

Region VI Coordinated Public Transit-Human Services Transportation Plan Update

Doddridge, Harrison, Marion, Monongalia, Preston, and Taylor
Counties, WV

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West Virginia
Department of Transportation

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I. INTRODUCTION

PURPOSE

This plan updates the West Virginia Planning and Development Region VI Coordinated Public Transit-Human Services Transportation Plan for Doddridge, Harrison, Marion, Monongalia, Preston, and Taylor 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 registered clients only, while others serve the general public. In an era of increasing need and demand for shared-ride and non-motorized transportation and stable or declining revenue, organizational partnerships must be explored and cost-saving measures must be made to best serve the Region’s changing transportation demands. Interactive coordinated transportation planning provides the best opportunity to accomplish this objective.

METHODOLOGY

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

The coordination plan update incorporated the following planning elements:

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

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

At the first meeting, participants discussed the unmet transportation needs for 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 by local stakeholders. The survey was available for eight months. There were 121 survey responses from Region VI. Approximately 21% of survey respondents were age 65 and older and 19% 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 Appendix A. Meeting participants and survey respondents were asked to identify unmet transportation needs and gaps in available services in the Region. Results are summarized in Table II.1 and the following tables.

Table II.1: 2019 Needs Assessment
Transportation providers need adequate resources to maintain existing levels of service . People depend on these services for their basic mobility needs, including rides to work, medical care, shopping, and other daily needs.
It is difficult to recruit drivers , according to most stakeholders. Providers need new strategies for attracting individuals to the driving profession.
Terrain and road conditions present a challenge for transportation providers in rural areas. Providers need four-wheel drive vehicles to be able to serve many clients.
Some providers expressed that they are unable to keep up with demand for rides for LogistiCare , the State’s brokerage for Medicaid non-emergency medical transportation (NEMT). Providers report that they have difficulties with LogistiCare’s ride scheduling and reimbursement process , which lead to low reimbursement levels that do not cover the cost of providing rides. Providers are not compensated for NEMT cancellations or no-shows, which causes additional financial burden.
The region needs more providers of NEMT . Several of West Virginia’s private NEMT providers have gone out of business in recent years. The remaining providers are unable to fulfill all of the demand for NEMT rides.

Table II.1: 2019 Needs Assessment

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

Demographics:

- ◆ There are many areas throughout Region VI where 12.79% - 22.07% of households do not have a vehicle. Census block groups with greater than 12.79% “zero vehicle households” are located near Clarksburg, Fairmont, Grafton, and Morgantown.
- ◆ 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 – for the general population as well as for older adults – is moderate to high in Clarksburg, Fairmont, and Morgantown, and their surrounding areas. Moderate older adult population density can also be found in Grafton, Bridgeport, and Kingwood.

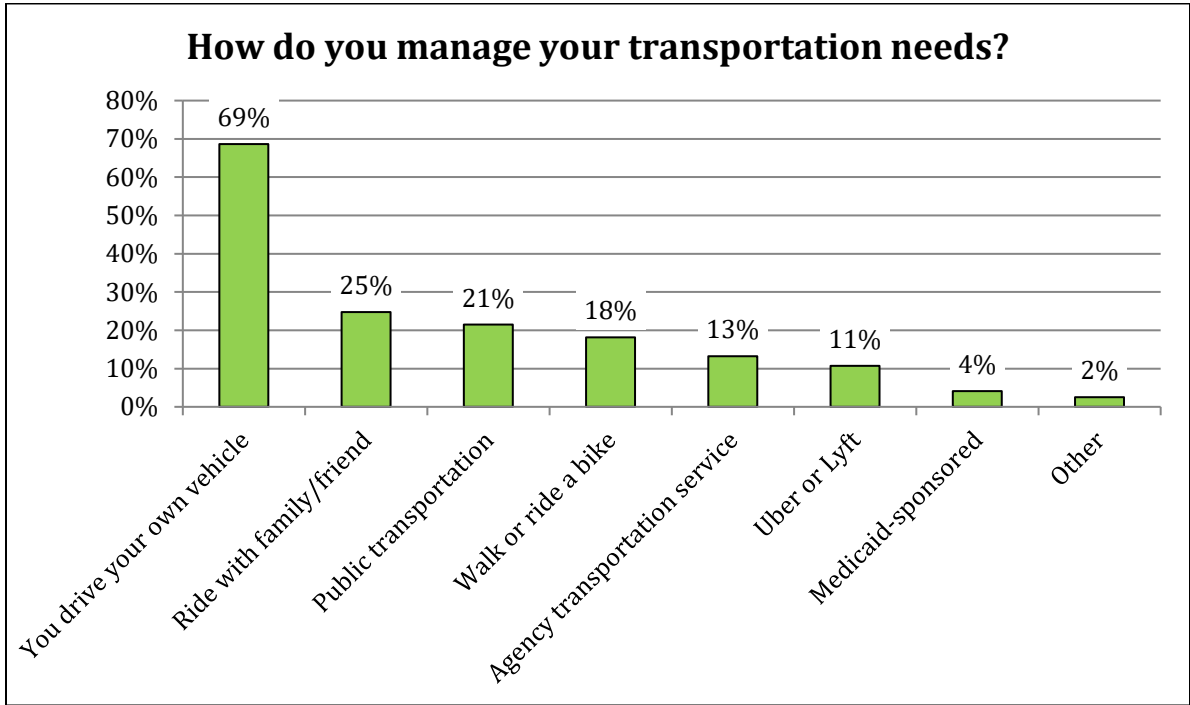
Public Survey Results:

121 Region IV residents completed the public survey.

- ◆ 21.49% of respondents were age 65+.
- ◆ 19.01% 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:
 - 18.18% have trouble getting to medical appointments because they do not have reliable transportation.
 - 18.18% are sometimes unable to run errands because of a lack of reliable transportation.
 - 16.53% find it difficult to feed themselves or their family because of a lack of transportation.
 - 10.74% have difficulty getting to work because of a lack of reliable transportation.
 - 13.22% find it difficult to get to agency appointments because of a lack of transportation.
 - 13.22% find it difficult to attend Sunday religious services because of a lack of transportation.

Approximately 68.6% of public survey respondents indicated that they drive their own vehicle. Approximately 21.49% stated that they use public transportation. The public survey asked people to identify all of the ways they manage transportation needs. Exhibit II.1 illustrates that while many of the respondents drive a car, 24.79% ride with a family member or friend, 18.18% walk or ride a bicycle, 13.12% use human service agency-sponsored transportation services (i.e., senior centers, Department of Health and Human Services, non-profit agencies, etc.), 4.13% use Medicaid-sponsored transportation services for medical appointments, and 10.74% use Transportation Network Companies (TNCs, e.g., Uber/Lyft).

Exhibit II.1: Available Transportation Options

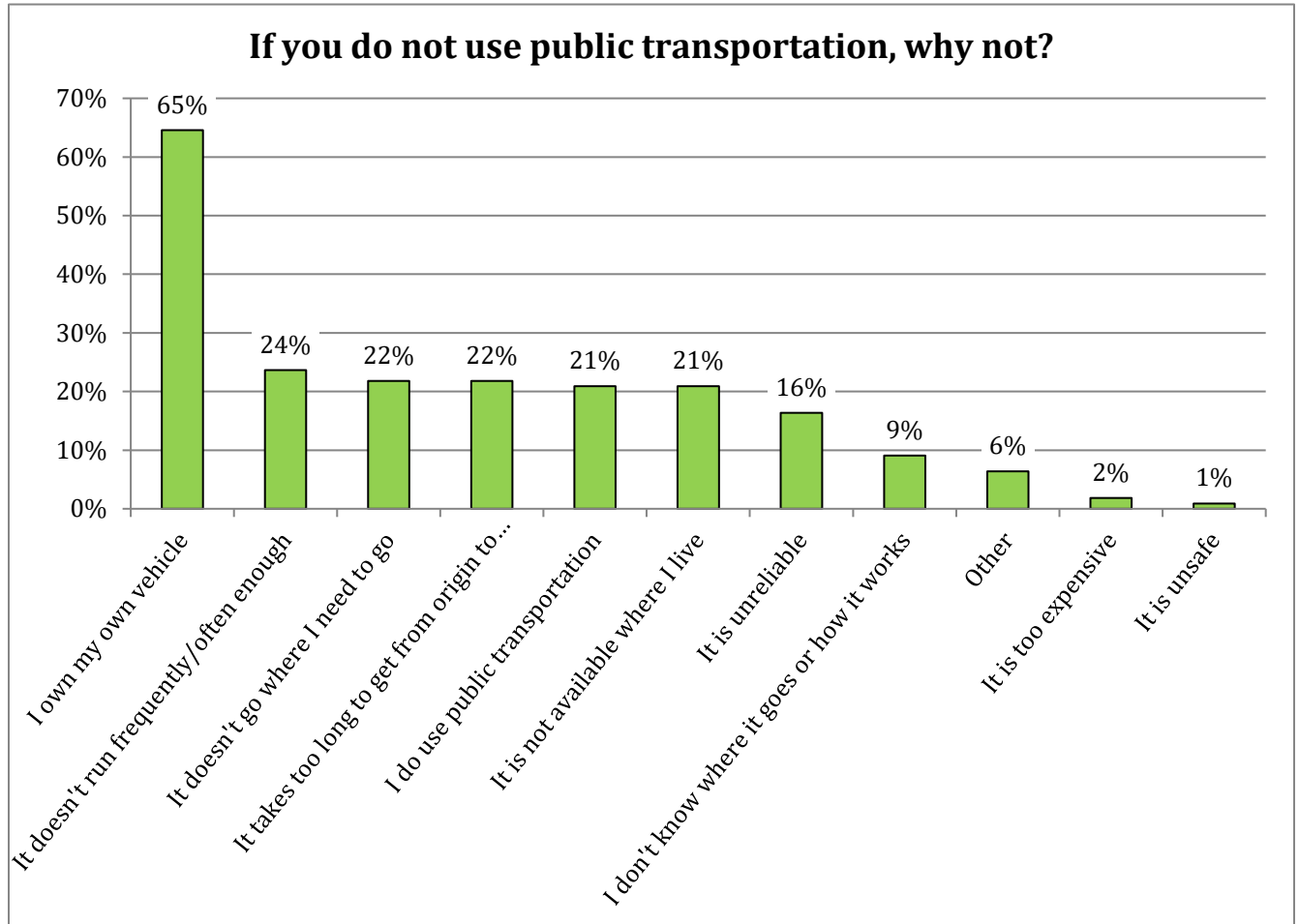


*Response totals are more than 100% because respondents could select multiple answers.

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 19.01% of respondents stated that they do not use public transit because it is not available where they live. Another 19.84% 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 21.49% indicated that public transit does not run frequently or often enough for it to be feasible for them to use. Fewer than 6% 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.

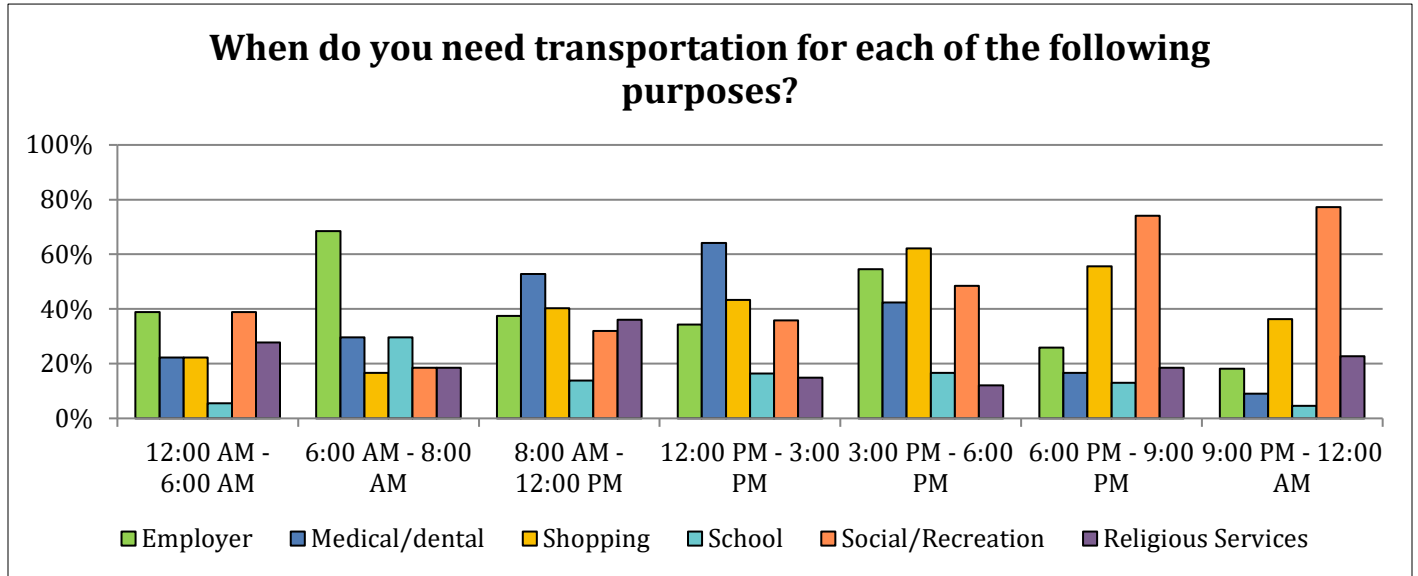
Exhibit II.2: Reasons for Not Using Public Transportation



*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 8:00 AM and 12:00 PM. Shopping and social/recreational transportation needs occur throughout the day, peaking from 8:00 AM - 6:00 PM and 6:00 PM - 12:00 AM, 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 residents have access to a personal vehicle and can drive, there are high densities of zero-vehicle households throughout the Region, even in highly rural areas. Survey results reveal that about 18% respondents are unable to run daily errands or attend medical appointments due to a lack of reliable transportation. Others are missing work and/or struggle to feed themselves or their families because of a lack of transportation. Residents use human service agency transportation, ride with family members/friends, walk, or bike to access necessary resources. Approximately 21% of respondents reported that they use public transportation. When asked why they do not ride public transit, 22% indicated that there are 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 IV. Human service transportation provides rides to specific segments of the population, such as older adults, individuals with disabilities, people with low incomes, or veterans. Many human service transportation agencies are social services organizations that provide transportation as an ancillary service to their clients only. Some human service transportation and non-emergency medical transportation (NEMT) providers are Regional, offering service in multiple counties.

