

Region V Coordinated Public Transit-Human Services Transportation Plan Update

Calhoun, Jackson, Pleasants, Ritchie, Roane, Tyler, Wirt, and Wood
Counties, WV

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West Virginia
Department of Transportation

Division of Public Transit
1900 Kanawha Blvd., E
Building 5, Room 650
Charleston, WV 25305
<https://transportation.wv.gov/publictransit>



3131 S. Dixie Hwy, Suite 545
Dayton, OH 45439
www.rlsandassoc.com

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I. INTRODUCTION

PURPOSE

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

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

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

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

METHODOLOGY

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

The coordination plan update incorporated the following planning elements:

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

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 mailings, emails and word-of-mouth. The meeting dates and locations were:

- ◆ November 9, 2018 at the Wood County Senior Center
- ◆ February 21, 2019 at the Mid-Ohio Valley Transportation Authority

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

The public survey was distributed online and in hard copy format. The survey was promoted in local media, on websites, at public meetings, and through emails and word-of-mouth with local stakeholders. The survey was available for eight months. There were 258 survey responses from Region V. Approximately 23% of survey respondents were age 65 and older and 21% indicated that they, or someone in their household, had a disability that limits his or her mobility, or ability to drive or use available transportation services.

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

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

Table II.1: 2019 Needs Assessment
<p>Coordination of transportation across county lines is needed. Long distance transportation for medical appointments is a significant challenge. Often, rural residents must travel outside their counties for medical care. When rural residents need frequent trips for therapies such as dialysis and chemotherapy, it is difficult to find regularly available transportation. Residents often must travel to Parkersburg or Clarksburg for appointments.</p>
<p>Additional funding for public transit is necessary so that providers can leverage all available Federal funds and meet the mobility needs of their communities.</p>
<p>Public transportation is not available in all areas of Region V. Tyler, Pleasants, Wirt and Ritchie Counties have no transportation providers that offer rides to the general public. Survey results from Jackson County residents indicate that their County needs more hours and days of public transportation. Service is needed in most rural areas of Jackson County, as well as additional service to Parkersburg and Charleston.</p>

Table II.1: 2019 Needs Assessment

<p>People throughout the Region need reliable transportation for medical appointments and shopping. The Region-wide system needs to benefit places outside of areas such as Parkersburg/Vienna, which have access to levy funds. Rural county residents need to get to Parkersburg and Vienna to shop. Grand Central Mall is an important shopping destination.</p>
<p>Some employers are located outside Parkersburg corporate limits and need to recruit employees who may not have their own transportation. Mid-Ohio Valley Transit Authority operates a Parkersburg employee bus route to Ritchie County (the employer is Simonton Windows), which could possibly expand in the future. “Reverse commute” service is needed for Parkersburg area residents who depend on MOVTA for transportation to find employment opportunities outside of the existing MOVTA fixed route system.</p>
<p>Rural residents generally need employment transportation to cities.</p>
<p>In Wood County, MOVTA receives many calls from people who are not close enough to fixed routes and still need transportation. The need is especially acute in the communities of Mineral Wells and Lubeck.</p>
<p>Employment bus routes could be developed to open up north central West Virginia by creating transit connections. There should be more coordination with inter-city transportation providers (Greyhound and Barons Bus). Parkersburg and Clarksburg should have transit routes that connect, potentially by MOVTA and CENTRA offering routes that would connect in Ritchie County.</p>
<p>Residents of rural counties need transportation to and from local hospitals, particularly for getting home after being discharged. Rural transportation services usually fill their schedules to capacity several days in advance, leaving them with no ability to accommodate same-day requests for discharge pick-ups.</p>
<p>When hospitals discharge patients after transportation system hours are over for the day, patients who rely on transportation services have no way to get home. Also, hospitals often need surgery patients to arrive very early in the morning before transportation services start running.</p>
<p>Same-day service is needed for urgent medical appointments and picking up prescriptions. There needs to be better communication between transportation agencies and medical care providers for same-day medical transportation needs.</p>
<p>In general, there needs to be better coordination between health care providers and transportation services about the timing of appointments for patients who need rides. When appointments run long and drivers are asked to work past operating hours, transportation providers incur unplanned expenses, such as overtime pay.</p>
<p>Four-wheel drive vehicles are needed for providers to transport residents of rural areas with challenging road conditions.</p>
<p>The Sistersville Ferry only operates between May and November. The ferry crosses the Ohio River between Sistersville, West Virginia (located in Tyler County) and Fly, Ohio. If someone needs to cross the river and the ferry is not running, they have to drive a long, roundabout path to access a bridge, which adds significant travel time. Ambulances use the ferry to cut down trip times to hospitals, potentially saving lives.</p>

Table II.1: 2019 Needs Assessment

Demographics:

- ◆ There are many areas throughout Region V where between 5 and 10% of households do not have a vehicle. Census block groups with greater than 5.07% “zero vehicle households” are located in Wood, Jackson, Roane, Calhoun, and Ritchie Counties.
- ◆ Single vehicle households with multiple people throughout the Region need public, agency and/or private transportation options to supplement the availability of their personal vehicle.
- ◆ Population density – both for older adults and the general population – is moderate to high in Parkersburg, Vienna and surrounding smaller communities including Williamstown, Mineral Wells and Lubeck. The Jackson County communities of Ravenswood and Ripley also have moderate general and older adult population densities.

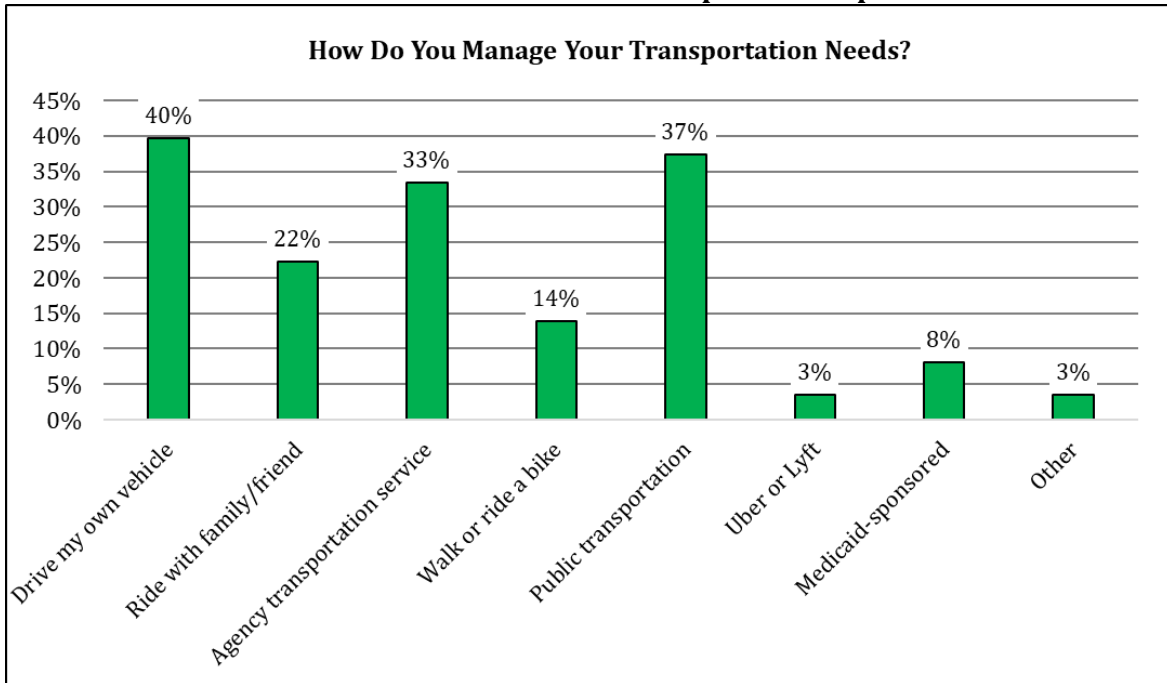
Public Survey Results:

260 Region V residents completed the public survey:

- ◆ 23% of respondents were age 65+.
- ◆ 21% have a mobility limitation or someone in their family has a mobility limitation.
- ◆ Survey respondents shared whether they have difficulty with specific activities due to lack of transportation:
 - 25% do not go to **medical appointments** because they do not have reliable transportation.
 - 24% are unable to **run errands** because of a lack of reliable transportation.
 - 22% find it difficult to **feed** themselves or their family because of a lack of transportation.
 - 16% have difficulty getting to **work** because of a lack of reliable transportation.
 - 14% are unable to go to **agency appointments** because of a lack of transportation.
 - 14% cannot attend Sunday **religious services** because of a lack of transportation.
 - 8% are not able to further their **education** due to a lack of transportation.

Approximately 40% of public survey respondents indicated that they drive their own vehicle. Approximately 37% stated that they use public transportation. The public survey asked people to identify all the ways they manage transportation needs. Exhibit II.1 illustrates that while many of the respondents drive a car, 22% ride with a family member or friend, 14% walk or ride a bicycle, 33% use human service agency-sponsored transportation services (i.e., senior centers, Department of Health and Human Services, non-profit agencies, etc.), 8% use Medicaid-sponsored transportation services for medical appointments, and 3% use public transportation or Transportation Network Companies (TNCs, e.g., Uber/Lyft).

Exhibit II.1: Available Transportation Options

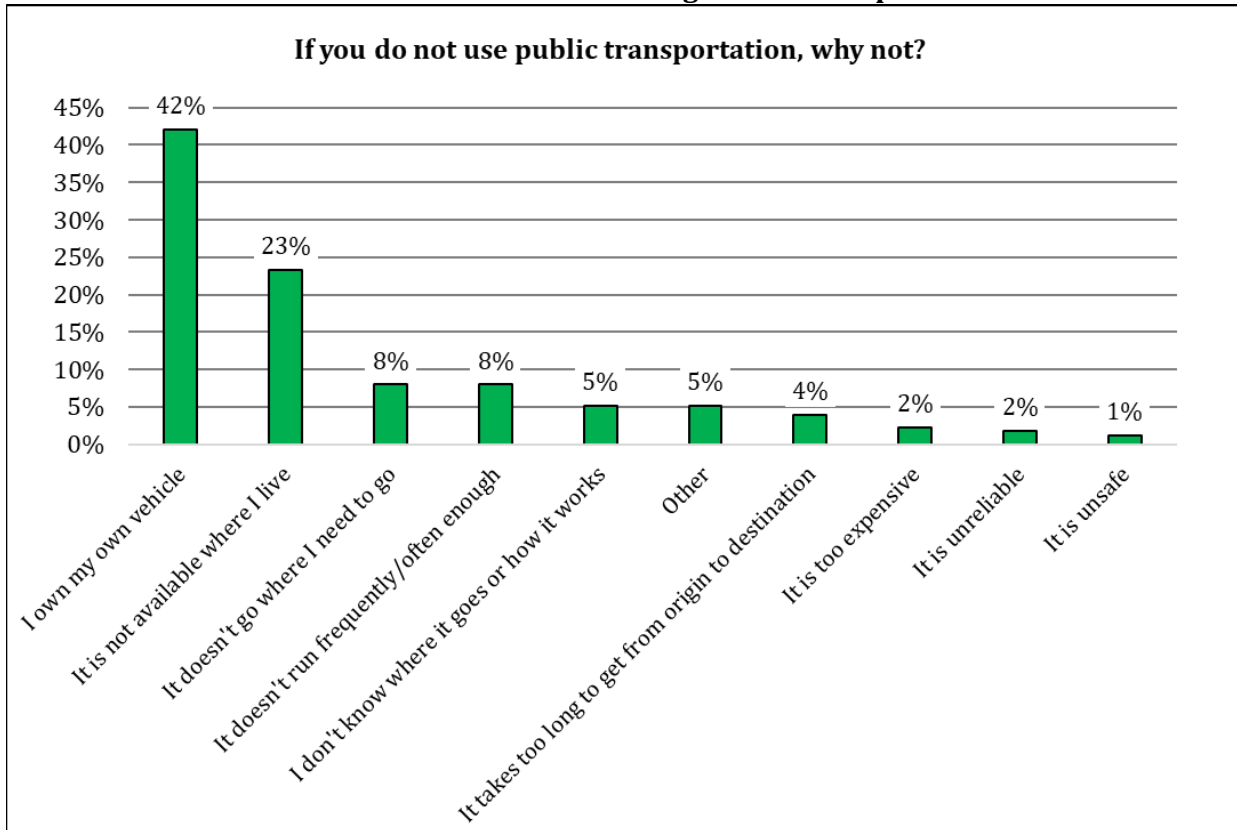


* Response totals are more than 100% because respondents could select multiple answers.

Survey respondents were asked to identify why they do not use public transportation. Most of those who own a vehicle listed that as their reason for not riding transit. Approximately 23% of respondents stated that they do not use public transit because it is not available where they live. Another 8% 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 8% indicated that public transit does not run frequently or often enough for it to be feasible for them to use. Fewer than 5% cited other reasons for not using public transit, including issues with reliability, affordability, and safety. Some or all of these reasons reveal challenges with the public transportation network and indicate a need for additional education and outreach about the available service alternatives that exist.

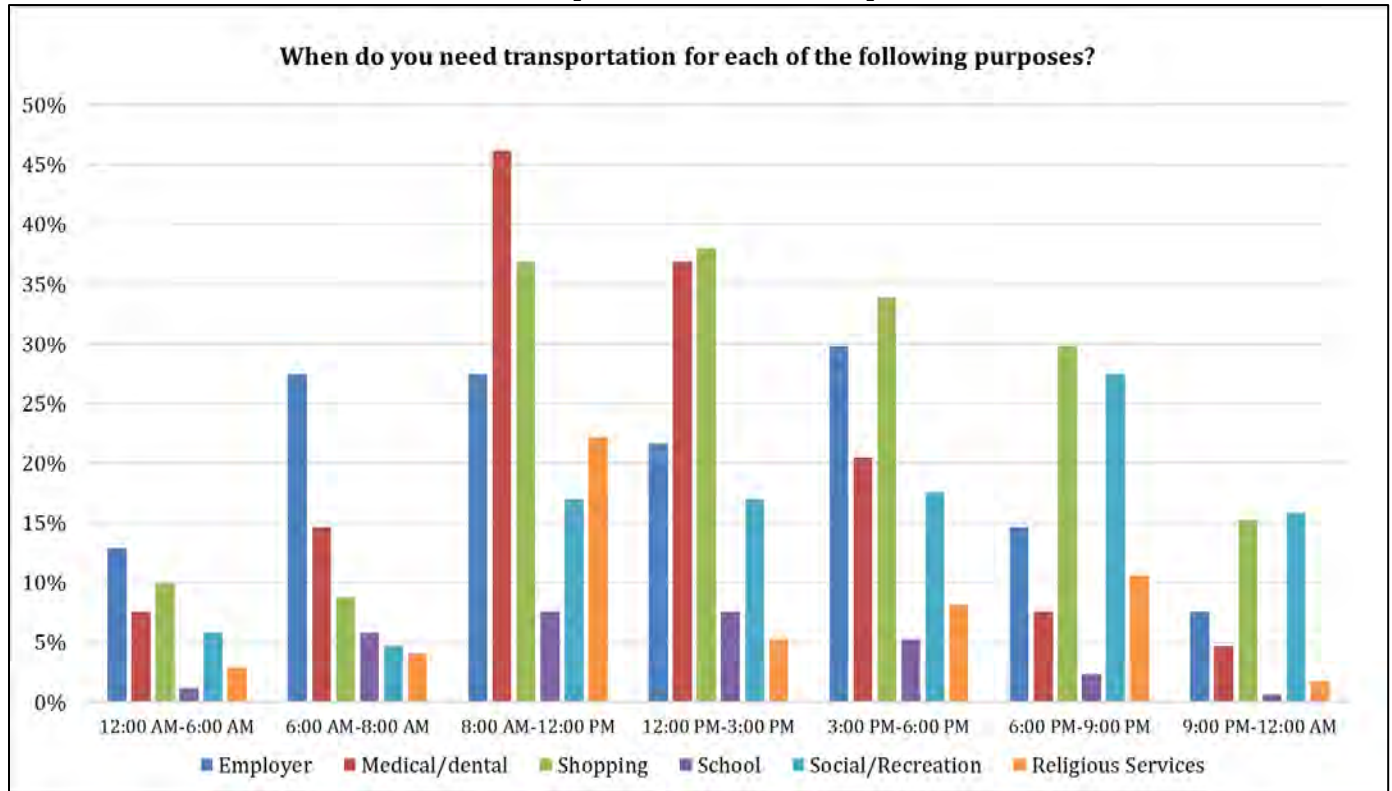
Exhibit II.2: Reasons for Not using Public Transportation



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

To understand when transportation is needed and not available (temporal gaps), survey respondents were asked when they need transportation for various trip purposes. As illustrated in Exhibit II.3, transportation needs for employment are highest between 6:00 AM and 12:00 PM and again between 3:00 PM and 6:00 PM. Shopping and social/recreational transportation needs occur throughout the day, peaking from 12:00 PM - 3:00 PM and 6:00 PM - 9:00 PM respectively. Medical/dental trip needs occur more often between 8:00 AM and 3:00 PM. As indicated in the assessment of existing services, transportation resources are minimal during early morning and late evening hours.

Exhibit II.3: Temporal Needs for Transportation



CONCLUSION

While survey results and socio-economic Census data indicate that many households have access to a personal vehicle and can drive, there are high densities of zero-vehicle households throughout the Region, including in less densely populated areas of several counties. Survey results reveal that about one quarter of respondents have difficulty running daily errands or attending medical appointments due to a lack of transportation. Others are struggling to feed themselves and their families because of transportation difficulty. Some residents use human service agency transportation, ride with family members/friends, and walk or bike to access necessary resources. Approximately 37% of respondents reported that they use public transportation. When asked why they do not ride public transit, many respondents indicated spatial gaps—that is, no transportation service is available to/from where they live or where they need to go.

Providers

III. TRANSPORTATION PROVIDER INVENTORY

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

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

Public Transit – Open to the general public

Mid-Ohio Valley Transit Authority (MOVTA)
Little Kanawha Transit Authority (Little Kanawha Bus)
Sistersville Ferry

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

Wood County Senior Citizens Association
Ritchie County Integrated Family Services, Inc.
Calhoun County Commission on Aging
Council of Senior Tyler Countians, Inc.
Pleasants County Senior Citizens Center
Wirt County Committee on Aging and Family Services, Inc.
Jackson County Commission on Aging, Inc.
Roane County Commission on Aging

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

SW Resources, Inc.
Westbrook Health Services, Inc.
JCDC, Inc.

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. Exhibit III.1 depicts the location of major trip generators throughout the Region. As illustrated in the map, most trip generators are located in and around Parkersburg and Vienna. The clusters of development in this area have direct access to I-77 and US-50.

It is important to understand that while many of the major trip generators are located in Parkersburg and Vienna, which are served by MOVTA, many of the individuals needing a ride to and from those destinations live outside the fixed route bus service area. Transportation providers are challenged by providing effective and efficient transportation to a large service area that has relatively low population density outside the Parkersburg Urbanized Area. Also, individuals that live in Parkersburg and Vienna but beyond the fixed route service area are not served by the rural or urban public transit operators due to funding limitations. Furthermore, hours of operation for transportation services operating beyond MOVTA's service area are not as extensive as those of the major destinations. Therefore, access to services is limited both geographically and temporally. The table in Exhibit III.2 outlines the hours of operation for the public and human service agency transportation providers. Private operators (such as taxis) may have more extensive hours of operation. At the time of this report, Sistersville Ferry was not in operation due to staffing difficulties, so it is not listed in the exhibit.

