza) with stops in low income areas such as Sable Point.	12/6/2018 2:48 PM
43	Many community members do not have access to healthcare services and other needs because of the lack of public transportation available outside of Putnam aging and the one taxi service which operates with one car. In addition, many do not have the funds for taxi or Uber if available in the area.	12/5/2018 9:39 AM
44	Kanawha County offers public transportation except in the outlying areas, especially the eastern end of the county where many people live on a mountain and may not be able to get to the bottom of the mountain to be on the bus line.	11/29/2018 10:28 AM
45	I would like to see better, more reliable, inexpensive public transportation. My grandson will most likely rely on this in the future when I am not able to provide his transportation.	11/28/2018 10:23 PM
46	For a caregiver to drive our family vehicle transport our son who uses a wheelchair, our insurance would require us to add each caregiver to our auto policy. This makes it very difficult for someone other than his parents to transport our son. We were not aware of the Kanawha Alternate Transportation service but for a neighbor who uses it. When we found out about it, we were hoping our son (who uses a wheelchair) and a caregiver could use it to go out for social activities, such as the movies, or to medical appointments. When we tried to apply, there was no information about the service on the Internet, and there were only instructions to call in order to get information. They told us that they could not e-mail an application to us and that they had to mail the application. There was no information online about the time frames for decision, the criteria to qualify, or the appeals process. Our son's application was granted. When we called the first time to make a reservation to go to the movies (24 hours in advance), the bus staff told us that 24 hours was technically required but that, practically speaking, it would take 1-3 weeks to book a reservation. Our son and his caregiver cannot use this service to go places like the movies because we do not typically know what children's movies are playing 1-3 weeks in advance.	11/28/2018 10:09 PM
47	This survey did not seem to capture the issues I have with transportation in the county. I feel strongly that MacCorkle Avenue needs to become a complete street, like the river trail on Kanawha Blvd, so that pedestrian and cyclists can get to where they need to go safely. There is no safe way to get to the South Charleston Community Center on foot or bicycle. Also, by making this improvement, it would connect the West Side of Kanawha County to Kanawha Blvd, vastly improving the likelihood that those who live in South Charleston and westward will bicycle to the community center or choose to bicycle downtown for religious services and farmer's market. This would result in improved air quality and healthier communities by reducing obesity therefore reducing long term health costs in the region. MacCorkle Avenue traffic includes large trucks and heavy traffic with angry drivers who do not want to share the road with bicyclists. I have been sworn at, told to get off the road, and had drivers threaten me with their vehicles intentionally by speeding up and passing me with less than a foot or two of space. If MacCorkle Avenue had a separate facility for bicycle and pedestrian travel, I would gladly cycle to church downtown and to the South Charleston Community Center. In addition, I notice many low-income cyclists cycling without a helmet on sections of MacCorkle Ave that have sidewalks, which makes those sidewalks less safe for pedestrians. They are often using their cycle to transport groceries from Kroger. Therefore, such an improvement would greatly serve low-income populations that simply cannot afford a vehicle.	10/4/2018 2:53 PM

Appendix C

Transportation Provider Inventory

Providers

APPENDIX C: TRANSPORTATION PROVIDER INVENTORY

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

Basic information is provided for each transportation provider. For each county, public transit providers are listed first, followed by the Region’s senior and other human service transportation providers. This section lists each provider’s mission, transportation service type, contact information, service area, days and hours of service, and eligibility requirements. The Prester Center has locations in all four counties in the region, although it is only listed once with Kanawha County providers.

Kanawha County Transportation Providers

Kanawha Valley Regional Transportation Authority	
Transportation Service Type	Fixed Route and Paratransit
Other Services Provided/Agency Mission	Transportation
Contact Information	304-343-3840
Hours	4:15 AM to 12:45 AM, 7 days a week
Service Area	Charleston, Dunbar, Nitro, St. Albans, Cross Lanes, Clendenin, South Charleston, East Bank and Belle
Eligibility Requirements	General Public
Website	https://rideonkrt.com/

C&H Taxi	
Transportation Service Type	Taxi
Other Services Provided/Agency Mission	Transportation
Contact Information	304-344-4902
Hours	24/7

Service Area	Kanawha County
Eligibility Requirements	General Public
Website	https://www.chtaxi.com/

