

# Region X Coordinated Public Transit-Human Services Transportation Plan Update

Marshall, Ohio, and Wetzel Counties, WV

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

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# I. INTRODUCTION

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## **PURPOSE**

This plan updates the West Virginia Planning and Development Region X Coordinated Public Transit-Human Services Transportation Plan for Marshall, Ohio, and Wetzel 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 21<sup>st</sup> Century Act (MAP-21).

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

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

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

## **METHODOLOGY**

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

The coordination plan update incorporated the following planning elements:

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

## II. TRANSPORTATION AND MOBILITY NEEDS ASSESSMENT

### COMMUNITY MEETING AND PUBLIC SURVEY RESULTS

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

- ◆ November 8, 2018 at the Ohio County Public Library Auditorium
- ◆ February 22, 2019 at West Virginia Northern Community College

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

The public survey was distributed online and in hard copy format. The survey was promoted in local media, on websites, at public meetings, and through emails and word-of-mouth with local stakeholders. The survey was available for eight months. There were 313 survey responses from Region X. Approximately 15% of survey respondents were age 65 and older and 22% 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. A summary of the information is provided in Table II.1.

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

Table II.1: 2019 Needs Assessment
<p><b>Long distance medical transportation</b> is a critical need. <b>People living in rural areas need rides to medical appointments in Wheeling and other cities, including Morgantown, Pittsburgh, PA, and St. Clairsville, OH.</b> Some of this need is being met, but involves significant resources on a per-trip basis. One round trip to an out-of-county or out-of-state medical appointment can consume a full day for a driver. Veterans need to get to Veterans Administration health care facilities in Wheeling, St. Clairsville, OH, Washington, PA, and Pittsburgh, PA. Dialysis patients must travel to Wheeling to receive treatment.</p>
<p><b>Transportation to employment</b> is important for people to be able to work. In particular, people need rides to employers located in The Highlands, a development located east of Wheeling. Ohio Valley Regional Transportation Authority (OVRTA) provides a bus route that serves The Highlands, but the hours are limited to approximately 10:00 AM to 4:00 PM. Longer hours on this route, as well the routes that feed it, would allow employees to ride to full-time shifts at The Highlands.</p>
<p><b>Rural areas of Ohio County</b> that are not served by OVRTA need transportation. <b>West Liberty</b>, in northern Ohio County, needs transportation service, especially for students attending West Liberty University.</p>

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

<p><b>The majority of Marshall County doesn't have public transportation.</b> The communities of McMechan, Benwood, and Mozart are served by OVRTA. <b>Moundsville</b>, the county seat and largest city, has a taxi service that people use to go to medical appointments and stores, but it is unaffordable for people with low incomes. Transportation needs are high in the town of <b>Cameron</b>, located on the east side of Marshall County. In Cameron, options for shopping are limited to a dollar store and a convenience store. Residents there need access to grocery stores in Moundsville. There are low-income housing locations in Marshall County where transportation is needed by residents, including Eagle Hollow.</p>
<p><b>Wetzel County</b> residents need public transportation, especially in the county seat, <b>New Martinsville</b>. Transportation need is high in the town of <b>Hundred</b>, which is in a more remote area on the county's east side. Students attending the New Martinsville branch of West Virginia Northern Community College need rides to the campus.</p>
<p><b>In Wheeling, some public housing facilities are not located on OVRTA routes.</b> For example, Wheeling Station is located several miles away from the nearest bus stop. Residents of public housing have low incomes and often need public transportation.</p>
<p>Terrain and road conditions present a challenge for transportation providers in rural areas. Providers need <b>four-wheel drive vehicles</b> to be able to serve many clients.</p>
<p>People need <b>rides in the evenings</b>. OVRTA's hours of service are 6:00 AM to 6:30 PM, Monday through Saturday. The human service transportation providers in Region X, in general, do not operate in the evenings. Extended hours would allow employees to ride to and from second or third shift. Also, riders need <b>Sunday service</b> for employment, religious activities, and other trip purposes.</p>
<p><b>Additional funding for public transit</b> is necessary so that providers can leverage all available Federal funds and meet the mobility needs of their communities. Many transportation providers have a difficult time <b>raising local match for Federal transportation grants</b>. Some providers would like their state and local elected officials to demonstrate more awareness of unmet transportation needs, gaps in service, and provider funding needs.</p>
<p><b>Transportation providers need to coordinate</b> to meet transportation needs in the Region. Efforts to achieve greater collaboration require leadership to ensure that it happens. Also, <b>social services providers and other community stakeholders would like to have more communication with transportation providers</b> about unmet needs and service gaps.</p>
<p><b>Demographics:</b></p> <ul style="list-style-type: none"> <li>◆ There are many areas throughout Region X where between 6% and 13.37% of households do not have a vehicle. Census block groups with greater than 13.37% and up to 52.17% "zero vehicle households" are located in Ohio and Marshall Counties.</li> <li>◆ 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.</li> <li>◆ Population density – both for older adults and the general population – is moderate to high in Wheeling and Moundsville and the surrounding areas. Moderate older adult and general population density can also be found in New Martinsville and Paden City.</li> </ul>



**Public Survey Results:**

313 Region X residents completed the public survey.

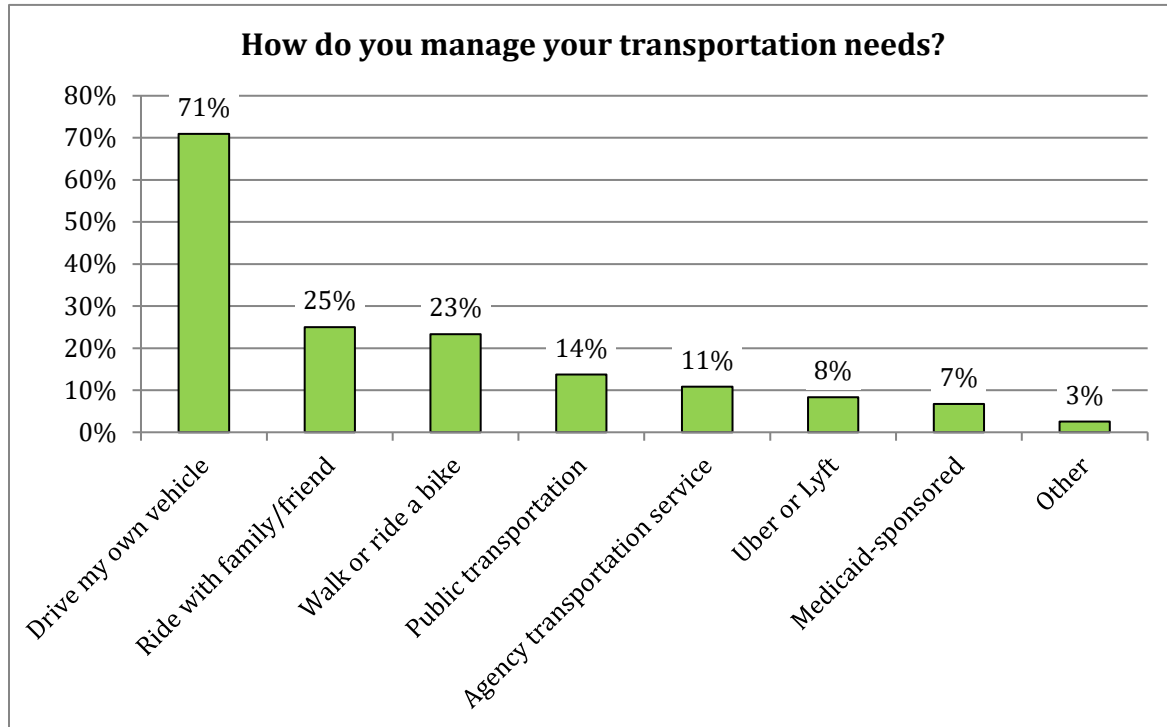
- ◆ 15% of respondents were age 65+.
- ◆ 22% have a mobility limitation or someone in their family has a mobility limitation.

Survey respondents shared whether they have difficulty with specific activities due to lack of transportation:

- ◆ 19% have trouble getting to **medical appointments** because they do not have reliable transportation.
- ◆ 17% are sometimes unable to **run errands** because of a lack of reliable transportation.
- ◆ 15% find it difficult to **feed themselves or their families** because of a lack of transportation.
- ◆ 13% have difficulty getting to **work** because of a lack of reliable transportation.
- ◆ 15% find it difficult to get to **agency appointments** because of a lack of transportation.
- ◆ 10% find it difficult to attend Sunday **religious services** because of a lack of transportation.
- ◆ 9% have trouble furthering their **education** due to a lack of transportation.

Approximately 71% of public survey respondents indicated that they drive their own vehicle. Approximately 14% stated that they use public transportation. The survey asked people to identify all the ways they manage transportation needs. Exhibit II.1 illustrates that while many of the respondents drive a car, 25% ride with a family member or friend, 23% walk or ride a bicycle, 11% use human service agency-sponsored transportation services (i.e., senior centers, Department of Health and Human Services, non-profit agencies, etc.), 7% use Medicaid-sponsored transportation services for medical appointments, and 8% use Transportation Network Companies (TNCs, e.g., Uber/Lyft).