Exhibit III.2: Region V Trip Generator Map

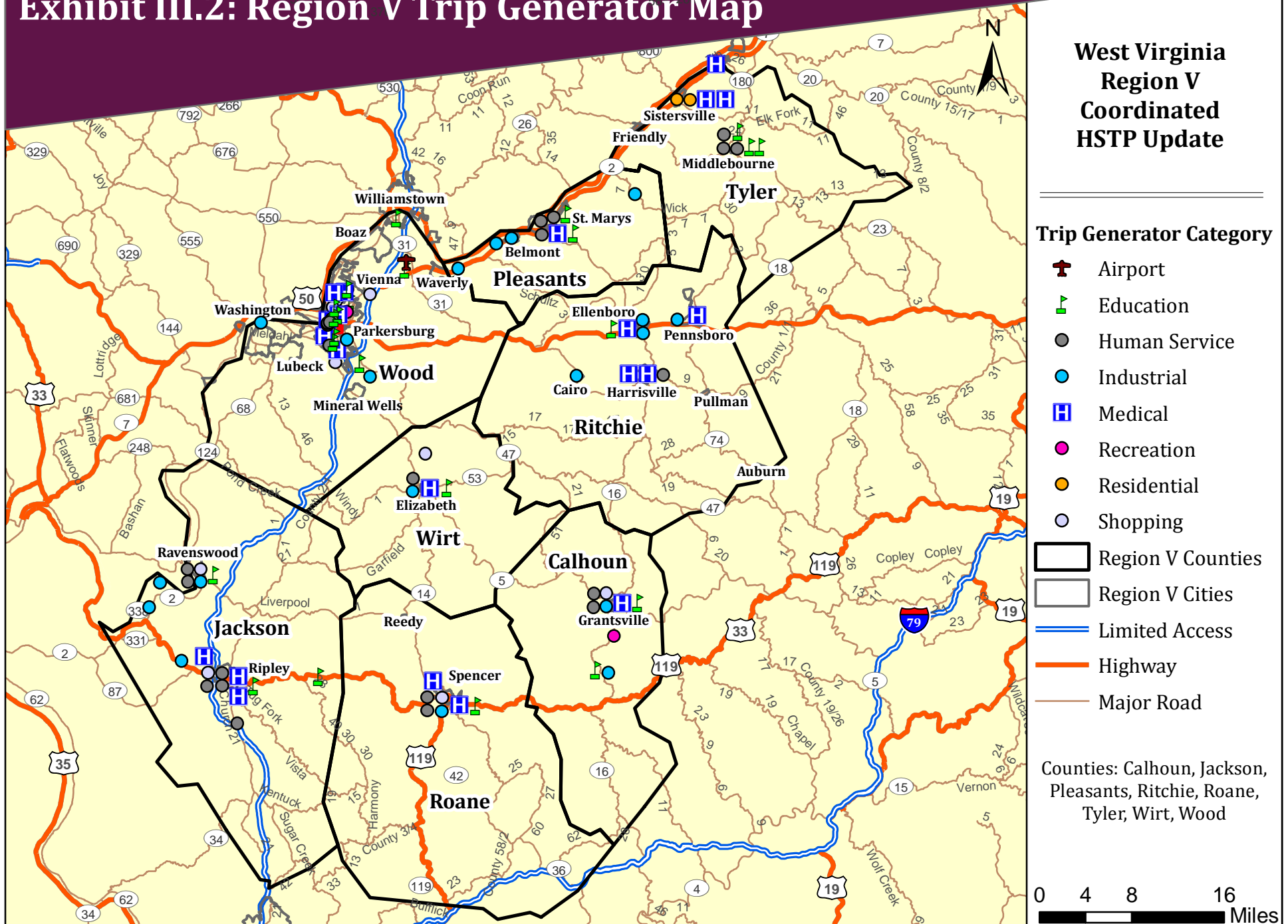


Exhibit III.2: Hours of Operation for Transportation Providers																				
	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	0:00
Wood County																				
Mid-Ohio Valley Transit Authority		Weekdays and Saturdays																		
SW Resources		Weekdays																		
Wood County Senior Citizens		Weekdays																		
Westbrook Health Services		Weekdays																		
Calhoun County																				
Little Kanawha Transit Authority		Weekdays																		
Calhoun County Commission on Aging		Weekdays																		
Tyler County																				
Council of Senior Tyler Countians		Weekdays																		
Pleasants County																				
Pleasants County Senior Center		Weekdays																		
Jackson County																				
Little Kanawha Transit Authority		Weekdays																		
Jackson County Commission on Aging		Weekdays																		
JCDC		Weekdays and Weekends																		
Ritchie County																				
Ritchie County Integrated Family Services		Weekdays																		
Roane County																				
Little Kanawha Transit Authority		Weekdays																		
Roane County Commission on Aging		Weekdays																		
Wirt County																				
Wirt County Committee on Aging and Family Services, Inc.		Weekdays																		
		 General Public Service Open to a Segment of the Population (for example, older adults or individuals with disabilities) Transportation for Agency Clients																		

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 Hours and Days of Transportation Service in Each County	
Action Steps	1. Expand Little Kanawha Bus (LKB) to Ritchie, Wirt, and Wood Counties.
	2. Analyze the feasibility of implementing a vanpool service.
	3. Coordinate with volunteer groups to provide evening, weekend, and same-day rides.
	4. Coordinate with private transportation providers to provide medical discharge and same-day rides.
<p>Discussion: No progress was made on the Goal #1 action steps. Little Kanawha Bus management does not feel that expansion into Ritchie, Wirt, and Wood Counties is feasible. MOVTA has made some service expansions in the last four years, adding additional routes and service hours. MOVTA has expressed interest in expanding demand-response service into more areas of Wood County.</p> <p>There is some interest among the providers in vanpool service, although no progress has been made since the 2015 Plan. Potentially, a local provider could coordinate with a private vanpool service provider to introduce vanpooling to Region V.</p> <p>Volunteer-based, private taxi, and NEMT providers exist in Region V, but no coordination efforts have been put into place with these providers.</p>	

2015 Goal #2: Improve Access to Transportation for Older Adults and Individuals with Disabilities in Rural Areas	
Action Steps	1. Create and implement a Memorandum of Understanding that each Section 5310- and 5311-funded agency will purchase wheelchair-accessible vehicles.
	2. Coordinate demand-response service in Wood County between MOVTA Paratransit and Wood County Senior Citizens Association.
	3. Implement Personal Care Attendants (PCAs) or escorts for frail and disabled passengers.
<p>Discussion: The Region V providers currently struggle to serve individuals in remote rural areas with poor road conditions and desire four-wheel drive vehicles for their fleets. Discussions indicate that wheelchair-accessible transportation is generally available. There have been no efforts since the 2015 Plan to coordinate transportation in Wood County between MOVTA and the Senior Citizens Association. However, both agencies are interested in implementing some type of coordination</p>	

strategy. There was no progress on implementing personal care attendants as a service to frail and disabled customers.

2015 Goal #3: Establish an Effective Method of Networking and Communication among Transportation Providers

Action Steps	1. Re-establish a regional Transportation Advisory Board (TAB) with quarterly meetings.
	2. Participate in the State Transit Association.
	3. Create a listserv, secure Facebook group, or similar online page for providers to share information.

Discussion: No efforts related to Goal #3 occurred in Region V following the 2015 Plan. Providers are still interested in forming a venue for increased communication.

2015 Goal #4: Remove the Barriers of Eligibility from Transportation

Action Step	1. Section 5310-funded transportation providers in counties where there is no public transit consider applying for Section 5311 funding to become rural public transportation providers.
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Discussion: No Section 5310-funded providers applied for Section 5311 funding following the 2015 Plan.

2015 Goal #5: 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 (staffed by a regional mobility manager).
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Discussion: The Region V providers did not establish a centralized trip coordination center following the 2015 Plan. For the 2019 update to the Coordinated Plan, MOVTA has expressed interest in expanding its role in trip coordination in the region.

CONCLUSION

The large geography and rural nature of Region V present challenges with coordination. Additionally, some of the 2015 strategies – such as coordination of demand-response transportation provided by MOVTA and Wood County Senior Citizens Association and implementation of a central trip coordination center – would be difficult to implement without investing in transportation scheduling software. The 2019 Plan Update presents an opportunity to select goals and strategies that have greater feasibility for implementation in the Region. The following chapter describes the goals, strategies, and actions steps identified by the participating stakeholders to continue developing effective coordination to address the transportation needs of today and to prepare for addressing the needs of the future.

Strategies

V. GOALS, STRATEGIES AND IMPLEMENTATION

This chapter updates the goals, strategies, and implementation steps for coordinated transportation in Region V and addresses the unmet transportation needs and gaps in services identified by the public, local stakeholders, older adults, and individuals with disabilities. The following goals and strategies outline an approach for working together to make 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 both Regional meetings.

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

GOALS AND STRATEGIES

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

Goal #1 focuses on increasing engagement among interested parties such as public transit and senior services transportation providers to enhance mobility management and coordinated transportation opportunities for Region V 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 (e.g. Transportation Network Companies, bike-share, scooter-share, motorized bikes, car-sharing, autonomous vehicles), and the rise of coordinated transportation success stories in West Virginia and across the country are new influences.

One strategy for achieving Goal #1 involves establishing a subcommittee of the Mid-Ohio Valley Regional Council (MOVRC) that meets on a quarterly basis to address unmet transportation needs and opportunities for coordination. A second strategy is to increase the participation of transportation providers in statewide venues for transportation planning and networking, such as the West Virginia Transportation Coordinating Council (WVTCC) or the West Virginia Public Transit Association (WVPTA). The WVPTA will discuss opening its membership to human service transportation providers at its July 2019 annual meeting. The participation of human service transportation providers in these and other statewide venues would strengthen the communication between all the State's providers, ultimately resulting in enhanced opportunities for coordination to meet the mobility needs of West Virginians. These types of venues are critical for improved information sharing, developing transportation innovations, and coordinated transportation/mobility management policy development.

Goal #1A: Improve Communication Among Transportation Providers and Stakeholders in Region V.	
Strategy	Mid-Ohio Valley Regional Council will facilitate a sub-committee that consists of Region V public and human services transportation stakeholders that meets quarterly to discuss coordination and unmet transportation needs.
Action Steps	<ol style="list-style-type: none"> 1. Establish a meeting schedule and advertise meetings. 2. Conduct quarterly meetings. 3. Offer an annual public and stakeholder input meeting to provide updates on progress of all Goals, Strategies, and Action Steps.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> ◆ MOVRC
Parties Responsible for Supporting Implementation	<p>Organizations that provide and/or fund transportation services for older adults, individuals with disabilities, and/or people with low incomes that operate in Region V:</p> <ul style="list-style-type: none"> ◆ Local offices of human service agencies ◆ Non-profit organizations ◆ Faith-based organizations ◆ Public transportation providers ◆ Private transportation partners
Resources Needed	<ul style="list-style-type: none"> ◆ Staff time for lead and supporting organizations.
Potential Cost Range	<ul style="list-style-type: none"> ◆ \$300 or more per year (approximately) for staff time dedicated to actively attending regional meetings. Staff time should be dedicated as part of an existing employee's job duties.
Potential Funding Sources	<ul style="list-style-type: none"> ◆ Existing budgets of partner agencies.
Performance Measures or Targets	<ul style="list-style-type: none"> ◆ Local stakeholders feel they have a better understanding and more direct involvement in regional efforts to improve coordination of resources.
Needs or Gaps Addressed	<ul style="list-style-type: none"> ◆ Coordinated planning with partner organizations for the purpose of reducing gaps in mobility for target populations and the general public. ◆ Funding sources are identified and/or opportunities to more effectively use existing funding sources are discovered, allowing providers to enhance existing services through expansions of service areas and/or days/hours of operation.
Priority Level and/or Timeframe	<ul style="list-style-type: none"> ◆ Short-term and ongoing implementation ◆ High priority

Goal #1B: Improve Communication Among Transportation Providers Throughout the State of West Virginia.	
Strategy	Region V public transit and human service transportation providers will participate in the West Virginia Transportation Coordinating Council, West Virginia Public Transit Association and/or other statewide venue.
Action Steps	1. Identify one or more transportation providers in Region V to participate in these organizations, as permitted by membership eligibility criteria.
	2. Attend statewide meetings.
	3. Report on statewide initiatives and activities to the regional subcommittee convened by MOVRC.
Parties Responsible for Leading Implementation	◆ MOVTA
Parties Responsible for Supporting Implementation	◆ MOVRC ◆ Public and human service transportation providers
Resources Needed	◆ Staff time for lead and supporting organizations.
Potential Cost Range	◆ \$300 or more per year (approximately) for staff time dedicated to actively attending statewide meetings. Staff time should be dedicated as part of an existing employee's job duties.
Potential Funding Sources	◆ Existing budgets of partner agencies.
Performance Measures or Targets	◆ Local stakeholders feel they have a better understanding and more direct involvement in statewide efforts to improve coordination of resources and mobility management. ◆ New funding sources or changes in funding sources are identified and secured by local transportation providers due to more open communication with state-level agencies and programs.
Needs or Gaps Addressed	◆ Coordinated planning with partner organizations for the purpose of reducing gaps in mobility for target populations and the general public. ◆ Funding sources are identified and/or opportunities to more effectively use existing funding sources are discovered, allowing providers to enhance existing services through expansions of service areas and/or days/hours of operation.
Priority Level and/or Timeframe	◆ Short-Term and ongoing implementation ◆ Moderate priority

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

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

Opportunities will be maximized for maintaining vehicle fleets that are wheelchair accessible and capable of operating on unpaved/gravel roads as part of the replacement and expansion schedules. Furthermore, travel training programs will be explored as a method for improving awareness about existing resources as well as reassuring passengers about the safety of using public and agency-sponsored transportation.

Goal #2: Maintain Current Levels of Transportation Services for Older Adults, Individuals with Disabilities, and People with Low Incomes.	
Strategy	Existing transportation services for the target populations are important and the quality of service from those organizations must be maintained. Transportation providers will work together to provide safe vehicles that are in good condition and maintain a high standard of staff training and customer service. Providers will acquire vehicles that are able to safely transport individuals on all types of rural roadways and comfortably accommodate people with mobility challenges.
Action Steps	1. Continue to operate public and human service transportation programs in Region V.
	2. Purchase vehicles that are appropriately sized and capable of accessing remote, rural areas (and unpaved or gravel roads), as appropriate, in addition to purchasing traditional accessible and non-accessible vehicles.
	3. Coordinate wheelchair lift maintenance for transportation providers with lift-equipped vehicles that have no local maintenance vendor for lifts.
	4. Continue to provide travel training to older adults, individuals with disabilities, and the general public for public and human service agency transportation services. Enhance the travel training program to ensure that users of new and expanded transportation services receive adequate travel training.
Parties Responsible for Leading Implementation	◆ Public transit and human service transportation providers

Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> ◆ MOVRC (to provide a forum for sharing information and to disseminate grant applications from state and Federal sources)
Resources Needed	<ul style="list-style-type: none"> ◆ Funding for transportation operating and capital expenses, including general operations, travel training, new and replacement vehicles, and wheelchair lift maintenance.
Potential Cost Range	<ul style="list-style-type: none"> ◆ Cost range is scalable based on the sizes of the transportation services (including travel training programs) and the type and quantity of vehicles.
Potential Funding Sources	<ul style="list-style-type: none"> ◆ FTA Section 5310, 5307, and 5311 (Section 5311 is limited to public service for rural areas) ◆ Local match from state, local, or non-US DOT Federal programs ◆ Local businesses, employers, and hospitals that benefit from extended hours or service areas ◆ Contract revenue from agencies that use the services for consumers
Performance Measures or Targets	<ul style="list-style-type: none"> ◆ Vehicles are replaced on schedule and vehicle conditions are monitored on an annual basis (i.e., through the Transit Asset Management Plan) ◆ Ridership on public and human service transportation systems ◆ Number of travel training sessions provided ◆ Number of people participating in travel training that use transportation services after receiving training
Needs or Gaps Addressed	<ul style="list-style-type: none"> ◆ Agencies are better able to access riders who live in remote areas with challenging road conditions to provide access to food, agency appointments, medical care, and other trip purposes ◆ Residents maintain their transportation access to work, medical appointments, shopping, human service agency programs, and other purposes ◆ Residents gain access to travel training in order to more effectively navigate existing transportation options
Priority Level and Timeframe	<ul style="list-style-type: none"> ◆ High priority ◆ Ongoing implementation

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

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

Goal #3: Improve Information Sharing with the Public and Access to Transportation Services Through Effective Regional Mobility Management.	
Strategy	Phase 1: Enhance Informational Resources for Mobility Options and Ride Sharing.
Action Steps	1. MOVTA will house a Mobility Manager position. This employee will create and maintain a Ride Guide with basic information about all public, private, and non-profit transportation resources in the Region. The Ride Guide will include eligibility requirements, service area, modes of service, accessibility, hours/days of operation, and contact information for scheduling a trip. Transportation providers are responsible for providing updated information to the Mobility Manager whenever service aspects change.
	2. The Ride Guide information will be provided to 211 and updated in a timely manner.
	3. Create an online resource with content from the Ride Guide. The site will be hosted by a lead agency such as MOVTA or MOVRC. Links to the online Ride Guide will be included on partner organization websites.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> ◆ MOVTA Mobility Manager ◆ MOVRC
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 informational 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 online resource if a web-based Ride Guide is created
Potential Cost Range	<ul style="list-style-type: none"> ◆ Up to \$2,000 for printing if the Ride Guide is distributed in hard copy ◆ \$5,000 to \$10,000 to develop a web-based resource and mobile app for finding a ride
Potential Funding Sources	<ul style="list-style-type: none"> ◆ Section 5310 Program, for Mobility Management
Performance Measures or Targets	<ul style="list-style-type: none"> ◆ Ride Guide is developed, produced and distributed ◆ Number of calls providers receive after people find them on the Ride Guide ◆ Number of shared rides arranged (including transfers between providers) ◆ Spatial gaps in transportation are reduced as providers become more aware of opportunities to share rides or coordinate transfers.
Needs or Gaps Addressed	<ul style="list-style-type: none"> ◆ Improved coordination of transportation across county lines ◆ Improved awareness of transportation options for long-distance, multi-jurisdictional trips to medical care, employment, shopping, and other trip purposes.
Priority Level and Timeline	<ul style="list-style-type: none"> ◆ Moderate priority ◆ Implementation timeframe of 2020 or later

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

Building upon the success of Phase 1, the next goal incorporates the capability for passengers to schedule rides on multiple Region V providers through one point of contact, both through a phone call and a web-based application. Phase 2 requires a lead agency to manage the trip reservation process and build trip schedules with multiple participating transportation providers. The participating providers must also have access to 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 her home to a medical appointment may call the lead agency or use an online portal or app to request a ride. The trip will be scheduled with the provider that is best fit for the ride. For example, the rider may be eligible for ADA paratransit provided by MOVTA or for Wood County Senior Citizen Association transportation. 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 successful for Region V.

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

Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> ◆ MOVRC (can support with technological resources/expertise) ◆ Participating non-profit and for-profit transportation operators
Resources Needed	<ul style="list-style-type: none"> ◆ Lead and supporting agency staff time for procurement, design, implementation, and management ◆ Memoranda of Understanding between partnering organizations ◆ Funding for a consultant to assist with design and implementation ◆ Funding for purchase and maintenance of the software app
Potential Cost Range	<ul style="list-style-type: none"> ◆ Costs vary depending upon the capabilities and scope of the software and the use of consultants. Consultant contracts could range from \$10,000 to \$100,000. Software costs may be additional or included in consulting costs.
Potential Funding Sources	<ul style="list-style-type: none"> ◆ FTA Section 5307 or 5310 grant programs ◆ Potential new non-formula FTA programs that support mobility management and innovative technological solutions* ◆ Foundation grants or local, state, or federal (non-US DOT) funding programs
Performance Measures or Targets	<ul style="list-style-type: none"> ◆ Number of passenger trips scheduled through the app or call center ◆ Percentage increase in productivity of participating providers (e.g., passenger boardings per revenue service hour) ◆ Level of satisfaction of providers with technology as measured through surveying
Needs or Gaps Addressed	<ul style="list-style-type: none"> ◆ While this goal does not address the need to expand transportation services to address the spatial or temporal gaps in the available network, it does provide a simple process for people to explore the existing transportation options and alternatives that will meet their needs. Alternatives might include transferring between two or more transit operators or using private transportation for a portion of their trip ◆ Trip sharing opportunities may attract new service providers to the Region and/or attract existing organizations to develop new services in partnership with the One-Call/One-Click partner organizations ◆ Software-enabled scheduling has the potential to enable providers to fulfill requests for same-day service, such as requests for urgent medical appointments and hospital discharges ◆ Some transportation scheduling software packages allow transportation providers to offer a web-based trip request portal for agencies, such as hospitals. Using such a tool would also enable healthcare providers and other agencies to view provider capacity and operating hours, so that appointments can be scheduled at times when rides are available.
Priority Level and/or Timeline	<ul style="list-style-type: none"> ◆ Moderate priority ◆ Implementation will require significant funding and staff resources and therefore may not be implemented until 2022 or later.