Hansford Senior Center	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Health and Wellness Education, Nutrition, Senior Recreational Activities
Contact Information	304-722-4621
Hours	7:30 AM to 4:00 PM, Monday - Friday
Service Area	Kanawha County, although most transportation provided outside of medical transportation is to/from the Senior Center or for weekly/monthly grocery trips
Eligibility Requirements	60+, individuals with disabilities
Website	http://www.hansfordcenter.com/transportation.html

Kanawha Valley Senior Services, Inc.	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	In-Home Care, Adult Day Care, Nutrition, Senior Recreation
Contact Information	606-327-2025
Hours	8:00 AM to 4:30 PM, weekdays
Service Area	Kanawha County
Eligibility Requirements	60+
Website	https://www.kvss.org/transportation.php

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; found in Kanawha, Boone, Putnam, and Clay Counties
Eligibility Requirements	Individuals with mental health disorders and individuals in addiction recovery
Website	http://www.prestera.org/

Putnam County Transportation Providers

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

John Henson Senior Center	
Transportation Service Type	Demand Response; only provides trips to and from the center for meals
Other Services Provided/Agency Mission	Homecare, Nutrition
Contact Information	Barb Lambert 304-562-9451
Hours	8:00 AM to 4:00 PM, Monday - Friday
Service Area	Putnam County, WV
Eligibility Requirements	60+
Website	https://putnamaging.com/putnam/john-henson-senior-center/

Clay County Transportation Providers

Clay Senior and Community Services, Inc.	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Transportation, Nutrition
Contact Information	304-587-2468
Hours	8:00 AM to 4:00 PM, Monday - Friday
Service Area	Clay County, WV
Eligibility Requirements	60+
Website	None available

Boone County Transportation Providers

Tri-River Transit	
Transportation Service Type	Deviated Fixed Route Service
Other Services Provided/Agency Mission	Transportation
Contact Information	1-877-212-0815
Hours	7 AM to 7 PM, Monday - Friday
Service Area	Lincoln, Logan, Mason, Wayne and Boone Counties
Eligibility Requirements	General Public
Website	www.tririver.org

Boone County Community Organization	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Human service agency
Contact Information	304-369-0451
Hours	8:00 AM to 4:00 PM, Monday - Friday
Service Area	Boone County
Eligibility Requirements	60+
Website	None

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 older adults) without the requirement that the individual be an agency client, then the service is “open door.” The Prestera Center has locations in all 4 counties, however, is only listed once with Kanawha County providers.

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) *
Kanawha County				
Kanawha Valley Regional Transportation Authority	Yes	No	Public Non-Profit	No
C&H Taxi	Yes	No	Private For-Profit	No
Hansford Senior Center	Yes	No	Private Non-Profit	Yes
Prestera Center	Yes	No	Private Non-Profit	Yes
Kanawha Valley Senior Services	Yes	No	Private Non-Profit	Yes
Putnam County				
Putnam Aging Program	Yes	No	Private Non-Profit	Yes
John Henson Senior Center	Yes	No	Private Non-Profit	Yes

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) *
Clay County				
Clay Senior and Community Services, Inc.	Yes	No	Private Non-Profit	Yes
Boone County				
Tri-River Transit	Yes	No	Public Non-Profit	No
Boone County Community Organization	Yes	No	Private Non-Profit	Yes

Fleet, Service, and Budget Characteristics

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

Agency	Accessible Vehicles?	Number of Vehicles in Daily Operation	Number and Type of Vehicles in Total Fleet	Number and Type of Drivers	Annual Expenses	Items included in Annual Expenses
Kanawha County						
Kanawha Valley Regional Transportation Authority	Yes	47	47	Full-time drivers	\$12,065,501 in 2017	All eligible operating expenses
C&H Taxi (Wave Service)	Yes	30	30	Full-time drivers	Not available	Not available

Agency	Accessible Vehicles?	Number of Vehicles in Daily Operation	Number and Type of Vehicles in Total Fleet	Number and Type of Drivers	Annual Expenses	Items included in Annual Expenses
Hansford Senior Center	Yes	3	3	3 Part-Time	\$50,000 estimated	All eligible operating expenses
Prestera Center	Yes	Not provided	Not provided	Not provided	Not broken out by County	N/A
Kanawha Valley Senior Services	Yes	9	9	6 Full-Time drivers	\$150,000	All eligible operating expenses
Putnam County						
Putnam Aging Program	Yes	7	7	Not provided	Not provided	Staff time, fuel, insurance, vehicle maintenance
John Henson Senior Center	Yes	1	1	1 Part-Time	Not provided	Not provided
Clay County						
Clay Senior and Community Services, Inc.	Yes	1	1	2 Part-Time Drivers	Not provided	Not provided
Boone County						
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 and Type of Vehicles in Total Fleet	Number and Type of Drivers	Annual Expenses	Items included in Annual Expenses
Boone County Community Organization	Yes	1	1	3 Part-Time drivers	\$7,200 estimate	Fuel, preventive maintenance