### Exhibit II.1: Available Transportation Options

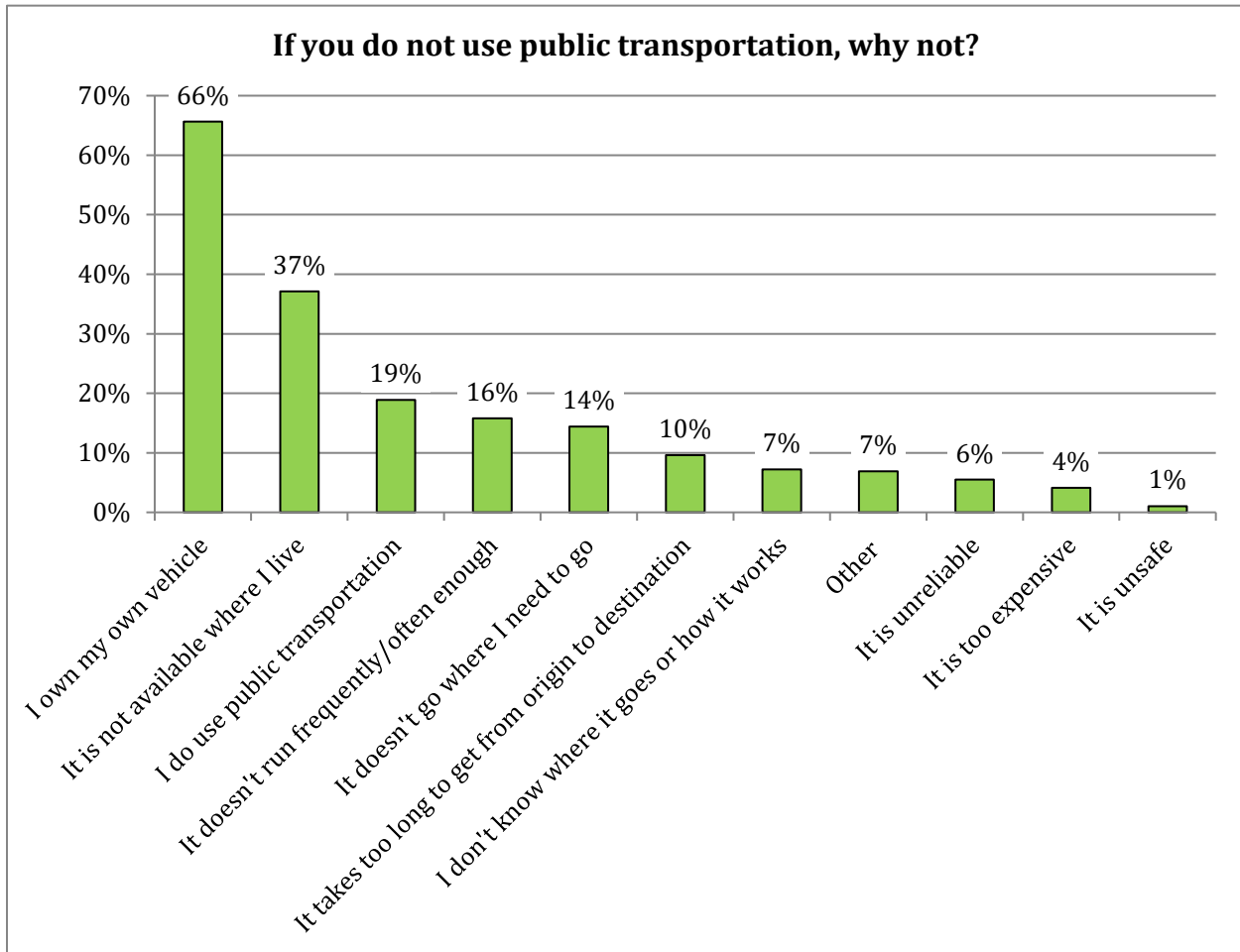


\*Response totals are more than 100% because respondents could select multiple answers.

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 37% of respondents stated that they do not use public transit because it is not available where they live. Another 14% stated that public transit does not go where they need to go. These reasons indicate spatial gaps between origins and destinations that are not filled by public transit.

Approximately 16% indicated that public transit does not run often enough for it to be feasible for them to use. Fewer than 7% 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.

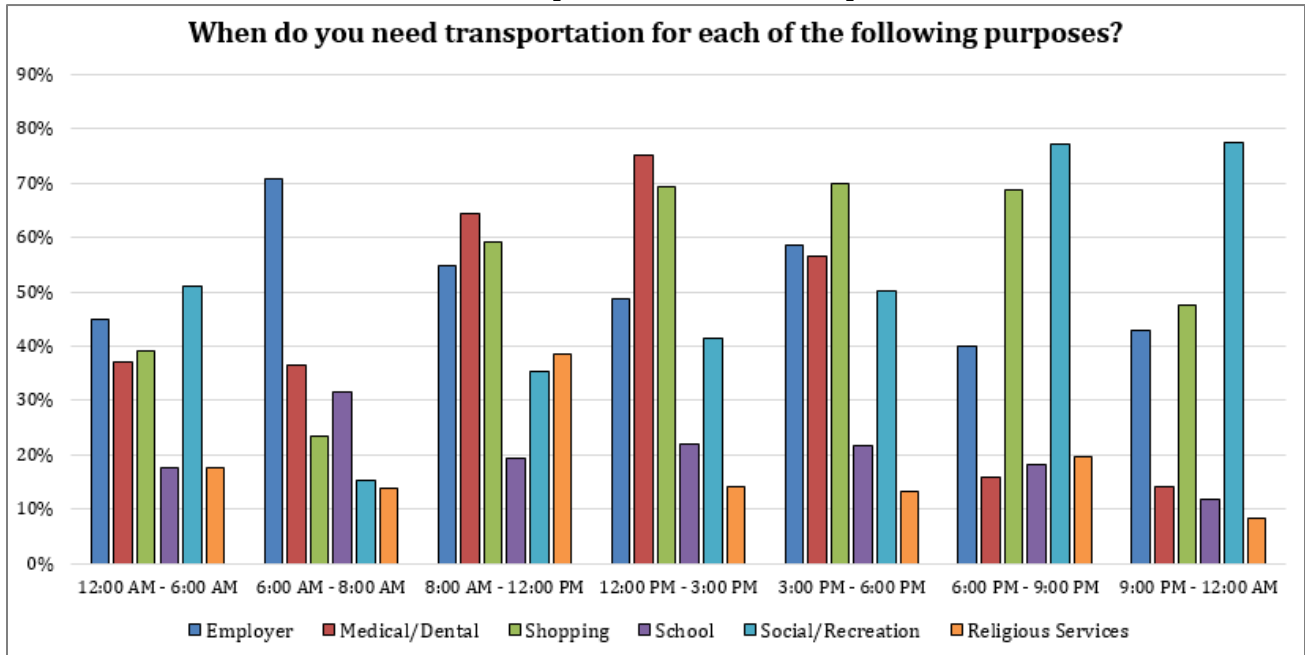
## Exhibit II.2: Reasons for Not using Public Transportation



\*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 12:00 PM - 3:00 PM and 6:00 PM - 12:00 AM, respectively. Medical/dental trip needs occur more often between 8:00 AM and 6:00 PM. As indicated in the assessment of existing services, transportation resources are minimal during early morning and late evening hours.

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



### CONCLUSION

While survey results and socio-economic Census data indicate that many households have access to a personal vehicle and can drive, there are high densities of zero-vehicle households in many areas of the Region, including in less densely populated areas of all three counties. Survey results reveal that almost 20% of respondents have difficulty running daily errands or attending medical appointments due to lack of transportation. Others are struggling to feed themselves and their families because of transportation difficulty. Some residents use human service agency transportation, ride with family/friends, and walk or bike to access necessary resources. Approximately 14% of respondents reported that they use public transportation. When asked why they do not ride public transit, many respondents indicated spatial gaps – that is, no transportation service is available to/from where they live or where they need to go.

# Providers

## III. TRANSPORTATION PROVIDER INVENTORY

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

Ohio Valley Regional Transportation Authority  
National Church Residences

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

Family Service Upper Ohio Valley  
Faith in Action Caregivers  
Marshall County Senior Center  
Wetzel County Committee on Aging

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

Northwood Health Systems  
Russell Nesbitt Services

### **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 Wheeling, Moundsville, and New Martinsville. It is important to understand that while many of the major trip generators are located in these towns, the individuals needing a ride to and from those destinations often live in outlying rural areas. Transportation providers are challenged by providing effective and efficient

transportation to a large service area that has relatively low population density. 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. Exhibit III.2 outlines the hours of operation for the public and human service agency transportation providers.