*To learn more about competitive, non-formula FTA funding opportunities, monitor the grants web page at <https://www.transit.dot.gov/grants>

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

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

Goal #5: Extend Operating Hours and Service Areas for Transportation Services.	
Strategy	New and existing transportation service providers will expand service for older adults, individuals with disabilities, and people with low incomes for medical appointments, shopping and errands, employment, education, and other trip purposes.
Action Steps	1. Serve more areas of Wood County through community or zone-based transportation services that allow residents or outlying and rural areas to travel to destinations in Parkersburg/Vienna.
	2. Extend transportation routes throughout Region V to areas that need public transit.
	3. Extend day/hours of operation for transportation providers in areas where demand and/or potential demand is identified.
	4. Conduct a feasibility study to assess the need for increasing Sistersville Ferry service from six months to twelve months per year.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> ◆ Public transit and human service transportation providers
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> ◆ MOVTA Mobility Manager ◆ MOVRC (to provide a forum for sharing information and to disseminate grant applications from state and Federal sources)
Resources Needed	<ul style="list-style-type: none"> ◆ Additional operating funds ◆ Additional vehicles (including wheelchair accessible vehicles) ◆ (Potentially) additional drivers and schedulers
Potential Cost Range	<ul style="list-style-type: none"> ◆ Varies depending on the scope of implementation
Potential Funding Sources	<ul style="list-style-type: none"> ◆ FTA Sections 5310, 5307, and 5311 (Section 5311 is limited to public service for rural areas) ◆ Local match from state, local, or non-US DOT Federal programs ◆ Local businesses, employers, hospitals that benefit from extended hours or service area ◆ Contract revenue from agencies that use the expanded services for consumers
Performance Measures or Targets	<ul style="list-style-type: none"> ◆ Number of trips provided annually with the new or expanded services ◆ Productive number of passenger trips per mile and/or hour of service during extended hours or on extended routes ◆ Cost per trip for extended service is similar to average cost for core service hours/service area ◆ Passenger satisfaction as measured through surveys

Needs or Gaps Addressed	<ul style="list-style-type: none"> ◆ Transportation services available to more residences and destinations ◆ Better connectivity between urban/core areas and rural areas for access to medical care, employment, shopping, and other trip purposes ◆ More access to community resources or employment during early morning, evening, or weekend hours
Priority Level and/or Timeframe	<ul style="list-style-type: none"> ◆ High priority ◆ Timeframe will be ongoing because it is highly dependent upon funding cycles and availability.

SUMMARY OF GOALS AND PRIORITIES

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

SUMMARY OF GOALS AND PRIORITIES							
Goals	Needs or Service Gaps Addressed	Implementation Timeline					
		2019	2020	2021	2022	2023	2024
Improve communication among transportation providers (local)	Coordinated planning with partner organizations Awareness of funding needs/opportunities						High Priority
Improve communication among transportation providers (statewide)	Coordinated planning with partner organizations Awareness of funding needs/opportunities						Moderate Priority
Maintain current levels of transportation	Transportation in remote areas Access to food, agency appointments, medical, etc. Improved awareness of how to use available services						High Priority
Improve information sharing with the public and access to service	Improved regional and cross-county transportation Improved information and awareness of available services						Moderate Priority
Improve access to available services	Improved information and awareness of available services Improve cost efficiency of service through trip sharing Same-day service for urgent needs Improved coordination between healthcare and transportation						Moderate Priority
Extend operating hours and service areas	Improved access to transportation Improved connections between urban core and outlying areas Expanded transportation options in early morning, evening or weekend hours						High Priority

Outreach

APPENDIX A: PUBLIC AND STAKEHOLDER OUTREACH

COORDINATED PLAN CHECKLIST

Focus Groups, Workshops, and Public Meetings

Stakeholder and General Public Meetings

Dates: Meeting 1: November 9, 2018 from 10:00 AM to 11:30 AM
Meeting 2: February 21, 2019 from 10:00 AM to 12:00 PM
Locations: Meeting 1: Wood County Senior Citizens Association
Meeting 2: Mid-Ohio Valley Transit Authority

Invitations Distributed

- ✓ Email: Meeting 1: Date Sent: October 17, 2018
Meeting 2: Date Sent: January 23, 2019
- ✓ Newspaper Notice (list of papers): Parkersburg News and Sentinel
Jackson Newspapers
Spencer News
- ✓ 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: 18
Meeting 2: 21

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

Surveys

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

- ✓ Web Posting: Survey Monkey
 - ✓ E-mail and hard copy of survey provided upon request
 - ✓ Newspaper notice (list papers): _(same as above)_
 - ✓ Distributed in local community/senior centers, etc.
 - ✓ Information was provided in alternative formats, upon request
 - ✓ Listing of Survey recipients attached (not including the general public)
- Total number of electronic and paper surveys completed: 260

Other Outreach Efforts

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



WEST VIRGINIA DEPARTMENT OF TRANSPORTATION

Division of Public Transit

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

Thomas J. Smith, P. E.
Cabinet Secretary

Dear Transportation Stakeholder:

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

The DPT is working with RLS & Associates, Inc. to update the plans. A local public meeting is scheduled for **Friday, November 9, 2018 from 10:00 AM to 11:30 AM at Wood County Senior Citizens Association, 914 Market Street, Parkersburg, WV 26101**. 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

Stakeholder Contact List

Name	Company
Scottie V. Westfall II	American Arlington Nursing and Rehab
Rick Poling	Calhoun County Commission
Dave Johnson	Calhoun County Committee on Aging
	Calhoun County E-911
	Calhoun County Head Start
Kelli Whytsell, Superintendent	Calhoun County Schools
	Calhoun Gilmer Central School
	Care Haven of Pleasants County
John Fitzpatrick, Mayor	City of Belmont
Anthony A. Sapp, Mayor	City of Paden
Tom Joyce, Mayor	City of Parkersburg
Robert Riggs, Mayor	City of Pennsboro
Josh Miiller, Mayor	City of Ravenswood
Carolyn Rader, Mayor	City of Ripley
Terry A. Williams, Mayor	City of Spencer
Paul Ingram, Mayor	City of St. Marys
Randall C. Rapp, Mayor	City of Vienna
Jean Ford, Mayor	City of Williamstown
	Colonial House
Lewis Newberry, Executive Director	Community Resources, Inc.
Janet McCormick	Community Resources, Inc.
Derek Snyder, CEO	Coplin Memorial Community Health
Amy Haught	Council of Senior Tyler Countians, Inc.
	Cytec Industries
James Morford	Calhoun County DHHR Office
	Eldercare of West Virginia
	Elite Limousine Services
Herk Conner	Family Resources Network
Katrina Byers	Family Resources Network
Diane Vanhorn	Family Resources Network
Sandy Osborn	Family Resources Network
	Fenton Art Glass Company
	Friendly
	Grand Central Mall
Dick Waybright	Jackson County Commission
Gerry Dunbar	Jackson County Commission on Aging
Mark Whitley	Jackson County Development Authority
Blaine Hess, Superintendent	Jackson County Schools
Stephanie McCoy, CEO	Jackson General Hospital
	Judges Private Care Homes
Diane Ludwig	Little Kanawha Area Development Corporation
Darlene Crane	Little Kanawha Transit Authority
	Love and Care Inc.
	Mid Ohio Valley Health Department
	Middlebourne
Carol Jackson	Mid-Ohio Valley Regional Development Council
Sandy Chaddock	Mid-Ohio Valley Transit Authority
	Miletree Health Care Center

Stakeholder Contact List

Barbara Lay	Minnie Hamilton Health Care Center
Tina Oldfield	Neighbor Network
Lynn Williams	Northwestern AAA
Michael Miller	Ohio Valley Health Care
E. Keith Stotts, President	Ohio Valley University
Judy Sjostedt	Parkersburg Area Community Foundation
	Parkview Healthcare Center
	Pechiney Rolled Products
	Pineview Continuous Care Center
Jessica Rupert	Pleasant County Senior Services
Jay Powell	Pleasants County Commission
Larry Gainer	Pleasants County Economic Development Authority
Jim McKnight	Pleasants County Neighborhood Network
Mike Wells	Pleasants County Schools
	Ralph H. Boone Personal Care Home
	Ravenswood Village Health Center
	Ritchie County Commission
Kent Spellman	Ritchie County Development Authority
Cindy Summers	Ritchie County Integrated Family Services
Nedra Riggins	Ritchie County Schools Office
	Ritchie's Private Care Homes
Shirley Conley	Roane County Committee on Aging
	Roane County Family Health Care
	Roane County Schools
	Roane-Jackson Vo-Tech Center
	Simonton Windows
Michael Hall	Sistersville General Hospital
	Sistersville Nursing and Rehab Center
April Pennell	SW Resources
Robert Lawther	Town of Auburn
Gary Haugh	Town of Cairo
	Town of Elizabeth
Curtis Garretson	Town of Grantsville
	Town of Harrisville
Eric H. Vincent, President	Tyler County Commission
Eric Peters	Tyler County Economic Development Authority
Robin Daquilante	Tyler County Schools
Stacy DeCicco, Executive Director	United Way Alliance of the Mid-Ohio Valley
Dr. Christopher Gilmer, President	West Virginia University at Parkersburg
Jeff Himes	West Virginia University Extension Services
Patty Morrison	West Virginia University Extension Services
Jonathan Lane	Westbrook Health Services
	Willows Nursing and Rehab Center
	Wirt County Commission
Lorraine Roberts	Wirt County Commission on Aging and Family Services
	Wirt County Schools
	Wood County Commission
	Wood County Family Resources Network
	Wood County Schools

Stakeholder Contact List

Michael Dennis
Vincent Post

Dr. Tracy Wilson

Charlotte Stalnaker
John Gorrell
R. Heckert
Mary Chaffin

Christina Meyer

Wood County Senior Citizens Association, Inc
Wood Washington Wirt Interstate Planning Commission
Woodridge Personal Care Home
Workforce WV Office
Worthington Center
Worthington Manor
WVDHHR
WVU-P Jackson County Center
Yellow Taxi of Parkersburg, Taxi Leasing, Inc.

Appalachian Council Head Start
MTM

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
Calhoun, Jackson, Pleasants, Ritchie, Roan, Tyler, Wirt and Wood 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>Friday, November 9, 2018 10:00 AM to 11:30 AM Wood County Senior Citizens Association 914 Market Street, Parkersburg, WV 26101</p>
--

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

**Parking is available at Wood County Senior Citizens Association. For a directory
of transportation providers in your county, visit
<https://transportation.wv.gov/publictransit/Pages/OnlineDirectory.aspx>.**

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

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

For Immediate Release

Date: October 25, 2018

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

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

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

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

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

Coordinated Plan Input Meeting for Calhoun, Jackson, Pleasants, Ritchie, Roan, Tyler, Wirt and Wood Counties (Region V)

Friday, November 9, 2018, 10:00 AM to 11:30 AM

Wood County Senior Citizens Association
914 Market Street, Parkersburg, WV 26101

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.

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**2018 West Virginia Region V
Coordinated Public Transit-Human
Services Transportation Plan
Update**

Presented on November 9, 2018
by Christy Campoll, Associate, RLS & Associates, Inc.

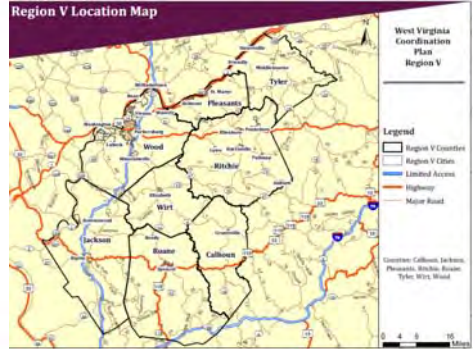
www.rlsandassoc.com

Recent History of Coordinated Transportation Plans

- ◆ Regional Plans were Last Updated in 2014 to Satisfy Federal Requirements
 - Your Plan is Available for Download at: transportation.wv.gov/publictransit
 - Click on “Public Transit Resources”
 - Then “Public Transit-Human Services Transportation Plans”

Meeting Objectives

- Review MAP-21 and FAST
- Review Regional Coordination Progress Since 2014
- Update List of Unmet Transportation Needs & Gaps
- Develop Inventory of Transportation Resources
- Discuss Suggested Coordination Strategies



Region V Area

Region V Location Map

West Virginia Coordination Plan Region V

Legend

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

Counties: Cabell, Boone, Pleasants, Ritchie, Boone, Tyler, Wirt, Wood

Why Do We Do Coordination Plans?

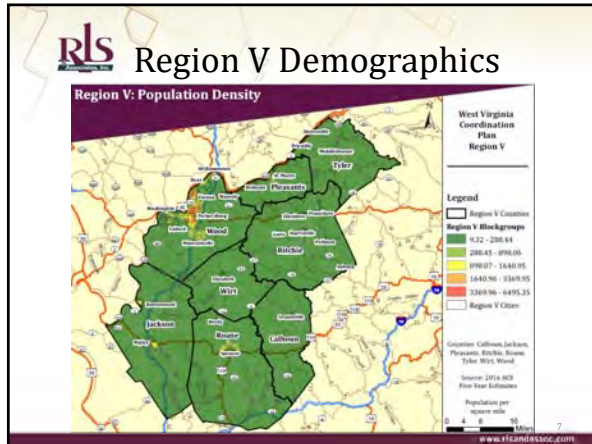
Why Were Plans Developed?

- ◆ Aim to Improve Transportation for People with Disabilities, Older Adults, and Individuals with Low Incomes
- ◆ MAP-21 (Moving Ahead for Progress in the 21st Century) Requires a Plan for Certain Funding Programs
 - FTA Section 5310
- ◆ Requirements Continue Under FAST –Fixing Americas Surface Transportation

Recent History of Coordinated Transportation Plans

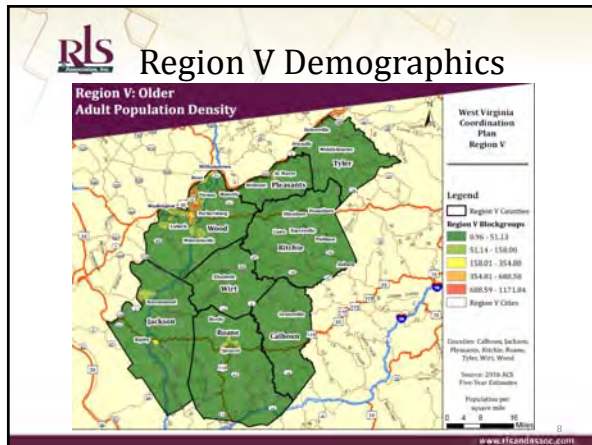
Participants in the 2014 Region V Plan

- ◆ Little Kanawha Transit Authority
- ◆ Mid-Ohio Valley Transit Authority (Easy Rider)
- ◆ Jackson Co. Commission on Aging
- ◆ Pleasants County Senior Center
- ◆ Ritchie County Integrated Family Services
- ◆ Roane Co. Committee on Aging
- ◆ SW Resources, Inc.
- ◆ Westbrook Health Services
- ◆ WV Division of Public Transit
- ◆ Wirt Co. Committee on Aging
- ◆ Wood County Senior Citizens Association
- ◆ St. Joseph’s Ambulance
- ◆ Taxi Leasing LTD
- ◆ Pleasants County Commission
- ◆ Prestera Center
- ◆ Ritchie Co. Board of Education
- ◆ Sistersville General Hospital
- ◆ Wood-Washington-Wirt Interstate Planning Commission/Mid-Ohio Valley Regional Council



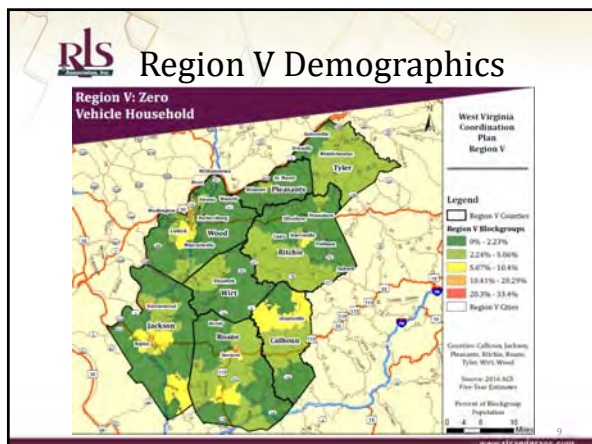
Transportation Funding

- 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)



Stakeholder Participation Goal in the 2018 Plan Update

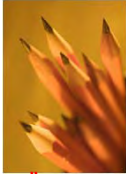
- Transportation Providers (public, private, non-profit, agency, etc.)
- Human Service Agencies and Other Organizations that Serve
 - Individuals with Disabilities
 - Older Adults
 - People with Low Incomes
 - General Public
- Regional Planning Council
- West Virginia DOT, DPT
- Local Citizens



UPDATE OF CURRENT RESOURCES AND UNMET NEEDS

Unmet Transportation Needs And Gaps In Services

Please Spend 5 Minutes Writing At Least **5** Challenges or Unmet Transportation Needs for People in Your County or the Region



Please Be As Specific as Possible
Instead of "Early Morning Transportation,"
Say "Transportation for Medical Appointments in Fayette County between 5:00 AM and 7:00 AM"

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A Review of Goals from the 2015 Plan

- ◆ **Goal #1:** Expand the Hours and Days of Transportation Service in Each Region V County.
- ◆ Step 1: Expand Little Kanawha Bus (LKB) to Ritchie, Wirt, and Wood Counties
- ◆ Step 2: Vanpool using FTA subsidy
- ◆ Step 3: Volunteer drivers to provide additional service
- ◆ Step 4: Coordinate with private operators (example: contracts with taxis)

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Unmet Needs and Gaps In Service

Let's Spend A Few Minutes Discussing Unmet Needs and Gaps in Service

- Critical Needs
- Desired Service

14

A Review of Goals from the 2015 Plan

- ◆ **Goal #2:** Improve Access to Transportation for Older Adults and Individuals with Disabilities in Rural Areas.
- ◆ Step 1: Ensure Providers Purchase Accessible Vehicles
- ◆ Step 2: Easy Rider Paratransit Service in Parkersburg/Wood County SCA increase capacity
- ◆ Step 3: Implement Personal Care Attendants (PCAs) or escorts for frail and disabled passengers

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Existing Resources

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

15

A Review of Goals from the 2015 Plan

- ◆ **Goal #3:** Establish an Effective Method of Networking and Communication among Transportation Providers
- ◆ Step 1: Re-establish a regional Transportation Advisory Board (TAB) with quarterly meetings
- ◆ Step 2: Participate in the State Transit Association
- ◆ Step 3: Create a secure Facebook, or similar online page

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A Review of Goals from the 2015 Plan

- ◆ **Goal #4:** Remove the barriers of eligibility from transportation
- ◆ Step 1: The FTA Section 5310 funded transportation providers that are operating in counties where there is no public transit should consider applying for Section 5311 funding to become rural public transportation providers

19

New Goals and Priorities

The screenshot shows the Rutgers National Transit Institute website. The header includes the Rutgers logo and the NTI logo with the text "Celebrating 25 years of leading the transit industry". Below the header is a navigation menu with links for Home, About NTI, News, Contact, Videos, and Enclosed Resources. The main content area is titled "Advancing Mobility Management" and lists upcoming deliverables:

- ◆ December 11-12, 2018 – Orlando, FL
- ◆ February 4-5, 2019 – Boston, MA
- ◆ April 23-24, 2019 – Des Moines, IA
- ◆ May 2019 – West Virginia – Exact Date and Location TBD by 12/15/18. "please check back!"
- ◆ June 11-12, 2019 – Anchorage, AK

A description follows, explaining that many transit agencies are embracing the concept of "mobility management", which is a strategic approach to designing and delivering transportation services that starts and ends with the customer. It begins with a community vision in which the entire transportation network—public transit, private operators, cycling and walking, volunteer drivers, and others—works together with customers, planners, and stakeholders to deliver the transportation options that best meet the community's needs. Traditionally, mobility management has focused on meeting the needs of individuals and groups (e.g., people with disabilities, older adults, low-income) in particular by coordinating and improving human services transportation. However, when implemented with a systems perspective, mobility management can move transit agencies away from their view as fixed-mode service operators and toward collaboration with other

A Review of Goals from the 2015 Plan

- ◆ **Goal #5:** Establish a Central Trip Coordination Center for All Transportation Providers in the Region
 - Customers reserve trips with multiple providers through one entity
 - Trips are allocated to the provider with the ability to provide the trip most efficiently

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NEXT STEPS FOR THE PLANNING PROCESS

23

New Goals and Priorities

- ◆ What Progress Was Made On the 2015 Plan Goals?
- ◆ What are Preliminary Coordinated Transportation Goals and Priorities that You would Recommend for 2019-2023?

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Update Inventory and Needs Assessment

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

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Meeting 1 PowerPoint

Public Meeting #2

- ◆ Date: ?
- ◆ Location: ?