Trip Scheduling, Fares and Productivity Information

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

Agency	Trip Purposes Allowed	Fares or Donations	Ride Request Process	Annual one-way passenger trips	Estimated Annual Service Hours	Estimated Productivity (Trips per Service Hour)
Kanawha County						
Kanawha Valley Regional Transportation Authority	Any	<u>Fixed Route</u> \$1.50 for Adults \$0.75 for Seniors and Disabled <u>Paratransit</u> \$3.00 fare	Paratransit customers must reserve a ride the day before their desired trip	1,679,686	154,242	78.22

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)
C&H Taxi	Any	Fares are based on distance and time	Rides are scheduled on a first-come, first-served basis	Not available	Not available	Not available
Hansford Senior Center	Medical, trips to/from center, grocery trips	Donation for senior center trips; medical trips are charged according to distance	First-come, first-served but encouraged to schedule as soon as possible	6,500	Not available	Not available
Prestera Center	Any	\$2.00 one way	Call ahead	Don't track; serves 75 clients	2,178	Not available
Kanawha Valley Senior Services	Non-emergency medical, to/from senior center, shopping, nutrition sites	Donations are accepted	Call 48 hours in advance	Approximately 10,000	Not available	Not available
Putnam County						
Putnam Aging Program	Medical	None	Request 2-week notice	Not provided	3,300	Not available

Agency	Trip Purposes Allowed	Fares or Donations	Ride Request Process	Annual one-way passenger trips	Estimated Annual Service Hours	Estimated Productivity (Trips per Service Hour)
John Henson Senior Center	Trips to/from services	None	Call in advance	Not provided	Not provided	Not provided
Clay County						
Clay Senior and Community Services, Inc.	Trips to/from services	None	Call the center for rides; accommodated as possible	N/A	N/A	N/A
Boone County						
Tri-River Transit	Any	<u>Non-deviated</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 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)
Boone County Community Organization	Any, although mainly medical	None	On demand	24,000 estimated	Not available	Not available

Appendix D

Demographics

Appendix D: Demographics

The demographics of an area are a strong indicator of demand for public transportation service. Relevant demographic data was collected and is summarized here.

The data provided in the following section has 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 is 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 does not represent a direct population count.

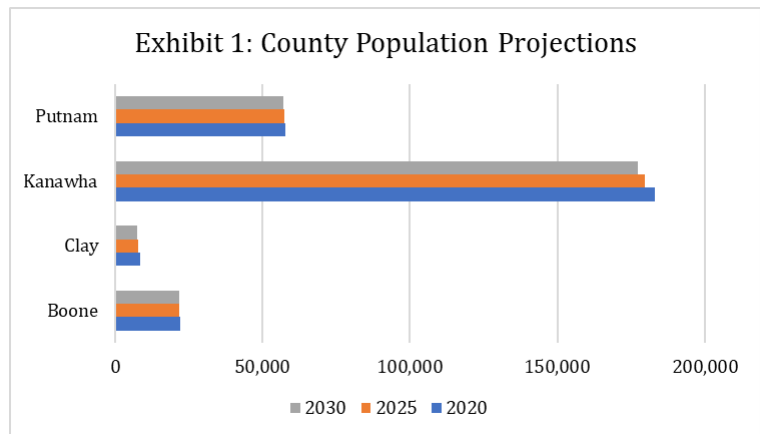
Population Projections

Region III’s population is projected to decline to 263,601 by 2030, a 3% decrease over the year 2020.

Boone, Kanawha, and Putnam Counties are all projected to have slight decreases in population (below 3.2%). Clay County is projected to have an 11.2% decrease in population from 2020.