# Exhibit III.2: Region X Trip Generators

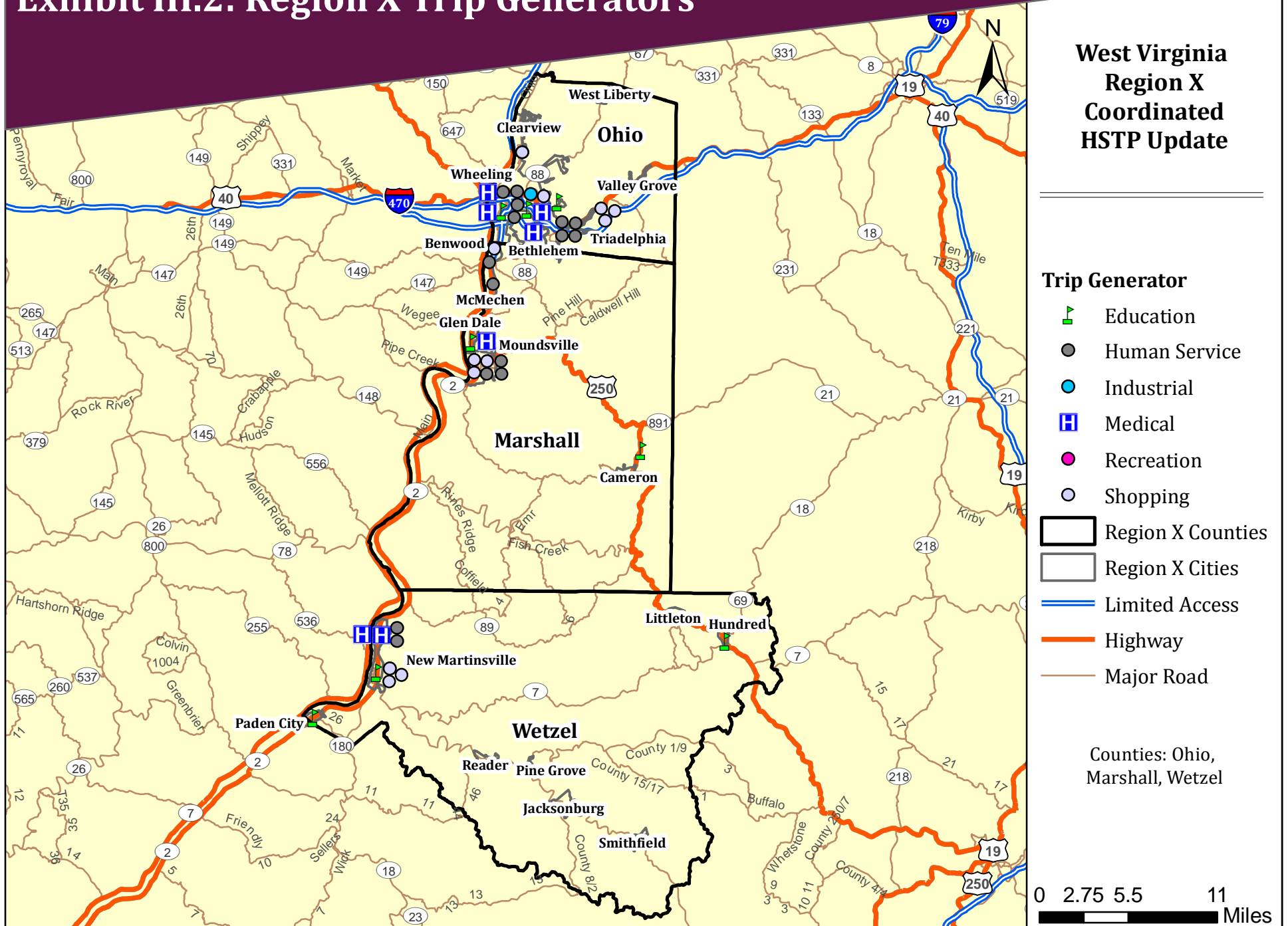


Exhibit III.2: Hours of Operation for Transportation Providers																						
	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	0:00		
<b>Marshall County</b>																						
Ohio Valley Regional Transportation Authority		Weekdays and Saturdays																				
National Church Residences	Weekdays and Saturdays																					
Marshall County Senior Citizens		Weekdays																				
Family Service Upper Ohio Valley		Weekdays																				
Faith in Action Caregivers	<i>Hours Are Based on Volunteer Availability</i>																					
Russell Nesbitt Services		Weekdays																				
Northwood Health Systems		Weekdays																				
<b>Ohio County</b>																						
Ohio Valley Regional Transportation Authority		Weekdays and Saturdays																				
National Church Residences	Weekdays and Saturdays																					
Family Service Upper Ohio Valley		Weekdays																				
Faith in Action Caregivers	<i>Hours Are Based on Volunteer Availability</i>																					
Russell Nesbitt Services		Weekdays																				
Northwood Health Systems		Weekdays																				
<b>Wetzel County</b>																						
National Church Residences	Weekdays and Saturdays																					
Wetzel County Committee on Aging		Weekdays																				
Russell Nesbitt Services		Weekdays																				
Northwood Health Systems		Weekdays																				
		<span style="display: inline-block; width: 10px; height: 10px; background-color: yellow; border: 1px solid black;"></span> General Public Service <span style="display: inline-block; width: 10px; height: 10px; background-color: lightblue; border: 1px solid black;"></span> Open to a Segment of the Population (for example, older adults or individuals with disabilities) <span style="display: inline-block; width: 10px; height: 10px; background-color: lightgreen; border: 1px solid black;"></span> 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 solutions in Region X was establishing a strong communications network among transportation providers to facilitate coordination that would lead to expanded service. Obtaining funding for a Mobility Manager was described as a high priority for initiating and sustaining Regional coordination efforts.

During the 2019 Plan Update, the transportation providers indicated that limited progress has occurred. The following tables display the goals, objectives, and action steps included in the 2015 Plan Update.

<b>2015 Goal #1: Improve Communication Among Organizations in the Region.</b>	
<b>Objectives</b>	<b>Ensure all human service agencies and public transit providers are knowledgeable about the transportation services, schedules, and eligibility.</b>
	<b>Establish a method of effective communication for sharing of information among all human service agencies, public transit providers, and community leaders.</b>
<b>Action Steps</b>	1. Distribute the updated Coordinated Public Transit-Human Services Transportation Plan.
	2. Create a Coordinated Transportation Coalition (CTC) with appropriate membership and meet quarterly.
	3. Establish an effective communication network among coordination partners that includes a resource guide and electronic method of information sharing.
	4. Develop a coordinated funding mechanism to support operation of a cost-efficient and customer-focused transportation call center.
<p><b>Progress:</b> While the 2015 Plan Update was made available to local stakeholders, no other Goal #1 action steps were taken. Providers remain interested in establishing a method of regular communication, such as a committee. There is also interest in creating a transportation resource guide.</p>	

<b>2015 Goal #2: Develop Coordinated Outreach Efforts.</b>	
<b>Objectives</b>	<b>Ensure that the general public and agencies or organizations that serve the targeted population are knowledgeable about transportation providers and services.</b>
	<b>Hire a Mobility Manager to coordinate available services and assist transit dependent individuals.</b>
<b>Action Steps</b>	1. Participating agencies will collaborate and develop shared marketing and outreach opportunities and approaches to educate the public about safe transportation options (i.e. PSAs, pamphlets, etc.).
	2. Create a new or enhance an existing resource with complete information about transportation options including fares, hours of operation, service area, eligibility, accessibility, contact information, etc. (printed and/or electronic).
	3. Apply to WVDPT for funding to support a Mobility Manager for the Region.

**Progress:** None of the Goal #2 action steps were taken. Some stakeholders remain interested in a greater level of coordination between transportation providers, and feel that coordination needs a “champion” to lead the Region in making progress. A Mobility Manager could take on this role.

**2015 Goal #3: Increase Self-Sufficiency for All Populations of the Region.**

<b>Objectives</b>	<b>Expand the service area for public transportation.</b>
	<b>Remove perceived eligibility barriers to allow increased access to service for all populations.</b>
<b>Action Steps</b>	1. Extend demand response public transit service into Wetzel County and all communities outside of Wheeling, focusing on employment transportation.
	2. Expand the use of Section 5310 vehicles to include other populations (low income) within the allowable guidelines of the Section 5310 program.
<b>Progress:</b> None of the Goal #3 action steps were taken. There is still interest in the expansion of public transit coverage. Existing public transit providers, such as OVRTA, would like to be able to expand their hours or service areas. Areas without public transit, such as Moundsville in Marshall County, would benefit from the presence of service.	

**2015 Goal #4: Expand Access to Employment.**

<b>Objectives</b>	<b>Support employment opportunities and economic development by providing transportation to and from work, job training and education opportunities.</b>
	<b>Assist people with low incomes, including the homeless population.</b>
<b>Action Steps</b>	1. Work-related and economic development transportation services will be developed and/or expanded, as appropriate.
	2. Transportation providers and participating agencies will negotiate opportunities for implementing a transit voucher.
	3. Expand public transit hours of operation.
	4. Expand public transit hours of operation through vehicle sharing or driver sharing agreements between agencies.
<b>Progress:</b> None of the Goal #4 action steps were taken. Transportation to jobs and post-secondary education is still a need for the Region.	

**CONCLUSION**

The large geography and low population density of Region X 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 continue developing effective coordination to address the transportation needs of today and to prepare for addressing the needs of the future.

# Strategies

## V. GOALS, STRATEGIES AND IMPLEMENTATION

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

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

### GOALS AND STRATEGIES

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

This goal is broken down into Goals #1A, 1B, and 1C, which focus on increasing engagement among interested parties, such as public transit providers and senior services transportation providers, to enhance mobility management and coordinated transportation in Region X 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, and autonomous vehicles), and the rise of coordinated transportation success stories in West Virginia and across the country are new influences.

Goal #1A involves establishing a Regional committee that meets on a quarterly or biannual basis to address unmet transportation needs and opportunities for coordination in Ohio, Marshall, and Wetzel Counties. 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 will discuss opening its membership to human service transportation providers at their July 2019 annual meeting. The participation of human service transportation providers in these and other statewide venues would strengthen the communication between all of 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 #1C is to enhance communication within each Region X county through establishing a countywide transportation coordination committee that meets on a quarterly basis to address local unmet transportation needs. In addition, transportation providers are encouraged to participate in local broad-based committees that aim to improve access to social services, economic opportunities, and other resources. In Ohio and Marshall Counties, the transportation providers should attend the regular meetings convened by the Family Resource Networks. In Wetzel County, the transportation providers should attend regular meetings offered by the Wetzel County Council for Children and Families.

<b>Goal #1A: Improve Communication Among Transportation Providers and Stakeholders in Region X.</b>	
<b>Strategy</b>	<b>OVRTA, Family Resource Network (Ohio County) and Belomar Regional Council will co-facilitate a subcommittee that consists of Region X public and human services transportation stakeholders that meets quarterly or biannually to discuss coordination, mobility management, and unmet transportation needs.</b>
<b>Action Steps</b>	<ol style="list-style-type: none"> <li><b>1. Identify an appropriate standing Belomar Regional Council committee to serve this purpose OR form a new subcommittee. In either case, include the following providers, at a minimum, as members:</b> <ul style="list-style-type: none"> <li>◆ OVRTA</li> <li>◆ Family Service Upper Ohio Valley</li> <li>◆ Marshall County Senior Center</li> <li>◆ Wetzel County Committee on Aging</li> <li>◆ Family Resource Network – Ohio County</li> <li>◆ Family Resource Network – Marshall County</li> <li>◆ Wetzel County Council for Children and Families</li> </ul> </li> <li><b>2. Establish a calendar of quarterly or biannual meetings including time and location, and draft an agenda for the first meeting.</b></li> <li><b>3. Conduct quarterly or biannual meetings.</b></li> <li><b>4. Offer an annual public and stakeholder input meeting to provide updates on progress on all Goals, Strategies, and Action Steps.</b></li> </ol>
<b>Parties Responsible for Leading Implementation</b>	<ul style="list-style-type: none"> <li>◆ OVRTA</li> <li>◆ Family Resource Network – Ohio County</li> <li>◆ Belomar Regional Council</li> </ul>
<b>Parties Responsible for Supporting Implementation</b>	<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 X:</p> <ul style="list-style-type: none"> <li>◆ Public transportation providers</li> <li>◆ Private transportation partners</li> <li>◆ Local offices of human service agencies</li> <li>◆ Non-profit organizations</li> <li>◆ Faith-based organizations</li> </ul>

Resources Needed	◆ Staff time for lead and supporting organizations.
Potential Cost Range	◆ \$300 or more per year (approximately) for staff time dedicated to actively attending Regional meetings. Staff time should be dedicated as part of an existing employee's job duties.
Potential Funding Sources	◆ Existing budgets of partner agencies.
Performance Measures or Targets	◆ Local stakeholders feel they have a better understanding and more direct involvement in Regional efforts to improve coordination of resources, as measured through informal surveying.
Needs or Gaps Addressed	◆ Coordinated planning with partner organizations for the purpose of reducing gaps in mobility for target populations and the general public. ◆ Funding sources are identified and/or opportunities to more effectively use existing funding sources are discovered, allowing providers to enhance existing services through expansions of service areas and/or days/hours of operations.
Priority Level and/or Timeframe	◆ Short-term and ongoing implementation ◆ High priority

<b>Goal #1B: Improve Communication Among Transportation Providers Throughout the State of West Virginia.</b>	
<b>Strategy</b>	<b>Region X public transit and human service transportation providers will participate in the West Virginia Transportation Coordinating Council, West Virginia Public Transit Association, and/or other statewide venue.</b>
<b>Action Steps</b>	<b>1. Identify one or more transportation providers in Region X to participate in these organizations, as permitted by membership eligibility criteria.</b>
	<b>2. Attend statewide meetings.</b>
	<b>3. Report on statewide initiatives and activities to the Regional committee identified in Goal #1A.</b>
Parties Responsible for Leading Implementation	◆ OVRTA
Parties Responsible for Supporting Implementation	◆ Public and human service transportation providers
Resources Needed	◆ Staff time for lead and supporting organizations
Potential Cost Range	◆ \$300 or more per year (approximately) for staff time dedicated to actively attending statewide meetings. Staff time should be dedicated as part of an existing employee's job duties.