- ◆ Agenda: Discuss Proposed Strategies and Priorities
 - The Refined Priorities will go into the Final Plan

25

Participation Reminder

- ◆ Participation in Meetings and Interviews is Required for Section 5310 Funding Eligibility –
 - Applications for Section 5310 Funding Must be Part of the Coordinated Transportation Plan.

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Questions?

FOLLOW UP QUESTIONS:

- RLS & Associates, Inc.
1-800-684-1458 Phone (**Christy:**
317-439-1475)
(937) 299-1055 Fax
ccampoll@rlsandassoc.com

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West Virginia Coordinated Plan Update

Date: 11-9-18

Input Meeting Sign-In Sheet

Location: Parkersburg

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Darlene Crane	Little Kanawha Transit	304-354-6216	darlene.Crane@littlekanawha.org
Carole Boley ^{(Jessi Rupert) Director}	Pleasants County	304-684-9243	pcsc@frontiernet.net
Bill Robinson	WV DPT	304-558-0428	bill.c.robinson@wv.gov
Eric Peters	Sistersville Ferry	304-652-1760	ericpeters.tcd@frontier.com
Carol Jackson	MOVRC ^{at} WOOD Ctu Senior Center	304-422-4993	Carol.Jackson@movrc.org
Randy Rapp	City of Vienna	304-295-6081	RANDY.RAPP@VIENNA-WV.COM
Samantha Poling ^{standing in for}	Calhoun Co. Comm. on Aging	304-354-1017	rpoling@cccwa-wv.org
Rick Poling	Calhoun Co. Comm. on Aging	304-541-6678	rpoling@cccwa-wv.org
Paul Thornton	Vienna W.V. MOVRC/WWW	304-481-0772	thorntpe@yahoo.com
Vincent Post	MOVRC/WWW	(304) 422-4993 x106	vince.post@movrc.org
Cindy Summers	Ritchie County Family Services	304-643-4941	csummers@zoominternet.net
Billie Ashley	Wirt Co COA	304-275-3158	ashleyb583@yahoo.com

West Virginia Coordinated Plan Update

Date: 11-9-18

Input Meeting Sign-In Sheet

Location: Parkersburg

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Darlene Evans	Wirtz Co COA	304-975-3158	wccoaseniors@gmail
Rickie Yeager	City of Parkersburg	304-424-8415	rickie.yeager@parkersburg.wv.gov
Mike Kesterson	MOUNTA	304-422-4100	
Linda Cannon	MOUNTA	304-422-4100	lindac@easyriderbus.com
DOUG SKREEN	CITY OF RIPLEY	304-372-3482	info@cityofripley.org

West Virginia Coordinated Plan Update

Date: Mid OH Valley
 Location: 11-9-19

Input Meeting Sign-In Sheet

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Dunathan Lane	westbrook HS	304-485-1721 ^x ₂₃₂	jlane@westbrookhealth.com
David Cister	westbrook HS		dcister@westbrookhealth.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 on the sixth floor of the Easy Rider/MOVTA parking garage for those who bring their garage ticket to the meeting to be validated. The meeting location is 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 Calhoun, Jackson, Pleasants, Ritchie, Roan, Tyler, Wirt and Wood Counties (Region V)

Thursday, February 21, 2019, 10:00 AM to 12:00 PM

Easy Rider/MOVTA
520 Juliana Street
Parkersburg, WV 26101

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

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

Meeting 2 PowerPoint

RLS
Associates, Inc.

Moving Public Transportation
Into the Future

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

Presented on February 21, 2019
by Christy Campoll and Lucy Sherman, Associate, RLS & Associates, Inc.
3131 South Dixie Hwy, Suite 545 Dayton, Ohio
(937) 299-5007

www.rlsandassoc.com



RLS 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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RLS Why Are Plans Developed?

- ◆ Integrate Network of Partners as Part of One Whole, Working from a Shared Vision
- ◆ Take Incremental Steps to Get There
- ◆ Benefits
 - Increased Number of Trips
 - Improved Service Quality
 - Potential to Leverage Additional Funding or Maintain Existing Funding

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RLS Why Are Plans Developed?

- ◆ Aim to Improve Transportation for People with Disabilities, Older Adults, and Individuals with Low Incomes
- ◆ The 2015 Plan is Out of Date
- ◆ FAST (Fixing Americas Surface Transportation) Act Requires a Plan for Certain Funding Programs
- ◆ Your 2015 Plan is Available on the WV DOT - Division of Public Transit web page

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RLS What Does it Take?

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

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RLS Needs Assessment

- ◆ Medical transportation
 - Long distance, cross-county
 - Frequent (ie. dialysis, chemotherapy)
 - Same-day
 - Hospital discharges
 - Early morning arrivals for surgeries
 - Rides home late afternoon/early evening
 - Prescription pick-ups
 - Appointment time coordination

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RLS Survey Results

Calhoun	1%	2
Jackson	13%	22
Pleasants	0%	0
Ritchie	6%	10
Roane	0%	0
Tyler	6%	10
Wirt	8%	14
Wood	65%	107
Total	100%	165

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RLS Needs Assessment

- ◆ Employment transportation
 - Parkersburg to Ritchie County
 - Parkersburg to rural Wood County
 - Mineral Wells (Wood Co)
- ◆ Regional fixed route/inter-city connectivity
- ◆ Sistersville Ferry
- ◆ 4-wheel drive for rural roads

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RLS Survey Results

Do you have any transportation limitations? (145 answered)

Limitation	Percentage
You do not have transportation to where/when you need access to work because you don't have reliable transportation	~60%
You have difficulty getting to work because you don't have reliable transportation	~18%
You don't go to medical appointments yourself or your family because you don't have reliable transportation	~15%
You find it difficult to find further education because you don't have reliable transportation	~12%
You're not able to do errands because you don't have reliable transportation	~18%
You're not able to go to other appointments (social services, legal, etc.) because you don't have reliable transportation	~15%
You can't attend Sunday religious services because you don't have reliable transportation	~18%

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RLS Trip Generators

- ◆ Apartments, group homes, mobile home courts
- ◆ Hospitals, clinics, dialysis, mental health centers, substance abuse treatment
- ◆ Major employers
- ◆ Shopping centers
- ◆ Social service agencies
- ◆ Colleges and universities, K-12
- ◆ Recreation


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RLS Survey Results

Do you have difficulty getting the transportation you need for the following activities? (90 answered)

Activity	Percentage
Going to work	~35%
Going to medical appointments or your family school, college, university, grocery stores, farmers markets, nutritious sites such as food banks, etc.	~50%
Shopping to feel yourself or your family school, college, university, grocery stores, etc.	~45%
Going to school (vocational, library, etc.)	~15%
Doing errands (shopping, library, errands, etc.)	~48%
Going to other appointments (social service, legal, etc.)	~25%
Attending social outings	~25%
Attending Sunday religious services	~32%
Going to appointments outside your county	~32%

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 Needs Assessment


- ◆ Demand-response service is available in all counties for older adults and people with disabilities
- ◆ Public transit is available in Wood, Calhoun, Ritchie and Roane Counties (availability depends on route schedules and service zones)

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 Transportation Providers


- Easy Rider
- Little Kanawha Bus
- Ritchie County Integrated Family Services
- Wood County Senior Citizens Association
- Wirt County Committee on Aging
- Calhoun County Committee on Aging
- Pleasants County Senior Citizens Center
- Council of Senior Tyler Countians
- Sistersville Ferry

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 Gaps in Service


- ◆ Gaps in service include...
 - Temporal gaps: days and hours of service for all providers
 - Spatial gaps:
 - Connectivity/transfers between providers
 - Long-distance trips outside of county/region
 - Eligibility gaps:
 - Service in some areas is not available to the general public

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 Transportation Providers

- ◆ Closed Door providers (clients only)
 - SW Resources
 - Westbrook Health
- ◆ Other providers
 - FaithLink
 - DAV Van – Clarksburg VA
 - St Joseph Ambulance
 - Baron’s Bus
 - Taxi, Uber/Lyft

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 Transportation Providers


- ◆ Open Door providers (anyone, or anyone within a segment of the population, can ride)
 - Public
 - Older Adults
 - People with Disabilities
 - Other (veterans, volunteer programs, taxis, Uber/Lyft)

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 Goals and Strategies

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

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 **Goals and Strategies**

REQUIRED TOPICS FOR EACH STRATEGY

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

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


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 **Draft Goal #1**

Action Steps


1. Create a Coordinated Transportation Coalition (CTC) and meet quarterly
2. Distribute the updated Coordinated Public Transit-Human Services Transportation Plan
3. Annual public and stakeholder input meeting
4. Interface with a statewide committee

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 **Draft Goal #1**

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

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 **Draft Goal #2**

Develop Coordinated Outreach Efforts

Objectives

- Inform the community about transportation providers and services
- Hire a mobility manager to coordinate available services, support the Coordinated Transportation Coalition (CTC), and assist transit dependent individuals


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 **Draft Goal #1**

Objectives

- Share information among human service agencies, public transit providers, and community leaders
- Participate in a statewide venue for information sharing Region V and the state


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 **Mobility Management**

What does a Mobility Manager do?

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


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 Draft Goal #2

Action Steps

1. Apply to WVDPT for funding to support a mobility manager for the region
2. Develop shared marketing and outreach
3. Create a printed resource for the public
4. Create an app version of the resource
5. Keep 211 and WVDOT directory current with service information


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 Draft Goal #3

Action Steps


3. Collaborate to ensure that providers have access to qualified wheelchair lift maintenance
4. Seek wheelchair lift maintenance training for local vehicle maintenance shops

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 Draft Goal #3

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

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 Draft Goal #4

◆ Expand Public Transit Services

Objectives

- Expand public transportation services to serve a wider geographic area
- Expand the Easy Rider ride scheduling call center to allow residents to book rides with other transportation providers


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 Draft Goal #3

Action Steps

1. Acquire vehicles that are equipped to drive on various types of road conditions
2. Acquire vehicles that are equipped with ramps to accommodate ambulatory individuals who use walkers or canes


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 Draft Goal #4

Action Steps

1. Expand regional employment transportation routes, including the continuation of the Simonton Shuttle service connecting Parkersburg with employers in Ritchie County
2. Implement or increase demand-response and fixed route services in new areas of Wood County and the adjacent rural counties


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 **Draft Goal #4**

Action Steps

3. Establish transfer points at locations where rural residents can transfer to Easy Rider fixed routes
4. Purchase transportation scheduling and dispatch software
5. Establish a memorandum of understanding between Easy Rider and Wood County Senior Citizens Association for Easy Rider to schedule SCA rides

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 **Draft Goal #5**

Action Steps

3. Establish memoranda of understanding between Little Kanawha Bus and Section 5310-funded providers in Calhoun, Jackson and Roane Counties to increase inter-agency trip coordination

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 **Draft Goal #5**

♦ **Expand Medical Transportation Services throughout Region V**

Objectives

- Expand the capacity of demand-response transportation agencies to provide rides to medical appointments, including long-distance and same-day rides
- Enhance communication between medical offices and transportation providers to coordinate appointment times

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 **Draft Goal #6**

♦ **Increase Mobility Across the Ohio River**


Objective

- Provide adequate funding to the Sistersville Ferry to operate year-round

Action Steps

- Conduct a feasibility study to analyze the costs and benefits of operating the Sistersville Ferry year-round
- Advocate for new sources of local funding for year-round ferry operation


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 **Draft Goal #5**

Action Steps

1. Work with the regional mobility manager (Goal #2) to develop a plan for improved communication between medical offices and transportation providers
2. Develop a voucher program to fund rides provided by non-profit organizations and/or private operators for early morning, late night, and same-day medical transportation

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 **Draft Goal #7**

♦ **Increase Funding for Public Transportation in Rural Areas**

Objective

- Secure additional funding for public transportation service in rural areas of Region

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Draft Goal #7

Action Steps

- Study the feasibility of a transportation levy for all Region V counties to expand transportation options
 - Rural Wood
 - Ritchie, Wirt, Pleasants, Tyler
- Work with WV DOT to request Section 5311 funding for counties that do not have public transportation

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Next Steps

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

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Questions?

FOLLOW UP QUESTIONS:

- RLS & Associates, Inc.
1-800-684-1458 Phone
(937) 299-1055 Fax

–ccampoll@rlsandassoc.com

www.rlsandassoc.com

Meeting Sign-In Sheet

Date and Time: Parkersburg WV

Location: 2/21/2019 10am

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Paul Thornton	M.O.V.T.A., City of Vienna	304-481-0772	thorntpe@yahoo.com
Cindy Summers	Ritchie Co. Family Services	304-643-4941	CSUMMERS@zoominternet.net
Billie Ashley	Wirt Co COA	304-275-3154	ashleybs83@yahoo.com
Mike Kesterson	M.O.V.T.A.	304-422-4100	MichaelK@easyriderbus.com
Erin Norman	WDHHR 1655 S. Pleas Hwy St. Marys WV 26176	ext 71858 304-684-9244	erin.L.norman@wv.gov
Carol Jackson	MOURE & WCSC	304-422-4993	Carol.jackson@moure.org
Angie Womycott	MOVTA	304 422 4100	angiew@easyriderbus.com
Linda Cannon	MOVTA	304-422-4100	linda.c@easyriderbus.com
Jan Hartman	SW Resources	304-428-8106	jhartman@swresources.com
Sara Rose	JCDC	304-273-9311	Srose@jcdcworks.com

Meeting Sign-In Sheet

Date and Time: 2/21/2019 10am
 Location: Parkersburg

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Jon Sassi	JCDC	304-273-9311	jsassi@jcdeworks.com
Vincent Post	MOURC / WWW	(304) 422-4993 x106	vince.post@mourc.org
Evan Reims	Parkersburg News + Sentinel	304-425-1891, +375	ereims@newsandsentinel.com
Dave Leisure	MOVTA	304-422-4100	dave1@easyriderbus.com
Robert J Tanner	MOVTA	304.422.4100	ROBERTT@easyriderbuss.com
Jessi Rupert	Pleasants Co Senior Center	304.684-9243	jessjr@frontier.com
Tina Oldfield	Pleasants Co	304-684-1127	tinaoldfield@yahoo.com
Belinda Felty	MOVTA Board Member	304-422-4100 740-516-1886	MUNNATIVE@yahoo.com
Darlene Crane	LKTA Manager	304-354-6216	darlene.Crane@LittleKanawhabus.com

Meeting Sign-In Sheet

Date and Time: 2/21/2019 10am

Location: Parkersburg WV

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Jonathan Lane	Westbrook	* online participant	
Dave Cizler	west brook	* online participant	

Surveys

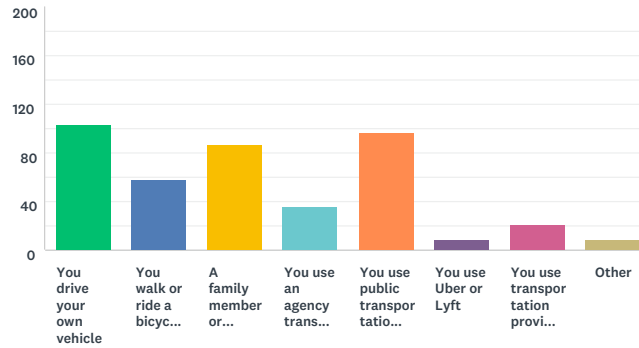
APPENDIX B: PUBLIC SURVEY DATA

The following pages include public survey results for Region V.

West Virginia Coordinated Transportation Plan Update 2018-19

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

Answered: 258 Skipped: 2



ANSWER CHOICES	RESPONSES
You drive your own vehicle	39.92% 103
You walk or ride a bicycle (other than for exercise)	22.48% 58
A family member or friend takes you where you need to go	33.72% 87
You use an agency transportation service to take you where you need to go (for example, a senior transportation program)	13.95% 36
You use public transportation to take you where you need to go	37.60% 97
You use Uber or Lyft	3.49% 9
You use transportation provided through Medicaid to get to medical appointments	8.14% 21
Other	3.49% 9
Total Respondents: 258	

#	PLEASE WRITE IN THE NAME OF THE AGENCY OR PUBLIC TRANSPORTATION PROVIDER	DATE
1	Little Kanawha Bus	3/29/2019 10:39 AM
2	Little Kanawha Bus	3/29/2019 10:36 AM
3	Little Kanawha Bus	3/29/2019 10:33 AM
4	Little Kanawha Bus	3/29/2019 10:31 AM
5	Little Kanawha Bus	3/29/2019 10:28 AM
6	Little Kanawha Bus	3/29/2019 10:26 AM
7	Little Kanawha Bus	3/29/2019 10:23 AM
8	Little Kanawha Bus	3/29/2019 10:17 AM
9	Little Kanawha Bus	3/29/2019 10:15 AM
10	Little Kanawha Bus	3/29/2019 10:12 AM
11	Little Kanawha Bus	3/29/2019 10:09 AM
12	Little Kanawha Bus	3/29/2019 10:06 AM
13	Little Kanawha Bus	3/29/2019 10:04 AM
14	Little Kanawha Bus	3/29/2019 10:03 AM
15	Little Kanawha Bus	3/29/2019 9:59 AM
16	Little Kanawha Bus	3/29/2019 9:58 AM
17	Little Kanawha Bus	3/29/2019 9:50 AM
18	logisticare or my mom	3/12/2019 2:54 PM
19	Easy Lift	3/6/2019 3:11 PM
20	Easy Rider	3/6/2019 3:08 PM
21	A friend	2/26/2019 6:52 PM
22	Rem Community Options	2/22/2019 5:10 PM
23	Career Connections	2/22/2019 9:31 AM
24	MOVTA of Parkersburg	2/21/2019 10:36 PM
25	Pleasants County Senior Center	2/21/2019 9:36 PM
26	Westbrook Health Services	2/21/2019 9:24 PM
27	Mid Ohio valley transit authority	2/21/2019 3:21 PM
28	Ritchie County Integrated Family Services	2/13/2019 1:42 PM
29	Easy Rider	2/6/2019 3:39 PM
30	Easy Rider	2/6/2019 3:36 PM
31	MOVTA	2/6/2019 3:32 PM

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32	Taxi	2/6/2019 3:31 PM
33	Easy Rider	2/6/2019 3:29 PM
34	MOVTA	2/6/2019 3:28 PM
35	Easy Rider	2/6/2019 3:25 PM
36	Easy Rider	2/6/2019 3:23 PM
37	Parkersburg Transit Authority	2/6/2019 3:21 PM
38	Easy Rider	2/6/2019 3:20 PM
39	City bus Easy Rider	2/6/2019 3:17 PM
40	MOVTA	2/6/2019 3:16 PM
41	Easy Rider	2/6/2019 3:15 PM
42	MOVTA	2/6/2019 3:13 PM
43	MOVTA Easy Rider	2/6/2019 3:12 PM
44	MOVTA	2/6/2019 3:11 PM
45	month	2/6/2019 3:05 PM
46	MOVTA	2/6/2019 3:03 PM
47	MOVTA	2/6/2019 2:52 PM
48	Easy Rider, Senior Center	2/6/2019 2:49 PM
49	MOV Transen	2/6/2019 2:47 PM
50	Easy Rider and Logistics	2/6/2019 2:44 PM
51	Easy Rider	2/6/2019 2:38 PM
52	Easy Rider	2/6/2019 2:36 PM
53	MOVTA	2/6/2019 2:34 PM
54	MOVTA	2/6/2019 2:30 PM
55	Easy Rider	2/6/2019 2:28 PM
56	Easy Rider	2/6/2019 2:27 PM
57	MOVTA	2/6/2019 2:26 PM
58	Easy Rider	2/6/2019 2:22 PM
59	MOVTA	2/6/2019 2:20 PM
60	MOVTA	2/6/2019 2:17 PM
61	Easy Rider	2/6/2019 2:16 PM
62	Easy Rider	2/6/2019 2:13 PM
63	MOVTA	2/6/2019 2:12 PM
64	Easy Rider Wood County Seniors	2/6/2019 2:10 PM
65	MOVTA	2/6/2019 2:08 PM
66	MOVTA	2/6/2019 2:07 PM
67	MOVTA	2/6/2019 2:06 PM
68	Mid Ohio Valley Transit Authority	2/6/2019 2:04 PM
69	MOVTA	2/6/2019 2:03 PM
70	MOVTA	2/6/2019 2:02 PM
71	MOVTA	2/6/2019 2:01 PM
72	Easy Rider Mid Ohio Valley Transit Authority	2/6/2019 1:58 PM
73	MOVTA	2/6/2019 1:46 PM
74	MOVTA	2/6/2019 1:44 PM
75	MOVTA	2/6/2019 1:43 PM
76	MOVTA Easy Rider	2/6/2019 1:39 PM
77	MOVTA Easy Rider	2/6/2019 1:38 PM
78	MOVTA Easy Rider	2/6/2019 1:35 PM
79	Easy Rider	2/6/2019 1:33 PM
80	Easy Rider	2/6/2019 1:32 PM
81	Easy Ride-was in town for a day, it was wonderful	2/6/2019 1:29 PM
82	MOVTA Easy Rider	2/6/2019 1:25 PM
83	Easy Ride	2/6/2019 1:23 PM
84	Mark Irvin	2/6/2019 1:13 PM
85	Easy Rider or TTA	2/6/2019 1:12 PM
86	Sistersville Ferry	1/31/2019 2:42 PM
87	Logisticare	1/18/2019 9:25 AM
88	Kanawha Valley Bus	1/17/2019 5:01 PM
89	Westbrook Health Services	1/9/2019 11:23 AM
90	Westbrook Health Services	1/9/2019 11:21 AM
91	Westbrook Health Services	1/9/2019 11:20 AM
92	VA	1/9/2019 11:13 AM