Exhibit 1 shows population trends between 2020-2030 for each county

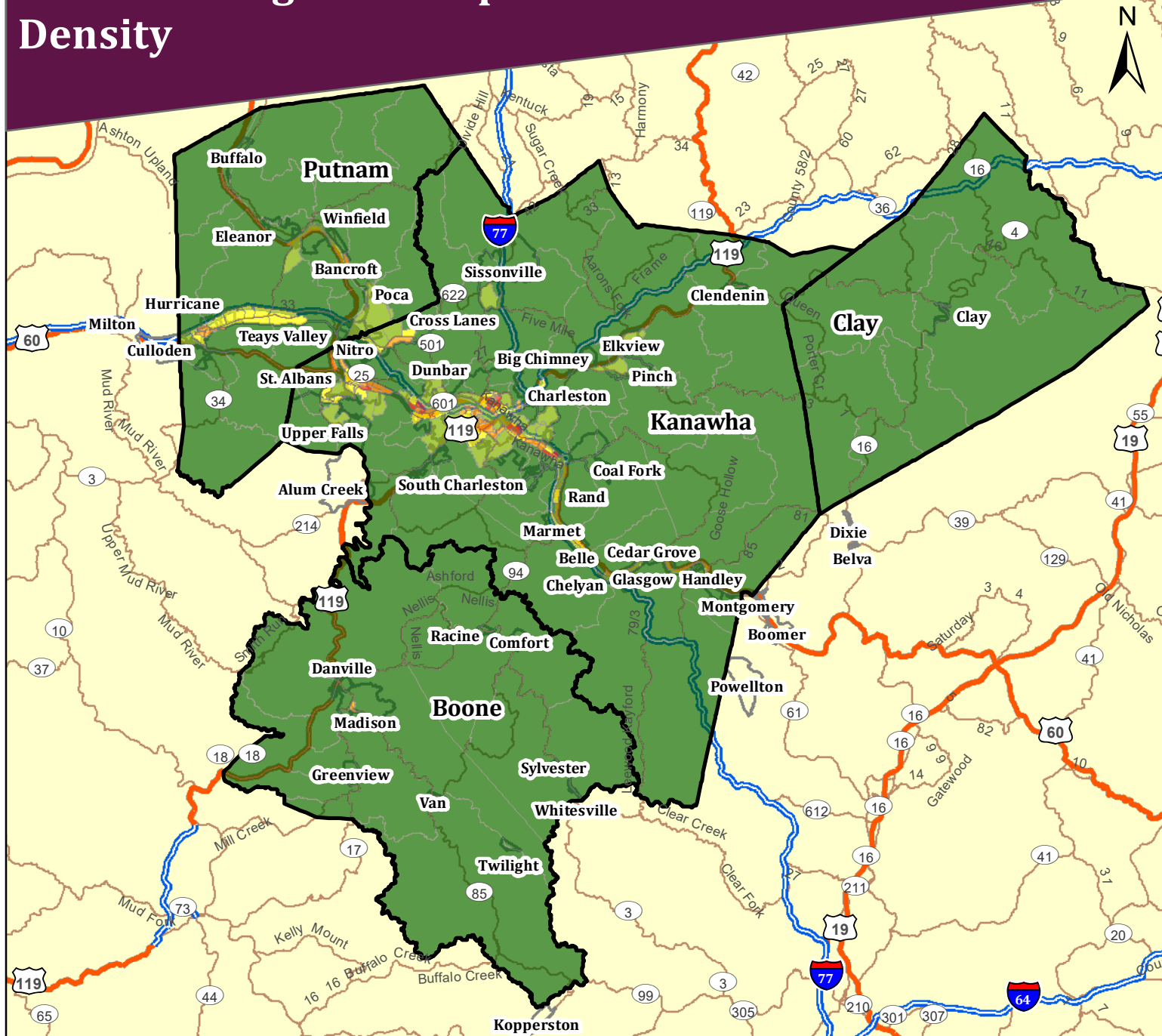
in Region III. (Source: West Virginia Bureau of Business and Economic Research)



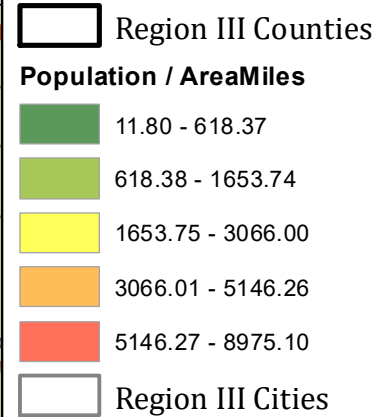
Population Density

Exhibit 2 illustrates a comparison of population densities for Census block groups in Region III. The most densely populated areas are around Interstate 64 throughout Kanawha County and portions of Putnam County. Areas of lower densities are scattered throughout the outlying areas of the Region. Population density is a factor in transportation planning because it helps transportation operators understand the most appropriate mode of service for an area. For example, in less densely populated areas with fewer clusters of trip generators, demand response transportation is typically more effective than fixed route services. Conversely, fixed route services are more appropriate for high density areas.