Potential Funding Sources	<ul style="list-style-type: none"> <li>◆ Existing budgets for partner agencies.</li> </ul>
Performance Measures or Targets	<ul style="list-style-type: none"> <li>◆ Local stakeholders feel they have a better understanding and more direct involvement in statewide efforts to improve coordination of resources and mobility management, as measured through informal surveying.</li> <li>◆ New funding sources or changes in funding sources are identified and secured by local transportation providers as a result of more open communication with state-level agencies and programs.</li> </ul>
Needs or Gaps Addressed	<ul style="list-style-type: none"> <li>◆ Coordinated planning with partner organizations for the purpose of reducing gaps in mobility for target populations and the general public.</li> <li>◆ Funding sources are identified and/or opportunities to more effectively use existing funding sources are discovered, allowing providers to enhance existing services through expansions of service areas and/or days/hours of operations.</li> </ul>
Priority Level and/or Timeframe	<ul style="list-style-type: none"> <li>◆ Short-term and ongoing implementation</li> <li>◆ Moderate priority</li> </ul>

<b>Goal #1C: Improve Communication Among Transportation Providers Within Region X Counties.</b>	
<b>Strategy</b>	<b>Region X public transit and human service transportation providers and community stakeholders will meet regularly through countywide transportation committees and local broad-based committees that aim to improve access to social services and economic opportunities.</b>
<b>Action Steps</b>	<ol style="list-style-type: none"> <li><b>1. Responsible leading parties (listed below by county) establish transportation committees in each county and set a quarterly schedule of meetings.</b></li> <li><b>2. Transportation committees meet on a quarterly basis to discuss the following subjects:</b> <ol style="list-style-type: none"> <li><b>a. Transportation provider updates;</b></li> <li><b>b. Unmet transportation needs in the county; and,</b></li> <li><b>c. Transportation provider ridership statistics.</b></li> </ol> </li> <li><b>3. Family Resource Network (Ohio and Marshall Counties) and Wetzel County Council for Children and Families inform transportation providers of meetings times and locations for their community stakeholder committees. Transportation providers attend these meetings.</b></li> </ol>
<b>Parties Responsible for Leading Implementation</b>	<ul style="list-style-type: none"> <li>◆ Ohio County: OVRTA and Family Resource Network – Ohio County</li> <li>◆ Marshall County: Marshall County Senior Center and Family Resource Network – Marshall County</li> <li>◆ Wetzel County: Wetzel County Committee on Aging and Wetzel Council for Children and Families</li> </ul>
<b>Parties Responsible for Supporting Implementation</b>	<ul style="list-style-type: none"> <li>◆ Public and human service transportation providers</li> <li>◆ Community transportation stakeholders, such as social service agencies, health care providers, local elected officials, and other interested parties</li> </ul>
<b>Resources Needed</b>	<ul style="list-style-type: none"> <li>◆ Staff time for lead and supporting organizations</li> </ul>

Potential Cost Range	<ul style="list-style-type: none"> <li>◆ \$300 or more per year (approximately) for staff time dedicated to actively attending statewide meetings. Staff time should be dedicated as part of an existing employee’s job duties.</li> </ul>
Potential Funding Sources	<ul style="list-style-type: none"> <li>◆ Existing budgets for partner agencies.</li> </ul>
Performance Measures or Targets	<ul style="list-style-type: none"> <li>◆ Local stakeholders feel they have a better understanding of transportation services in their counties, as measured through informal surveying.</li> <li>◆ Transportation providers receive regular input from social services providers and other community stakeholders about unmet transportation needs in their communities.</li> </ul>
Needs or Gaps Addressed	<ul style="list-style-type: none"> <li>◆ Coordinated planning with partner organizations for the purpose of reducing gaps in mobility for target populations and the general public.</li> </ul>
Priority Level and/or Timeframe	<ul style="list-style-type: none"> <li>◆ Short-term and ongoing implementation</li> <li>◆ High priority</li> </ul>

**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 fleets of vehicles that are wheelchair accessible and capable of operating on unpaved/gravel roads as part of replacement and expansion schedules.

<b>Goal #2: Maintain Current Levels of Transportation Services for Older Adults, Individuals with Disabilities, and People with Low Incomes.</b>	
<b>Strategy</b>	<b>Existing transportation services for the target populations are important and the quality of service from those organizations must be maintained. Transportation providers will work together to provide safe vehicles that are in good condition and maintain a high standard of staff training and customer service. Providers will acquire vehicles that are able to safely transport individuals on all types of rural roadways and comfortably accommodate people with mobility challenges.</b>
<b>Action Steps</b>	<ol style="list-style-type: none"> <li><b>1. Continue to operate public and human service transportation programs in Region X.</b></li> <li><b>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.</b></li> </ol>



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

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

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



<b>Goal #3: Improve Information Sharing with the Public and Access to Transportation Services Through Effective Regional Mobility Management.</b>	
<b>Strategy</b>	<b>Enhance Informational Resources for Mobility Options and Ride Sharing.</b>
<b>Action Steps</b>	<p><b>1. OVRTA will house a Mobility Manager position (part-time or full-time). This employee will create and maintain a Ride Guide with basic information about all public, private, and non-profit transportation resources in the Region. The Ride Guide will include eligibility requirements, service area, modes of service, accessibility, hours/days of operation, and contact information for scheduling a trip.</b></p> <p style="text-align: center;"><b>Transportation providers are responsible for providing updated information to the Mobility Manager whenever service aspects change.</b></p> <p><b>2. The Ride Guide information will be provided to 211 and WVDOT and updated in a timely manner.</b></p> <p><b>3. Create an online resource with content from the Ride Guide. The site will be hosted by a lead agency such as OVRTA. Links to the online Ride Guide will be included on partner organization websites.</b></p> <p><b>4. Transportation providers and stakeholders in Marshall County will offer a Ride Guide specifically for Marshall County.</b></p>
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> <li>◆ OVRTA (Region X Ride Guide)</li> <li>◆ Family Resource Network – Marshall County (Marshall County Ride Guide)</li> </ul>
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> <li>◆ Transportation providers are responsible for providing and updating data.</li> <li>◆ Local agencies and government organizations, including Belomar Regional Council, are responsible for promoting the resources on websites and/or hard copies.</li> </ul>
Resources Needed	<ul style="list-style-type: none"> <li>◆ Staff time to develop and manage the resource information</li> <li>◆ Funding to develop the application if an online Ride Guide is created</li> </ul>
Potential Cost Range	<ul style="list-style-type: none"> <li>◆ Up to \$2,000 for printing if the Ride Guide is distributed in hard copy</li> </ul>
Potential Funding Sources	<ul style="list-style-type: none"> <li>◆ Section 5310 Program, for Mobility Management</li> </ul>
Performance Measures or Targets	<ul style="list-style-type: none"> <li>◆ Ride Guides are developed, produced, and distributed</li> <li>◆ Number of calls providers receive after people find them on a Ride Guide</li> <li>◆ Number of shared rides arranged (including transfers between providers)</li> <li>◆ Spatial gaps in transportation are reduced as providers become more aware of opportunities to share rides or coordinate transfers</li> </ul>
Needs or Gaps Addressed	<ul style="list-style-type: none"> <li>◆ Improved coordination of transportation across county lines</li> <li>◆ Improved awareness of transportation options for long-distance, multijurisdictional trips to medical care, employment, shopping, and other trip purposes</li> </ul>
Priority Level and Timeline	<ul style="list-style-type: none"> <li>◆ Moderate priority</li> <li>◆ Implementation timeframe of 2020 or later</li> </ul>

**Goal #4: Extend Operating Hours and Service Areas for Transportation Services**

The following goal and action steps include service expansions that will be considered as opportunities to address spatial and temporal needs and gaps in available transportation services. Where there are areas of unmet transportation need, such as low-income housing developments and major employers that are not located on fixed bus routes, public and human service transportation providers should collaborate with local stakeholders to discuss opportunities for, and costs associated with, increasing services in those areas.

<b>Goal #4: Extend Operating Hours and Service Areas for Transportation Services.</b>	
<b>Strategy</b>	<b>New and existing transportation service providers will expand service for older adults, individuals with disabilities, and people with low incomes for medical appointments, shopping and errands, employment, education, and other trip purposes.</b>
<b>Action Steps</b>	<b>1. Expand transportation services to more areas of Region X that offer service to the general public. Existing human service transportation providers can expand client eligibility to include the general public and/or public transportation providers can expand their geographical service areas.</b>
	<b>2. Extend OVRTA services to more communities and/or for more days/hours of service.</b>
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> <li>◆ Public transit and human service transportation providers</li> </ul>
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> <li>◆ OVRTA Mobility Manager (if hired)</li> </ul>
Resources Needed	<ul style="list-style-type: none"> <li>◆ Additional operating funds</li> <li>◆ Additional vehicles (including wheelchair accessible vehicles)</li> <li>◆ (Potentially) additional drivers and schedulers</li> </ul>
Potential Cost Range	<ul style="list-style-type: none"> <li>◆ Varies depending on the scope of implementation</li> </ul>
Potential Funding Sources	<ul style="list-style-type: none"> <li>◆ FTA Sections 5310 and 5311 grant programs</li> <li>◆ Local match from state, local, or non-USDOT Federal programs</li> <li>◆ Local businesses, employers, hospitals that benefit from extended hours or service area</li> <li>◆ Contract revenue from agencies that use the new service for consumers</li> </ul>
Performance Measures or Targets	<ul style="list-style-type: none"> <li>◆ Number of trips provided annually with the new services</li> <li>◆ Productive number of passenger trips per mile and/or hour of service during extended hours or on extended routes</li> <li>◆ Cost per trip for extended service is similar to average cost for core service hours/service area</li> <li>◆ Passenger satisfaction as measured through surveys</li> </ul>