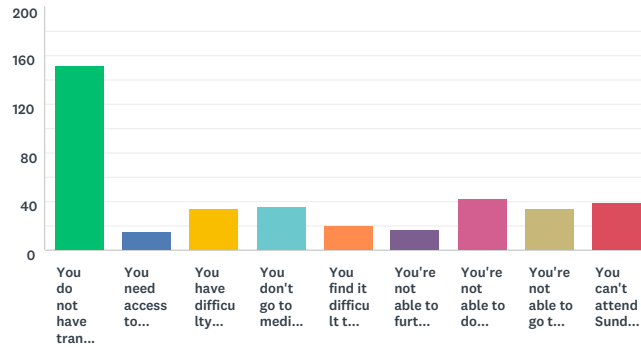
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93	Ritchie County Senior Services	1/9/2019 11:12 AM
94	Ritchie County Integrated Family Services	1/9/2019 11:09 AM
95	Ritchie County Integrated Family Services	1/9/2019 11:07 AM
96	Wirt County Committee on Aging	1/8/2019 2:34 PM
97	Wirt County Committee on Aging	1/8/2019 2:34 PM
98	Wirt County Committee on Aging	1/8/2019 2:32 PM
99	Wirt County Committee on Aging	1/8/2019 2:32 PM
100	Wirt County Committee on Aging	1/8/2019 2:31 PM
101	Westbrook Health Services	1/7/2019 3:00 PM
102	MOVTA	11/24/2018 9:16 AM

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

Answered: 232 Skipped: 28

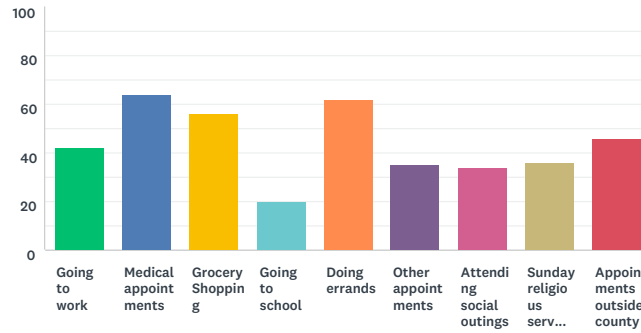


ANSWER CHOICES	RESPONSES
You do not have transportation limitations	65.52% 152
You need access to wheelchair accessible vehicles	6.47% 15
You have difficulty getting to work because you don't have reliable transportation	14.66% 34
You don't go to medical appointments because you don't have reliable transportation	15.52% 36
You find it difficult to feed yourself or your family because you don't have reliable transportation	8.62% 20
You're not able to further your education because you don't have reliable transportation	7.33% 17
You're not able to do errands because you don't have reliable transportation	18.10% 42
You're not able to go to other appointments (social services, legal, etc.) because you don't have reliable transportation	14.66% 34
You can't attend Sunday religious services because you don't have reliable transportation	16.81% 39
Total Respondents: 232	

#	OTHER (PLEASE SPECIFY)	DATE
1	I am limited to my husband or friends schedule	4/25/2019 10:28 AM
2	No weekend transportation.	3/29/2019 10:31 AM
3	I have to use Little Kanawha Bus to get to doctor appointments.	3/29/2019 10:26 AM
4	Little Kanawha Bus takes me where I need to go.	3/29/2019 10:12 AM
5	I can't get a ride to work on Saturday's now because of the route change to commuter.	2/21/2019 10:36 PM
6	Can't drive because of eye-sight	2/21/2019 10:46 AM
7	Have to schedule everything for monday	2/17/2019 8:56 AM
8	have own transportation	2/6/2019 3:35 PM
9	going to my parents on Sunday	2/6/2019 2:36 PM
10	It will be marvelous if there will be transportation to Sunday service at Church	2/6/2019 1:29 PM
11	Living is difficult without night and/or weekend transportation	1/9/2019 11:12 AM
12	I own my own vehicle and work, but I have trouble getting it serviced regularly and getting tires on it due to lack of extra money.	12/5/2018 11:59 AM

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

Answered: 118 Skipped: 142



ANSWER CHOICES	RESPONSES	
Going to work	35.59%	42
Medical appointments	54.24%	64
Grocery Shopping	47.46%	56
Going to school	16.95%	20
Doing errands	52.54%	62
Other appointments	29.66%	35
Attending social outings	28.81%	34
Sunday religious services	30.51%	36
Appointments outside county	38.98%	46
Total Respondents: 118		

#	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	My children have braces and their appointments are in Charleston. Going to Dhhr in Fairplain. Going to the grade school it's a little out of town, not walking distance with my toddler	4/25/2019 10:28 AM
2	Medical appointments in Parkersburg. Medical, shopping, banking, etc. in Ravenswood.	3/29/2019 10:39 AM
3	Doctor appointments in Spencer or Parkersburg.	3/29/2019 10:36 AM
4	I need to go to Charleston. Sometimes I go with Logisticare, but they are not always reliable.	3/29/2019 10:31 AM
5	Need to go to doctor, store, everything. I take the Little Kanawha Bus - they will take you where you need to go and you know they will get you there.	3/29/2019 10:28 AM
6	Can't make any appointments in Huntington.	3/29/2019 10:23 AM
7	Charleston/Parkersburg	3/29/2019 10:17 AM
8	Church services somewhere	3/29/2019 10:15 AM
9	No difficulty getting anywhere.	3/29/2019 10:09 AM
10	Without the bus, I would not be able to go anywhere.	3/29/2019 10:03 AM
11	Doc in Charleston work	3/29/2019 9:50 AM
12	It just depends on the days	3/8/2019 7:34 PM
13	Parkersburg ore Marierra appointments	2/26/2019 6:52 PM
14	Employment and Training meetings in Wood County. Work in Wirt and Wood Counties. College campus visits outside of Wirt county.	2/22/2019 9:31 AM
15	I need to go to Doctors Apps in Marietta, Ohio and going to the grocery store in St. Mary's , WV.	2/21/2019 9:36 PM
16	Travel to classes at local college in Parkersburg WV...WVUP	2/21/2019 9:24 PM
17	None	2/21/2019 9:20 PM
18	I need to get to medical appointments in Ripley	2/21/2019 3:21 PM
19	Medical appointment in Parkersburg.	2/21/2019 11:07 AM
20	Medical appointments in Parkersburg and Clarksburg	2/21/2019 9:29 AM
21	I have to schedule all my appt for morning	2/17/2019 8:56 AM
22	I need to get to Dr. appt in Belpre	2/6/2019 3:33 PM
23	Marietta memorial hospital	2/6/2019 3:32 PM
24	evening events	2/6/2019 3:19 PM
25	Doctor in Belpre	2/6/2019 3:17 PM
26	doctor in Marietta	2/6/2019 3:16 PM
27	I need to get to work on Saturdays	2/6/2019 3:11 PM

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28	Times too long on evening runs to go to library and home	2/6/2019 3:01 PM
29	work in Vienna	2/6/2019 2:59 PM
30	I am in a wheelchair	2/6/2019 2:53 PM
31	Doctors in Belpre	2/6/2019 2:52 PM
32	bus does not run	2/6/2019 2:48 PM
33	I need to get to medical app in Bepfer	2/6/2019 2:47 PM
34	none	2/6/2019 2:38 PM
35	I need to get to Belpre	2/6/2019 2:37 PM
36	medic appointments in Ohio	2/6/2019 2:34 PM
37	Work	2/6/2019 2:28 PM
38	Sunday services	2/6/2019 2:27 PM
39	I need to go to neurology appointments in Marietta	2/6/2019 2:26 PM
40	Dr. in Marietta	2/6/2019 2:19 PM
41	No car	2/6/2019 2:16 PM
42	I work in Boaz	2/6/2019 2:12 PM
43	Med appt in Charlestown	2/6/2019 2:08 PM
44	N/A	2/6/2019 2:04 PM
45	Doctor in Charleston	2/6/2019 2:00 PM
46	Marietta for appointments and church	2/6/2019 1:58 PM
47	Go to Church shopping	2/6/2019 1:46 PM
48	Go to Church	2/6/2019 1:44 PM
49	medical appt in Marietta, OH	2/6/2019 1:43 PM
50	Church	2/6/2019 1:39 PM
51	medical app in Bridge Port	2/6/2019 1:38 PM
52	Marietta	2/6/2019 1:33 PM
53	Marietta	2/6/2019 1:32 PM
54	will need to go to any christian church downtown	2/6/2019 1:29 PM
55	Medical appointments in Ripley	1/18/2019 9:25 AM
56	I need to get to medical appointments in Columbus.	1/17/2019 4:49 PM
57	I'm a pastor. I'm filling out this survey for the many I serve needing transportation, citing the reasons they need transportation.	1/16/2019 10:21 PM
58	I need to go medical appointments in Charleston	1/16/2019 10:17 PM
59	GED classes at workforce, daycare, and WIC.	1/16/2019 7:21 PM
60	Medical appointments in Parkersburg	1/9/2019 11:12 AM
61	Medical Appointments in Parkersburg and St. Mary's	1/9/2019 11:07 AM
62	Ripley	1/8/2019 2:35 PM
63	Just to go out in community like movies or out to eat.	11/29/2018 1:54 AM
64	Marietta for neurology	11/24/2018 9:16 AM

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

Answered: 249 Skipped: 11

#	RESPONSES	DATE
1	Ravenswood	4/25/2019 10:28 AM
2	Ravenswood	3/29/2019 10:39 AM
3	Grantsville, WV	3/29/2019 10:36 AM
4	Grantsville, WV	3/29/2019 10:33 AM
5	Spencer, WV	3/29/2019 10:31 AM
6	Ravenswood	3/29/2019 10:26 AM
7	Ravenswood	3/29/2019 10:23 AM
8	Ripley	3/29/2019 10:17 AM
9	Arnoldsburg, WV	3/29/2019 10:15 AM
10	Grantsville, WV	3/29/2019 10:12 AM
11	Grantsville, WV	3/29/2019 10:09 AM
12	Ravenswood	3/29/2019 10:06 AM
13	Ravenswood	3/29/2019 10:04 AM
14	Spencer, WV	3/29/2019 10:03 AM
15	Spencer, WV	3/29/2019 9:59 AM
16	Spencer, WV	3/29/2019 9:58 AM
17	Spencer, WV	3/29/2019 9:50 AM
18	Ravenswood	3/13/2019 4:23 PM
19	Romance	3/12/2019 2:54 PM
20	Parkersburg	3/8/2019 7:34 PM
21	Ravenswood	3/7/2019 1:52 PM
22	Parkersburg	3/6/2019 3:37 PM
23	Parkersburg	3/6/2019 3:36 PM
24	Parkersburg	3/6/2019 3:34 PM
25	Parkersburg	3/6/2019 3:33 PM
26	Parkersburg	3/6/2019 3:32 PM
27	Boaz	3/6/2019 3:31 PM
28	Parkersburg	3/6/2019 3:13 PM
29	Parkersburg	3/6/2019 3:12 PM
30	Parkersburg	3/6/2019 3:11 PM
31	Parkersburg	3/6/2019 3:10 PM
32	Parkersburg	3/6/2019 3:08 PM
33	Parkersburg	3/6/2019 3:08 PM
34	Ravenswood	3/4/2019 10:31 AM
35	Ravenswood	3/4/2019 9:13 AM
36	Ripley	3/4/2019 8:35 AM
37	Ripley	3/2/2019 2:22 PM
38	Ripley	3/2/2019 1:10 PM
39	Orma	2/27/2019 10:32 AM
40	Millstone	2/27/2019 10:12 AM
41	Harrisville	2/26/2019 6:52 PM
42	Ravenswood	2/25/2019 6:43 PM
43	middlebourne	2/25/2019 2:46 PM
44	Sandyville	2/25/2019 9:34 AM
45	Ravenswood	2/25/2019 9:14 AM
46	ravenswood	2/24/2019 5:57 PM
47	Palestine	2/23/2019 10:02 PM
48	Ripley	2/23/2019 5:20 PM
49	Parkersburg wv	2/23/2019 12:31 PM
50	Sandyville	2/22/2019 9:31 PM
51	St.Marys	2/22/2019 5:11 PM
52	Ravenswood	2/22/2019 5:10 PM
53	Cottageville	2/22/2019 4:24 PM
54	vienna	2/22/2019 2:31 PM
55	Saint Marys	2/22/2019 11:45 AM

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56	Ravenswood wv	2/22/2019 11:26 AM
57	Parkersburg wv	2/22/2019 11:08 AM
58	Ravenswood	2/22/2019 10:44 AM
59	Saint Marys	2/22/2019 10:40 AM
60	Williamstown	2/22/2019 10:34 AM
61	Elizabeth, WV	2/22/2019 9:31 AM
62	St marys	2/22/2019 12:51 AM
63	St Marys wV	2/21/2019 11:25 PM
64	Parkersburg	2/21/2019 10:36 PM
65	Belmont	2/21/2019 9:42 PM
66	Belmont, WV.	2/21/2019 9:36 PM
67	St.Marys	2/21/2019 9:31 PM
68	Belmont	2/21/2019 9:24 PM
69	St. Marys	2/21/2019 9:20 PM
70	Saint Marys	2/21/2019 8:53 PM
71	Mt. Zion WV	2/21/2019 4:58 PM
72	Parkersburg	2/21/2019 3:21 PM
73	St.Marys	2/21/2019 12:33 PM
74	Belmont	2/21/2019 12:14 PM
75	St Marys	2/21/2019 11:07 AM
76	Rural - St. Marys	2/21/2019 10:46 AM
77	Belmont	2/21/2019 10:18 AM
78	St. Marys	2/21/2019 9:53 AM
79	Belmont	2/21/2019 9:42 AM
80	St Mary	2/21/2019 9:42 AM
81	Belmont	2/21/2019 9:31 AM
82	St Marys	2/21/2019 9:29 AM
83	Ripley	2/20/2019 12:09 PM
84	Cottageville	2/20/2019 11:33 AM
85	Washington	2/20/2019 11:22 AM
86	Spencer	2/20/2019 11:06 AM
87	Elizabeth	2/20/2019 10:36 AM
88	Cairo	2/20/2019 10:32 AM
89	Ravenswood	2/20/2019 10:32 AM
90	Sandyville	2/17/2019 8:56 AM
91	Pennsboro	2/13/2019 1:42 PM
92	Belpre	2/12/2019 2:43 PM
93	PARKERSBURG	2/11/2019 3:10 PM
94	Belleville	2/11/2019 2:40 PM
95	Ravenswood	2/7/2019 7:41 AM
96	Parkersburg	2/6/2019 3:39 PM
97	Parkersburg	2/6/2019 3:36 PM
98	Vienna	2/6/2019 3:35 PM
99	Vienna	2/6/2019 3:33 PM
100	Parkersburg	2/6/2019 3:32 PM
101	Parkersburg	2/6/2019 3:31 PM
102	Parkersburg	2/6/2019 3:29 PM
103	Parkersburg	2/6/2019 3:28 PM
104	Levi Miller Vienna	2/6/2019 3:27 PM
105	Parkersburg	2/6/2019 3:26 PM
106	Vienna	2/6/2019 3:25 PM
107	Parkersburg	2/6/2019 3:23 PM
108	Parkersburg	2/6/2019 3:21 PM
109	Parkersburg	2/6/2019 3:20 PM
110	Parkersburg	2/6/2019 3:19 PM
111	Vienna	2/6/2019 3:17 PM
112	Parkersburg	2/6/2019 3:16 PM
113	Parkersburg	2/6/2019 3:15 PM
114	Parkersburg	2/6/2019 3:13 PM
115	Parkersburg	2/6/2019 3:12 PM
116	Parkersburg	2/6/2019 3:11 PM

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117	Parkersburg	2/6/2019 3:05 PM
118	Parkersburg	2/6/2019 3:03 PM
119	Parkersburg	2/6/2019 3:01 PM
120	Parkersburg	2/6/2019 2:59 PM
121	Parkersburg	2/6/2019 2:53 PM
122	Parkersburg	2/6/2019 2:52 PM
123	Parkersburg	2/6/2019 2:49 PM
124	Parkersburg	2/6/2019 2:48 PM
125	Parkersburg	2/6/2019 2:47 PM
126	Parkersburg	2/6/2019 2:44 PM
127	Parkersburg	2/6/2019 2:42 PM
128	Charles Leasure Parksburg	2/6/2019 2:41 PM
129	Parkersburg	2/6/2019 2:38 PM
130	Vienna	2/6/2019 2:37 PM
131	Parkersburg	2/6/2019 2:36 PM
132	Parkersburg	2/6/2019 2:34 PM
133	Walker	2/6/2019 2:32 PM
134	Parkersburg	2/6/2019 2:31 PM
135	Parkersburg	2/6/2019 2:28 PM
136	Parkersburg	2/6/2019 2:27 PM
137	Parkersburg	2/6/2019 2:26 PM
138	Vienna	2/6/2019 2:24 PM
139	Parkersburg	2/6/2019 2:22 PM
140	Parkersburg	2/6/2019 2:20 PM
141	Vienna	2/6/2019 2:19 PM
142	Vienna	2/6/2019 2:17 PM
143	Vienna	2/6/2019 2:16 PM
144	Parkersburg	2/6/2019 2:16 PM
145	Parkersburg	2/6/2019 2:14 PM
146	Vienna	2/6/2019 2:13 PM
147	Parkersburg	2/6/2019 2:13 PM
148	Parkersburg	2/6/2019 2:12 PM
149	Vienna	2/6/2019 2:10 PM
150	Parkersburg	2/6/2019 2:08 PM
151	Parkersburg	2/6/2019 2:07 PM
152	Parkersburg	2/6/2019 2:06 PM
153	Parkersburg	2/6/2019 2:04 PM
154	Parkersburg	2/6/2019 2:03 PM
155	Parkersburg	2/6/2019 2:01 PM
156	Parkersburg	2/6/2019 2:00 PM
157	Parkersburg	2/6/2019 1:58 PM
158	Parkersburg	2/6/2019 1:57 PM
159	Vienna	2/6/2019 1:51 PM
160	Parkersburg	2/6/2019 1:50 PM
161	Parkersburg	2/6/2019 1:48 PM
162	Parkersburg	2/6/2019 1:46 PM
163	Parkersburg	2/6/2019 1:44 PM
164	Parkersburg	2/6/2019 1:43 PM
165	Huntington	2/6/2019 1:39 PM
166	Parkersburg	2/6/2019 1:38 PM
167	Parkersburg	2/6/2019 1:35 PM
168	Parkersburg	2/6/2019 1:33 PM
169	Parkersburg	2/6/2019 1:32 PM
170	Ripley City	2/6/2019 1:29 PM
171	Parkersburg	2/6/2019 1:25 PM
172	Parkersburg, WV	2/6/2019 1:23 PM
173	Parkersburg	2/6/2019 1:21 PM
174	Parkersburg	2/6/2019 1:19 PM
175	Parkersburg, WV	2/6/2019 1:12 PM
176	Ripley	2/5/2019 1:24 PM
177	Sistersville	2/4/2019 5:30 PM