Exhibit 2: Region III Population Density



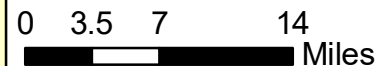
West Virginia Region III Coordinated HSTP Update



Counties: Boone,
Clay, Kanawha,
Putnam

Source: 2016 ACS
Five-Year Estimates

Population per
square mile



Individuals with Disabilities

Individuals with disabilities are also likely to use public or human service agency transportation services. In Region III, approximately 19% to 26% of each county’s population reported having a disability. However, 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 is available from the U.S. Census Bureau to define individuals with mobility limitations that prevent them from traveling independently outside of the home.

Exhibit 3: Individuals with Disabilities	
County	Percent of Population with a Disability
Boone	29.3%
Clay	28.8%
Kanawha	18.9%
Putnam	12.3%

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

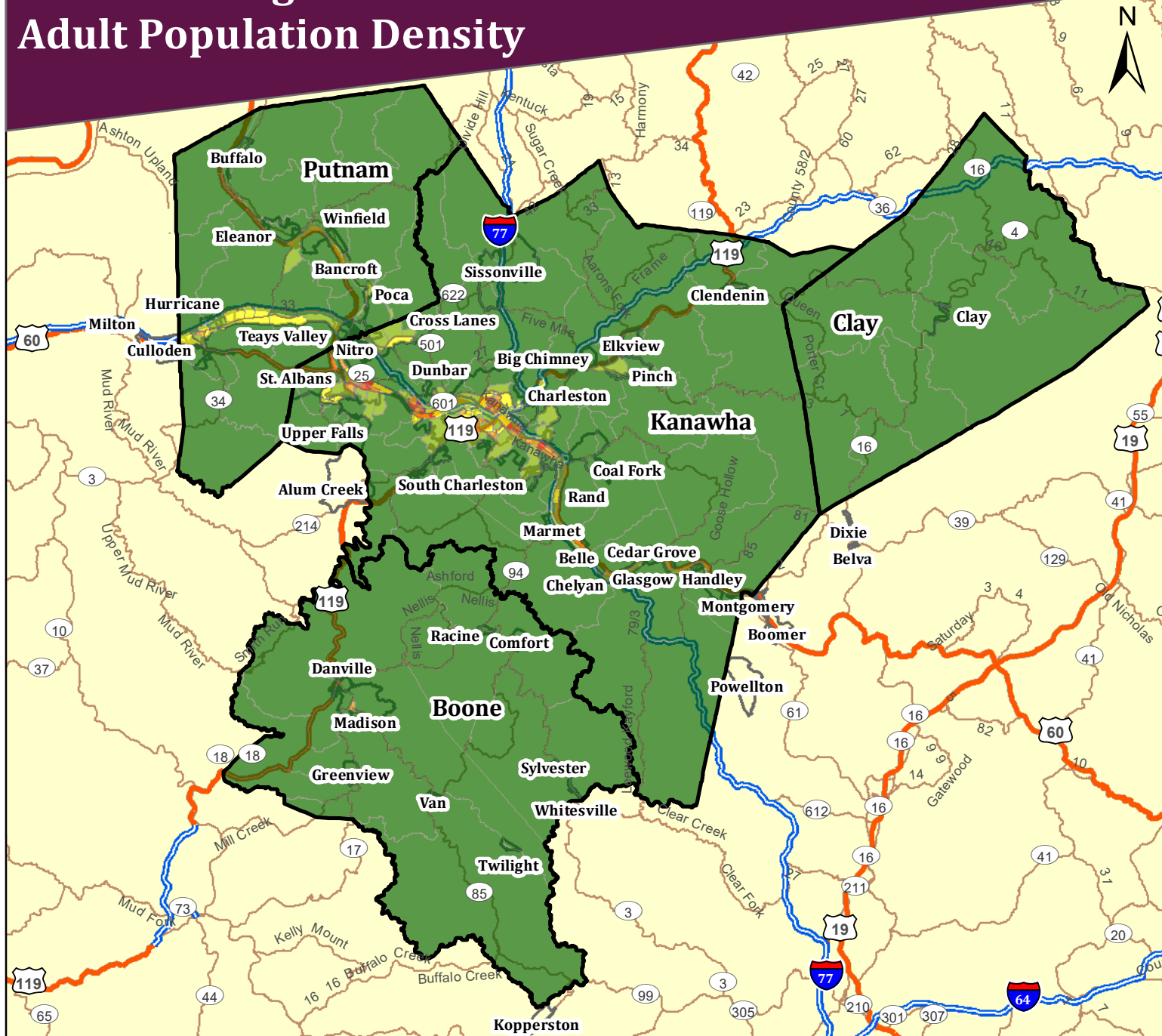
Population Projection for Older Adults

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 limited incomes and, therefore, public transportation is a more economical option to owning a vehicle. For these reasons, the older adult population in an area is an indicator of potential transit demand.