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

**SUMMARY OF GOALS AND PRIORITIES**

Transportation stakeholders in Region X are committed to improving communication 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 (regional)	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
Improve communication among transportation providers (county)	Stakeholders increase their understanding of transportation Transportation providers receive regular input from stakeholders						High Priority
Maintain current levels of transportation	Transportation in remote areas Access to food, agency appointments, medical, etc. Improved awareness of how to use available services						High Priority
Improve information sharing with the public and access to service	Improved regional and cross-county transportation Improved information and awareness of available services						Moderate Priority
Extend operating hours and service areas	Improved access to transportation Improved cross-county transportation Expanded transportation options in early morning, evening or weekend hours						High Priority

# Outreach

## APPENDIX A: PUBLIC AND STAKEHOLDER OUTREACH

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### COORDINATED PLAN CHECKLIST

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

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

Dates: Meeting 1: November 8, 2018 from 10:00 AM to 11:30 AM  
Meeting 2: February 22, 2019 from 10:00 AM to 12:00 PM  
Locations: Meeting 1: Ohio County Public Library Auditorium  
Meeting 2: West Virginia Northern Community College

##### *Invitations Distributed*

- ✓ Email: Meeting 1: Date Sent: October 17, 2018  
Meeting 2: Date Sent: January 23, 2019
- ✓ Newspaper Notice (list of papers): The Intelligencer and Wheeling News Register  
Moundsville Echo  
Wetzel Chronicle
- ✓ Flyer distributed in local community/senior centers, etc.
- ✓ Information was provided in alternative formats, upon request
- ✓ Events were open to all individuals, including hearing impaired and limited English proficient
- ✓ Interpreters available, upon request

Number of Attendees: Meeting 1: 18  
Meeting 2: 23

- ✓ 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
  - ✓ Listing of Survey recipients attached (not including the general public)
- Total number of electronic and paper surveys completed: 313

#### **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 **Thursday, November 8, 2018 from 10:00 AM to 11:30 AM at Ohio County Public Library Auditorium, 52 16th Street, Wheeling, WV 26003**. 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](mailto:ccampoll@rlsandassoc.com). To sign up to participate in the meeting online through GoToMeeting, please register at [www.surveymonkey.com/r/WVSignUp](http://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

<b>Name</b>	<b>Organization</b>
	Affordable Elderly Home Care
Jay Adams	Aids Task Force
George Dakovic	Anthem Home for Aged
Cindy Tribett	Benwood-McMechen Housing Auth.
	Bishop Hodges Continuous Care
Laurie Thomas	Brookpark Place Apartments
Sister Constance Dodd	Catholic Charities
Jeff DeStefano, Trans. Manager	CHANGE, Inc.
Robert Herron	City Manager of Wheeling
Mayor Edward Kuca	City of Benwood
Mayor, Betty Scott	City of Cameron
Mayor, David Blazer	City of Glen Dale
Mayor, Gregg Wolfe	City of McMechen
Mayor Allen Hendershot	City of Moundsville
Acting City Manager, Sondra J. Hewitt	City of Moundsville
Mayor Steven A. Bohrer	City of New Martinsville
Mayor Andy McKenzie	City of Wheeling
	Community Child Care Center
Joel Palez	Country Home
	Country Junction Childcare
	Cradle to Crayons
West Liberty University	Dental Clinic
Lori Untch	Easter Seals Association
Jamie Crow	Elmhurst
Jeanette Wojcik	Faith In Action Caregivers
Paula Calvert, CEO	Family Service - UOV
Kathy Szafran, CEO	Florence Crittenton - Wellsprings Family Services
Stacie Dei	FRN Marshall County
Deb Allen	FRN-Ohio
	Good Shepherd Nursing Home
Lisa Badia	Greater Wheeling Homeless Coalition
OVMC	Hillcrest Mental Health
	Home for Men
Mike Linger, Executive Director	House of the Carpenter
Joe Slavik	Howard Long Wellness Center
	JCC Transportation Company
	Kids and Crayons Childcare
	Kids Club Daycare
Jamie Ramp	Kings Daughter's ELF Center
Dr. Georgia Kurko	Laughlin Chapel
Robert Miller, Commissioner President	Marshall County Commission
	Marshall County DHHR
Dara Pond, Administrator	Marshall County Health Dept
Joyce Howard, Director	Marshall County Senior Citizens Center
	Mason Rehab Center
	Montani Towers
Shelley Glatzer	Moundsville Housing Authority
	Moundview Nursing Home
	New Martinsville Health Care Center
	New Martinsville Towers
	Northern Panhandle Head Start
Tina Derksen, Controller	Northwood Health Systems
	Oglebay Village Apartments
Orphy Klempa, President	Ohio County Commission
Jan Gouge	Ohio County DHHR



Stakeholder Contact List

<b>Name</b>	<b>Organization</b>
Howard Gamble	Ohio County Health Dept
Social Services Dept	Ohio Valley Medical Center
Lisa Weishar	Ohio Valley Regional Transportation Authority
Louise Patee	Orchard Park Child Care Center
Diane Miller	Peterson Rehabilitation and Nursing Home
Debbie Annett	Petroplus Towers
Carla Wojtasek	Petropolis Towers
Manager	Providence Greene
Tamika Jones	REM WV Inc.
	Reynolds Memorial Hospital
Kimberly Lee	RSVP Program
Brian Breyer, Exec. Director	Russell Nesbitt Services
	Salvation Army
	Upper Ohio Valley Sexual Assault Help Center
	S & B, LLC, First Class Limo
	Social Security Administration
Terry McCormick	St. Johns Home
	St. Paul's Terrace Apartments
	Tender Loving Care and Hospice
Karen Haught	The Seeing Hand Assoc
Becky Shilling-Rodocker	The Wheeling Soup Kitchen
Mayor Charles A. Sine	Town of Hundred
Mayor David Barr	Town of Pine Grove
Mayor	Town of Smithfield
Mayor Ken Murphy	Town of Triadelphia
Mayor	Town of West Liberty
Jason Haswell, President	United Way of Upper Ohio Valley
Tim Bishop, Mayor	Village of Bethlehem
Mayor, Charles J. Reinacher	Village of Clearview
Mayor, Chad Kleech	Village of Valley Grove
Lynn Wallace	WATCH, Inc.
Sherry Nolan	Wely Apartments
Barb Ball	Wely Home for the Aged
	Wesley Park United Methodist Homes
Michael Koon	West Virginia Northern Community College
Commissioners Lemon, Mason, and Gorby	Wetzel County Commission
Mary Ash	Wetzel County Committee on Aging
	Wetzel County Hospital
Karen Cain, Administrator	Wetzel-Tyler County Health Dept
Cecilia Palmer	Wheeling Dialysis Center
Kathy Brown	Wheeling Healthrite
Social Services Dept	Wheeling Hospital
	Wheeling Housing Authority
	Wheeling Station Apartment
	Windsor Manor
	WV Bureau of Employment Prog.
Administrator	WV Rehabilitation Services
Patricia Falnigan	YWCA Family Violence Prevention Program
	Young's Care Home
Scott Hicks, Executive Director	Bel-O-Mar Regional Council
Christina Meyer	MTM
Toni Boyd	WV DOT, Division of Public Transit
Rosemary Guida, Executive Director	NPWIB, Inc.
Mark B. Patee	WV Department of Health and Human Resources
Mickie K. Hall	WV Department of Health and Human Resources

Stakeholder Contact List

<b>Name</b>	<b>Organization</b>
Lynn Williams	Northwestern AAA
Peggy Hickenbottom	National Church Residences

**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 Marshall, Ohio and Wetzel 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><b>Thursday, November 8, 2018 10:00 AM to 11:30 AM Ohio County Public Library Auditorium 52 16<sup>th</sup> Street, Wheeling, WV 26003</b></p>
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**Christy Campoll from RLS & Associates, Inc. will facilitate the meeting. Please  
RSVP by October 30 by calling 800-684-1458 or emailing  
[ccampoll@rlsandassoc.com](mailto:ccampoll@rlsandassoc.com)**

**Parking is available at Ohio County Public Library. 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](http://www.surveymonkey.com/r/WVMOBILITY)**

## **For Immediate Release**

**Date:** October 23, 2018

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

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

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

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

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

### **Coordinated Plan Input Meeting for Brooke and Hancock Counties (Region XI)**

**Thursday, November 1, 2018, 10:00 AM to 11:30 AM**

Mary H. Weir Public Library  
3442 Main Street  
Weirton, WV 26062

### **Coordinated Plan Input Meeting for Marshall, Ohio and Wetzel Counties (Region X)**

**Thursday, November 8, 2018, 10:00 AM to 11:30 AM**

Ohio County Public Library Auditorium  
52 16<sup>th</sup> Street  
Wheeling, WV 26003

Residents are asked to provide their input through the public survey available online at: [surveymonkey.com/r/WVMobility](https://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.

###

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

Presented on November 8, 2018  
by Christy Campoll, Associate, RLS & Associates, Inc.

www.rlsandassoc.com

### Recent History of Coordinated Transportation Plans

- Regional Plans were Last Updated in 2014 to Satisfy SAFETEA-LU Legislation Requirements
  - Your Plan is Available for Download at: [transportation.wv.gov/publictransit](http://transportation.wv.gov/publictransit)
  - Click on "Public Transit Resources"
  - Then "Public Transit-Human Services Transportation Plans"

### Meeting Objectives

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

### Recent History of Coordinated Transportation Plans

#### Participants in the 2014 Region X Plan

- Bel-O-Mar
- Faith in Action Caregivers, Inc.
- Family Service Upper Ohio Valley
- Greater Wheeling Coalition for the Homeless
- JCC Transportation/Burns & Church Transportation Co.
- Marshall County Senior Citizens Center
- Northwood Health Systems, Inc.
- Northern Panhandle Head Start, Inc.
- Ohio Valley Regional Transportation Authority (OVRTA)
- Russell Nesbitt Services, Inc./Wheeling Area Training Center for the Handicapped (WATCH)
- Wetzel County Committee on Aging
- Wheeling Dialysis Center
- Wheeling Housing Authority
- YWCA Family Violence Prevention Program

### Why Do We Do Coordination Plans?

Why Were Plans Developed?