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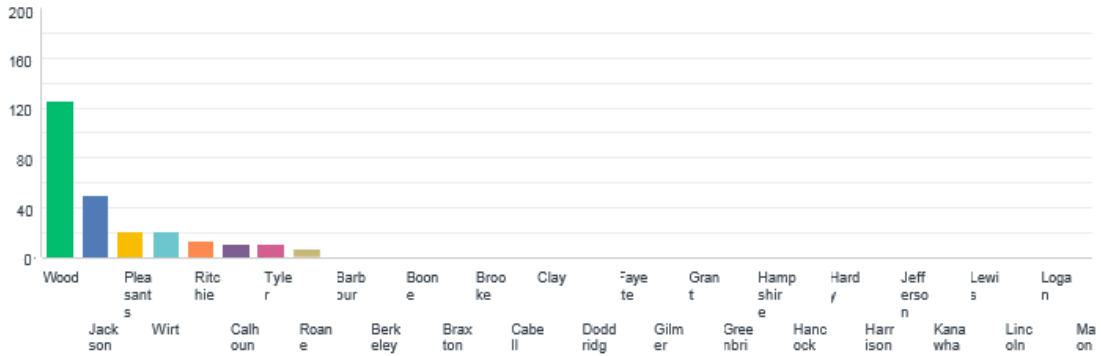
178	New Martinsville, WV	2/2/2019 5:11 PM
179	Sistersville, WV	1/31/2019 2:42 PM
180	Alma	1/30/2019 3:14 PM
181	Ripley	1/30/2019 2:52 PM
182	Middlebourne	1/30/2019 2:21 PM
183	Sistersville	1/26/2019 2:43 AM
184	Sistersville	1/26/2019 2:02 AM
185	new martinsville	1/25/2019 12:51 PM
186	Friendly	1/25/2019 11:13 AM
187	Ripley	1/21/2019 9:12 PM
188	Cottageville, WV	1/20/2019 3:24 PM
189	Parkersburg	1/18/2019 8:44 PM
190	Parkersburg	1/18/2019 9:27 AM
191	Kenna	1/18/2019 9:25 AM
192	Ripley	1/17/2019 5:01 PM
193	Parkersburg	1/17/2019 4:49 PM
194	Vienna	1/17/2019 12:12 PM
195	Ripley	1/17/2019 9:34 AM
196	Evans	1/17/2019 9:26 AM
197	Kenna, Wv	1/17/2019 9:26 AM
198	Ripley	1/17/2019 9:26 AM
199	Ravenswood	1/17/2019 6:42 AM
200	Ripley	1/16/2019 11:42 PM
201	Ravenswood	1/16/2019 10:21 PM
202	Sandyville	1/16/2019 10:17 PM
203	Sandyville	1/16/2019 9:36 PM
204	Ripley, WV	1/16/2019 7:21 PM
205	Ripley	1/16/2019 6:57 PM
206	Evans	1/16/2019 6:48 PM
207	ripley	1/16/2019 4:27 PM
208	Middlebourne	1/14/2019 4:39 PM
209	Parkersburg	1/9/2019 11:23 AM
210	Parkersburg	1/9/2019 11:22 AM
211	Parkersburg	1/9/2019 11:21 AM
212	Parkersburg	1/9/2019 11:20 AM
213	Harrisville	1/9/2019 11:16 AM
214	Harrisville	1/9/2019 11:15 AM
215	Harrisville	1/9/2019 11:15 AM
216	Harrisville	1/9/2019 11:14 AM
217	Harrisville	1/9/2019 11:13 AM
218	Harrisville	1/9/2019 11:13 AM
219	Harrisville	1/9/2019 11:12 AM
220	Harrisville	1/9/2019 11:09 AM
221	Harrisville	1/9/2019 11:08 AM
222	Harrisville	1/9/2019 11:07 AM
223	Elizabeth	1/8/2019 2:38 PM
224	Elizabeth	1/8/2019 2:37 PM
225	Elizabeth	1/8/2019 2:35 PM
226	Elizabeth	1/8/2019 2:34 PM
227	Elizabeth	1/8/2019 2:33 PM
228	Elizabeth	1/8/2019 2:32 PM
229	Elizabeth	1/8/2019 2:32 PM
230	Elizabeth	1/8/2019 2:31 PM
231	Elizabeth	1/8/2019 2:30 PM
232	Elizabeth	1/8/2019 2:29 PM
233	Parkersburg	1/7/2019 3:03 PM
234	Parkersburg	1/7/2019 3:02 PM
235	Parkersburg	1/7/2019 3:01 PM
236	Parkersburg	1/7/2019 3:00 PM
237	Grantsville	1/7/2019 2:34 PM
238	Grantsville	1/7/2019 2:21 PM

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239	Parkersburg	1/2/2019 2:45 PM
240	Vienna	12/27/2018 11:09 AM
241	Vienna	12/26/2018 4:05 PM
242	Elizabeth	12/5/2018 11:59 AM
243	Parkersburg	12/3/2018 5:45 PM
244	Parkersburg	11/29/2018 1:54 AM
245	Kenna	11/28/2018 7:56 PM
246	Parkersburg	11/28/2018 2:02 PM
247	Parkersburg	11/24/2018 9:16 AM
248	Vienna	11/20/2018 12:29 AM
249	Vienna,Wv	11/14/2018 9:42 AM

Q5 What county do you live in?

Answered: 260 Skipped: 0



ANSWER CHOICES	RESPONSES	
Wood	48.46%	126
Jackson	19.23%	50
Pleasants	8.08%	21
Wirt	8.08%	21
Ritchie	5.00%	13
Calhoun	4.23%	11
Tyler	4.23%	11
Roane	2.69%	7
Barbour	0.00%	0
Berkeley	0.00%	0
Boone	0.00%	0
Braxton	0.00%	0
Brooke	0.00%	0
Cabell	0.00%	0
Clay	0.00%	0
Doddridge	0.00%	0
Fayette	0.00%	0
Gilmer	0.00%	0
Grant	0.00%	0
Greenbrier	0.00%	0
Hampshire	0.00%	0
Hancock	0.00%	0
Hardy	0.00%	0
Harrison	0.00%	0
Jefferson	0.00%	0
Kanawha	0.00%	0
Lewis	0.00%	0
Lincoln	0.00%	0
Logan	0.00%	0
Marion	0.00%	0
Marshall	0.00%	0
Mason	0.00%	0
McDowell	0.00%	0
Mercer	0.00%	0
Mineral	0.00%	0
Mingo	0.00%	0
Monongalia	0.00%	0
Monroe	0.00%	0

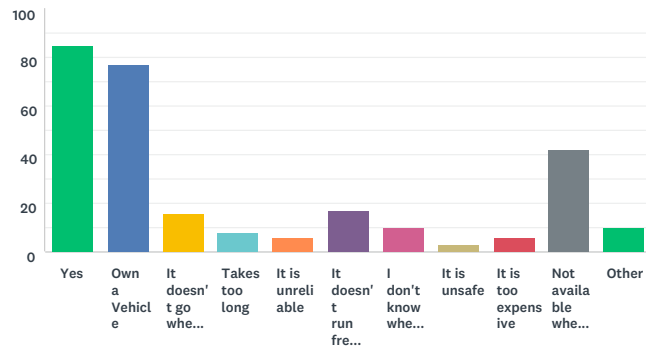
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Morgan	0.00%	0
Nicholas	0.00%	0
Ohio	0.00%	0
Pendleton	0.00%	0
Pocahontas	0.00%	0
Preston	0.00%	0
Putnam	0.00%	0
Raleigh	0.00%	0
Randolph	0.00%	0
Summers	0.00%	0
Taylor	0.00%	0
Tucker	0.00%	0
Upshur	0.00%	0
Wayne	0.00%	0
Webster	0.00%	0
Wetzel	0.00%	0
Wyoming	0.00%	0
TOTAL		260

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

Answered: 208 Skipped: 52

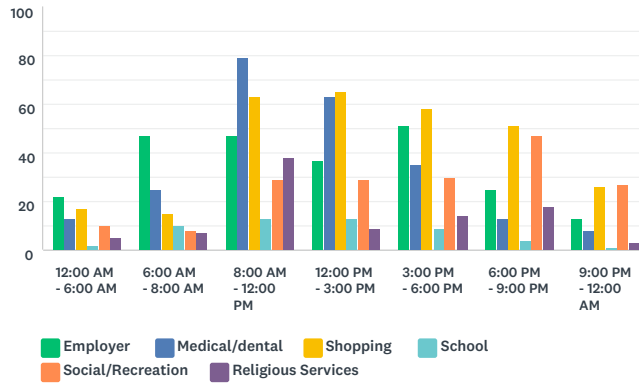


ANSWER CHOICES	RESPONSES	
Yes	40.87%	85
Own a Vehicle	37.02%	77
It doesn't go where I need to go	7.69%	16
Takes too long	3.85%	8
It is unreliable	2.88%	6
It doesn't run frequently/often enough	8.17%	17
I don't know where it goes or how it works	4.81%	10
It is unsafe	1.44%	3
It is too expensive	2.88%	6
Not available where I live	20.19%	42
Other	4.81%	10
Total Respondents: 208		

#	OTHER (PLEASE SPECIFY)	DATE
1	I have only seen older or someone with special needs use little buses and I think it goes from ravenwood to Ripley walmart	4/25/2019 10:28 AM
2	I use public transportation when in large cities where it's practical	3/13/2019 4:23 PM
3	have special needs	3/12/2019 2:54 PM
4	Family Transports	3/6/2019 3:37 PM
5	My mom drives me everywhere	3/6/2019 3:34 PM
6	I think people that need it should use it and since I do t I do not want to misuse it	2/22/2019 11:08 AM
7	There could be public transportation from Parkesburg to Ripley daily	2/6/2019 1:29 PM
8	I do use it	2/6/2019 1:12 PM
9	I have people around me to drive me where I want	1/17/2019 9:26 AM
10	Pick up time is 15 min prior to 15 min after appt time for pick up.example,want picked up at 2 bus arrives 15 min before to 15 min after and same when returning home.so I am waiting outside stores for up to 30 min in heat and cold.	11/29/2018 1:54 AM

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

Answered: 171 Skipped: 89

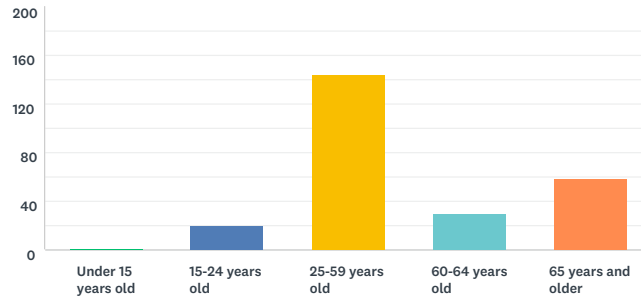


	EMPLOYER	MEDICAL/DENTAL	SHOPPING	SCHOOL	SOCIAL/RECREATION	RELIGIOUS SERVICES	TOTAL RESPONDENTS
12:00 AM - 6:00 AM	51.16%	30.23%	39.53%	4.65%	23.26%	11.63%	43
6:00 AM - 8:00 AM	66.20%	35.21%	21.13%	14.08%	11.27%	9.86%	71
8:00 AM - 12:00 PM	35.61%	59.85%	47.73%	9.85%	21.97%	28.79%	132
12:00 PM - 3:00 PM	33.64%	57.27%	59.09%	11.82%	26.36%	8.18%	110
3:00 PM - 6:00 PM	51.00%	35.00%	58.00%	9.00%	30.00%	14.00%	100
6:00 PM - 9:00 PM	29.41%	15.29%	60.00%	4.71%	55.29%	21.18%	85
9:00 PM - 12:00 AM	26.00%	16.00%	52.00%	2.00%	54.00%	6.00%	50

#	OTHER (PLEASE SPECIFY)	DATE
1	Varies - would be nice to have the bus 4:00 p.m. Sometimes the drivers have a lot of people to take various places - that little bit would help and not have rush.	3/29/2019 10:39 AM
2	N/A	3/7/2019 1:52 PM
3	home between 2pm and 5pm	2/6/2019 3:11 PM
4	we use the bus for whatever and whenever we can	2/6/2019 2:07 PM
5	I mean between 8a-6pm	2/6/2019 1:29 PM
6	Running errands and giving rides to neighborhood persons	12/3/2018 5:45 PM

Q8 Please tell us your age.

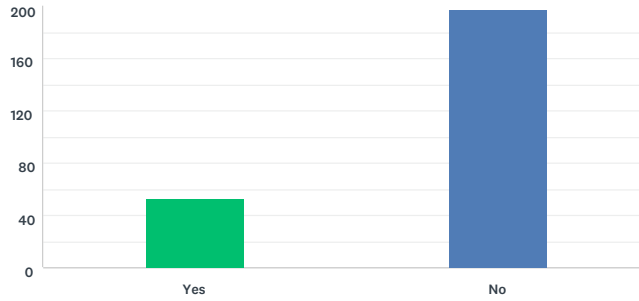
Answered: 254 Skipped: 6



ANSWER CHOICES	RESPONSES	
Under 15 years old	0.39%	1
15-24 years old	7.87%	20
25-59 years old	56.69%	144
60-64 years old	11.81%	30
65 years and older	23.23%	59
TOTAL		254

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?

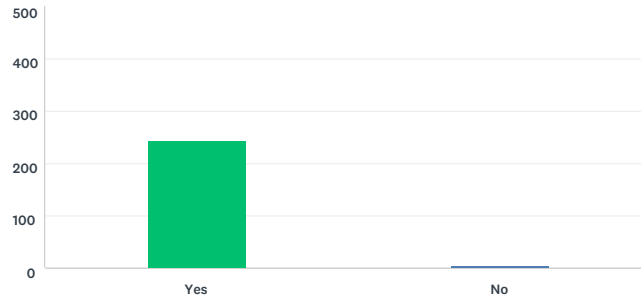
Answered: 250 Skipped: 10



ANSWER CHOICES	RESPONSES	
Yes	21.20%	53
No	78.80%	197
TOTAL		250

Q10 Is English your first or primary language?

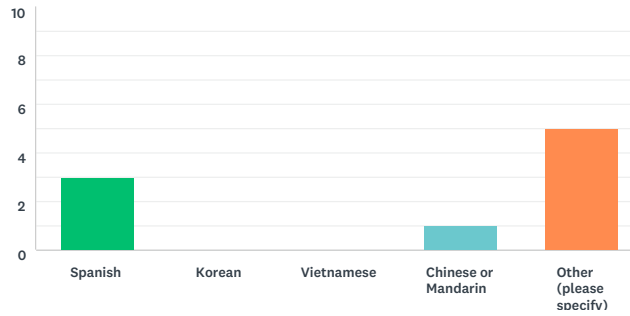
Answered: 249 Skipped: 11



ANSWER CHOICES	RESPONSES	
Yes	98.39%	245
No	1.61%	4
TOTAL		249

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

Answered: 9 Skipped: 251



ANSWER CHOICES	RESPONSES	
Spanish	33.33%	3
Korean	0.00%	0
Vietnamese	0.00%	0
Chinese or Mandarin	11.11%	1
Other (please specify)	55.56%	5
TOTAL		9

#	OTHER (PLEASE SPECIFY)	DATE
1	Y	3/2/2019 1:10 PM
2	Pig Latin	2/21/2019 10:36 PM
3	Thai	2/6/2019 3:05 PM
4	Kiswahili-Luo	2/6/2019 1:29 PM
5	English	1/2/2019 2:45 PM

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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: 79 Skipped: 181

#	RESPONSES	DATE
1	It would be nice if there was a bus that would serve at least all of Jackson county. After that one that would go to Charleston	4/25/2019 10:28 AM
2	The public transportation for the areas involved. The cost of the rides to various locations is great and worth it using public transportation. If we didn't have a lot of people wouldn't do the items listed in #3 of form.	3/29/2019 10:39 AM
3	The bus is my only transportation.	3/29/2019 10:36 AM
4	I don't have a car so it is beneficial to me that the bus service continues.	3/29/2019 10:33 AM
5	I live in rural West Virginia so there is no bus service at night. I was taken to the ER a couple of times and had no way to get back home in the middle of the night.	3/29/2019 10:31 AM
6	Love Little Kanawha Transit.	3/29/2019 10:28 AM
7	Ravenswood needs one more bus.	3/29/2019 10:26 AM
8	I use the Kanawha Bus a lot. I wish they had more services to Ripley.	3/29/2019 10:23 AM
9	Need longer hours of operation.	3/29/2019 10:17 AM
10	I have no concerns. The people at Little Kanawha where I live are all nice and friendly. I really would like to thank them for their service.	3/29/2019 10:12 AM
11	Little Kanawha Transit is the best, convenient and friendly services from everyone.	3/29/2019 10:09 AM
12	We have the best bus drivers here in Spencer. They are a blessing. I am 77 and without the bus, I wouldn't have a way to go anywhere. Thank you very much for your services here in Spencer.	3/29/2019 10:03 AM
13	The drivers for Little Kanawha Bus do a great job at providing transportation for the community.	3/29/2019 9:59 AM
14	They are always on time and make sure you get to your appointments.	3/29/2019 9:58 AM
15	Wish the busses would run on sundays to and there is times i dont get off work till midnight and have to walk home wish they would run like the bigger citys 24/7	3/8/2019 7:34 PM
16	MY WIFE & I ARE STILL ABLE TO DRIVE, BUT I HAVE NEIGHBORS THAT HAVE PROBLEMS GETTING TO DR. APPOINTMENTS, TO STORES & CHURCH. IN A YEAR OR TWO I COULD SEE THAT HAPPENING TO US.	3/1/2019 3:08 PM
17	We live in Harrisville Pullman area nothing out here have a husband with dementia and a Son with DS	2/26/2019 6:52 PM
18	I do have transportation myself, but living in Jackson County, I do see how much of an issue with have with transportation. It is very difficult for individuals to get where they need/want to go	2/25/2019 6:43 PM
19	My Mother has a lot of trouble getting in and out of vehicles. No services will come to her house and pick her up. We are told they could meet us at certain places, which doesn't help our situation. There is a need for transportation in our area.	2/25/2019 9:34 AM
20	I work in health care and daily patients cancel appointments because they do not have transportation	2/24/2019 5:57 PM
21	This isn't really transportation, but the roads in my area and I'm sure a lot of places in this county are horrible and filled with potholes.	2/22/2019 9:31 PM
22	More covered buss shelters, more connected sidewalks, more bike lanes, bike accommodations	2/22/2019 2:31 PM
23	We do need much better public transportation and I might need it soon.	2/22/2019 11:26 AM
24	I believe many people misuse public transport when there are so many who need it	2/22/2019 11:08 AM
25	Limited to no transportation available including Uber or taxi	2/21/2019 11:25 PM
26	Please change the Saturday routes back to normal.	2/21/2019 10:36 PM
27	Passenger train service was once a great thing in WV. I wish it would make a return.	2/21/2019 9:42 PM
28	I'm very Thankful for Pleasants County Senior Center getting me to my Doctors App. and getting to the grocery store ...	2/21/2019 9:36 PM
29	Public transportation is a definite issue in Pleasants County! Many cannot get to work; to doctor's appointments; church; shopping, etc.	2/21/2019 12:14 PM
30	Don't know what is available.	2/21/2019 11:07 AM
31	I would use public transportation if it were available.	2/21/2019 9:53 AM
32	I know several people that do not have transportation at all and there are not bus services that go by their house. Some individuals that do have transportation that does go by their house, do not have funds to ride the bus. I would say 50% of people looking for employment have transportation needs. Whether they have a vehicle that is broken down, or family only has one vehicle, it seems to be a big issue.	2/20/2019 11:33 AM
33	The only public transportation in my county is Senior Citizens bus.	2/20/2019 10:36 AM
34	There is no public transportation.	2/20/2019 10:32 AM
35	While I do not experience transportation issues, several of the customers we have in our office do. Individuals from lower socioeconomic status have issues getting started with employment or training because they do not have transportation available and do not have the funds to obtain transportation.	2/20/2019 10:32 AM
36	more reliable times/transfers	2/6/2019 3:26 PM
37	A few more nicer drivers besides that I love taking buses	2/6/2019 3:25 PM