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

Public Transit – Open to the general public

Buckwheat Express
Central West Virginia Transit Authority (CENTRA)
Fairmont Marion County Transit Authority
Mountain Line Transit Authority
West Virginia University Transportation and Parking

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

Central West Virginia Community Action Association
Doddridge County Senior Citizens
Harrison County Senior Center
Marion County Senior Citizens
Taylor County Senior Citizens

Human Service Agencies and/or Non-Emergency Medical Transportation – Transportation for agency clients or NEMT only

PACE Enterprises
Valley Health Care System

Major Trip Generators

Major trip generators are destinations frequently served by public, human service agency and/or senior transportation providers such as medical facilities, nutrition sites, apartment complexes, senior centers, employers, shopping, and recreation venues. Each transportation provider that participated in the coordinated transportation plan provided a list of the top destinations they serve or are requested to serve. Exhibit III.1 depicts the location of major trip generators throughout the Region. As illustrated in the map, most trip generators are located in Morgantown, Fairmont, Bridgeport, and Clarksburg. There are smaller clusters of trip generators in Grafton, Kingwood, and West Union. It is important to understand that while many of the major trip generators are located in these towns, the individuals needing a ride to and from those destinations live outside of the areas served by the public transit routes operated by Mountain Line Transit Authority, Fairmont Marion County Transit Authority, Buckwheat Express, or CENTRA. Transportation providers are challenged by providing effective and efficient transportation to a large service area that has relatively low population density. Also, individuals that live in these towns but beyond the route service areas are not served by transit due to funding limitations. Furthermore, hours of operation for rural transportation services are sometimes 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.

Exhibit III.1: Region VI Trip Generators

West Virginia Region VI Coordinated HSTP Update

Trip Generators

-  Education
-  Human Service
-  Major Employer
-  Medical
-  Shopping
-  Region VI Counties
-  Region VI Cities
-  Limited Access
-  Highway
-  Major Road

Counties: Doddridge,
Harrison, Marion,
Monongalia, Preston, Taylor

0 3.25 6.5 13
Miles

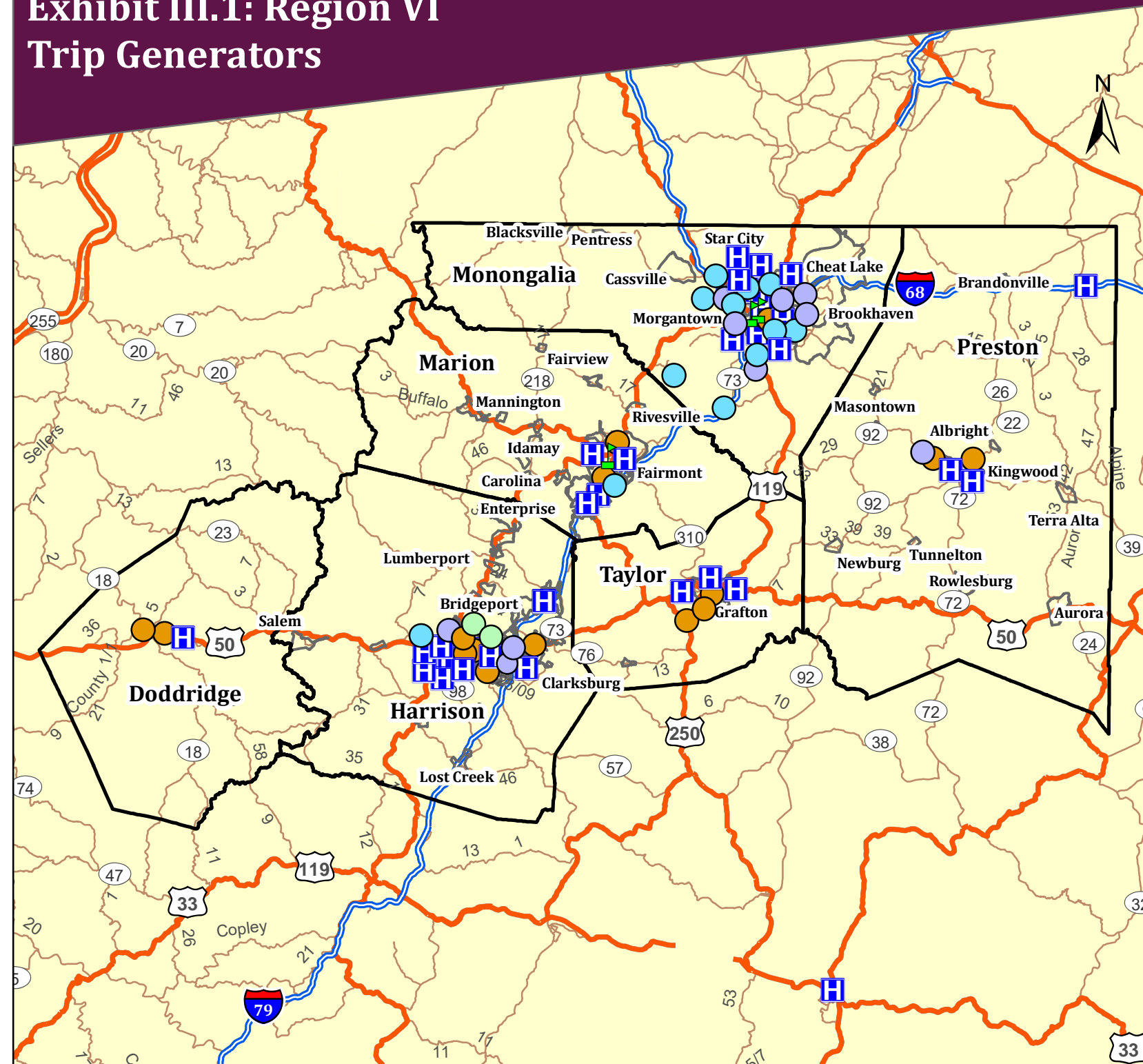


Exhibit III.2: Hours of Operation for Transportation Providers																							
	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	0:00			
Doddrige County																							
Doddrige County Senior Citizens				Weekdays																			
Harrison County																							
CENTRA		Weekdays and Saturdays (8:00 AM to 4:00 PM only)																					
Fairmont Marion County Transit Authority		Weekdays																					
Central West Virginia Community Action			Weekdays																				
Harrison County Senior Center			Weekdays																				
Marion County																							
Fairmont Marion County Transit Authority		Weekdays and Saturdays (8:00 AM to 5:00 PM only)																					
Marion County Senior Citizens			Weekdays																				
Valley Health Care System			Weekdays																				
Monongalia County																							
Fairmont Marion County Transit Authority			Weekdays																				
Mountain Line Transit Authority		Weekdays and Saturdays																					
West Virginia University Transportation and Parking			Weekdays and Saturdays (9:30 AM to 8:00 PM only)																				
PACE Enterprises		Weekdays																					
Valley Health Care System			Weekdays																				
Preston County																							
Buckwheat Express		Weekdays																					
Valley Health Care System			Weekdays																				
Taylor County																							
Taylor County Senior Citizens			Weekdays																				
Valley Health Care System			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 appointments, education, and employment-related trip purposes. During the 2019 Plan Update process, the transportation providers indicated that some progress has been made in addressing the 2015 coordination goals. The following tables display the 2015 goals and objectives and progress made in achieving these goals.

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

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

2015 Goal #3: Improve Town-to-Town Transportation Options.	
Objectives	1. Provide more drop-off points for town-to-town routes to improve access to services for individuals with disabilities, older adults, and the general public.
Discussion: There are some longstanding options for town-to-town transportation, with new routes having been added since 2015 by Mountain Line Transit Authority and Fairmont Marion Transit Authority. Inter-city bus services, including Grey Line, Greyhound, Megabus, and Barons Bus, continue to operate in the region, but there have been no expansions of service since the previous Coordinated Plan Update.	

2015 Goal #4: Improve Mobility Options for Individuals with Disabilities.	
Objectives	1. Educate the public and current passengers about new and existing transportation services.
	2. Inform Taxi companies of the benefits of participating in the coordinated transportation program.
Discussion: Region VI continues to work toward these objectives. Mountain Line continues to house a Mobility Coordinator staff position, which is intended to promote transportation options in the Morgantown area. Harrison County Senior Center has been able to increase the number of wheelchair-accessible rides by improving its scheduling procedures.	

2015 Goal #5: Address Gaps in Transportation for Employment and Other Needs.	
Objectives	1. Improve access to employment and community resources during evenings, mornings, and on weekends.
	2. Explore the benefits of various types of ride-sharing programs to address the gaps in services.
Discussion: Mountain Line’s vanpool program has grown in recent years. It now has 17 active vehicles. Mountain Line has experienced a significant increase in demand for rides to dialysis, and has had some success in working with dialysis centers to adjust schedules so that patients can be transported together.	

2015 Goal #6: Improve Frequency and Hours of Operation for Mountain Line.	
Objectives	1. Assess the most appropriate areas of improvement for Mountain Line service and implement improvements.
	2. Assess transportation needs and develop a regional transportation improvement plan that will appropriately assign resources to address gaps in services.
Discussion: Mountain Line has increased its hours and frequency of service following a successful transit levy.	

2015 Goal #7: Promote Public Transportation Service to Increase and Improve Public Awareness that Transportation Service is for Everyone.	
Objectives	1. Promote transportation that is operated by various agencies as open to the public.
	2. Improve awareness of transportation service through expanded public outreach and education campaigns.
Discussion: The Region VI transportation providers continue to promote public transit services within their communities.	

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

CONCLUSION

The large geography and rural nature of Region VI present challenges with coordination. 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 action steps identified by the participating stakeholders to coordinate their services in order to address the transportation needs of today and to prepare for addressing needs of the future.

Strategies

V. GOALS, STRATEGIES, AND IMPLEMENTATION

GOALS AND STRATEGIES

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

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

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

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

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

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

Goal #1A: Improve Communication Among Transportation Providers and Stakeholders in Region VI.	
Strategy	The Region VI Planning and Development Council and the Region’s public transit operators will co-facilitate a subcommittee that consists of public and human services transportation stakeholders that meets quarterly or biannually to discuss coordination, mobility management and unmet transportation needs.
Action Steps	<ol style="list-style-type: none"> 1. Identify an appropriate standing Planning and Development Council committee to serve this purpose OR form a new subcommittee. In either case, include the following providers, at minimum, as members: <ul style="list-style-type: none"> ◆ Buckwheat Express ◆ CENTRA ◆ Central West Virginia Community Action ◆ Doddridge County Senior Citizens ◆ Fairmont Marion County Transit Authority ◆ Harrison County Senior Center ◆ Marion County Senior Citizens ◆ Mountain Line Transit Authority ◆ Taylor County Senior Citizens 2. Establish a calendar of quarterly or biannual meetings including time and location, and draft an agenda for the first meeting. 3. Conduct quarterly or biannual meetings. 4. Offer an annual public and stakeholder input meeting to provide updates on progress for all Goals, Strategies, and Action Steps.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> ◆ Region VI Planning and Development Council ◆ Public transit providers
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 IV:</p> <ul style="list-style-type: none"> ◆ Senior and human service transportation providers ◆ Private transportation providers ◆ Local offices of human service agencies ◆ Non-profit organizations ◆ Faith-based organizations
Resources Needed	<ul style="list-style-type: none"> ◆ Staff time for lead and supporting organizations.
Potential Cost Range	<ul style="list-style-type: none"> ◆ \$300 or more per year (approximately) for staff time dedicated to actively attending Regional meetings. Staff time should be dedicated as part of an existing employee’s job duties.
Potential Funding Sources	<ul style="list-style-type: none"> ◆ Existing budgets of partner agencies.

Performance Measures or Targets	<ul style="list-style-type: none"> ◆ Local stakeholders feel they have a better understanding and more direct involvement in Regional efforts to improve coordination of resources, as measured through informal surveying.
Needs or Gaps Addressed	<ul style="list-style-type: none"> ◆ Coordinated planning with partner organizations for the purpose of reducing gaps in mobility for target populations and the general public. ◆ Funding sources are identified and/or opportunities to more effectively use existing funding sources are discovered, allowing providers to enhance existing services through expansions of service areas and/or days/hours of operations.
Priority Level and/or Timeframe	<ul style="list-style-type: none"> ◆ Short-term and ongoing implementation ◆ High priority

Goal #1B: Improve Communication Among Transportation Providers Throughout the State of West Virginia.	
Strategy	Region VI 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 IV 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 the Region VI Planning and Development Council and the public transit providers.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> ◆ Public transit providers
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> ◆ Senior and human service transportation providers
Resources Needed	<ul style="list-style-type: none"> ◆ Staff time for lead and supporting organizations
Potential Cost Range	<ul style="list-style-type: none"> ◆ \$300 or more per year (approximately) for staff time dedicated to actively attending statewide meetings. Staff time should be dedicated as part of an existing employee's job duties.
Potential Funding Sources	<ul style="list-style-type: none"> ◆ Existing budgets for partner agencies
Performance Measures or Targets	<ul style="list-style-type: none"> ◆ Local stakeholders feel they have a better understanding and more direct involvement in statewide efforts to improve coordination of resources and mobility management, as measured through informal surveying. ◆ New funding sources or changes in funding sources are identified and secured by local transportation providers as a result of more open communication with state-level agencies and programs.

Needs or Gaps Addressed	<ul style="list-style-type: none"> ◆ Coordinated planning with partner organizations for the purpose of reducing gaps in mobility for target populations and the general public. ◆ Funding sources are identified and/or opportunities to more effectively use existing funding sources are discovered, allowing providers to enhance existing services through expansions of service areas and/or days/hours of operations.
Priority Level and/or Timeframe	<ul style="list-style-type: none"> ◆ Short-term and ongoing implementation ◆ 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.

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	<ol style="list-style-type: none"> 1. Continue to operate public and human service transportation programs in Region VI. 2. In addition to traditional accessible and non-accessible vehicles, purchase vehicles that are appropriately sized and capable of accessing remote, rural areas (and unpaved or gravel roads), as appropriate.
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"> ◆ Region VI Planning and Development Council (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.

Potential Cost Range	<ul style="list-style-type: none"> ◆ Cost range is scalable based on the sizes of the transportation services and the type and quantity of vehicles.
Potential Funding Sources	<ul style="list-style-type: none"> ◆ FTA Sections 5307, 5310, and 5311 (Section 5311 is limited to public service for rural areas). ◆ Local match from State, local, or non-USDOT Federal programs. ◆ 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.
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 to work, medical appointments, shopping, human service agency programs and other purposes.
Priority Level and Timeframe	<ul style="list-style-type: none"> ◆ Short-term and ongoing implementation ◆ High priority

Goal #3: Develop Methods of Improving Driver Recruitment and Retention Including Volunteer Drivers.