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

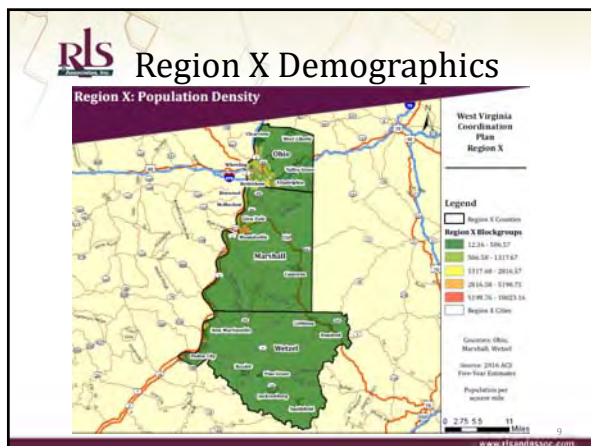
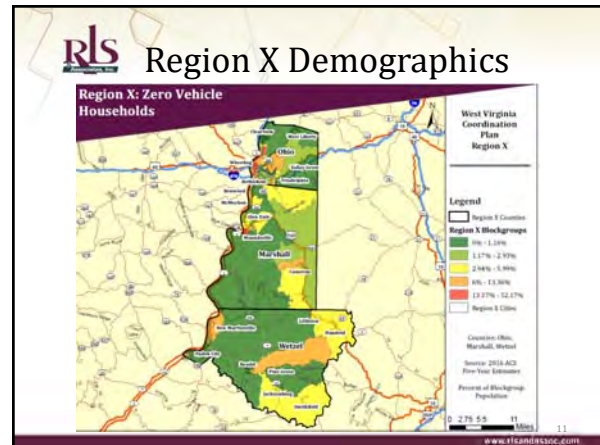
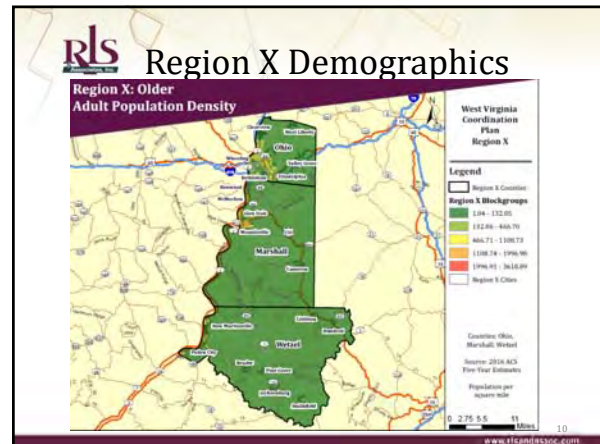
### Program Changes Summary SAFETEA-LU to MAP-21 (Source: FTA)

New	Repealed	Consolidated	Modified
<ul style="list-style-type: none"> <li>Safety Authority (5329)</li> <li>State of Good Repair Grants (5337)</li> <li>Asset Management (5326)</li> <li>Bus and Bus Facilities Formula Grants (5339)</li> <li>Public Transportation Emergency Relief (5324)</li> <li>TOD Planning Pilot Grants (20005(b) of MAP-21)</li> </ul>	<ul style="list-style-type: none"> <li>Clean Fuels Grants (5308)</li> <li>Job Access and Reverse Commute (5316) [JARC]</li> <li>New Freedom Program (5317)</li> <li>Paul S. Sarbanes Transit in the Parks (5320)</li> <li>Alternatives Analysis (5339)</li> <li>Over-the-Road Bus (Sec. 3038 –TEA-21)</li> </ul>	<ul style="list-style-type: none"> <li>Urbanized Area Formula Grants (5307) [JARC]</li> <li>Enhanced Mobility of Seniors and Individuals with Disabilities (5310) [New Freedom]</li> <li>Rural Area Formula Grants (5311) [JARC]</li> </ul>	<ul style="list-style-type: none"> <li>Fixed Guideway Capital Investment Grants (5309)</li> <li>Metropolitan and Statewide Planning (5303 &amp; 5304)</li> <li>Research, Development, Demonstration, and Deployment (5312)</li> <li>Technical Assistance and Standards (5314)</li> <li>Human Resources and Training (5322)</li> </ul>

## Important Note About MAP-21 Program Changes

- ◆ Underscores the Need for Grantees to Carefully Prioritize the Needs of Their Systems and Align their Plans with the New Funding Streams for Formula Assistance Under MAP-21
- ◆ MAP-21 Requirements Continued Under FAST

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## Why it is Important to Participate

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

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## Stakeholder Participation Goal in the 2018 Plan Update

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

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## Unmet Needs and Gaps In Service

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

- Critical Needs
- Desired Service

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## UPDATE OF CURRENT RESOURCES AND UNMET NEEDS

14

## Existing Resources

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

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## Unmet Transportation Needs And Gaps In Services

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



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

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## A Review of Goals from the 2014 Plan

- ◆ **Goal #1:** Improve communication among organizations in the region
- ◆ Step 1: Distribute the Updated Coordinated Public Transit-Human Services Transportation Plan.
- ◆ Step 2: Create a Coordinated Transportation Coalition (CTC) with Appropriate Membership and Meet Quarterly.

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## A Review of Goals from the 2014 Plan

- ♦ **Goal #1:** Improve communication among organizations in the region
- ♦ Step 3: Establish an effective communication network among coordination partners that includes a Resource Guide and electronic method of information sharing.
- ♦ Step 4: Develop a Coordinated Funding Mechanism to Support Operation of A Cost-Efficient and Customer-Focused Transportation Call Center.

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## Goals from the 2014 Plan

- ♦ **Goal #3:** Increase Self-Sufficiency for all Populations of the Region
- ♦ **Step 1:** Extend Demand Response Public Transit Service into Wetzel County and All Communities Outside of Wheeling, Focusing on Employment Transportation.
  - Conduct a Needs Assessment First
- ♦ **Step 2:** Expand the use of Section 5310 vehicles to include other populations (low income) within the allowable guidelines of the Section 5310 Program.

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## A Review of Goals from the 2014 Plan



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## Goals from the 2014 Plan

- ♦ **Goal #4:** Expand Access to Employment
- ♦ **Step 1:** Work-related and Economic Development Transportation Services will be Developed and/or Expanded, as Appropriate
- ♦ **Step 2:** Transportation Providers and Participating Agencies will Negotiate Opportunities for Implementing a Transit Voucher
- ♦ **Step 3:** Expand Public Transit Hours of Operation
  - Conduct a Needs Assessment First and Research Who/How Can Offer Expanded Hours

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## Goals from the 2014 Plan

- ♦ **Goal #2:** Develop coordinated outreach efforts
- ♦ Step 1: Participating Agencies will Collaborate and Develop Shared Marketing and Outreach Opportunities
- ♦ Step 2: Create a New or Enhance an Existing Resource with Complete Information about Transportation Options.
- ♦ Step 3: Apply to WVDPT for funding to support a mobility manager for the region

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## New Goals and Priorities

- ♦ What Progress Was Made On the 2014 Plan Goals?
- ♦ What are Preliminary Coordinated Transportation Goals and Priorities that You would Recommend for 2018-2022?

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## NEXT STEPS FOR THE PLANNING PROCESS

25

## Participation Reminder

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

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## Update Inventory and Needs Assessment

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

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## Questions?

**FOLLOW UP QUESTIONS:**

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

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## Public Meeting #2

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

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West Virginia Coordinated Plan Update

Date: 11-8-18

Input Meeting Sign-In Sheet

Location: Wheeling

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Joyce Howard	Marshall County Senior Ctr 6055th St Moundsville	304-845-8200	Jhoward@swape.net
Dave Mankin	National Church Residents	740-425-9001	DMankin@ <sup>National Church</sup> <del>NER</del> <sup>transp</sup> <del>transp</del> <sup>in</sup> <del>in</del> <sup>org</sup> <del>org</del>
Melissa S. O'Neil	WV COA 145 Paducah Dr. New Mart	1-304-455-2220	melissas@suddenlinkmail.com
<sup>A</sup> <sup>surv</sup> Mary Rose Ash	WV COA " "	" "	wetzelccoag@ Suddenlink mail.com
Tina Derksen	Northwood Health Sys	304-234-3500 <sup>ext 2309</sup>	tderksen@northwoodhealth.com
Cynthia Wells	Belomar Regional Council Northwestern AAA	304-242-1800	Cwells@belomar.org
Lisa Weishan	OVRTA 21 S. Huron ST.	304-232-2190	weishan@ovrta.org
Byron Daniels	Good Shepherd Nursing Home (304) 242-1093	304-242-1093	bdaniels@wvtyhome.org
Claudia Frymer	Ohio County FRN	304-232-5600	ohiocountyfrn@yahoo.com
Ray Dupke	Family Service <sup>Upper Ohio Valley</sup>	304-233-2350	rdupke@fsuov.com
Michelle Oleyak	Work Force WV-Wheeling 1275 Westwood Ave Wheeling WV 26003	304-238-1035	M.celle.A.Oleyak@wv.gov

West Virginia Coordinated Plan Update

Date: 11-8-18

Input Meeting Sign-In Sheet

Location: Wheeling

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
WENDY SCATTERDAY	CITY OF WHEELING		WSCATTERDAY@WHEELINGWV.GOV
Brian J. Bayer	Russell Nesbitt Services		bbayer@RNS-WATCH.ORG
Kerla L. Calvert	Family Service-Upperetro Valley		kcalvert@FSCV.COM
James Benner	Belomar	304 242 1800	jbenner@belomar.org
Mark Hennigan	Belomv		mhennigan@belomar.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 in WVNCC parking lots. The meeting location is wheelchair accessible. Anyone who requires an auxiliary aid or service for effective communication to participate in a meeting should call (800) 684-1458 by February 15.

### **Coordinated Plan Input Meeting for Marshall, Ohio and Wetzel Counties (Region X)**

**Friday, February 22, 2019, 10:00 AM to 12:00 PM**

West Virginia Northern Community College Auditorium  
1704 Market Street  
Wheeling, WV 26003

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

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



# Meeting 2 PowerPoint

**RLS**  
Associates, Inc.

Moving Public Transportation  
Into the Future

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

Presented on February 22, 2019  
by Christy Campoll and Lucy Sherman, Associate, RLS & Associates, Inc.  
3131 South Dixie Hwy, Suite 545 Dayton, Ohio  
(937) 299-5007

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**RLS** Meeting Objectives

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

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**RLS** Why Are Plans Developed?

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

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**RLS** Why Are Plans Developed?

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

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**RLS** What Does it Take?