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38	I am very grateful for the Parkersburg Transit Authority	2/6/2019 3:21 PM
39	Don't like the new Saturday routes. Takes too long to get to work	2/6/2019 3:11 PM
40	more evening runs	2/6/2019 3:01 PM
41	Thank you Easy Rider	2/6/2019 2:53 PM
42	run the bus overnight	2/6/2019 2:48 PM
43	I appreciate the public transportation very much!	2/6/2019 2:44 PM
44	change weekend routes	2/6/2019 2:41 PM
45	Bus line need to be expanded to reach more destinations in Parkersburg area	2/6/2019 2:34 PM
46	more hours	2/6/2019 2:28 PM
47	need free rides :)	2/6/2019 2:26 PM
48	most people can't get to Sunday church services I live near my church however	2/6/2019 2:22 PM
49	Drivers are great!	2/6/2019 2:17 PM
50	I love easy rider	2/6/2019 2:14 PM
51	Run on Sunday	2/6/2019 2:10 PM
52	fix the windows	2/6/2019 2:06 PM
53	Wish the app that shows bus routes worked correctly	2/6/2019 2:04 PM
54	MOVTA is great transportation	2/6/2019 2:03 PM
55	I rely on getting to appointments for outside of town to medical app	2/6/2019 1:38 PM
56	She really likes the service	2/6/2019 1:35 PM
57	Would like buses to run more frequently on Saturdays and run on Sundays. I struggle getting to work on weekends	2/6/2019 1:32 PM
58	It will be wonderful to have public transportation from Ripley to Parkersburg daily from 8am - 6pm	2/6/2019 1:29 PM
59	24 hour buses would be nice!	2/6/2019 1:19 PM
60	I like it	2/6/2019 1:13 PM
61	better options for disabled seniors whom cannot get to it from the bus stops or transits	2/6/2019 1:12 PM
62	There is no public transportation in my area	1/26/2019 2:43 AM
63	Live on border of parkersburg and lubeck. Many people out here with out transportation are stuck rwllyng on others for for rides as buses are not available. There is no close shopping save for a couple dollar stores and gas stations. If my vehicle broke down my family and i would be in serious trouble getting anywhere.	1/18/2019 9:27 AM
64	I think public transportation should be as limited as it can be. Transportation isn't a right it is a priviledge.	1/17/2019 12:12 PM
65	The only thing that has bothered so many people is that a lot of people get new tires for their own transportation and then they get ruined with the kind of roads we have that have pot holes and roads that are not safe to drive on.	1/17/2019 9:34 AM
66	Though I would not use it, I would like to see public transportation in my county if only to have some peace of mind. I know I am lucky to have people to drive me around, but other are not so lucky.	1/17/2019 9:26 AM
67	qwerty	1/17/2019 9:26 AM
68	We don't have any kind of public transportation here that I know of, so if you want to get somewhere, you better have a car. I don't know about having public transportation. Most people here just walk or drive.	1/17/2019 9:26 AM
69	I am a Pastor in Ravenswood, Jackson Co., WV and am involved with social assisting organizations in Jackson Co. I am often asked by people that do not have transportation if we can provide them with transportation to the appointments I have checked in this survey. Public transportation availability in Jackson Co., is poor.	1/16/2019 10:21 PM
70	Monopoly on bus service in Jackson County, WV. We need additional bus and cab services. We need transportation for WV Works participants to obtain GED.	1/16/2019 7:21 PM
71	I am fortunate I can drive however transportation services are lacking for aged and disabled so I have often provided transportation to others	1/16/2019 6:57 PM
72	I answered the questions as myself; however, there are many in my County with a desperate need for transportation. We have very limited transportation services for those without vehicles.	1/16/2019 6:48 PM
73	A public bus from Harrisville to Ellenboro to Pennesboro on a daily basis would really help. A daily bus to and from Parkersburg would really help.	1/9/2019 11:12 AM
74	There are plenty of elderly that need transportation in Elizabeth	1/8/2019 2:38 PM
75	Senior center is the only help in Wirt County	1/8/2019 2:30 PM
76	I can't get enough mileage for what I need	11/28/2018 7:56 PM
77	Our transportation system recentlu cut Saturday services causing much time spent transferring buses.	11/28/2018 2:02 PM
78	Please help I have 3 kids they're loud on the bus and get in trouble people are mean and I can't afford it help people like me	11/24/2018 9:16 AM
79	No intra-city transport, we need light rail	11/20/2018 12:29 AM

Providers

APPENDIX C: TRANSPORTATION PROVIDER INVENTORY

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

Basic information about the transportation providers is provided below. For each county, public transit providers are listed first, followed by the Region’s older adult 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.

Calhoun County Transportation Providers

Little Kanawha Transit Authority	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Transportation
Contact Information	(866) 354-5522
Hours	8:00 AM to 4:00 PM, Monday - Friday
Service Area	Calhoun, Jackson, Roane, and Gilmer Counties
Eligibility Requirements	General Public
Website	https://www.littlekanawhabus.com

Calhoun County Commission on Aging	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Transportation, Homecare, Nutrition
Contact Information	(304) 354-7017
Hours	7:30 AM to 3:30 PM, Monday - Friday
Service Area	Calhoun County
Eligibility Requirements	60+
Website	http://www.ccco-a-wv.org

Jackson County Transportation Providers

Little Kanawha Transit Authority	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Transportation
Contact Information	(866) 354-5522
Hours	8:00 AM to 4:00 PM, Monday - Friday
Service Area	Calhoun, Jackson, Roane, and Gilmer Counties
Eligibility Requirements	General Public
Website	https://www.littlekanawhabus.com

Jackson County Commission on Aging, Inc.	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Transportation, Nutrition, Senior Activities
Contact Information	(304) 372-2406
Hours	8:00 AM to 2:00 PM, Monday - Friday
Service Area	Jackson County, travel to Parkersburg and Charleston for medical appointments
Eligibility Requirements	60+
Website	None

JCDC, Inc.	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Transportation, Vocational Training and Job Opportunities for Individuals with Disabilities
Contact Information	(304) 273-9311
Hours	Business hours are 8:00 AM to 4:00 PM, Monday - Friday; Transportation is provided to clients 24/7
Service Area	Calhoun, Jackson, Mason, Pleasants, Ritchie, Roane, Tyler, Wirt, and Wood Counties
Eligibility Requirements	Clients only
Website	https://www.jcdcwv.org/

Ritchie County Transportation Providers

Ritchie County Integrated Family Services, Inc.	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Transportation, Nutrition, Activities, In-Home Care
Contact Information	(304) 643-4941
Hours	8:00 AM to 4:00 PM, Monday - Friday
Service Area	Ritchie County, travel to surrounding counties and Harrison County (WV) and Washington County (OH) for scheduled appointments
Eligibility Requirements	60+ and Individuals with Disabilities Under 60, if space is available
Website	None

Roane County Transportation Providers

Little Kanawha Transit Authority	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Transportation
Contact Information	(866) 354-5522
Hours	8:00 AM to 4:00 PM, Monday - Friday
Service Area	Calhoun, Jackson, Roane, and Gilmer Counties
Eligibility Requirements	General Public
Website	https://www.littlekanawhabus.com

Roane County Commission on Aging	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Transportation, Nutrition, Senior Activities
Contact Information	(304) 927-1997
Hours	8:00 AM to 4:00 PM, Monday - Friday
Service Area	Roane County
Eligibility Requirements	60+
Website	None

Tyler County Transportation Providers

Council of Senior Tyler Countians, Inc.	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Transportation, Homecare, Nutrition
Contact Information	(304) 758-4919
Hours	8:00 AM to 4:00 PM, Monday - Friday
Service Area	Tyler County
Eligibility Requirements	60+
Website	None

Sistersville Ferry	
Transportation Service Type	Ferry
Other Services Provided/Agency Mission	The ferry is a unit of the City of Sistersville government.
Contact Information	(304) 652-6361
Hours	6:00 AM to 6:00 PM, Thursday – Friday 9:00 AM to 6:00 PM, Saturday – Sunday
Service Area	Sistersville, WV to Fly, OH
Eligibility Requirements	General Public
Website	None

Wirt County Transportation Providers

Wirt County Committee on Aging and Family Services, Inc.	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Transportation, Nutrition, Activities, Adult Day Care
Contact Information	(304) 275-3158
Hours	8:30 AM to 4:00 PM, Monday - Friday
Service Area	Wirt County, Out-of-County trips available for medical appointments
Eligibility Requirements	60+
Website	None

Wood County Transportation Providers

Mid-Ohio Valley Transit Authority	
Transportation Service Type	Fixed Route and Paratransit
Other Services Provided/Agency Mission	Transportation
Contact Information	(304) 422-4100
Hours	5:50 AM to 11:00 PM, Monday - Friday 7:00 AM to 11:00 PM, Saturday
Service Area	Parkersburg and Vienna
Eligibility Requirements	General Public
Website	http://easyriderbus.com

SW Resources, Inc.	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Transportation, Vocational Training and Job Opportunities for Individuals with Disabilities
Contact Information	(304) 428-6344
Hours	7:30 AM to 4:00 PM & 5:00 PM to 12:00 AM, Monday - Friday
Service Area	Wood, Jackson, Pleasants, Ritchie, Roane, Tyler, and Wirt Counties
Eligibility Requirements	Clients of SW Resources, Inc.
Website	http://swresources.com

Wood County Senior Citizens Association, Inc.	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Transportation, Nutrition, Recreational Activities
Contact Information	(304) 485-6748
Hours	8:00 AM to 2:00 PM, Monday - Friday
Service Area	Wood County
Eligibility Requirements	60+, for restricted trip purposes
Website	http://wcscwv.org/transportation

Westbrook Health Services, Inc.	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Mental Health and Addiction Recovery Services
Contact Information	(304) 485-1721
Hours	7:30 AM to 5:00 PM, Monday - Friday
Service Area	Wood, Calhoun, Jackson, Pleasants, Tyler, Ritchie, Roane, and Wirt Counties
Eligibility Requirements	Clients only
Website	https://www.westbrookhealth.org

Organizational Characteristics

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

Agency	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (if Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit,)	Are Vehicles Only Available for Human Service Agency Clients (Y/N) *
Wood County				
Mid-Ohio Valley Transit Authority	Yes	No	Public Non-Profit	No
SW Resources, Inc.	Yes	No	Private Non-Profit	Yes
Wood County Senior Citizens Association, Inc.	Yes	No	Private Non-Profit	No
Westbrook Health Services, Inc.	Yes	No	Private Non-Profit	Yes
Calhoun County				
Little Kanawha Transit Authority <i>(also operates in Jackson and Roane Counties)</i>	Yes	No	Public Non-Profit	No
Calhoun County Commission on Aging	Yes	No	Private Non-Profit	No
Tyler County				
Council of Senior Tyler Countians, Inc.	Yes	No	Private Non-Profit	No
Sistersville Ferry	Yes	No	Public Non-Profit	No

Agency	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (if Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit,)	Are Vehicles Only Available for Human Service Agency Clients (Y/N) *
Pleasants County				
Pleasants County Senior Citizens Center	Yes	No	Private Non-Profit	No
Jackson County				
Jackson County Commission on Aging, Inc.	Yes	No	Private Non-Profit	No
JCDC, Inc.	Yes	No	Private Non-Profit	Yes
Ritchie County				
Ritchie County Integrated Family Services, Inc	Yes	No	Private Non-Profit	Yes
Roane County				
Roane County Commission on Aging	Yes	No	Private Non-Profit	Yes
Wirt County				
Wirt County Committee on Aging and Family Services, Inc.	Yes	No	Private Non-Profit	Yes

Fleet, Service and Budget Characteristics

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

Agency	Accessible Vehicles?	Number of Vehicles in Daily Operation	Number of Vehicles in Total Fleet	Number and Type of Drivers	Annual Expenses	Items included in Annual Expenses
Wood County						
Mid-Ohio Valley Transit Authority	Yes	19	19	Full-time drivers	\$3,278,316 in 2017	All eligible operating expenses
SW Resources, Inc.	Yes	3	4	4 Part-time drivers	Not available	Not available
Wood County Senior Citizens Association, Inc.	Yes	5	5	4 Part-Time drivers	\$150,000 estimated	All eligible operating expenses
Westbrook Health Services, Inc.	Yes	45	50	Not available	Not available	Not available
Calhoun County						
Little Kanawha Transit Authority <i>(also operates in Jackson and Roane Counties)</i>	Yes	9	9	Not available	\$638,873	All eligible operating expenses
Calhoun County Commission on Aging	Yes	2	2	2 Part-time drivers	Not available	Not available
Tyler County						
Council of Senior Tyler Countians, Inc.	Yes	1	1	Part-time drivers	Not available	Not available
Sistersville Ferry	No	1	1	Part-time Pilots	\$73,000	Not available
Pleasants County						

Agency	Accessible Vehicles?	Number of Vehicles in Daily Operation	Number of Vehicles in Total Fleet	Number and Type of Drivers	Annual Expenses	Items included in Annual Expenses
Pleasants County Senior Citizens Center	Yes	5	5	Part-time drivers	Approx. \$50,000	All eligible operating expenses
Jackson County						
Jackson County Commission on Aging, Inc.	Yes	5	7	6 Part-time drivers	Approx. \$85,000	All eligible operating expenses
JCDC, Inc.	Yes	3	3	8 Full-time drivers	Not available	Not available
Ritchie County						
Ritchie County Integrated Family Services, Inc	Yes	3	5	3 Full-time drivers	\$70,000	All eligible operating expenses
Roane County						
Roane County Commission on Aging	Yes	1	2	Full-time drivers	Not available	Not available
Wirt County						
Wirt County Committee on Aging and Family Services, Inc.	Yes	3	6	Full and Part-time drivers	\$125,000	All eligible operating expenses

Trip Scheduling, Fares, and Productivity Information

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

Agency	Trip Purposes Allowed	Fares or Donations	Ride Request Process	Annual One-Way Passenger Trips	Estimated Annual Service Hours	Estimated Productivity (Trips per Service Hour)
Wood County						
Mid-Ohio Valley Transit Authority	Any	<u>Fixed Route</u> \$0.75 for Adults \$0.35 for Older Adults and Individuals with Disabilities <u>Paratransit</u> \$0.35 fare	Paratransit customers must call to reserve a ride. Rides can be scheduled same day if space is available but can be reserved up to seven days in advance	503,016	48,064	10.5
SW Resources, Inc.	Employment/ Workshop	N/A	Clients schedule rides mostly on a subscription basis, NEMT transportation scheduled	Not available	Not available	Not available

Agency	Trip Purposes Allowed	Fares or Donations	Ride Request Process	Annual One-Way Passenger Trips	Estimated Annual Service Hours	Estimated Productivity (Trips per Service Hour)
			through the brokerage			
Wood County Senior Citizens Association, Inc.	Medical, grocery store, bank, other "necessary" appointments	Donations only	Rides must be scheduled one week in advance	13,000	Not available	Not available
Westbrook Health Services, Inc.	Trips to/from treatment or agency sponsored activities	N/A, all transportation is provided as part of the overall cost of care	Same day service is provided if possible, otherwise 24-hour advance notice is requested	55,000	Not available	Not available
Calhoun County						
Little Kanawha Transit Authority <i>(also operates in Jackson and Roane Counties)</i>	Any	<u>In-County Fares</u> \$1.00 every 10 miles <u>Out of County Fares</u> \$10 - \$14 depending on destination	Call in advance, at least by 3PM the day before the needed ride	45,260	14,732	3.1
Calhoun County Commission on Aging	Any	Donation only	Call in advance	Not available	Not available	Not available

Agency	Trip Purposes Allowed	Fares or Donations	Ride Request Process	Annual One-Way Passenger Trips	Estimated Annual Service Hours	Estimated Productivity (Trips per Service Hour)
Tyler County						
Council of Senior Tyler Countians, Inc.	Any	None	Call the center for rides, accommodated as possible	Not available	Not available	Not available
Sistersville Ferry	Any	\$1 per pedestrian \$2 per motorcycle \$5 per passenger vehicle \$10-\$14 for trucks (charged by the axle)	Trips provided on demand	3,700	Not available	Not available
Pleasants County						
Pleasants County Senior Citizens Center	Any	Donations only	Requested advance notice but same day trips are provided as possible	Approx. 6,000	Not available	Not available
Jackson County						
Jackson County Commission on Aging, Inc.	Any	Donations only	On demand, although schedule fills up	8,000	Not available	Not available

Agency	Trip Purposes Allowed	Fares or Donations	Ride Request Process	Annual One-Way Passenger Trips	Estimated Annual Service Hours	Estimated Productivity (Trips per Service Hour)
			one week in advance			
JCDC, Inc.	Any	\$8.00 per trip per passenger	Scheduled through agency staff	Approx. 2,400	Not available	Not available
Ritchie County						
Ritchie County Integrated Family Services, Inc	Any	Donations only	Requested advance notice but same day trips are provided as possible	4,500	Not available	Not available
Roane County						
Roane County Commission on Aging	Any	Donations only	Requested advance notice but same day trips are provided as possible	1,000	Not available	Not available
Wirt County						
Wirt County Committee on Aging and Family Services, Inc.	Any	Donations only	Required 24-hour notice, but same day trips are provided as possible	3,700	Not available	Not available

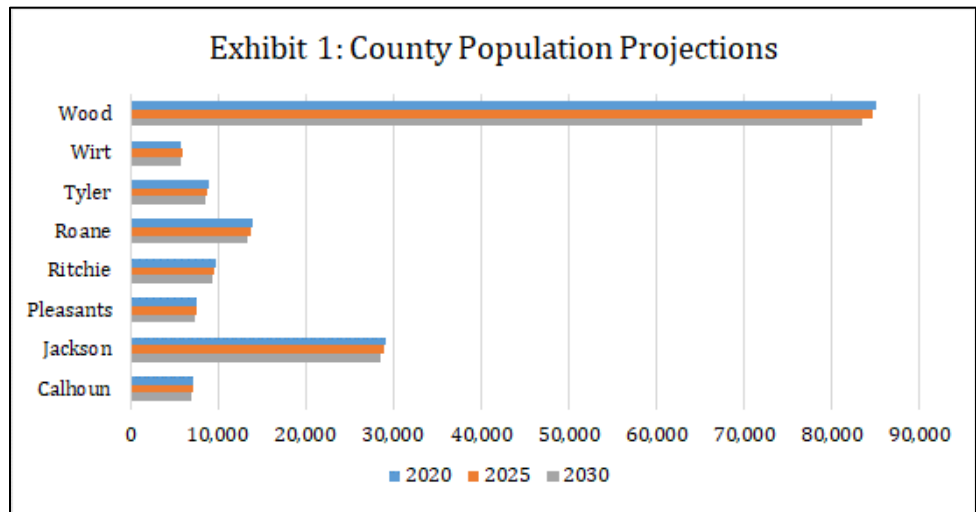
APPENDIX D: DEMOGRAPHICS

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

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

POPULATION PROJECTIONS

The population of Region V is projected to decline to 163,395 by 2030, a 2.4 percent decrease from the 2020 projection. The population of Pleasants and Wirt Counties are projected to remain relatively steady, while the

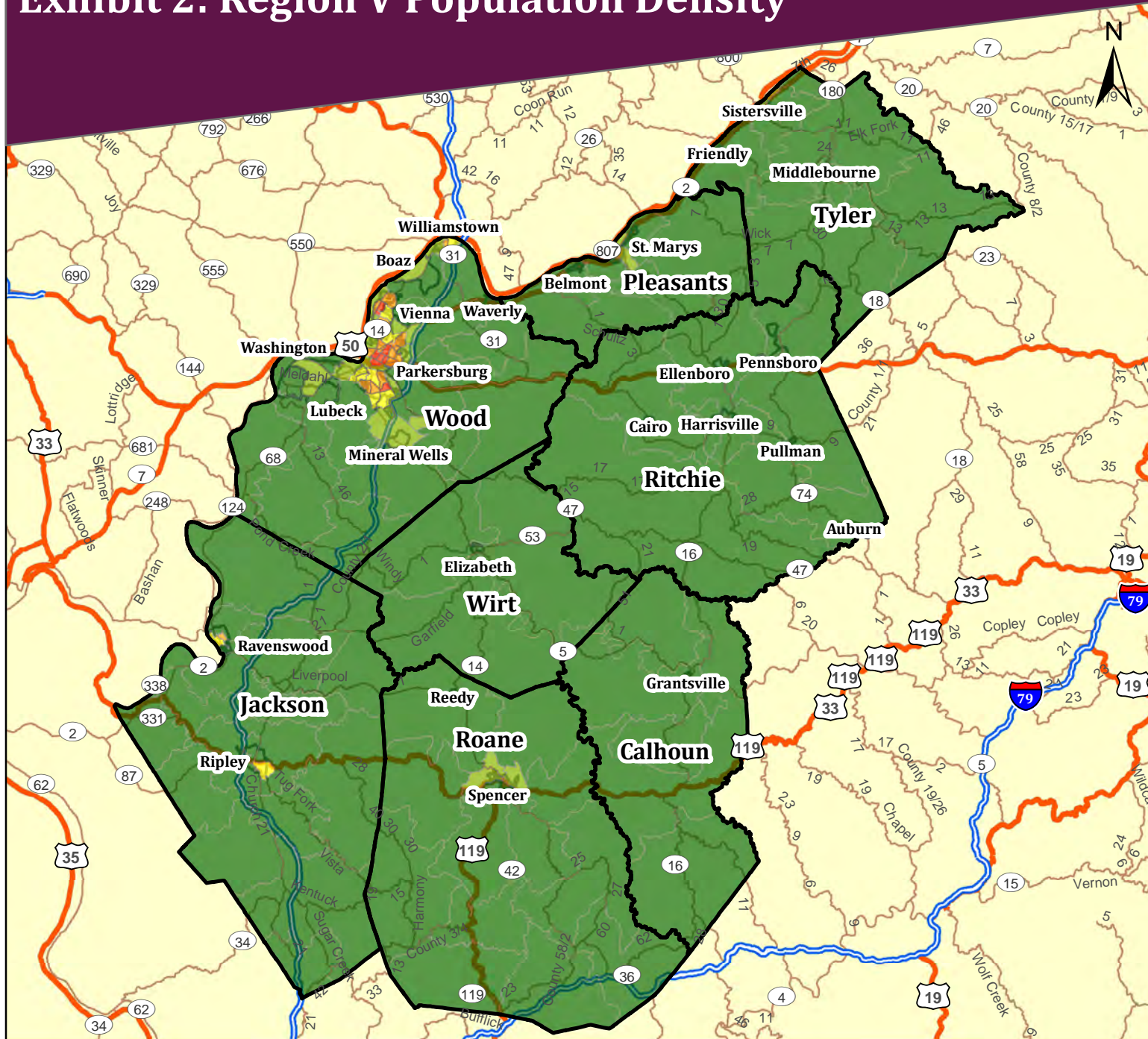


populations of Wood, Tyler, Roane, Ritchie, Jackson, and Calhoun Counties are projected to decline. Roane County is projected the largest decrease in population at 5.2% and Wirt County projected the lowest decrease at .03%. Exhibit 1 shows population projections between 2020-2030 for each county in Region V. (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 V. The most densely populated area is in north eastern Wood County in Parkersburg. Other areas of lower densities throughout the region include Spencer in central Roane County, Ripley and Ravenswood in Jackson County, and St. Mary’s in Pleasants County. Population density is a factor in transportation planning because it helps transportation operators understand the most appropriate mode of service for an area. For example, 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 V Population Density



West Virginia Region V Coordinated HSTP Update

-  Region V Counties
- Region V Blockgroups**
-  9.32 - 288.44
-  288.45 - 898.06
-  898.07 - 1640.95
-  1640.96 - 3369.95
-  3369.96 - 6495.35
-  Region V Cities

Counties: Calhoun, Jackson, Pleasants, Ritchie, Roane, Tyler, Wirt, Wood

Source: 2016 ACS
Five-Year Estimates

Population per
square mile



POPULATION PROJECTION FOR OLDER ADULTS

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

Exhibit 3 illustrates the population density of persons over 65 years of age by block group. Concentrations of this age group are spread evenly throughout Region V. Block groups with the highest concentrations are located in Wood County. A few small block groups with moderate density are present in Jackson and Roane Counties. The rest of the region has a lower density of older adults.