Driver recruitment is critical for maintaining existing levels of transportation service and pursuing future service expansions. Public and human service transportation providers must balance driver wage rates with the need to maintain existing service. Therefore, providers need new strategies to attract qualified individuals to open driver positions. Some providers incorporate volunteer drivers in their programs, and need ways to promote volunteer opportunities.

Goal #3: Develop Methods of Improving Driver Recruitment and Retention Including Volunteer Drivers.	
Strategy	Transportation providers will collaborate to produce materials that can be used by any provider to recruit paid and volunteer drivers. The materials will be adaptable for any West Virginia transportation provider and feature the value that drivers contribute to their communities.
Action Steps	<ol style="list-style-type: none"> 1. Get driver testimonies discussing the meaningful impact their job has had on them. 2. Obtain supporting comments from human service agencies, health care providers, and others who highlight the positive role of drivers. 3. Research the impact of transit services on West Virginia residents, using information available from organizations such as West Virginia Public Transit Association, Community Transportation Association of America, and American Public Transportation Association. 4. Create recruitment materials, including flyers, a brochure, and online/social media advertisements, that promote employment or volunteer work as a driver.

Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> ◆ Public transit providers
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> ◆ Senior and human service transportation providers
Resources Needed	<ul style="list-style-type: none"> ◆ Funding for graphic design, printing, and online advertising.
Potential Cost Range	<ul style="list-style-type: none"> ◆ Cost range is scalable based on the extent of the recruitment materials. The minimum cost to hire a graphic designer and print materials likely ranges from \$3,000 to \$5,000.
Potential Funding Sources	<ul style="list-style-type: none"> ◆ FTA Sections 5307, 5310, and 5311 (Section 5311 is limited to public service for rural areas). ◆ Local match from State, local, or non-USDOT Federal programs. ◆ Grants from local charitable foundations.
Performance Measures or Targets	<ul style="list-style-type: none"> ◆ Number of new applications for driver positions. ◆ Number of active volunteer drivers. ◆ Reductions in overtime pay for drivers.
Needs or Gaps Addressed	<ul style="list-style-type: none"> ◆ Agencies' ability to recruit adequate numbers of paid and volunteer drivers to fully operate their programs.
Priority Level and Timeframe	<ul style="list-style-type: none"> ◆ Mid-term implementation ◆ High priority

Goal #4: Work with the Current Medicaid NEMT Broker to Evaluate Trip Distribution and Mileage Calculations, and Improve Coordination of Trips.

Transportation providers that operate NEMT under contract to LogistiCare would like to improve NEMT trip scheduling, delivery, and reimbursement processes. Providers report that they have difficulties with LogistiCare's ride scheduling and reimbursement process, which lead to reimbursement levels that are too low to cover the cost of providing rides. Providers are not compensated for NEMT cancellations or no-shows, which causes additional financial burden. There is more demand for NEMT rides than the existing providers are able to meet, particularly since the closure of some for-profit NEMT providers.

Goal #4: Work with the Current Medicaid NEMT Broker to Evaluate Trip Distribution and Mileage Calculations, and Improve Coordination of Trips.	
Strategy	Transportation providers will organize a statewide committee to address the concerns of NEMT providers, conduct periodic meetings with the current NEMT broker, and encourage the participation of legislative officials in discussions between providers and the broker.
Action Steps	1. Approach West Virginia Public Transit Association leaders about establishing a statewide committee of public and human service transportation agencies that would focus on solving NEMT problems.

	<p>2. Schedule periodic Regional meetings with current broker to identify challenges and discuss achievable solutions.</p> <p>3. Invite legislative officials to attend meetings with brokers.</p>
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> ◆ Public transit providers
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> ◆ Other providers of NEMT, including senior and human service transportation agencies.
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"> ◆ Increased NEMT revenue ◆ Agencies report improvement in NEMT processes.
Needs or Gaps Addressed	<ul style="list-style-type: none"> ◆ Transportation providers' difficulty in meeting demand for NEMT trips, obtaining accurate schedule and mileage information, and receiving adequate reimbursement for trips.
Priority Level and Timeframe	<ul style="list-style-type: none"> ◆ Short-term and ongoing implementation ◆ High priority

Goal #5: Identify Cost-Effective Technology to Assist in Scheduling and Dispatching.

Demand-response transportation providers benefit from software packages that improve the efficiency of scheduling and dispatching rides. Ideally, this software should have the ability to import trip tickets from NEMT brokers in order to eliminate the need for staff to re-enter trip data, which consumes time and can result in inaccuracies. Software that places automated trip reminder phone calls or text messages to passenger has been shown to reduce the rate of no-shows and late cancellations.

Goal #5: Identify Cost-Effective Technology to Assist in Scheduling and Dispatching.	
Strategy	Transportation providers will investigate technology options for demand-response scheduling and dispatching. Software options should include the ability to easily import NEMT trip tickets from the broker.
Action Steps	<ol style="list-style-type: none"> 1. Conduct an informal survey of West Virginia transportation providers that documents whether software is currently used, and the benefits and disadvantages of each software package. 2. Research existing transportation software packages by conducting online searches and contacting industry consultants and trade associations.

	<p>3. Determine compatibility requirements to promote the seamless transfer of trip tickets from broker to provider, and identify software packages that include automated “ride reminder” call/text functionality.</p> <p>4. Identify piggy backing procurement opportunities with transportation providers around the West Virginia.</p> <p>5. Acquire new software.</p>
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> ◆ Public transit providers
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> ◆ Senior and human service transportation providers
Resources Needed	<ul style="list-style-type: none"> ◆ Staff time for lead and supporting organizations.
Potential Cost Range	<ul style="list-style-type: none"> ◆ \$1,000 or more (approximately) for staff time dedicated to researching software, potential piggy backing opportunities, and funding opportunities. ◆ Software costs range widely, depending on the vendor. Some software packages are subscription-based, with no upfront investment required. Subscriptions may cost a minimum of \$200 per month. Server-based software packages may require a capital investment of \$20,000 to \$100,000.
Potential Funding Sources	<ul style="list-style-type: none"> ◆ Existing budgets of partner agencies.
Performance Measures or Targets	<ul style="list-style-type: none"> ◆ Number of agencies that purchase software. ◆ Increased productivity in demand-response transportation due to technology-enhanced ride scheduling.
Needs or Gaps Addressed	<ul style="list-style-type: none"> ◆ Ride scheduling and dispatching software that incorporates NEMT.
Priority Level and Timeframe	<ul style="list-style-type: none"> ◆ Mid-term implementation ◆ Moderate priority

Goal #6: Reduce Late Cancellations and No-Shows.

Demand-response transportation systems are challenged by late cancellations and no-shows, which have a negative impact on systems’ ability to operate efficiently. Late cancellations (typically defined as cancellation without 24-hour advance notice) and no-shows cause a transportation provider to expend resources that could have been used to transport another passenger. Transportation providers will take the following action steps to reduce the occurrence of late cancellations and no-shows.

Goal #6: Reduce Late Cancellations and No-Shows.	
Strategy	Late cancellations and no-shows are a burden to Region VI demand-response transportation providers. The providers will take the following actions to attempt to decrease their rates of late cancellations and no-shows.
Action Steps	1. Identify individuals who frequently no-show and contact them to confirm their scheduled trips in advance.
	2. Work with the current NEMT broker to determine a realistic cost recovery system for no-shows and methods to confirm riders who frequently no-show.
	3. Acquire scheduling and dispatching software with automated ride reminder functionality.
Parties Responsible for Leading Implementation	◆ Public transit providers
Parties Responsible for Supporting Implementation	◆ Senior and human service transportation providers
Resources Needed	◆ Staff time for lead and supporting organizations.
Potential Cost Range	◆ The cost for staff time to remind individuals about their trips should be absorbed by existing staff salaries. ◆ The cost for working with the NEMT broker on cost recovery is reflected in the cost range provided for Goal #4. ◆ The cost for software is reflected in the cost range provided for Goal #5.
Potential Funding Sources	◆ Existing budgets of partner agencies.
Performance Measures or Targets	◆ Reduction in late cancellations and no-shows.
Needs or Gaps Addressed	◆ Additional capacity for demand-response transportation services.
Priority Level and Timeframe	◆ Mid-term implementation ◆ Moderate priority

Goal #7: Build Relationships with Medical Facilities to Improve Communications Between Health Care and Transportation Providers.

Communication between transportation providers and health care facilities is necessary for providers to be able to maximize their ability to provide rides to medical appointments. When medical offices are not flexible on patient appointment times, transportation providers have difficulty fulfilling patient transportation needs. Transportation providers will reach out to medical offices to educate them about how transportation scheduling works, and solicit their feedback about the transportation service provided. In many cases, medical offices simply are unaware of the scheduling constraints that affect the ability of transportation providers to accommodate short-

notice ride requests or individuals who need return trips from appointments that run past their scheduled end times.

Goal #7: Build Relationships with Medical Facilities to Improve Communications Between Health Care and Transportation Providers.	
Strategy	The Region VI coordination committee established under Goal #1A will create a plan to work with medical facilities to improve communication.
Action Steps	1. Host a presentation and discussion in each Region VI county for medical providers on identifying solutions to patient transportation challenges.
	2. Meet with medical facility management to discuss benefits of better communication, patient readiness for scheduled rides, and appointment modifications to promote shared ride efficiency.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> ◆ Members of the Region VI coordination committee as identified in Goal #1A: <ul style="list-style-type: none"> ○ Buckwheat Express ○ CENTRA ○ Central West Virginia Community Action ○ Doddridge County Senior Citizens ○ Fairmont Marion County Transit Authority ○ Harrison County Senior Center ○ Marion County Senior Citizens ○ Mountain Line Transit Authority ○ Taylor County Senior Citizens
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> ◆ Other senior and human service transportation providers
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 presentations, discussions, and meetings with health care providers. 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"> ◆ Increases in the number of rides to/from medical facilities. ◆ Improved relationships between transportation and health care providers.
Needs or Gaps Addressed	<ul style="list-style-type: none"> ◆ Timely rides for to medical care for patients who use public and human service transportation.
Priority Level and Timeframe	<ul style="list-style-type: none"> ◆ Mid-term implementation ◆ Moderate priority

Goal #8: Increase Transportation Service Area Coverage, Days and Hours of Operation, and Frequency.

There are spatial and temporal gaps in transportation service throughout Region VI. Doddridge and Taylor Counties have no affordable transportation options for the general public. In other counties, service is limited to towns and cities, leaving rural residents without access to transportation. Transit systems that offer fixed and deviated routes would like to extend their days and hours of operation and/or improve the frequency of routes. Goal #8 addresses potential expansions of transportation service in the Region.

Goal #8: Increase Transportation Service Area Coverage, Days and Hours of Operation, and Frequency.	
Strategy	Region VI providers will expand their services so that all residents have access to transportation, including rural areas. Providers will add early morning, late evening, and weekend service. Transit agencies with fixed and deviated routes will improve frequency. Agencies that operate transportation for only older adults, NEMT beneficiaries, or other groups will consider opening service to the general public, depending on available funding.
Action Steps	1. Conduct meetings with community stakeholders and government agencies to discuss potential new services and plans for service expansions.
	2. Apply for funding to support new or expanded services.
	3. Implement new or expanded services.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> ◆ Public and human service transportation providers
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> ◆ Region VI Planning and Development Council (to provide a forum for sharing information and to disseminate grant applications from State and Federal sources). ◆ WVDOT ◆ Municipal government elected officials and staff ◆ Non-profit and faith-based providers of human services ◆ Community foundations/United Way
Resources Needed	<ul style="list-style-type: none"> ◆ Additional funding for transportation service.
Potential Cost Range	<ul style="list-style-type: none"> ◆ Cost range is scalable, based on the extent of the service expansions and the types and quantity of vehicles.
Potential Funding Sources	<ul style="list-style-type: none"> ◆ FTA Sections 5307, 5310, and 5311 (Section 5311 is limited to public service for rural areas). ◆ Local match from State, local, or non-USDOT Federal programs. ◆ Contract revenue from agencies that use the new services for consumers.

Performance Measures or Targets	<ul style="list-style-type: none"> ◆ General public service implemented in Doddridge and Taylor Counties. ◆ Public transit service areas expanded beyond cities/towns to rural areas. ◆ Number of trips provided annually with new services. ◆ Productive number of passenger trips per hour and/or mile of service during extended hours or on extended routes. ◆ Cost per trip for extended service 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"> ◆ Public transit in Doddridge and Taylor Counties. ◆ Public transit in other unserved rural communities. ◆ Extension of service hours into early mornings, evenings, and weekends. ◆ Improved frequency on fixed and deviated routes. ◆ Additional capacity for demand-response transportation providers. ◆ Rides provided for all NEMT needs.
Priority Level and Timeframe	<ul style="list-style-type: none"> ◆ Long-term implementation ◆ Lower priority

SUMMARY OF GOALS AND PRIORITIES

Transportation stakeholders in Region VI 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 Transportation to work, medical care, shopping, etc.						
							High Priority
Driver recruitment methods	Adequate numbers of paid and volunteer drivers						
							High Priority
Work with Medicaid NEMT broker	Difficulties with NEMT ride scheduling and reimbursement						
							High Priority
Scheduling/dispatching technology	Ride scheduling and dispatching software that incorporates NEMT						
							Moderate Priority
Reduce late cancellations and no-shows	Demand-response system capacity						
							Moderate Priority
Improve communications with medical offices	Transportation to medical care						
							Moderate Priority
Extend operating hours and service areas	Public transit for Doddridge and Taylor Counties Public transit for unserved rural areas Expanded transportation in early morning, evenings, weekends Improved frequency on fixed and deviated routes Additional demand-response capacity						
							Lower 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 14, 2018 from 10:00 AM to 11:30 AM
Meeting 2: March 13, 2019 from 1:30 PM to 3:00 PM
Locations: Meeting 1: Marion County Senior Center
Meeting 2: Marion County Senior Center

Invitations Distributed

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

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

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

Surveys

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

- ✓ Web Posting: Survey Monkey
 - ✓ E-mail and hard copy of survey provided upon request
 - ✓ Newspaper notice (list papers): (same as above)
 - ✓ Distributed in local community/senior centers, etc.
 - ✓ Information was provided in alternative formats, upon request
- Total number of electronic and paper surveys completed: 121

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 **Wednesday, November 14, 2018 from 10:00 AM to 11:30 AM at Marion County Senior Center, 105 Maplewood Drive, Fairmont, WV 26554**. 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	Organization
Director	Central West Virginia Transit Authority
Libby Canthron	Central West Virginia Transit Authority
Shannon Cunningham	Central WV Community Action Association, Inc.
Manager	D&L Limousine, Inc.
Marvin Travis	Doddridge County Senior Citizens, Inc.
George Levitsky	Fairmont-Marion County Transit Authority
Tiffini Cain	Harrison County Senior Citizens Center, Inc.
Donna Stuart	Harrison County Senior Citizens Center, Inc.
Jack Provance	Marion County Senior Citizens, Inc.
Dave Bruffy	Mountain Line Transit
Kelli NaNeve	Mountain Line Transit
Bob Pirner	PACE Enterprises
Janie Lou White	Preston County Senior Center, Inc. dba Buckwheat Express
Franklin Mayle	Taylor County Senior Citizens, Inc.
	Tis-N-Bubs Transportation Service, Inc.
Clement Solomon	Department of Transportation and Parking, West Virginia University
	WV Department of Health and Human Resources
Molly Utt	WV Department of Health and Human Resources
Robert King	Yellow Cab, Morgantown Cab Co

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
Doddridge, Harrison, Marion, Monongalia, Preston and Taylor Counties.