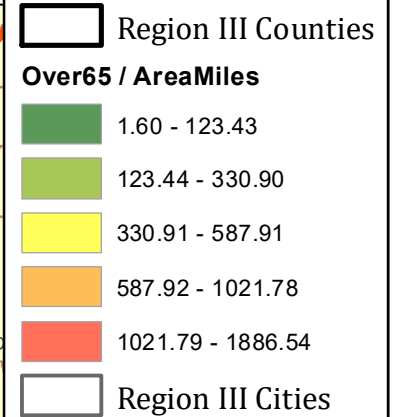
Exhibit 4 illustrates the population density of persons over 65 years of age by block group. Concentrations of this age group are similar to the overall population and located around Interstate 64 in Kanawha and Putnam Counties.

The older adult population in the Region is projected to increase in each county by as much as 70% (Putnam County) and as little as 32% (Clay County) over the 2010 Census estimates by 2030. An increase in the older adult population will place additional pressure on transportation resources.

Exhibit 4: Region III Older Adult Population Density



West Virginia Region III Coordinated HSTP Update



Counties: Boone,
Clay, Kanawha,
Putnam

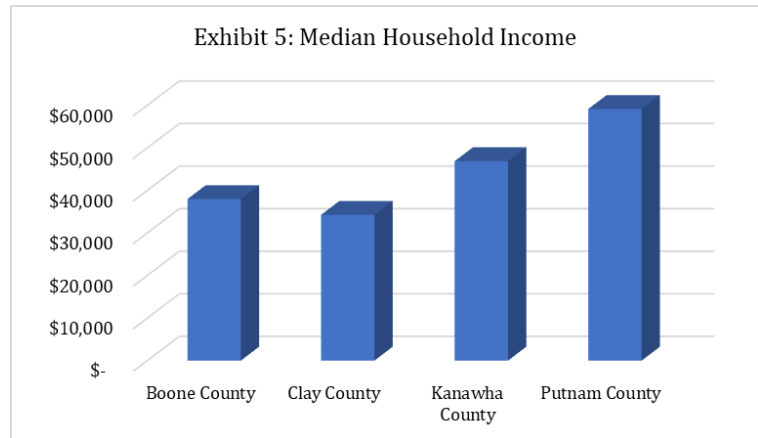
Source: 2016 ACS
Five-Year Estimates

Population per
square mile



Household Incomes

Exhibit 5 illustrates the household incomes for Region III. There are approximately 114,664 households in Region III. Of those, 41% earn less than \$35,000 annually. Of the households earning less than \$35,000, 9.7% earned less than \$10,000 per year. (Source: 2013-2017 American Community Survey 5-Year Estimates)