The population of older adults in the region is projected to increase in each county by as much as 76.5% (Jackson County) and as little as 57.5% (Wirt County) over the 2010 Census estimates by 2030. An increase in the older adult population will put additional pressure on transportation resources.

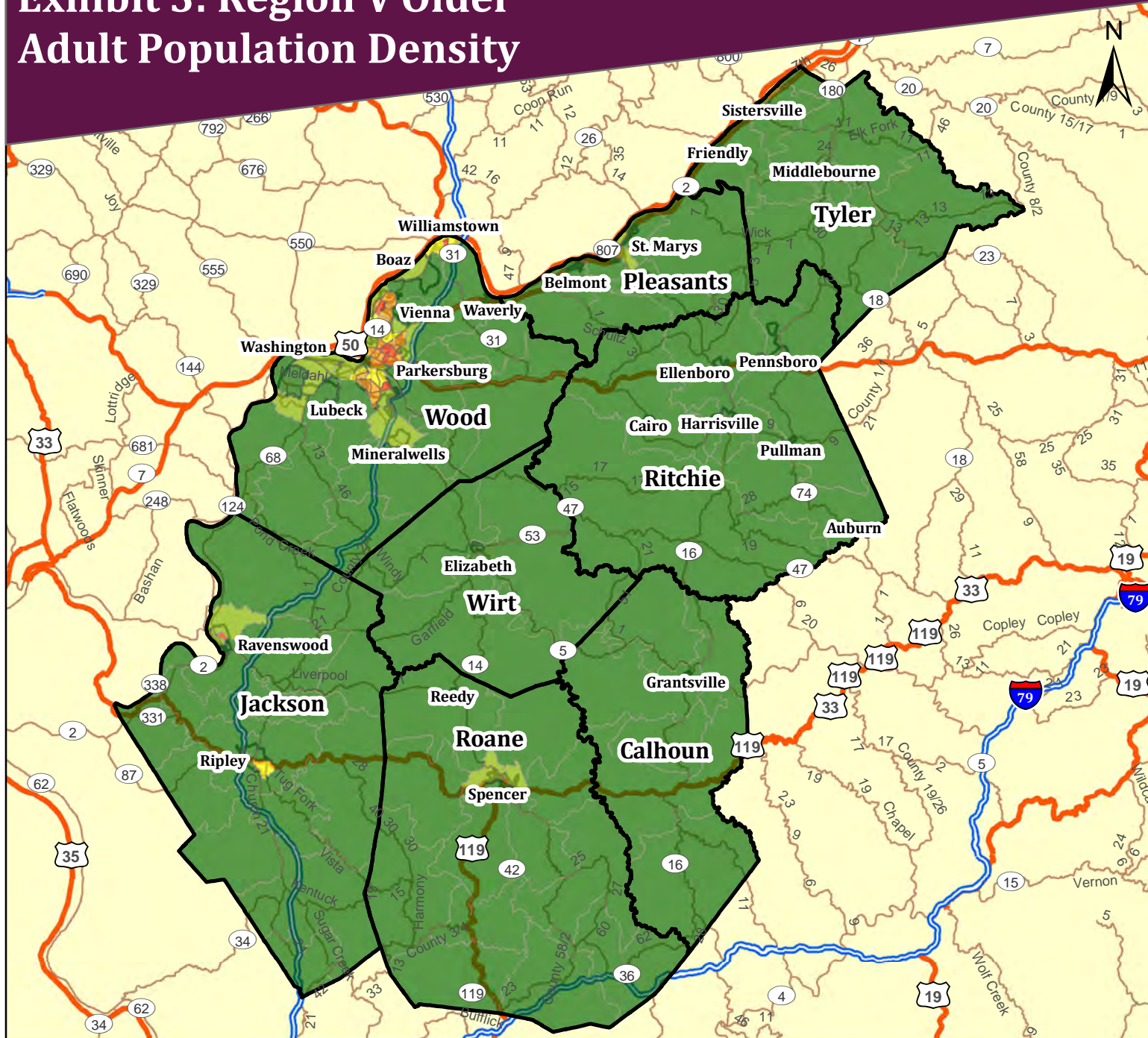
INDIVIDUALS WITH DISABILITIES

Individuals with disabilities are also likely to use public or human service agency transportation services. In Region V, approximately 17% to 26% of each county's population reported having a disability. Not all disabilities involve mobility limitations that prevent a person from driving or using non-accessible transportation resources. While it would be a more accurate statistic for transportation planning, no reliable data are available from the US Census Bureau to define individuals with mobility limitations that prevent them from traveling independently outside the home.

Exhibit 4: Individuals with Disabilities	
County	Percent of Population with a Disability
Calhoun	26.6%
Jackson	18%
Pleasants	18.3%
Ritchie	19.2%
Roane	22.8%
Tyler	17.2%
Wirt	22.5%
Wood	18.2%

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

Exhibit 3: Region V Older Adult Population Density



West Virginia Region V Coordinated HSTP Update

Legend

- Region V Counties
- Region V Blockgroups**
- 0.96 - 51.13
- 51.14 - 158.00
- 158.01 - 354.80
- 354.81 - 688.58
- 688.59 - 1171.84
- Region V Cities

Counties: Calhoun, Jackson, Pleasants, Ritchie, Roane, Tyler, Wirt, Wood

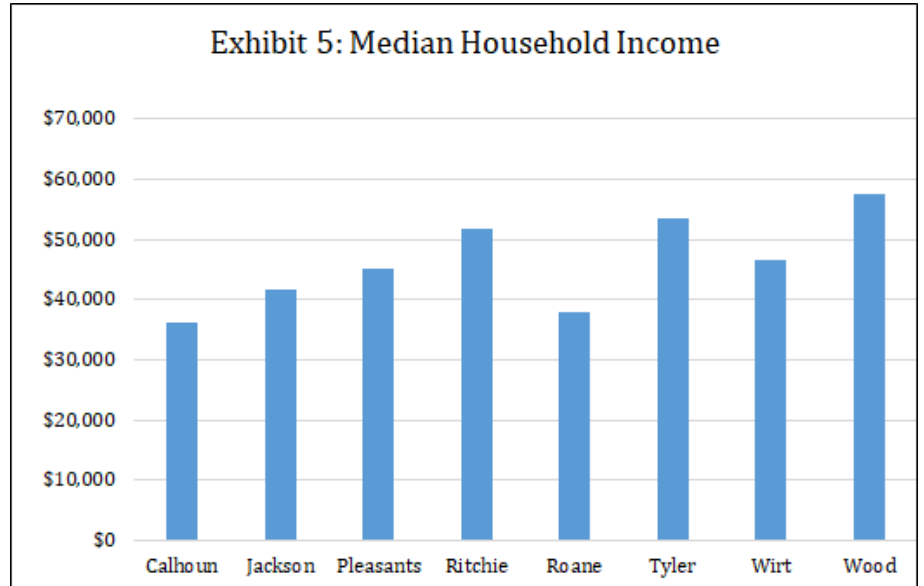
Source: 2016 ACS Five-Year Estimates

Population per square mile



HOUSEHOLD INCOMES

Exhibit 5 illustrates the household incomes for the Region. There are approximately 68,565 households in the Region V. Of those households, 41% earn less than \$35,000 annually. Of the households earning less than \$35,000, 21.72% earned less than \$10,000 per year. (Source: 2013-2017 American Community Survey 5-Year Estimates)



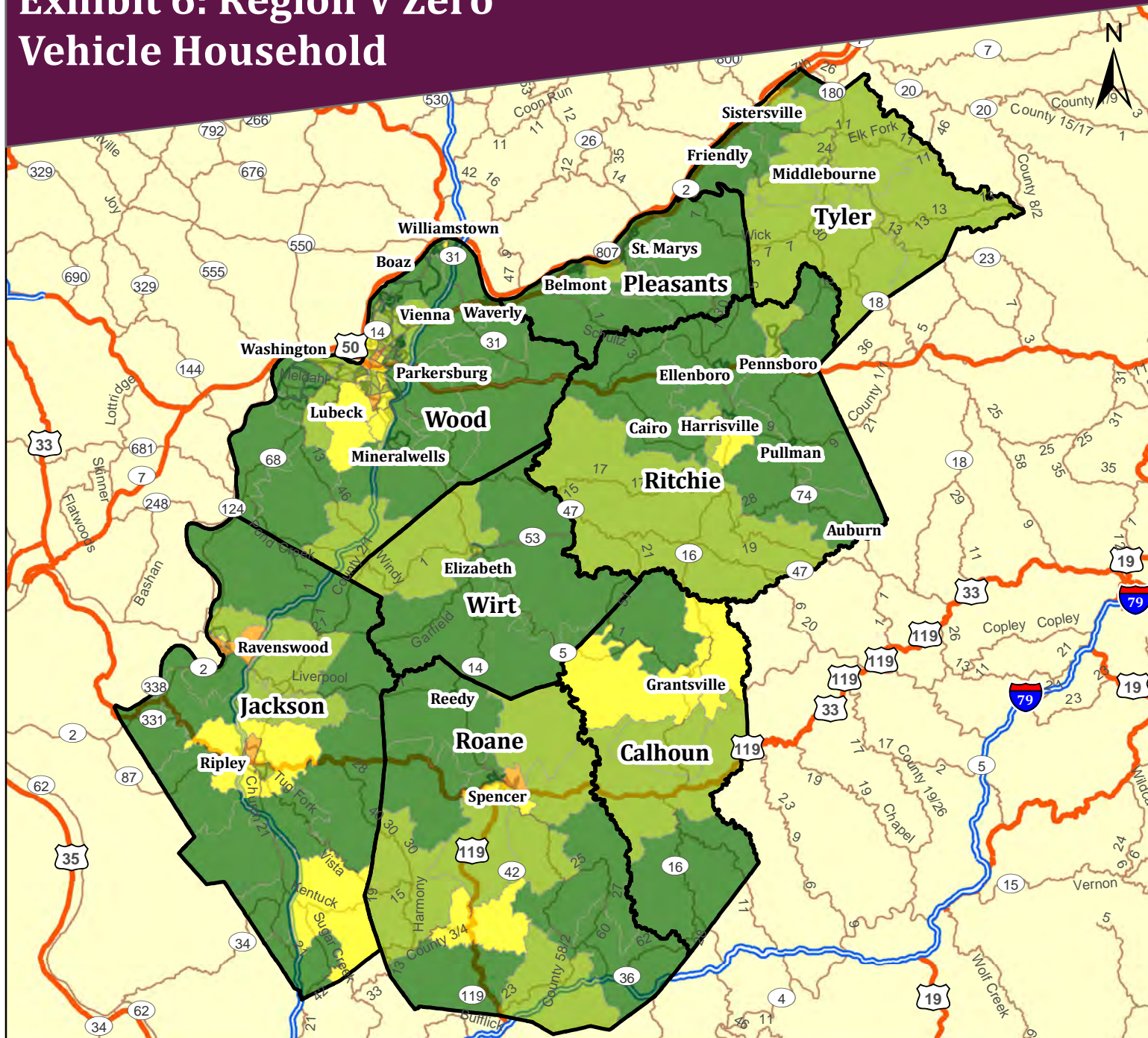
ZERO VEHICLE HOUSEHOLDS

The number of vehicles available to a household also is used as an indicator of demand for transit service. There are 5,737 households in the Region V that have no available vehicle. This is 8% 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 (20.3% - 33.4% block group population without a vehicle). The block group locations with the highest contraction of these households are generally located within the cities, the most being Parkersburg, then also Ravenswood, Ripley, and Spencer. Areas with a moderately high density of zero vehicle households can be found in Roane, Calhoun, and Ritchie Counties.








Jackson and Wood Counties have the highest percentages zero-vehicle households with 9.6% and 9.2%, respectively. Pleasants and Wirt Counties had the lowest percentages zero-vehicle households with 5.3% and 4.8% respectively.

Exhibit 6: Region V Zero Vehicle Household



West Virginia Region V Coordinated HSTP Update

Legend

-  Region V Counties
- Region V Blockgroups**
-  0% - 2.23%
-  2.24% - 5.06%
-  5.07% - 10.4%
-  10.41% - 20.29%
-  20.3% - 33.4%
-  Region V Cities

Counties: Calhoun, Jackson, Pleasants, Ritchie, Roane, Tyler, Wirt, Wood

Source: 2016 ACS
Five-Year Estimates

Percent of Blockgroup
Population



MINORITY AND LIMITED ENGLISH PROFICIENCY (LEP) POPULATION

Approximately 94% to 98% of the population in each county of Region V is white. Individuals of two or more races are the second most common race, followed by Hispanic/Latino. The majority of the population speaks only English (Exhibit 8).

Exhibit 7: Race								
Race	Calhoun	Jackson	Pleasants	Ritchie	Roane	Tyler	Wirt	Wood
White or Caucasian	94%	97.2%	98.1%	98.6%	97%	98%	97.2%	95.3%
Black or African American	3%	.09%	.1%	0%	0%	.2%	.9%	1.2%
Two or more races	2%	1.2%	1.1%	.5%	1.6%	.9%	.5%	1.7%
Hispanic or Latino (of any race)	2%	.43%	.7%	.3%	1%	.3%	.9%	1.1%
American Indian and Alaska Native	0%	.76%	0%	0%	.2%	.2%	.3%	.1%
Asian	0%	.30%	0%	1%	.1%	.6%	0%	.5%
Native Hawaiian and Other Pacific Islander	0%	0%	0%	0%	0%	0%	0%	.1%

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

Exhibit 8: Limited English Proficiency

Language	Calhoun	%	Jackson	%	Pleasant	%	Ritchie	%	Roane	%	Tyler	%	Wirt	%	Wood	%
	7,450		29,123		7,527		10,005		14,348		8,949		5,800		86,016	
Speak only English	6,951	98.2	27,340	99.5	7,118	99.2	9,515	99.6	13,404	98.4	8,339	98.4	5,451	99.2	81,079	98.2
Spanish or Spanish Creole:	79	1.1	36	0.1	61	0.8	18	0.2	99	0.7	65	0.8	32	0.6	555	0.7
Speak English less than "very well"	25	0.4	0	0.0	17	.02	7	0.1	0	0.0	24	0.3	6	0.1	84	0.1
Language other than English	125	1.8	128	0.5	61	0.8	41	0.4	222	1.6	137	1.6	46	0.8	1,498	1.8
Speak English less than "very well"	25	.04	61	0.2	17	0.2	7	0.1	15	0.1	39	0.5	13	0.2	234	0.3
Indo-European Languages	46	.7	60	0.2	10	0.1	23	0.2	105	0.8	17	0.2	14	0.3	685	0.8
Speak English less than "very well"	9	0.1	043	0.2	0	0.0	0	0.0	11	0.1	4	0.0	7	0.1	93	0.1
Asian and Pacific Islander	0	0.0	32	0.1	0	0.0	0	0.0	4	0.0	55	0.6	0	0.0	190	0.2
Speak English less than "very well"	0	0.0	18	0.1	0	0.0	0	0.0	4	0.0	11	0.1	0	0.0	52	0.1

Facts

APPENDIX E: RELEVANT FAST ACT PROGRAMS

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

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

Eligible Recipients:

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

GLOSSARY OF TERMS

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

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

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

5307 and 5311. Subrecipients may allocate amounts from the grant to subrecipients that are public agencies or private nonprofit organizations engaged in public transportation.

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

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

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

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

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

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

Urbanized Area Formula Grants (Section 5307) – The Urbanized Area Formula Funding program (49 U.S.C. 5307) makes Federal resources available to urbanized areas and to governors for transit capital and operating assistance in urbanized areas and for transportation-related planning. An urbanized area is an incorporated area with a population of 50,000 or more that is designated as such by the U.S. Department of Commerce, Bureau of the Census. Funding is made available to

designated recipients that are public bodies with the legal authority to receive and dispense Federal funds. Eligible activities include planning, engineering, design, and evaluation of transit projects and other technical transportation-related studies; capital investments in new and existing fixed guideway systems including rolling stock, overhaul and rebuilding of computer hardware, software, and vehicles; and more. Additional information is available at <https://www.transit.dot.gov/funding/grants/urbanized-area-formula-grants-5307>.

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

Participants

APPENDIX F: PARTICIPATING ORGANIZATIONS

The following organizations participated in the Coordinated Plan Update:

Calhoun County Commission on Aging
City of Ripley
City of Parkersburg
City of Vienna
Council of Senior Tyler Countians, Inc.
Little Kanawha Transit Authority
Mid-Ohio Regional Planning Council
Mid-Ohio Valley Transit Authority
Jackson County Commission on Aging, Inc.
JCDC, Inc.
Parkersburg News
Pleasants County Senior Center
Ritchie County Integrated Family Services, Inc.
Roane County Commission on Aging
Sistersville Ferry
SW Resources, Inc.
Westbrook Health Services, Inc.
West Virginia Department of Health and Human Services
West Virginia Department of Transportation, Division of Public Transit
Wirt County Committee on Aging and Family Services, Inc.
Wood County Senior Citizens Association, Inc.

Adoption

APPENDIX G: RESOLUTION TO ADOPT THE PLAN

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



P.O. Box 247 • 709 Market Street • Parkersburg WV 26101
Phone: (304) 422-4993 • Fax: (304) 422-4998
www.movrc.org

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

The Coordinated Public Transit-Human Services Transportation Plan Update for the Region V study area, including Calhoun, Jackson, Pleasants, Ritchie, Roane, Tyler, Wirt, and Wood Counties, as completed on June 13, 2019, must be locally adopted.

We hereby adopt this Plan for coordinated transportation efforts in Region V (MOVRC) for 2019-2024.

Name: J. Eric Peters

Title: Chairman of Board of Directors

On Behalf of the Mid Ohio Valley Regional Council.

J. Eric Peters

Signature

6/19/2019

Date