All are invited!

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

<p>Wednesday, November 14, 2018 10:00 AM to 11:30 AM Marion County Senior Center 105 Maplewood Drive, Fairmount, WV 26554</p>

Kelly Shawn 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 Marion County Senior Center. 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: November 1, 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 November 9 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 November 9.

Coordinated Plan Input Meeting for Doddridge, Harrison, Marion, Monongalia, Preston and Taylor Counties (Region VI)

Wednesday, November 14, 2018, 10:00 AM to 11:30 AM

Marion County Senior Center
105 Maplewood Drive
Fairmont, WV 26554

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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Section 5310 Program

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

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FAST Act Highlights

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

8

FAST Act Highlights

- ◆ Pilot Program for Innovative Coordinated Access and Mobility
 - Competitive Funding for Innovative Projects to Improve Coordination of Transportation with Non-Emergency Medical Transportation (NEMT)
 - Must Have Specific Goals for Improving Coordination

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Recent History of WV Coordinated Plans

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

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Stakeholder Participation Goal in the 2019 Plan Update

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

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Potential Regional Participants

Organization
Central West Virginia Transit Authority
Central West Virginia Transit Authority
Central WV Community Action Association, Inc.
D&L Limousine, Inc.
Doddridge County Senior Citizens, Inc.
Fairmont-Marion County Transit Authority
Harrison County Senior Citizens Center, Inc.
Harrison County Senior Citizens Center, Inc.
In Touch and Concerned
Marion County Senior Citizens, Inc.
Mountain Line Transit
Mountain Line Transit
PACE Enterprises
Preston County Senior Center, Inc. dba Buckwheat Express
Taylor County Senior Citizens, Inc.
Tis-N-Bubs Transportation Service, Inc.
Department of Transportation and Parking, West Virginia University
WV Department of Health and Human Resources
WV Department of Health and Human Resources
Yellow Cab, Morgantown Cab Co


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UPDATE OF CURRENT RESOURCES AND UNMET NEEDS

13

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 Braxton County between 5:00 AM and 7:00 AM"

14

13

14

 **Progress on 2015 Goals**

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

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New Goals and Priorities

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

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NEXT STEPS FOR THE PLANNING PROCESS

17

Update Inventory and Needs Assessment

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

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Public Meeting #2

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

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19



Questions?

FOLLOW UP QUESTIONS:

- RLS & Associates, Inc.
(703) 919-9237 Direct Phone
(937)-299-5007 Main Office Phone
(937) 299-1055 Fax
–KShawn@rlsandassoc.com

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West Virginia Coordinated Plan Update

Date: 11-14-18

Input Meeting Sign-In Sheet

Location: Region 6

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
MURVIN TRAVIS JAMES TUNN	Doddridge CO. SP4UT 417 W Main West Union WV 25395	304 873 2061	dcsc007@k12a1g.ma.k12.wv.gov
Bill Robinson	WV DPT 1900 Kanawha Blvd, E. Charleston, WV 25305	304 558 0428	bill.c.robinson@wv.gov
Sarah Brydie	Central WV Community Action	(304) 622-8495 opt #2	Sarahb@cwvcaa.org
Dave Bruffy	Mountain Line Transit	304 282 0363	Bruffy@busride.org
Beth Fitzgerald	Harrison County	304 6236795	bfitzgerald@hsc.wv.org
GEORGE LEUTSKY CLTM	FAIRMONT-MARION CO TRANSIT AUTHORITY	304. 366. 8177	fmcta@wvdsi.net
Sheene Hunt	Region 6 Planning Development Council 34 MP Park Drive. Whitehall WV 26554	304-366-5693	sheenahunt@regionvi.com
Sherry Smith	Legal Aid of WV	304 2960001	SSmith@lawv.net

West Virginia Coordinated Plan Update

Date: 11-14-18

Input Meeting Sign-In Sheet

Location: Region 6

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Judy Brennen Judy Brennen	Visiting Homemakers Service 382 Broadway Ave. Mt. WV ²⁶⁰⁵⁰	304-599-7743	visiting.homemakers@gmail.com
Amy Naugle	Visiting Homemakers Serv. 382 Broadway Ave	304-599-7743	visiting.homemakers@gmail.com
Janice Lou White	Preston Co Br Cit / Buckle up Express	304-329-0464	preston seniors@atlanticbb.net
Jennifer Hashman	Valley HealthCare System	304-296-1731	jhashman@valleyhealthcare.org
Michelle Angus	DHHR - Po Box 800 MARTIN COUNTY SENIOR CITIZENS FAIRMONT WV	304-285-3175	michelle.L.Angus@wv.gov
Rick Berry	MARION County SENIOR CITIZENS FAIRMONT WV	304-366-8774	TRANSPORTATION @ MARION SENIORS.org
Kelli Laneve	Mountain Line Transit 420 Dupont Rd Mt. WV	304-296-3680	laneve@busride.org
Courtney Klus	Legal Aid of West Virginia 110 S. Third St. Clarksburg	304-623-6649	cklus@lawv.net
CHRISTINA RUMBACH	LEGAL AID OF WEST VIRGINIA 110 S. THIRD ST. CLARKSBURG	304-623-6649	crumbach@lawv.net
BOB PIRNER	PACE Enterprises 889 Mylan Park Lane Morgantown	304-953-7223	bpirner@paceenterprises.org
Jason Kuntz	Harrison Co Sr Citizens Ctr 570 W Main St. Clarksburg	304-623-6795	JKuntz@HCSCC.org

For Immediate Release

Date: February 6, 2019

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

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

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

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

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

Coordinated Plan Input Meeting for Doddridge, Harrison, Marion, Monongalia, Preston and Taylor Counties (Region VI)


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

Marion County Senior Center
105 Maplewood Drive
Fairmont, WV 26554

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.

###

 **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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 **What Does it Take?**

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

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 **Goals from the 2015 Plan**

Goal #1: Continue to improve outreach and communication about unmet needs and gaps in transportation services.

Objectives:

- ◆ Improve awareness of unmet transportation needs and gaps in services in the region and statewide through active participation in the regional coordination committee.
- ◆ Increase participation levels of the regional coordination committee.
- ◆ Improve transportation for trips other than Non-Emergency Medical Transportation (NEMT).
- ◆ Regional coordination committee will establish goals and implement progressive communication strategies (i.e., on-line and other approaches).

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 **Goals from the 2015 Plan**

Goal #2: Eliminate gaps in public transportation from rural areas to Morgantown and Fairmont.

Objectives:

- ◆ Identify specific unmet needs and transportation demands.
- ◆ Provide public transportation in Taylor and Doddridge Counties.
- ◆ Develop non-traditional services to fill gaps, such as volunteer transportation programs.
- ◆ Improve access to transportation services outside of Morgantown.

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 **Goals from the 2015 Plan**

Goal #3: Improve town-to-town transportation options.

Objectives:


- ◆ Provide more drop-off points for town-to-town routes to improve access to services for individuals with disabilities, older adults, and the general public.

Goal #4: Improve mobility options for individuals with disabilities.

Objectives:

- ◆ Educate the public and current passengers about new and existing transportation services.
- ◆ Inform Taxi companies of the benefits of participating in the coordinated transportation

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 **Goals from the 2015 Plan**

Goal #5: Address gaps in transportation for employment and other needs.

Objectives:

- ◆ Improve access to employment and community resources during evenings, mornings, and on weekends.
- ◆ Explore the benefits of various types of ride-sharing programs to address the gaps in services.

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 **Goals from the 2015 Plan**

Goal #6: Improve frequency and hours of operation for Mountain Line.

Objectives:

- ◆ Assess the most appropriate areas of improvement for Mountain Line service and implement improvements.
- ◆ Assess transportation needs and develop a regional transportation improvement plan that will appropriately assign resources to address gaps in services.

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 **Goals from the 2015 Plan**

Goal #7: Promote public transportation service to increase and improve public awareness that transportation service is for everyone.

Objectives:

- ◆ Promote transportation that is operated by various agencies as open to the public.
- ◆ Improve awareness of transportation service through expanded public outreach and education campaigns.

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 **Goals from the 2015 Plan**

Goal #8: Purchase new and replacement wheelchair accessible vehicles to maintain safety and quality service.

Objectives:

- ◆ Sustain the current capacity of transportation providers, at minimum. Improve and expand, as possible.
- ◆ Improve the quality of transportation services through purchase of vehicles that are most appropriate to meet passenger needs.
- ◆ Increase the frequency and hours of service for rural non-urbanized areas of service.


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 **Needs Assessment**

Top Needs – Identified at Meeting November 2018 by Stakeholders

- ◆ Preston County has no public transit
- ◆ No late night service – second and third shifts
- ◆ Limited accessible service except in Mon County and some deviated route service.
- ◆ There are accessible vehicles but bad driveways prevent service.
- ◆ Limits with insurance with Harrison County Srs.
- ◆ Clinics provide no assistance to transit scheduling
- ◆ Logisticare – mileages, routes, reimbursement, limited providers


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 **Needs Assessment**

Top Needs – Identified at Meeting November 2018 by Stakeholders


- ◆ Recruiting and retaining drivers
- ◆ Affordable software programs
- ◆ Lacking technology
- ◆ Demographics – seniors, young people want higher salary than transit career, higher need help aging in place.

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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)
 - NEMT

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 **Transportation Providers**

- ◆ Closed Door providers (client-only transportation)
 - Human service agencies

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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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 **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

–Email address

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West Virginia Coordinated Plan Update

Date: 3-~~14~~¹³-19

Input Meeting Sign-In Sheet

Location: _____

Region: Region VI

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Sarah Brydie	Central WV Community Action 1010 Frederick St. Clarkburg	304-622-8495 option 2	transportation@cwvca.org
Barbara Metcalfe <i>Mayor</i>	City of Pleasant Valley	304-363-2400	City of PValley@aol.com
Jason Kuntz	Harrison County Senior Citizens Center 500 W Main St CK	304 673-6795	jkuntz@hcsec.net
Meghan Kline	WVU Medicine 1 Medical Center Dr. Morgantown	304-598-4956	meghan.kline@wvumedicine.org
Kelli Lanore	Mountain Line Transit 420 Dupont Rd. Mgmt	304-296-3680	lanore@busride.org
Jennifer Hashman	Valley Health Care System 301 Scott Ave Morgantown	304-296-1731	jhashman@valleyhealthcare.org
Tammy Shriver	Times West Virginia 300 Quince St Fairmont	304-282-3273	tshrivers@timeswv.com
Sherry Smith	Legal Aid of WV 165 Scott Ave, #209 Morg WV 26508	304 296 0001	ssmith@lawwv.net
Janie Lou White	Buckwhent Express	329 0464	
Wendy Madden	David B. McKinley, PE	304 284-8506	Wendy.madden@mail.house.gov
Rick Berry	MARION COUNTY SENIOR CITIZENS 1051 MAPLE AVE FAIRMONT WV	304-366 8779	TRANSPORTATION @ MARION SENIORS .ORG

West Virginia Coordinated Plan Update

Date: 3-¹³~~14~~-19

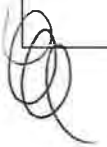
Input Meeting Sign-In Sheet

Location: _____

Region: Region VI

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
GEORGE LEVITSKY	FAIRMONT-MARION CO TRANSIT AUTHORITY 400 QUINCY ST FMT, WV	304.366.8177	FMCTA@WVDSL.NET
Vanessa Perkins	Central WV Transit Authority P.O. BOX 430 clarksburg WV 26301	304.623.6002	vanessa@centrabus.com
April Wintermoyer	Right at Home 1296 Suncrest Tower Ctr Morgantown WV 26505	304 276 3723	april@rahcares4unnet
Charlie Sims	Right at Home 1296 Suncrest Tower Ctr Morgantown WV 26505	304 816 7167	charlie@rahcares4unnet
Chip Phillips	City Pleasant Valley	304-363-2400	City PV@Valley AOL.com
Mike Walls	City of Pleasant Valley	304-363-2400	City PV e Valley AOL.com



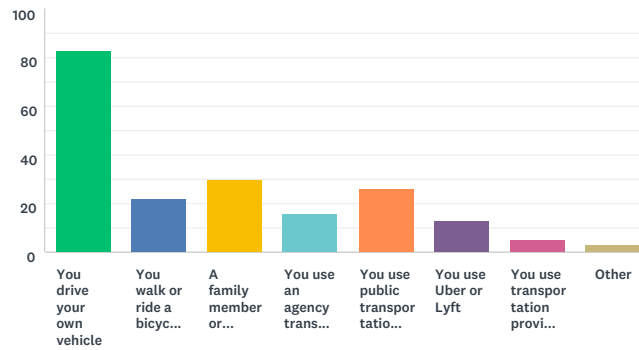
Surveys

APPENDIX B: PUBLIC SURVEY DATA

The following pages include public survey results for Region VI.