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

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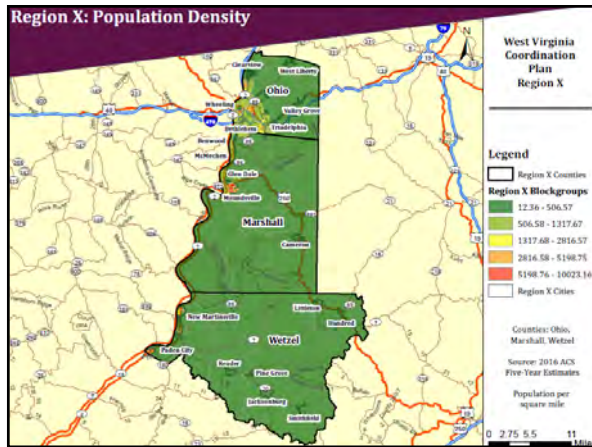


**Goals from the 2015 Plan**

**Goal #1: Improve communication among organizations in the region**

1. Distribute the updated coordinated public transit-human services transportation plan
2. Create a coordinated transportation coalition (CTC) with appropriate membership and meet quarterly

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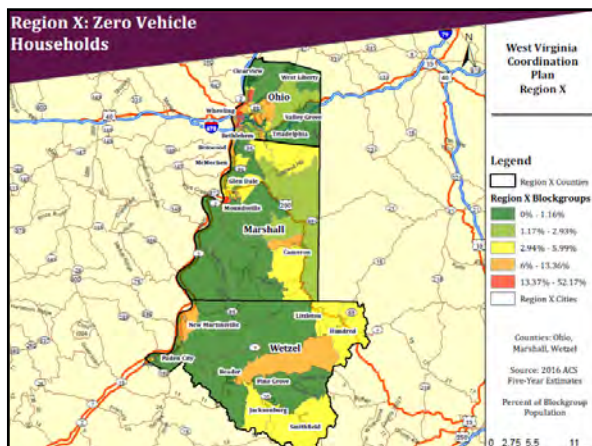


**Goals from the 2015 Plan**

**Goal #1: Improve communication among organizations in the region**

3. Establish an effective communication network among coordination partners that includes a resource guide and electronic method of information sharing
4. Develop a coordinated funding mechanism to support operation of a cost-efficient and customer-focused transportation call center

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**Goals from the 2015 Plan**

**Goal #2: Develop coordinated outreach efforts**

1. Participating agencies will collaborate and develop shared marketing and outreach opportunities and approaches to educate the public about safe transportation options (ie. PSAs, pamphlets)
2. Create a new or enhance an existing resource with complete information about transportation options – printed and/or electronic


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 **Goals from the 2015 Plan**

**Goal #2: Develop coordinated outreach efforts**

3. Apply to WVDPT for funding to support a mobility manager for the region

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 **Goals from the 2015 Plan**

**Goal #4: Expand Access to Employment**

3. Conduct a needs assessment to determine whether to expand public transit hours of operation
4. Expand public transit hours of operation through vehicle sharing or driver sharing agreements between agencies

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 **Goals from the 2015 Plan**

**Goal #3: Increase Self-Sufficiency for all Populations of the Region**


1. Extend demand response public transit service into Wetzel County and all communities outside of Wheeling, focusing on employment transportation
2. Expand the use of Section 5310 vehicles to include other populations (low income) within the allowable guidelines of the Section 5310 Program

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 **Needs Assessment**

- ◆ Wheelchair-accessible vehicles
- ◆ 4-wheel drive vehicles for rural roads
- ◆ Long-distance rides to medical appointments, particularly from Wetzel County, including recurring appointments (dialysis, chemotherapy)
  - Especially to providers in Wheeling
- ◆ Rides to mental health treatment
  - Northwood


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 **Goals from the 2015 Plan**

**Goal #4: Expand Access to Employment**

1. Work-related and economic development transportation services will be developed and/or expanded, as appropriate
2. Transportation providers and participating agencies will negotiate opportunities for implementing a transit voucher

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 **Needs Assessment**

- ◆ More hours of service on the OVRTA fixed route network to support more access to The Highlands and other job centers
  - Later into the evenings
- ◆ Routes that serve low-income housing complexes
- ◆ More service overall in Marshall County
  - Moundsville; Cameron

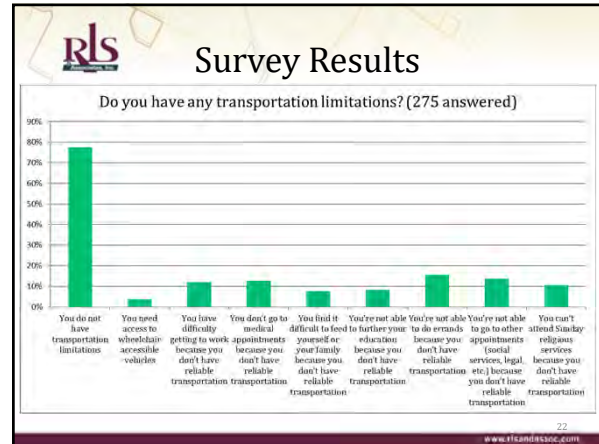
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**RLS** Needs Assessment

- ◆ Wheelchair lift maintenance
- ◆ Leadership on coordination between providers
- ◆ NEMT issues
- ◆ Transportation outreach and public information

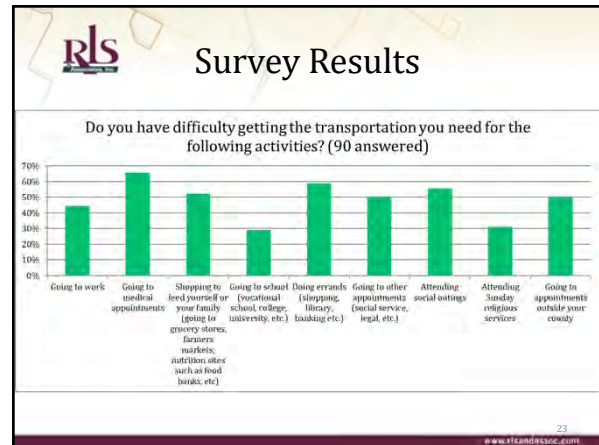
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**RLS** Trip Generators

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

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**RLS** Survey Results


Marshall	22%	69
Ohio	43%	131
Wetzel	35%	107
<b>Total</b>	<b>100%</b>	<b>307</b>

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**RLS** Needs Assessment

- ◆ Demand-response service is available in all counties for older adults and people with disabilities
- ◆ Public transit is available in western Ohio County and the northern end of Marshall County


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### Gaps in Service

- ◆ Gaps in service include...
  - Temporal gaps: days and hours of service
  - Spatial gaps:
    - Is transit going where we most need it to go? Is it feasible to made adjustments?
    - Are we serving as many trip generators as we can?
  - Eligibility gaps:
    - Service in some areas is not available to the general public


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### Transportation Providers

- ◆ Closed Door providers (client-only transportation)
  - Northwood Health Systems
  - Russell Nesbitt Services
  - Wheeling Hospital
  - Wheeling VA
  - Faith in Action Caregivers


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### Transportation Providers

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

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### Transportation Providers

- ◆ Closed Door providers (client-only transportation)
  - Bethlehem Veterans Center
  - Catholic Charities
  - American Cancer Society
  - CHANGE Inc.

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### Transportation Providers

- OVRTA/EORTA
- Family Service Upper Ohio Valley
- Marshall County Senior Citizens Center
- Wetzel County Committee on Aging
- Taxi
- NEMT providers?
- National Church Residences


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### Goals and Strategies

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

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 **Goals and Strategies**

**REQUIRED TOPICS FOR EACH STRATEGY**

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

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


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 **Draft Goal #1**

**Action Steps**


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

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 **Draft Goal #1**

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

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 **Draft Goal #2**

**Develop Coordinated Outreach Efforts**

**Objectives**

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


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 **Draft Goal #1**

**Objectives**

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


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 **Mobility Management**

**What does a Mobility Manager do?**

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


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 Draft Goal #2

Action Steps

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


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 Draft Goal #3

Action Steps

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

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 Draft Goal #3

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

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 Draft Goal #4

**◆ Expand Transportation Service for the General Public**

Objectives

- Meet the transportation needs of more community residents through routing changes or extensions, expansions of service areas, extensions of operating hours, or expanded customer eligibility
- Provide more transportation service in rural areas after securing additional funding


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 Draft Goal #3

Action Steps

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

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 Draft Goal #4

Action Steps

1. Conduct a Comprehensive Operational Analysis of Region X transportation services
2. Study of the feasibility of conducting a levy for Marshall County on public transit
  - Previous attempt in 2010

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## Meeting 2 PowerPoint



### Draft Goal #4

Action Steps

2. Expand public transit service to Marshall, Wetzel and unserved areas of Ohio County
  - OVRTA
  - Expand eligibility of 5310 providers
  - Partnerships with private providers
  - All of the above, or something else

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### Questions?

**FOLLOW UP QUESTIONS:**

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

[ccampoll@rlsandassoc.com](mailto:ccampoll@rlsandassoc.com)

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### Draft Goal #4

Action Steps

4. Extend the evening hours of operation of OVRTA
5. Study the feasibility of offering limited Sunday service on OVRTA
  - Can be achieved through limited service, or demand-response service
    - "Evening loops"
    - Demand-response
    - Taxi discounts

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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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Meeting Sign-In Sheet

Date and Time: 2/22/19

Location: wheeling

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Philip Remke	800 6 <sup>th</sup> Street	304.280.8974	philipremke@comcast.net
Kim Messholder	Goodwill Industries	304-312-8139	Kdm@ohwvrgoodwill.org
Suzie Dupke	Goodwill Industries	304-780-4975	Sd_wfd@wviahgoodwill.org
Becky Lanham	YWCA WIND	304-281-8989	beckandroberta@gmail
Peggy Hickenbottom	NATIONAL church Residences	740-619-0239	phickenbottom@nationalchurchresidences.org
James Benner	Belomar	(304)242-1800	jbenner@belomar.org
Mark Hennigan	Belomar	304-242 1800	mhennigan@belomar.org
Lisa Weishaar	CVRTA	304-232-2190	weishaar@cvrta.org
Melynda Simpson	United Way	304 232 4625	msimpson@unitedwaywv.org
Tina Derksen	Northwood Health Systems	304-234-3500	tderksen@northwoodhealth.com



Meeting Sign-In Sheet

Date and Time: 2/22/19

Location: Wheeling

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Stacie Dei	Marshall Co. FRN 1501 Second St. Moundsville WV	304- 845-3300	@marshallcountymn (@comcast.net)
Kim Eagleson	Wetzel County Center for Children + Families 128 Main St. New Martinsville	304-455- 2468	Keagleson@wcccfwv.org
Amy Gamble	NAMI Greater Wheeling P.O. Box 6027 Wheeling, WV 26003	304-281-4494	NAMIgreaterwheeling@ gmail.com
Sara Wood	City of Moundsville City Council	304-639-6088	sara-wood1225@gmail.com
Martha Polisha	Impact Coalition	304-233-2045	martha.impactco@gmail.com
Stephanie Stewart	Children Solutions	740-827-5112	StephanieStewart@ Childrensolutions.org
Mary Hess	Unity Center	304-232-3888	theunitycenter4all@gmail.com
Arnie Nickerson	WV AG	304-670-7911	arn6wvago.gov
Tasha Simpson	WCCCF, IWE. PO Box 518 Hundred wv 26075	304-775-2000	+simpson@wcccfwv.org