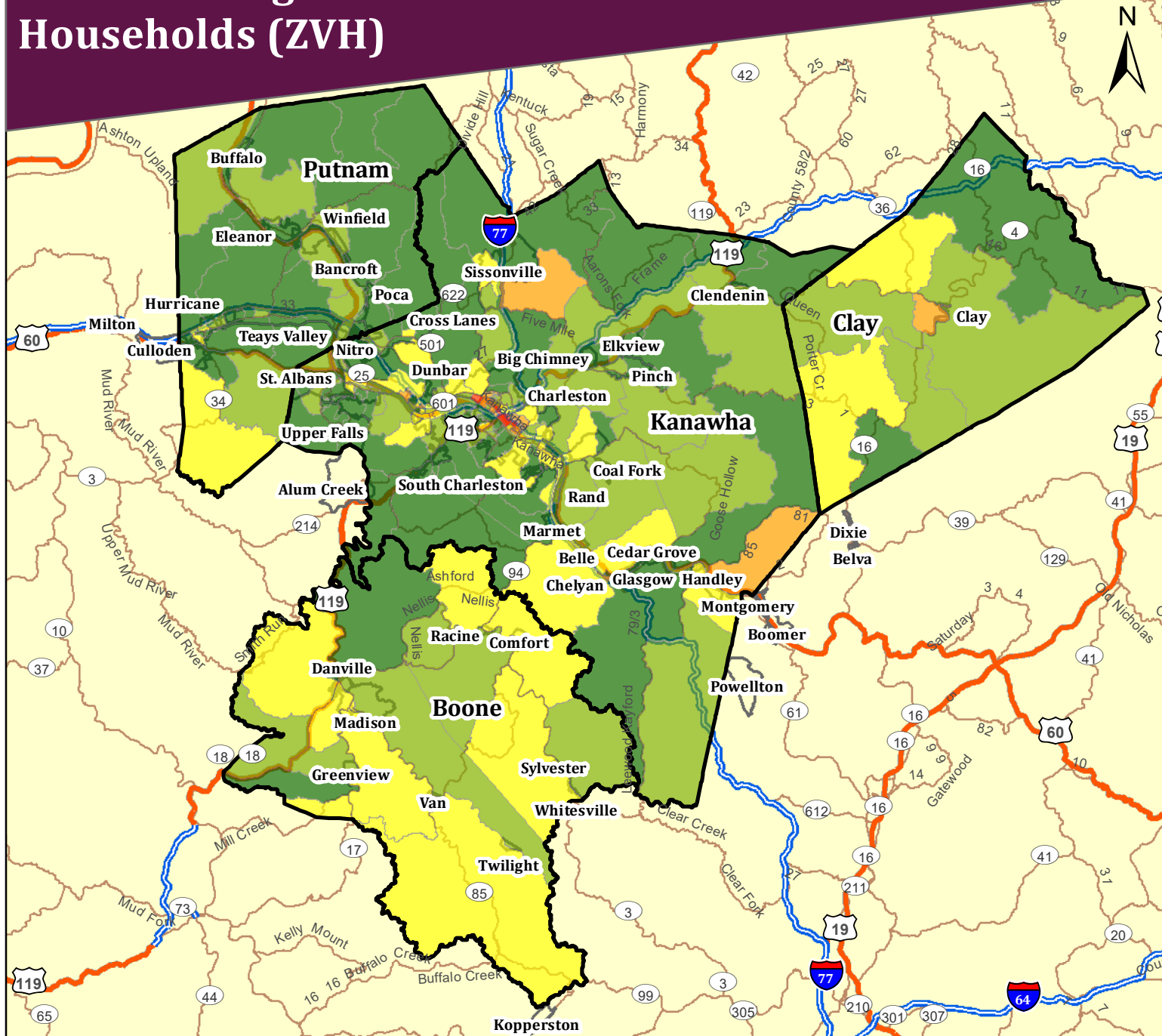


Zero Vehicle Households

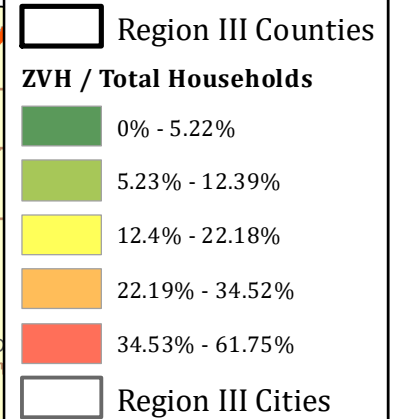
The number of vehicles available to a household is also used as an indicator of demand for transit service. There are 10,354 households in Region III that have no available vehicle. This is 8.9% of all households in the Region.

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 (34.53% - 61.75%). The block group locations with the highest concentration of these households are within Charleston. Areas with a moderately high density of zero vehicle households can be found in Charleston, Dunbar, Clay, Sissonville, and Handley.

Exhibit 6: Region III Zero Vehicle Households (ZVH)



West Virginia Region III Coordinated HSTP Update



Counties: Boone,
Clay, Kanawha,
Putnam

Source: 2016 ACS
Five-Year Estimates

Percent of Blockgroup
Households



Minority and Limited English Proficiency (LEP) Population

Approximately 87% to 98% of the population in each county in Region III is white (Exhibit 7). Black or African American is the second most common race, followed by two or more races, then Hispanic or Latino individuals. The majority of the population speaks only English (Exhibit 8).