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

Answered: 121 Skipped: 0

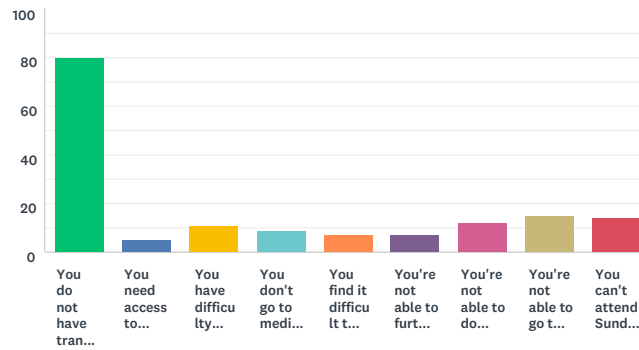


ANSWER CHOICES	RESPONSES
You drive your own vehicle	68.60% 83
You walk or ride a bicycle (other than for exercise)	18.18% 22
A family member or friend takes you where you need to go	24.79% 30
You use an agency transportation service to take you where you need to go (for example, a senior transportation program)	13.22% 16
You use public transportation to take you where you need to go	21.49% 26
You use Uber or Lyft	10.74% 13
You use transportation provided through Medicaid to get to medical appointments	4.13% 5
Other	2.48% 3
Total Respondents: 121	

#	PLEASE WRITE IN THE NAME OF THE AGENCY OR PUBLIC TRANSPORTATION PROVIDER	DATE
1	Ambulance for my disabled son as needed for appointments	2/24/2019 6:53 PM
2	cab	2/19/2019 8:04 PM
3	Marion Co Senior Center	2/13/2019 10:51 AM
4	Marion Co Senior Center	2/13/2019 10:50 AM
5	Marion Co Senior Center	2/13/2019 10:48 AM
6	MCTA Mario City	2/13/2019 10:47 AM
7	Senior Citizens Transport	2/13/2019 10:42 AM
8	Marion Co Senior Center	2/13/2019 10:41 AM
9	Marion Co Senior Center	2/13/2019 10:40 AM
10	Marion Co Senior Center	2/13/2019 10:37 AM
11	Doddridge Co Senior Citizens	2/13/2019 10:36 AM
12	Doddridge Co Senior Citizens	2/13/2019 10:35 AM
13	Doddridge Co Senior Citizens	2/13/2019 10:34 AM
14	MOVTA Easy Rider	2/6/2019 1:41 PM
15	Plane	1/19/2019 9:44 PM
16	Senior Citizen Center and Centra Bus	1/11/2019 3:55 PM
17	Senior Citizen Center and Centra Bus	1/11/2019 3:54 PM
18	Harrison County Senior Center	1/11/2019 3:53 PM
19	Mountain Line	12/11/2018 10:16 AM
20	Mountain line	12/7/2018 8:58 PM
21	Taylor county has none	12/5/2018 1:18 PM
22	Mountain Line Transit Authority	12/5/2018 11:27 AM
23	Mountain Line Transit Authority	11/30/2018 7:54 AM
24	Mountain Line Transit Authority	11/25/2018 1:22 AM
25	Mountain Line Bus, PRT	11/20/2018 7:17 PM
26	WVU PRT System	11/20/2018 10:50 AM
27	Mountain line	11/19/2018 11:55 PM

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

Answered: 110 Skipped: 11

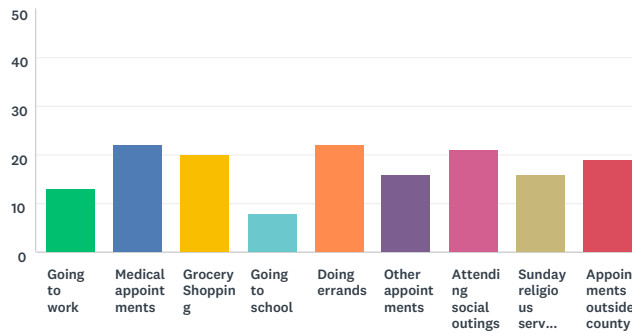


ANSWER CHOICES	RESPONSES
You do not have transportation limitations	72.73% 80
You need access to wheelchair accessible vehicles	4.55% 5
You have difficulty getting to work because you don't have reliable transportation	10.00% 11
You don't go to medical appointments because you don't have reliable transportation	8.18% 9
You find it difficult to feed yourself or your family because you don't have reliable transportation	6.36% 7
You're not able to further your education because you don't have reliable transportation	6.36% 7
You're not able to do errands because you don't have reliable transportation	10.91% 12
You're not able to go to other appointments (social services, legal, etc.) because you don't have reliable transportation	13.64% 15
You can't attend Sunday religious services because you don't have reliable transportation	12.73% 14
Total Respondents: 110	

#	OTHER (PLEASE SPECIFY)	DATE
1	Due to my son's disability his transportation is extremely limited!	2/24/2019 6:53 PM
2	too expensive to leave town	2/19/2019 8:04 PM
3	Blindness	2/13/2019 10:34 AM
4	I can't see to drive well after dark	1/3/2019 12:26 PM
5	ALthough it is out of the WV DOT control, we limit the amount of time we spend in the car due to gas prices.	12/10/2018 10:23 AM
6	My kids have missed Special Olympics basketball because the Sunday bus is very limited.	12/5/2018 10:48 AM
7	No rural routes near my home and I can't drive due to vision difficulties	11/28/2018 12:35 PM
8	Getting to certain parts of town in the evening	11/25/2018 1:22 AM

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

Answered: 39 Skipped: 82



ANSWER CHOICES	RESPONSES
Going to work	33.33% 13
Medical appointments	56.41% 22
Grocery Shopping	51.28% 20
Going to school	20.51% 8
Doing errands	56.41% 22
Other appointments	41.03% 16
Attending social outings	53.85% 21
Sunday religious services	41.03% 16
Appointments outside county	48.72% 19
Total Respondents: 39	

#	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 son is extremely isolated due to lack of transportation anywhere!	2/24/2019 6:53 PM
2	Morgantown	2/24/2019 5:46 PM
3	I need to get to my medical appointments and to the store to buy food in fairmont.	2/22/2019 9:13 PM
4	medical in pittsburgh	2/19/2019 8:04 PM
5	VA Hosp. Bus	2/13/2019 10:47 AM
6	Morgantown	2/13/2019 10:45 AM
7	Have trouble getting to Morgantown	2/13/2019 10:36 AM
8	need to go to work	2/6/2019 1:17 PM
9	Need to go to work	2/6/2019 1:15 PM
10	Medical Appointments in Bridgeport, Morgantown and Salem	1/11/2019 3:53 PM
11	Medical appointments in Morgantown. I live in the country above Hazelton in Preston County.	1/3/2019 12:26 PM
12	I work early in the morning. My son goes to school from 3-5 in Marion county	12/12/2018 12:09 PM
13	Where I live on West Run Rd the nearest bus stop is not very near at all and the road to walk to get to the bus stop is very dangerous. I have a very hard time getting anywhere because of the road it takes to get to the bus stop. I have 3 young children whom it would be very dangerous to walk on that road with them to catch the bus.	12/11/2018 10:16 AM
14	Cma church can't go to the store because of working till 5 and not having time to shop after work because of the bus	12/7/2018 8:58 PM
15	I have difficulty getting since the isnt a bus run on Sunday. I live off Dorsey Ave.	12/5/2018 4:46 PM
16	I want to get to a church service on Sunday mornings.	12/5/2018 1:43 PM
17	My mother needs to go to dialysis 3 days a week. Also, doctor's apointments and shopping.	12/5/2018 11:27 AM
18	I need to go to medical appointments in Harrison County. Also in Pittsburgh Pennsylvania.	11/28/2018 6:19 PM
19	I need to go to appointments in Marion County. I need to get to work in Taylor County. I need to go to appointments in Monongalia County.	11/28/2018 12:35 PM
20	Getting from Tunnelton to anywhere.	11/25/2018 8:11 PM
21	Groceries in Morgantown or other sundry runs	11/25/2018 1:22 AM
22	medical appts in morgantown	11/20/2018 9:06 PM
23	Though I have my own vehicle, when I attended school at WVU - due to parking limitations it was difficult to find easy, reliable transportation from my house to the university.	11/20/2018 7:17 PM
24	Medical appointments in Morgantown	10/5/2018 9:08 AM

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

Answered: 119 Skipped: 2

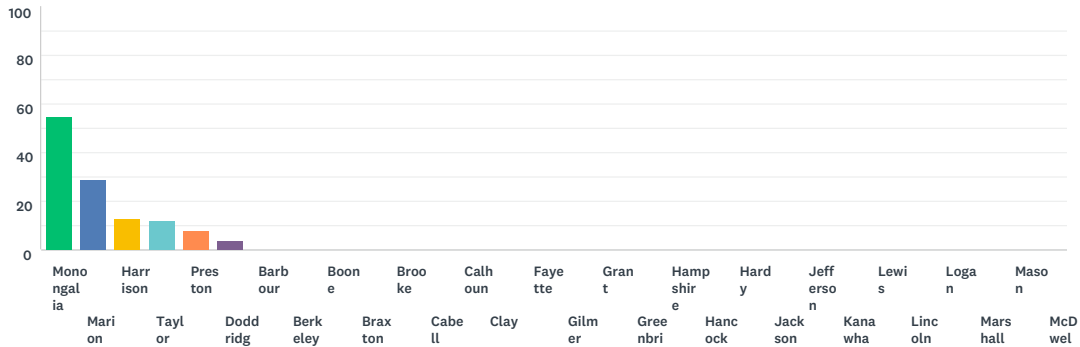
#	RESPONSES	DATE
1	Fairmont	5/1/2019 1:01 PM
2	Grafton	2/25/2019 9:41 PM
3	Grafton	2/25/2019 4:31 PM
4	Thornton	2/25/2019 4:02 PM
5	Grafton, WV	2/25/2019 1:18 PM
6	GRAFTON	2/25/2019 12:33 PM
7	Worthington	2/24/2019 10:22 PM
8	Morgantown	2/24/2019 9:49 PM
9	Morgantown	2/24/2019 6:53 PM
10	Morgantown	2/24/2019 5:52 PM
11	Rivesville	2/24/2019 5:46 PM
12	Grafton	2/24/2019 4:41 PM
13	Grafton	2/24/2019 1:38 PM
14	Grafton	2/24/2019 1:28 PM
15	Grafton	2/24/2019 10:40 AM
16	Salem	2/23/2019 8:11 PM
17	Fairmont	2/22/2019 9:13 PM
18	grafton	2/19/2019 8:04 PM
19	Fairmont	2/13/2019 10:51 AM
20	Fairmont	2/13/2019 10:50 AM
21	Fairmont	2/13/2019 10:48 AM
22	Fairmont	2/13/2019 10:48 AM
23	Fairmont	2/13/2019 10:47 AM
24	Fairmont	2/13/2019 10:45 AM
25	Fairmont	2/13/2019 10:44 AM
26	Rivesville	2/13/2019 10:44 AM
27	Fairmont	2/13/2019 10:43 AM
28	Fairmont	2/13/2019 10:42 AM
29	Fairmont	2/13/2019 10:41 AM
30	Rivesville	2/13/2019 10:40 AM
31	Fairmont	2/13/2019 10:39 AM
32	Fairmont	2/13/2019 10:38 AM
33	Fairmont	2/13/2019 10:37 AM
34	West Union	2/13/2019 10:36 AM
35	West Union	2/13/2019 10:35 AM
36	West Union	2/13/2019 10:34 AM
37	blacksville	2/7/2019 9:28 AM
38	Morgantown	2/6/2019 1:41 PM
39	Clarksburg	2/6/2019 1:17 PM
40	Clarksburg	2/6/2019 1:15 PM
41	Terra Alta	1/29/2019 4:46 PM
42	West Milford	1/25/2019 6:08 PM
43	Kingwood	1/25/2019 9:52 AM
44	Morgantown	1/22/2019 5:26 PM
45	Bacon	1/19/2019 9:44 PM
46	Morgantown	1/18/2019 10:21 AM
47	Morgantown	1/17/2019 1:44 PM
48	Morgantown	1/17/2019 9:40 AM
49	Rivesville	1/16/2019 5:10 PM
50	Clarksburg	1/11/2019 3:56 PM
51	Clarksburg	1/11/2019 3:55 PM
52	Clarksburg	1/11/2019 3:54 PM
53	Clarksburg	1/11/2019 3:53 PM
54	Bruceton Mills	1/8/2019 5:04 PM
55	Bridgeport	1/7/2019 8:28 AM

56	White Hall, WV	1/6/2019 8:21 PM
57	Kingwood	1/4/2019 9:45 AM
58	Tunnelton	1/3/2019 5:52 PM
59	About 3 miles above Hazelton	1/3/2019 12:26 PM
60	Morgantown	12/17/2018 12:12 PM
61	Morgantown	12/14/2018 2:13 PM
62	Fairmont, WV	12/12/2018 2:26 PM
63	Fairmont	12/12/2018 12:09 PM
64	Cassville	12/12/2018 11:54 AM
65	Westover	12/11/2018 12:18 PM
66	Morgantown	12/11/2018 10:16 AM
67	Clarksburg	12/10/2018 7:16 PM
68	Morgantown	12/10/2018 11:42 AM
69	Morgantown	12/10/2018 10:41 AM
70	Westover	12/10/2018 10:23 AM
71	Morgantown	12/10/2018 9:12 AM
72	Cheatlake	12/7/2018 8:58 PM
73	Mannington	12/7/2018 2:39 PM
74	Morgantown	12/7/2018 2:11 PM
75	Fairmont	12/7/2018 1:32 PM
76	Morgantown	12/7/2018 9:41 AM
77	Morgantown	12/6/2018 9:28 PM
78	Morgantown	12/6/2018 2:02 AM
79	Little Indian creek	12/5/2018 8:41 PM
80	Morgantown	12/5/2018 4:46 PM
81	Fairmont	12/5/2018 2:53 PM
82	dellslow, wv	12/5/2018 2:46 PM
83	Morgantown	12/5/2018 1:43 PM
84	Morgantown	12/5/2018 1:34 PM
85	Grafton	12/5/2018 1:18 PM
86	Morgantown	12/5/2018 12:43 PM
87	morgantown	12/5/2018 12:32 PM
88	Morgantown (Cheat Lake)	12/5/2018 11:27 AM
89	Morgantown	12/5/2018 10:48 AM
90	Morgantown	12/5/2018 10:32 AM
91	Morgantown	12/4/2018 2:30 PM
92	Morgantown	12/4/2018 12:36 PM
93	Morgantown	11/30/2018 8:54 PM
94	Morgantown	11/30/2018 7:54 AM
95	Grafton	11/28/2018 6:19 PM
96	Reedsville	11/28/2018 12:35 PM
97	Tunnelton	11/25/2018 8:11 PM
98	Morgantown	11/25/2018 6:57 PM
99	Morgantown	11/25/2018 1:22 AM
100	Harrison County	11/20/2018 9:06 PM
101	clarksburg	11/20/2018 9:06 PM
102	Morgantown	11/20/2018 7:17 PM
103	Morgantown	11/20/2018 6:52 PM
104	Morgantown	11/20/2018 4:04 PM
105	Morgantown	11/20/2018 3:59 PM
106	Morgantown	11/20/2018 3:13 PM
107	Morgantown	11/20/2018 2:14 PM
108	Morgantown	11/20/2018 11:23 AM
109	Morgantown	11/20/2018 10:50 AM
110	Morgantow	11/20/2018 10:47 AM
111	Morgantown	11/20/2018 10:19 AM
112	Morgantown	11/20/2018 5:03 AM
113	Morgantown	11/20/2018 1:22 AM
114	Morgantown	11/19/2018 11:55 PM
115	morgantown	11/19/2018 11:54 PM
116	Clarksburg	11/19/2018 10:08 PM

117	Morgantown	11/19/2018 9:37 PM
118	Morgantown WV	10/5/2018 9:08 AM
119	FAIRMONT	10/4/2018 12:03 PM

Q5 What county do you live in?

Answered: 121 Skipped: 0

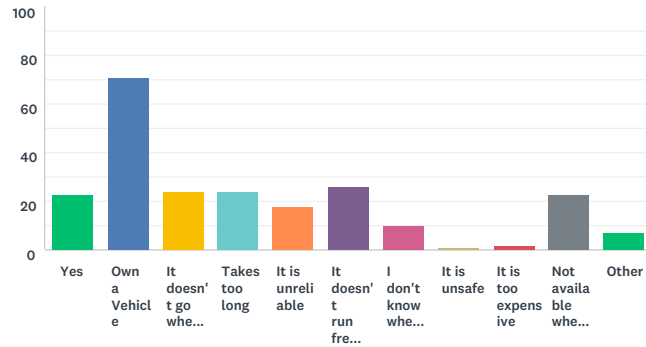


ANSWER CHOICES	RESPONSES
Monongalia	45.45% 55
Marion	23.97% 29
Harrison	10.74% 13
Taylor	9.92% 12
Preston	6.61% 8
Doddridge	3.31% 4
Barbour	0.00% 0
Berkeley	0.00% 0
Boone	0.00% 0
Braxton	0.00% 0
Brooke	0.00% 0
Cabell	0.00% 0
Calhoun	0.00% 0
Clay	0.00% 0
Fayette	0.00% 0
Gilmer	0.00% 0
Grant	0.00% 0
Greenbrier	0.00% 0
Hampshire	0.00% 0
Hancock	0.00% 0
Hardy	0.00% 0
Jackson	0.00% 0
Jefferson	0.00% 0
Kanawha	0.00% 0
Lewis	0.00% 0
Lincoln	0.00% 0
Logan	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
Monroe	0.00% 0
Morgan	0.00% 0
Nicholas	0.00% 0
Ohio	0.00% 0
Pendleton	0.00% 0

Pleasants	0.00%	0
Pocahontas	0.00%	0
Putnam	0.00%	0
Raleigh	0.00%	0
Randolph	0.00%	0
Ritchie	0.00%	0
Roane	0.00%	0
Summers	0.00%	0
Tucker	0.00%	0
Tyler	0.00%	0
Upshur	0.00%	0
Wayne	0.00%	0
Webster	0.00%	0
Wetzel	0.00%	0
Wirt	0.00%	0
Wood	0.00%	0
Wyoming	0.00%	0
TOTAL		121

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

Answered: 110 Skipped: 11

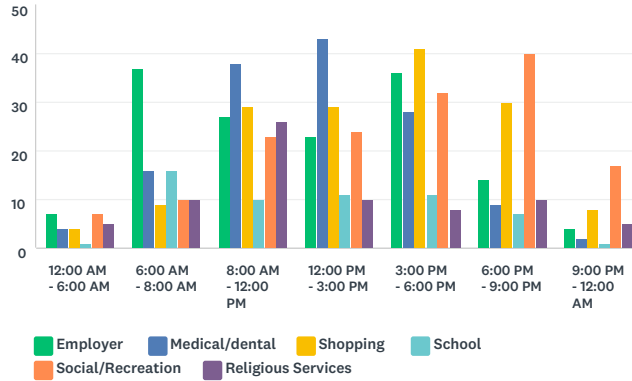


ANSWER CHOICES	RESPONSES
Yes	20.91% 23
Own a Vehicle	64.55% 71
It doesn't go where I need to go	21.82% 24
Takes too long	21.82% 24
It is unreliable	16.36% 18
It doesn't run frequently/often enough	23.64% 26
I don't know where it goes or how it works	9.09% 10
It is unsafe	0.91% 1
It is too expensive	1.82% 2
Not available where I live	20.91% 23
Other	6.36% 7
Total Respondents: 110	

#	OTHER (PLEASE SPECIFY)	DATE
1	It's only for Dr appointments through Medicaid	2/24/2019 6:53 PM
2	It is not available where i live throughout the day	2/22/2019 9:13 PM
3	It ends before I need to go home	12/11/2018 12:18 PM
4	The bus stop is too far away from the shelter where i live.	12/11/2018 10:16 AM
5	Stop locations are not accurate on website and my job requires me to drive other cities in WV.	12/10/2018 10:23 AM
6	Family members drive me in my car that I still have. Public transportation doesn't come to my rural home and when they are in Reedsville it is only 2 times per day which makes appointments or anything else an all day affair.	11/28/2018 12:35 PM
7	It doesn't run near my house.	11/20/2018 9:06 PM

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

Answered: 86 Skipped: 35

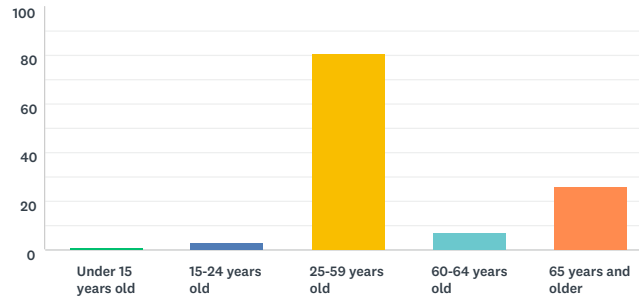


	EMPLOYER	MEDICAL/DENTAL	SHOPPING	SCHOOL	SOCIAL/RECREATION	RELIGIOUS SERVICES	TOTAL RESPONDENTS
12:00 AM - 6:00 AM	38.89%	22.22%	22.22%	5.56%	38.89%	27.78%	18
6:00 AM - 8:00 AM	68.52%	29.63%	16.67%	29.63%	18.52%	18.52%	54
8:00 AM - 12:00 PM	37.50%	52.78%	40.28%	13.89%	31.94%	36.11%	72
12:00 PM - 3:00 PM	34.33%	64.18%	43.28%	16.42%	35.82%	14.93%	67
3:00 PM - 6:00 PM	54.55%	42.42%	62.12%	16.67%	48.48%	12.12%	66
6:00 PM - 9:00 PM	25.93%	16.67%	55.56%	12.96%	74.07%	18.52%	54
9:00 PM - 12:00 AM	18.18%	9.09%	36.36%	4.55%	77.27%	22.73%	22

#	OTHER (PLEASE SPECIFY)	DATE
1	connect with the train	2/19/2019 8:04 PM
2	I need them all the time no matter what times its there	2/6/2019 1:17 PM

Q8 Please tell us your age.

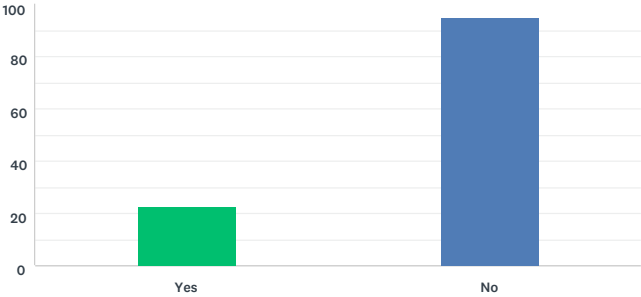
Answered: 118 Skipped: 3



ANSWER CHOICES	RESPONSES	
Under 15 years old	0.85%	1
15-24 years old	2.54%	3
25-59 years old	68.64%	81
60-64 years old	5.93%	7
65 years and older	22.03%	26
TOTAL		118

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?

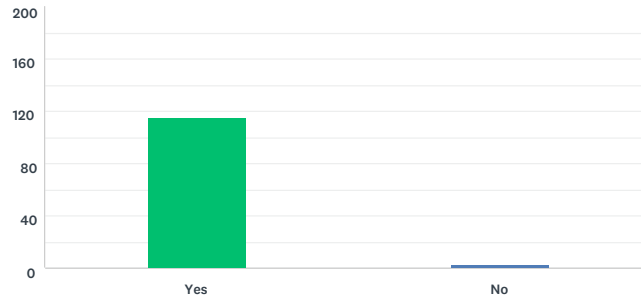
Answered: 118 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	19.49%	23
No	80.51%	95
TOTAL		118

Q10 Is English your first or primary language?

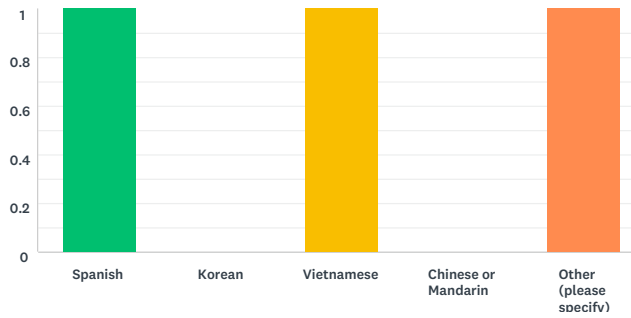
Answered: 118 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	97.46%	115
No	2.54%	3
TOTAL		118

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

Answered: 3 Skipped: 118



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

#	OTHER (PLEASE SPECIFY)	DATE
1	German	1/19/2019 9:44 PM

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: 32 Skipped: 89

#	RESPONSES	DATE
1	My husband and I live in Taylor county and ride together to work in Morgantown. I would use public transit to and from work on a weekly basis to save the miles on our vehicles. It would be a benefit to our county.	2/25/2019 4:02 PM
2	Although I do not have a need for public transportation, there are some many in this community who do! There is a dire need for public transportation similar to the Buckwheat Express (Preston) and Here and There Transportation (Barbour). The local cab company is unreliable and overpriced, with their main focus being transportation for CSX Railroad employees. Many of their customers state that they must wait 1+ hours for pickup and they are unreliable when used for appointments. Grafton and Taylor County are in desperate need of alternative means of transportation for it's citizens!	2/25/2019 1:18 PM
3	My son used to ride the Medicaid van through the county bus. That became to unreliable due to his medical conditions. We got stuck on a bus for 3 hours once due to the schedule they said they had to keep. My son is doing better and we would like to access transportation to medical as well as shopping. Shopping and outings were never offered in Monongalia County. It's very isolating to someone who is disabled.	2/24/2019 6:53 PM
4	It would be great to have a train run from Grafton to Morgantown and other areas	2/24/2019 1:38 PM
5	Our roads create dangerous driving conditions in any type of weather. Specifically the secondary and rural routes. The ditches are not clear and the water/ice flow over curved areas making travel difficult and unsafe	2/24/2019 1:28 PM
6	I myself do not typically have transportation problems, but a lot of people in Taylor County do not have reliable transportation. We do not have affordable public transit. The only option we have is an expensive taxi service that may or may not pick you up on time or at all.	2/24/2019 10:40 AM
7	Grafton has cab service but out of town is expensive and nearest train is Connellsville, Pa.	2/19/2019 8:04 PM
8	Need door to door service because I use a cane from having a disability	2/13/2019 10:41 AM
9	When I need you, you are there so thank you for your service	2/6/2019 1:17 PM
10	I need them all of the time no matter what time its there	2/6/2019 1:15 PM
11	There is very limited transportation in my area and people without cars have a hard time getting around. There is no Uber , Taxi or other services avail.	1/29/2019 4:46 PM
12	I need bacon	1/19/2019 9:44 PM
13	While I do not have transportation barriers I recognize many folks, especially in rural areas struggle getting transportation to vital engagements such as doctors appointments.	1/18/2019 10:21 AM
14	I can only work 20 hrs. a week on Title V program. Due to lack of transportation, I can't get a job working more hours. Don't know what I will do when my time expires on Title V. Harrison Co. Senior Center bus takes me to and from my job at this time	1/11/2019 3:53 PM
15	More reliable service during non normal hours of operation.	1/7/2019 8:28 AM
16	We need roads that aren't terrible and crews that can complete a job in under a year.	12/14/2018 2:13 PM
17	There are many community members that need help getting to medical appointments.	12/10/2018 9:12 AM
18	I run a job training program in Monongalia County and due to the unavailable transportation by 7:30pm when the program lets out Monday and Thursday night, we have run into having to carpool or use taxi's for our students. Also, we have found our students, volunteers and those who shop at our store struggle tremendously with the current bus schedule. Shoppers who used to shop at our store a couple times a week, now come twice a month because it takes two hours now to ride downtown from where they pick up the bus (Green Glen), when it used to take one hour. Another said that the bus system used to be reliable, but now it is usually running 10 minutes behind schedule. Others actually avoid applying for jobs on certain sides of town because it would take them 2 two hours to get to work and two hours to ride home. I have a volunteer who now leaves earlier than before because it take just too long to get home. Things really need to change so that people who want to contribute to society can make a positive impact on our community in the capacity they were meant to contribute. Thank you for caring!	12/7/2018 2:11 PM
19	I own my own vehicle, but work with families who are limited with transportation. Most of our families do not have reliable transportation.	12/7/2018 1:32 PM
20	Working with clients who have to rely on public transportation I have seen first hand how unreliable or inconvenient the bus system can be in Morgantown. Although we have a number of buses that run during the day, there are many people who need the bus system in the evenings while they are working 3p-11p or over night shifts.	12/7/2018 9:41 AM
21	It is better for service, but still service in county is not helpful to me. But I understand numbers needed and in rural areas there are not the needs. Then in town the routes can sometimes be interesting. I have a friend that needs transportation and has to take a bus to Westover and then to university town center, from star city area and also to get to the hospital that is not near and also needs help to get to food pantries and that is not available.	12/5/2018 8:41 PM
22	No shelter provided for bad weather where I live. The Crown takes too many stops before going to the depot in the morning.	12/5/2018 4:46 PM
23	Older and disabled persons who do not have their own transportation whom do not qualify for help through DHHR do not have any help with transportation to doctors offices etc	12/5/2018 2:46 PM
24	Taylor county is grossly underserved	12/5/2018 1:18 PM
25	roads do not support the needs of traffic near WVU	12/5/2018 12:43 PM