Exhibit 7: Race				
Race	Boone	Clay	Kanawha	Putnam
White	97.8%	97.7%	87.8%	95.5%
Black or African American	0.8%	0.0%	6.9%	1.2%
Two or more races	0.6%	1.3%	3.0%	1.3%
Some other race	0.0%	0.1%	0.1%	0.2%
Hispanic or Latino (of any race)	0.6%	0.3%	1.1%	1.1%
American Indian and Alaska Native	0.0%	0.5%	0.1%	0.1%
Asian	0.2%	0.0%	1.0%	0.6%
Native Hawaiian and Other Pacific Islander	0.0%	0.1%	0.0%	0.0%

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

Exhibit 8: Limited English Proficiency								
Language	Boone	%	Clay	%	Kanawha	%	Putnam	%
		22,585		8,591		180,040		53,254
Speak only English	22,491	99.6%	8,515	99.1%	175,984	97.7%	52,520	98.6%
Spanish or Spanish Creole:	58		18		1,059		309	
Speak English less than "very well"	32	0.1%	0	0.0%	226	0.1%	68	0.1%
Chinese	0		0		362		35	
Speak English less than "very well"	0	0.0%	0	0.0%	253	0.1%	0	0.0%
Vietnamese	0		0		162		0	
Speak English less than "very well"	0	0.0%	0	0.0%	121	0.1%	0	0.0%
Other Indicated languages	0		0		185		0	
Speak English less than "very well"	0	0.0%	0	0.0%	86	0.1%	0	0.0%

Source: 2015 American Community Survey 5-Year Estimates

Appendix E

Relevant Terms

Terms

APPENDIX E: RELEVANT TERMS

Federal Section 5310 – Enhanced Mobility of Seniors and Individuals with Disabilities

Section 5310 is a formula grant program administered by the West Virginia Department of Transportation/Division of Public Transit for rural areas. The Section 5310 Program for Region 3 is administered by Region 3 Intergovernmental Council. The program is intended to enhance the mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services. Capital grants require a 20% local match. Local match may be derived from any non-U.S. Department of Transportation Federal program, State programs, or local contributions or grants. Mobility Management and purchase of capital equipment is eligible for 80% funding through the Section 5310 program.

Eligible Recipients:

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

Glossary of Terms

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

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

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

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

Local Matching Funds – These are the portion of project costs not 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 a senior or person with a disability, but is not limited to clients or members of a particular agency. (FTA Circular 4710.1 Americans with Disabilities Act (ADA): Guidance.)

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

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

Urbanized Area – Urbanized area means a geographic area with a population of 50,000 or more, as designated by the U.S. Department of Commerce, Bureau of the 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. Department of Commerce, Bureau of the 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 the Coordinated Plan Update:

C & H Taxi

Clay Senior and Community Services

Enact Community Action

Kanawha Emergency Management

Kanawha Valley Regional Transportation Authority

Kanawha Valley Senior Services

Putnam County Aging Program

Regional Intergovernmental Council

Tri-River Transit

YMCA

West Virginia Department of Transportation, Division of Public Transit

West Virginia Department of Veterans Assistance

Appendix G
Resolution to Adopt the Plan

RESOLUTION


WHEREAS, Federal Law (49 U.S.C. Section 5310 / MAP-21 Section 20009) requires that projects selected for funding under the Enhanced Mobility of Seniors and Individuals with Disabilities grant program (Section 5310) be derived from a locally developed coordinated public transit-human services transportation plan.

WHEREAS, The BCKP Regional Intergovernmental Council (RIC), as the designated planning and development council for the region of Boone, Clay, Kanawha and Putnam counties in West Virginia, developed an updated Coordinated Public Transit-Human Services Transportation Plan for said region and is a participant in the plan.

WHEREAS, The Regional Intergovernmental Council's 2019 Coordinated Public Transit-Human Services Transportation Plan (HSTP) is an update to RIC's 2015 HSTP and promotes adequate utilization of federally funded resources to enhance the mobility of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable.

NOW, THEREFORE, BE IT RESOLVED that the BCKP Regional Intergovernmental Council adopts the Region III Coordinated Public Transit-Human Services Transportation Plan Update for 2019.

So resolved this 13th day of June, 2019



D. Anne Cavalier, Ed.D., Chairman
Regional Intergovernmental Council