26	I am a service provider, and this survey did not allow for me to explain the needs of my patients. Although I do not struggle with transportation, I know they do. Most are seniors or disabled and there options are limited for multiple reasons, such as financial barrier, lack of wheelchair accessible vehicles, living in areas with limited routes.	12/4/2018 2:30 PM
27	I would like to take public transportation more often, but I've found it to be unreliable or that it takes too long to get where I need to go. Often the bus doesn't come when it's supposed to, and I don't know if it came early and I missed it, or if it's on the way still. Mountain Line has an app that you can use to track buses, but the app is extremely unreliable. Since the busses are rarely on schedule, it's hard to know whether it's worth it to wait at a bus stop. More reliable, and frequent, public transportation could go a long ways towards helping with Morgantown's major traffic problems.	11/30/2018 7:54 AM
28	Roads are rarely repaired. Potholes everywhere. The state of the roads in this county is embarrassing.	11/20/2018 6:52 PM
29	The amount of roads in Mon County that have water draining onto them constantly is going to cause many accidents is Winter. It has been bad in the past, but the amount of puddling water, and water streaming over the roads days after the last rainfall is going to cause huge ice spots this Winter. This includes the main primary roads, as well as secondary. Many buses will not be able to make it up the icy hills.	11/20/2018 4:04 PM
30	Fix the potholes in the roads. They are deteriorating at a rapid pace and affect all types of transportation in Mon County	11/20/2018 3:59 PM
31	H	11/20/2018 2:14 PM
32	I am missing my dialysis appointments because no one picks me up when they are supposed to be there.	10/5/2018 9:08 AM

Providers

APPENDIX C: TRANSPORTATION PROVIDER INVENTORY

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

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

Buckwheat Express	
Transportation Service Type	Deviated Fixed Route
Other Services Provided/Agency Mission	Buckwheat Express is operated by Preston County Senior Citizens, Inc., which provides human services to older adults in Preston County.
Contact Information	(304) 329-0464 rider@buckwheatexpress.com
Hours	Monday – Friday, 5:30 AM – 6:30 PM
Service Area	Preston County
Eligibility Requirements	General Public
Website	https://www.buckwheatexpress.com

Central West Virginia Transit Authority (CENTRA)	
Transportation Service Type	Fixed Route and Demand Response
Other Services Provided/Agency Mission	Public Transit
Contact Information	(304) 623-6002 info@centrabus.com
Hours	Monday – Friday, 6:00 AM – 6:00 PM; Saturday, 8:00 AM – 4:00 PM
Service Area	Harrison County
Eligibility Requirements	General Public
Website	https://www.centrabus.com

Fairmont Marion County Transit Authority	
Transportation Service Type	Fixed Route and Demand Response
Other Services Provided/Agency Mission	Public Transit
Contact Information	(304) 366-8177 contact@fmcta.com
Hours	Monday – Friday, 6:45 AM – 6:30 PM, Saturday, 8:00 AM – 5:00 PM
Service Area	Marion and Harrison Counties
Eligibility Requirements	General Public
Website	http://www.fmcta.com

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

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

Central West Virginia Community Action Association	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Human Services
Contact Information	(304) 622-4977 shannon@cwvcaa.org
Hours	Monday – Friday, 8:00 AM – 4:00 PM
Service Area	Harrison County
Eligibility Requirements	60+, People with Disabilities, Low-Income Individuals, and Veterans
Website	https://centralwvaction.org

Doddridge County Senior Citizens	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Human Services for Older Adults
Contact Information	(304) 873-2061 dcscoffice@gmail.com
Hours	Monday – Friday, 8:00 AM – 4:00 PM
Service Area	Doddridge County
Eligibility Requirements	60+, People with Disabilities
Website	Not provided

Harrison County Senior Center	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Human Services for Older Adults
Contact Information	(304) 623-6795 info@hcscwv.org
Hours	Monday – Friday, 8:00 AM – 3:30 PM
Service Area	Harrison County
Eligibility Requirements	60+, People with Disabilities
Website	http://harrisoncountyseniorcenter.org

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

Marion County Senior Citizens	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Human Services for Older Adults
Contact Information	(304) 366-8779
	debbie@marionseniors.org
Hours	Monday – Friday, 9:00 AM – 2:00 PM
Service Area	Marion County
Eligibility Requirements	60+, People with Disabilities
Website	http://www.marionseniors.org

Taylor County Senior Citizens	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Human Services for Older Adults
Contact Information	(304) 265-4555
	taylorcscfm@aol.com
Hours	Monday – Friday, 8:00 AM – 4:00 PM
Service Area	Taylor, Harrison, Marion, Preston, and Monongalia Counties
Eligibility Requirements	60+, People with Disabilities
Website	https://www.wvcountytaylor.com/senior-center

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

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

ORGANIZATIONAL CHARACTERISTICS

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

Agency	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (if Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit)	Are Vehicles Only Available for Human Service Agency Clients? (Y/N)
Buckwheat Express	Yes	No	Private Non-Profit	No
Central West Virginia Transit Authority (CENTRA)	Yes	No	Public Non-Profit	No
Fairmont Marion County Transit Authority	Yes	No	Public Non-Profit	No
Mountain Line Transit Authority	Yes	No	Public Non-Profit	No
West Virginia University Transportation and Parking	Yes	No	Public Non-Profit	No
Doddridge County Senior Citizens	Yes	No	Private Non-Profit	No
Central West Virginia Community Action Association	Yes	No	Private Non-Profit	No
Harrison County Senior Center	Yes	No	Private Non-Profit	No
Marion County Senior Citizens	Yes	No	Private Non-Profit	No
Taylor County Senior Citizens	Yes	No	Private Non-Profit	No
D & L Limousine	Yes	No	Private For-Profit	No
PACE Enterprises, Inc.	Yes	No	Private Non-Profit	Yes
Valley Health Care System	Yes	No	Private For-Profit	Yes

FLEET, SERVICE, AND BUDGET CHARACTERISTICS

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

Agency	Accessible Vehicles?	Number of Vehicles	Number of Transportation Staff	Annual Expenses
Buckwheat Express	Yes	35	Not provided	\$653,219
Central West Virginia Transit Authority (CENTRA)	Yes	26	5 Administrative; 6 Maintenance; 27 Drivers	\$3,000,000
Fairmont Marion County Transit Authority	Yes	32	8 Administrative; 5 Maintenance; 25 Drivers	\$2,000,000
Mountain Line Transit Authority	Yes	35	61 Full-time; 2 Part-time	\$6,100,000
West Virginia University Transportation and Parking	Yes	43	Not provided	\$9,370,577
Doddridge County Senior Citizens	Yes	3	2 Administrative/ Maintenance; 3 Drivers	\$22,500
Central West Virginia Community Action Association	Yes	5	1 Administrative; 6 Drivers	\$66,500
Harrison County Senior Center	Yes	7	1 Administrative; 7 Drivers	\$162,000
Marion County Senior Citizens	Yes	9	1 Administrative; 7 Drivers	Not provided
Taylor County Senior Citizens	Yes	2	1 Driver	Not provided
D & L Limousine	Not provided	Not provided	Not provided	Not provided
PACE Enterprises, Inc.	Yes	5	1 Maintenance; 6 Drivers	\$12,000
Valley Health Care System	Yes	40	60 Full-time; 35 Part-time	Not provided

FUNDING SOURCE AND COST EFFECTIVENESS INFORMATION

The following tables describe the revenue sources for each provider, annual ridership and cost effectiveness (as measured by calculating the cost per one-way passenger trip).

Agency	Funding Sources	Annual one-way passenger trips	Cost per passenger trip
Buckwheat Express	Not provided	32,694	\$19.98
Central West Virginia Transit Authority (CENTRA)	Section 531, Local levy, Fares	272,928	\$10.99
Fairmont Marion County Transit Authority	Section 5311, Local Levy, Fares, Other Local Funds	200,000	\$10.00
Mountain Line Transit Authority	Section 5307, Local Property Tax, Local Subsidies, Senior Center	900,000	\$6.78
West Virginia University Transportation and Parking	Not provided	1,961,676	\$4.78
Doddridge County Senior Citizens	Older Americans Act Title III-B, State LIFE	320	\$70.31
Central West Virginia Community Action Association	Federal and State Grants, United Way	66,500	\$1.75
Harrison County Senior Center	Section 5310, Donations, Fees	12,500	\$12.96
Marion County Senior Citizens	Section 5310, Donations, Medicaid	3,500	Not provided
Taylor County Senior Citizens	Older Americans Act Title III-B	1,200	Not provided
D & L Limousine	Not provided	Not provided	Not provided
PACE Enterprises, Inc.	Medicaid, Fundraising, United Way, Section 5310	12,000	\$4.80
Valley Health Care System	Client Payor Sources	Not provided	Not provided

Demographics

APPENDIX D: DEMOGRAPHICS

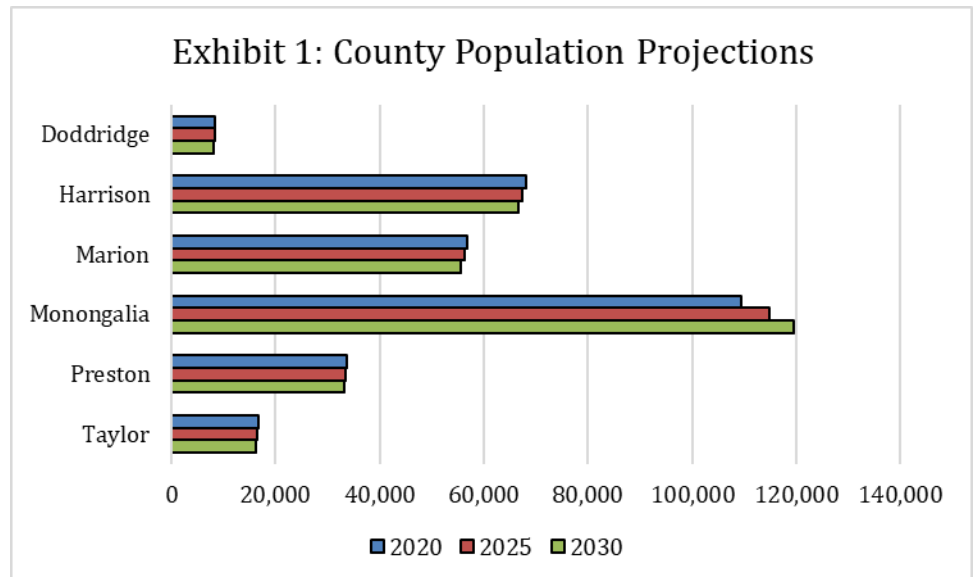
The demographics of an area are a strong indicator of demand for public transportation service. Relevant demographic data were collected and are summarized in this section.

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

Population Projections

The population of Region VI is projected to increase to 299,162 by 2030, a 1.95 percent increase from the 2020 projection. Monongalia County is projected to have the largest increase in population at 8.36 percent and Taylor County is projected to decrease by 3.66 percent. Exhibit 1 shows population projections between 2020-2030 for Region VI.

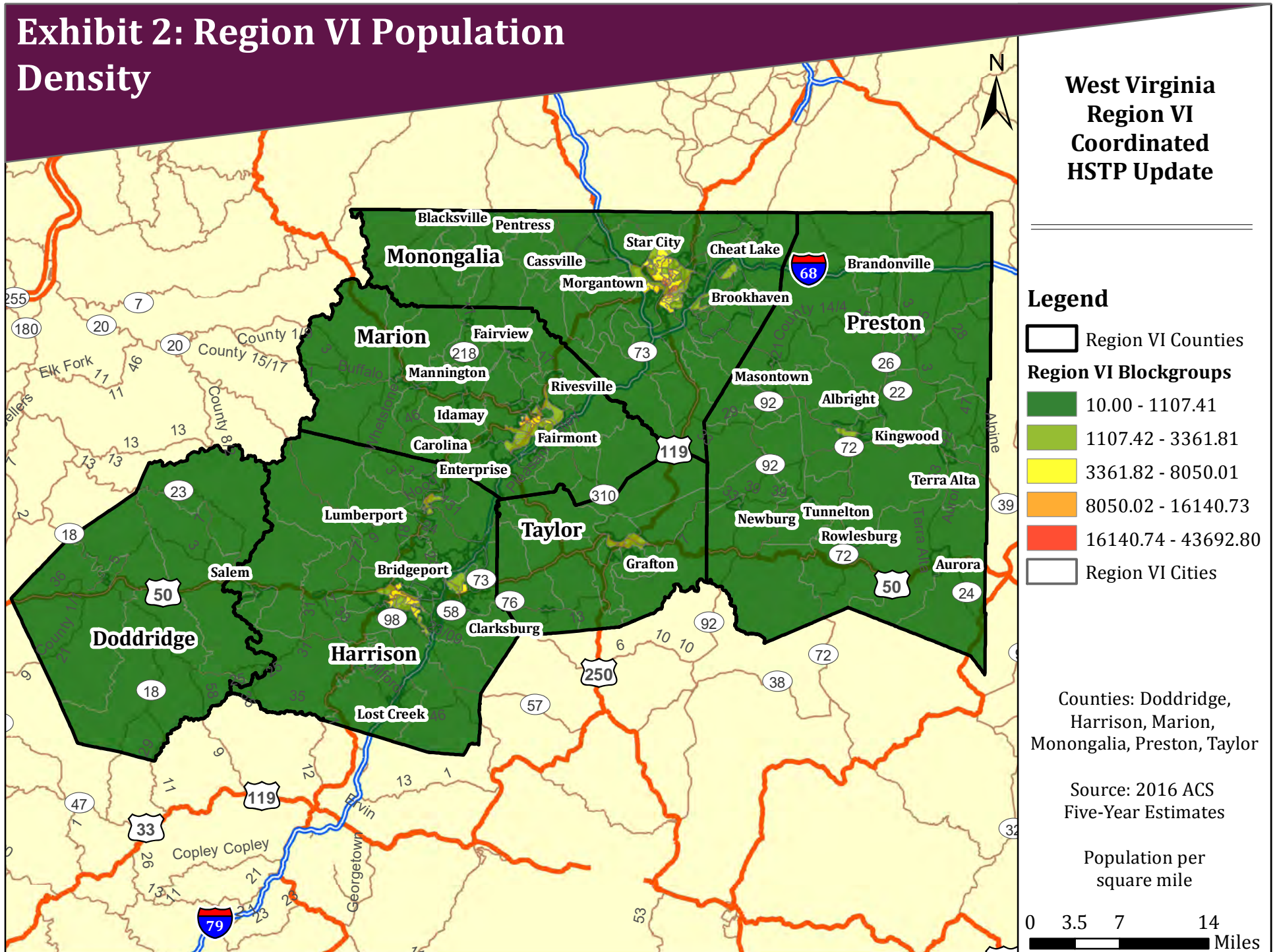
(Source: West Virginia Bureau of Business and Economic Research.)



Population Density

Exhibit 2 illustrates a comparison of population densities for Census block groups in Region VI. The most densely populated areas are around the cities of Morgantown in Monongalia County, Fairmont in Marion County, and Clarksburg in Harrison County. Other areas of moderate densities throughout the region include Grafton in Taylor County and Bridgeport in Harrison 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

Exhibit 2: Region VI Population Density



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.

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, are likely to use public transportation as an affordable alternative to owning a vehicle. For these reasons, the population of older adults in an area is an indicator of potential transit demand.

Exhibit 3 illustrates the population density of persons over 65 years of age by block group. Concentrations of this age group are focused around certain cities in the Region. Block groups with the highest concentrations are located in Fairmont, Clarksburg, and Morgantown. A few areas of block groups with moderate density are present around Grafton, Bridgeport, Lumberport, Kingwood, and Rivesville.

The population of older adults in the region is projected to increase in each Region VI county by up to 63.04% in Taylor County and as low as 28.88% in Harrison 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 VI, approximately 12% to 20% of each county’s population report 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
Doddridge	20.5%
Harrison	19.5%
Marion	16.1%
Monongalia	12%
Preston	18.9%
Taylor	19.4%

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

Exhibit 3: Region VI Older Adult Population Density

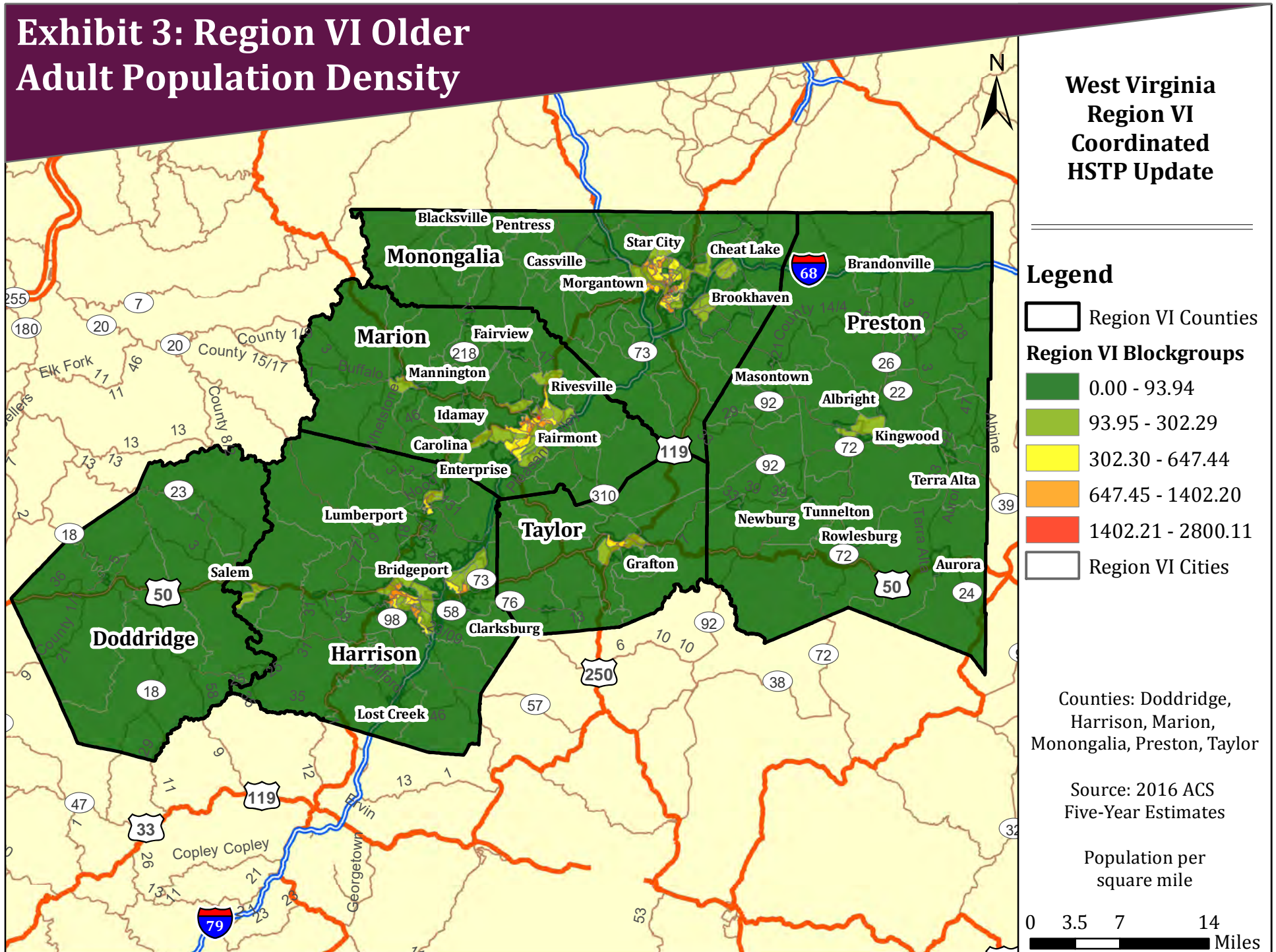
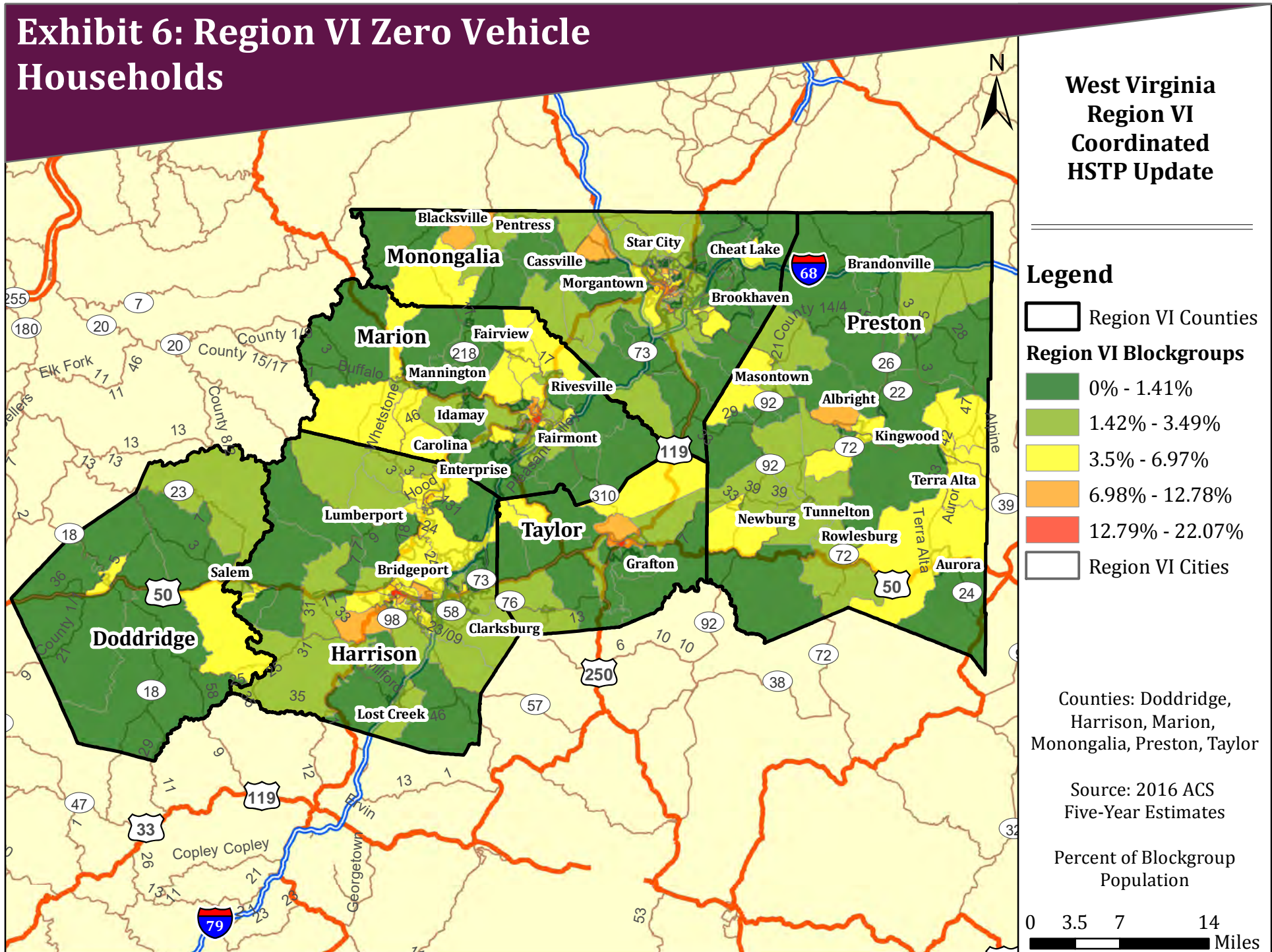
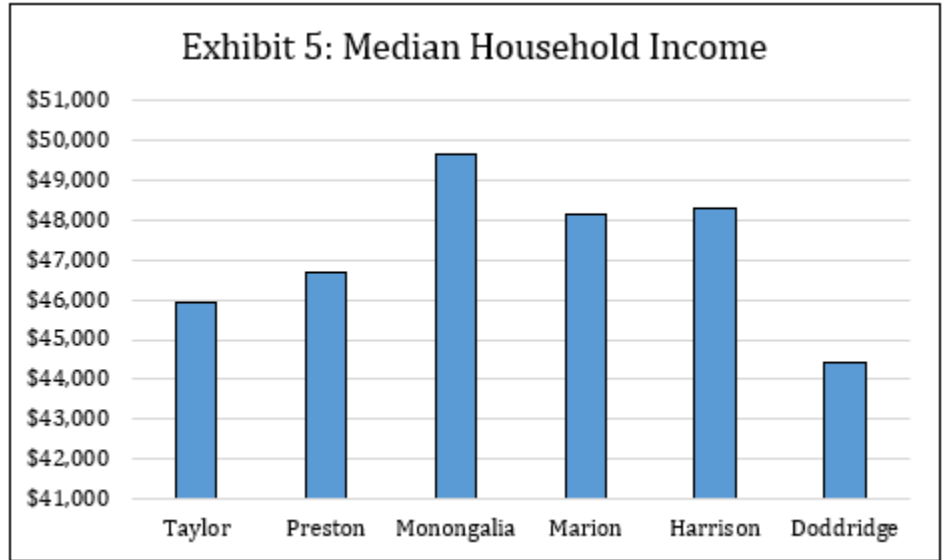


Exhibit 6: Region VI Zero Vehicle Households



Household Incomes

Exhibit 5 illustrates the household incomes for Region VI. There are approximately 110,368 households in the Region. Of those households, 37.43% earn less than \$35,000 annually. Of the households earning less than \$35,000, 25.24% 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 8,098 households in the region that have no available vehicle. This is 7.34% of all households in Region VI.

Exhibit 6 illustrates the total number of households that have no available vehicles. The block groups with the darkest shading have the highest percentage of households with no available vehicles (12.79% - 22.07%). The block group locations with the highest contraction of these households are generally located within or near cities, the most being in Clarksburg, Fairmont, and Morgantown. Areas with a moderately high density of zero vehicle households can be found spread throughout the rest of Region VI.

Harrison County has the highest percentage of zero-vehicle households with 7.93%, while Doddridge County has the lowest percentage of zero-vehicle households with 5.75%.

Minority and Limited English Proficiency (LEP) Population

Approximately 88.3% to 96.1% of the population in each county of the region is white. African American individuals are the second most common race, followed by Hispanic or Latino individuals. The majority of the population speaks only English (Exhibit 8).

Exhibit 7: Race						
Race	Doddridge	Harrison	Marion	Monongalia	Preston	Taylor
White or Caucasian	95.7%	94.4%	92.9%	88.3%	91.9%	96.1%
Black or African American	1.4%	1.7%	3.6%	3.7%	4.4%	1.3%
Two or more races	2.1%	1.7%	1.3%	2.2%	0.8%	0.8%
Hispanic or Latino (of any race)	0.4%	1.6%	1.2%	2.1%	2.1%	0.4%
American Indian and Alaska Native	0.1%	0%	0.1%	0.1%	0.5%	0%
Asian	0.3%	0.6%	0.7%	3.3%	0.1%	1.2%
Native Hawaiian and Other Pacific Islander	0%	0%	0%	0%	0.1%	0%

Exhibit 8: Limited English Proficiency												
Language	Doddridge	%	Harrison	%	Marion	%	Monongalia	%	Preston	%	Taylor	%
	8,570		68,438		56,575		103,715		33,760		16,977	
Speak only English	8,120	98.7	63,251	98.1	52,033	97.7	91,573	93	31,035	96.9	15,799	98.6
Spanish or Spanish Creole:	26	0.3	529	0.8	718	103	1,596	1.6	766	2.4	137	0.9
Speak English less than "very well"	6	0.1	156	0.2	210	0.4	333	0.3	458	1.4	24	0.1
Language other than English:	107	1.3	1205	1.9	1,224	2.3	6,914	7	981	3.1	218	1.4
Speak English less than "very well"	33	0.4	358	0.6	413	0.8	1,647	1.7	529	1.7	35	0.2
Indo-European Languages:	54	0.7	378	0.6	367	0.7	2,379	2.4	112	0.3	30	0.2
Speak English less than "very well"	7	0.1	69	0.1	157	0.3	401	0.4	44	0.1	6	0
Asian and Pacific Islander:	24	0.3	237	0.4	107	0.2	1,995	2	33	0.1	51	0.3
Speak English less than "very well"	17	0.2	117	0.2	40	0.1	707	0.7	4	0	5	0

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

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 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 are eligible for 80% funding through the Section 5310 program.

Eligible Recipients:

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

GLOSSARY OF TERMS

Closed Door Transportation Services – Closed-door services 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:

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

Adoption

APPENDIX G: RESOLUTION TO ADOPT THE PLAN

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

REGION VI

PLANNING AND DEVELOPMENT COUNCIL

34 Mountain Park Drive • (304) 366-5693
White Hall, WV 26554 • FAX • (304) 367-0804
e-mail: regionvi@regionvi.com
Website: www.regionvi.com



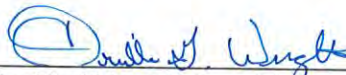
Adoption and Approval of Region VI Coordinated Public Transit-Human Services Transportation Plan

The Coordinated Public Transit-Human Services Transportation Plan Update for the Region VI study area, including Doddridge, Harrison, Marion, Monongalia, Preston, and Taylor Counties, as completed on December 31, 2019, must be locally adopted.

Your signature below indicates that the Region VI Planning and Development Council adopts this Plan for coordinated transportation efforts in Region VI for 2019-2024.

ADOPTED by the Region VI Planning and Development Council at a meeting held on this 19th day of March 2020.

21st May


Orville Wright, President

ATTEST:


Sheena Hunt, Executive Director