**Meeting Sign-In Sheet**

**Date and Time:** \_\_\_\_\_

**Location:** \_\_\_\_\_

**Please Print**

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Grattan, Rosemary	House of the Carpenter 200 S. Front St.	(512) 576- 6937	Rgrattan@ houseofthecarpenter.com
Paula L. Colvert	FSUOV	304-233-2354x145	pcolvert@fsuov.com
Claudia Raymon	Ohio Co. FRN 5613th St Wbg. WV	304-232-5000	ohiocountyfrn@yahoo.com
DAKE DOUGHERTY	WHEELING HERITAGE CURIA	304-232-3087	SDOUGHERTY@WHEELINGHERITAGE.ORG



# Surveys

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

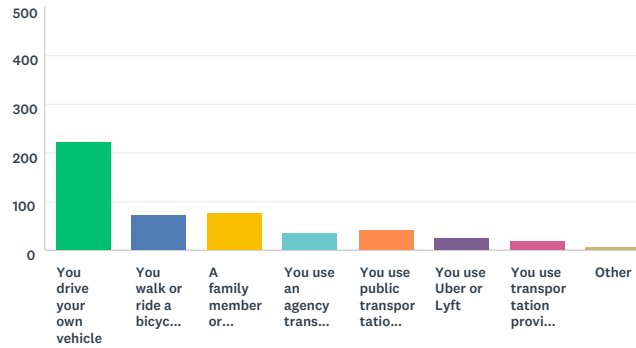
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The following pages include public survey results for Region X.

# West Virginia Coordinated Transportation Plan Update 2018-19

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

Answered: 313 Skipped: 0



ANSWER CHOICES	RESPONSES
You drive your own vehicle	70.93% 222
You walk or ride a bicycle (other than for exercise)	23.32% 73
A family member or friend takes you where you need to go	24.92% 78
You use an agency transportation service to take you where you need to go (for example, a senior transportation program)	10.86% 34
You use public transportation to take you where you need to go	13.74% 43
You use Uber or Lyft	8.31% 26
You use transportation provided through Medicaid to get to medical appointments	6.71% 21
Other	2.56% 8
Total Respondents: 313	

#	PLEASE WRITE IN THE NAME OF THE AGENCY OR PUBLIC TRANSPORTATION PROVIDER	DATE
1	OVRTA	1/30/2019 3:46 PM
2	OVRTA	1/30/2019 3:33 PM
3	B&B Transportation	1/25/2019 10:22 AM
4	Northwood Health Systems	1/18/2019 11:59 AM
5	Northwood Health Systems	1/18/2019 11:58 AM
6	Logistic Care, Hometown Transportation	1/14/2019 4:42 PM
7	Mid-Valley	1/14/2019 4:41 PM
8	Mid-Valley	1/14/2019 4:41 PM
9	Mid-Valley	1/14/2019 4:39 PM
10	Mid-Valley	1/14/2019 4:38 PM
11	Mid-Valley	1/14/2019 4:37 PM
12	Mid-Valley	1/14/2019 4:36 PM
13	Mid-Valley	1/14/2019 4:34 PM
14	Mid-Valley	1/14/2019 4:34 PM
15	Northwood	1/14/2019 4:32 PM
16	Medicare	1/14/2019 4:32 PM
17	Mid-Valley	1/14/2019 4:31 PM
18	Mid-Valley	1/14/2019 4:30 PM
19	Mid-Valley	1/14/2019 4:28 PM
20	Northwood	1/14/2019 4:26 PM
21	Mid-Valley	1/14/2019 4:24 PM
22	Mid-Valley	1/14/2019 4:22 PM
23	WV Transit Assistance Program	1/14/2019 4:21 PM
24	Mid-Valley	1/14/2019 4:19 PM
25	Northwood Health Systems	1/14/2019 4:17 PM
26	OVRTA	1/14/2019 4:16 PM
27	City bus (OVRTA)	1/13/2019 5:13 PM
28	Truck	1/9/2019 5:34 PM
29	NWHS	1/9/2019 11:19 AM
30	Ohio Valley Transit	1/9/2019 11:18 AM
31	NHS	1/9/2019 11:17 AM

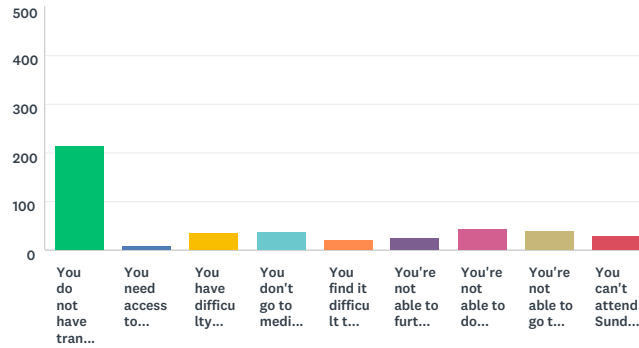
## West Virginia Coordinated Transportation Plan Update 2018-19

32	I call transportation they never call me back.	1/9/2019 5:37 AM
33	Ohio valley regional transit authority	1/7/2019 4:22 PM
34	OVRTA	1/7/2019 9:24 AM
35	Ohio Valley regional transit	1/6/2019 10:13 AM
36	Family Service	1/5/2019 7:48 PM
37	Overta	1/5/2019 3:06 PM
38	OVRTA	1/5/2019 9:57 AM
39	OVRTA	1/4/2019 11:00 PM
40	OVRTA	1/4/2019 7:40 PM
41	OVRTA	1/4/2019 7:26 PM
42	OVRT??	1/4/2019 7:20 PM
43	OVRTA	1/3/2019 7:38 AM
44	OVRTA	12/7/2018 1:17 PM
45	Greyhound Bus, Enterprise-rent-a-car	12/5/2018 2:09 AM
46	Northwood Health Systems	11/14/2018 9:33 AM

# West Virginia Coordinated Transportation Plan Update 2018-19

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

Answered: 280 Skipped: 33

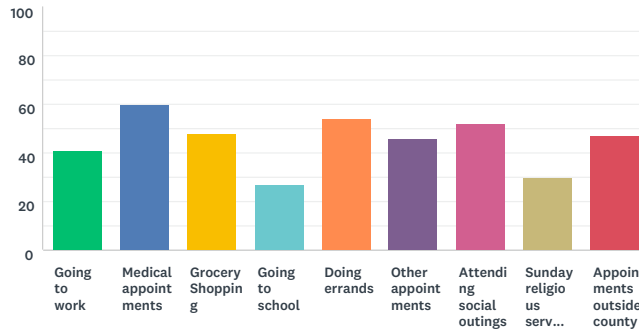


ANSWER CHOICES	RESPONSES
You do not have transportation limitations	77.14% 216
You need access to wheelchair accessible vehicles	3.93% 11
You have difficulty getting to work because you don't have reliable transportation	12.50% 35
You don't go to medical appointments because you don't have reliable transportation	13.21% 37
You find it difficult to feed yourself or your family because you don't have reliable transportation	8.21% 23
You're not able to further your education because you don't have reliable transportation	8.93% 25
You're not able to do errands because you don't have reliable transportation	16.07% 45
You're not able to go to other appointments (social services, legal, etc.) because you don't have reliable transportation	14.29% 40
You can't attend Sunday religious services because you don't have reliable transportation	11.07% 31
Total Respondents: 280	

#	OTHER (PLEASE SPECIFY)	DATE
1	I am lucky know several in this area who do not have transportation.	1/25/2019 12:20 PM
2	I have to arrange everything to the bus schedule time slots or else uber walk or rely on family forcing me not to be independent.	1/8/2019 10:36 PM
3	Difficult to get in and out of the car.	1/7/2019 5:46 PM
4	I am a single mother of 3 and I lost my license for 5 years by fault if my own, however it has greatly negatively impacted my family's quality of life. I have not been able to be a productive member of society it a productive mother to my children. It's been extremely difficult.	1/7/2019 4:20 PM
5	All of these were challenges before I got a car. Also the limited service area if Ohio Valley Regional Transit is a barrier	1/6/2019 10:13 AM
6	No Problems as long as its before 3:00 p.m. they are closed after 3:00,3:30	1/5/2019 7:48 PM
7	My transportation budget is limited; also, frequent car troubles	1/4/2019 11:00 PM
8	Transportation for my child from daycare to preschool	11/29/2018 11:08 AM
9	None. Own vehicles that work and are appropriate for the snow.	11/14/2018 1:10 PM

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

Answered: 92 Skipped: 221



ANSWER CHOICES	RESPONSES
Going to work	44.57% 41
Medical appointments	65.22% 60
Grocery Shopping	52.17% 48
Going to school	29.35% 27
Doing errands	58.70% 54
Other appointments	50.00% 46
Attending social outings	56.52% 52
Sunday religious services	32.61% 30
Appointments outside county	51.09% 47
Total Respondents: 92	

#	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	Going to Moundsville for anything.	1/30/2019 10:32 PM
2	Need to go to Pittsburgh children's hospital at times for my daughter's appointments and my car although will get us there it isn't the most reliable car	1/29/2019 3:57 PM
3	Morgantown, WV	1/28/2019 11:16 AM
4	My mom lives with me and I work it's duffucul with no public transportation for her to get to her dr appointment	1/28/2019 11:05 AM
5	I need go food shopping can't always bother a friend or maybe there busy.. Wetzel county	1/26/2019 12:57 PM
6	Medical appointments in Morgantown. Going to save a lot for groceries. I would live to attend college but to far away to walk.	1/26/2019 11:32 AM
7	I need to go to Wheeling for all but the social outings i need to go to Bridgeport.	1/25/2019 11:00 PM
8	I need to get to specialist appointments in Morgantown. I need to do grocery shopping 35 miles away. My kids need to be able to do social functions I cannot attend. My children need to be able to get to their doctor just six miles of pero but I have no way. I want to work I need to work I have no way to get to work	1/25/2019 10:54 PM
9	I have to rely on other people for transportation. New Martinsville has no form of public transportation.	1/25/2019 10:16 PM
10	Have to take my husband to Morgantown several times a month over WV 7...no choice but drive us. We are both seniors and he is disabled.	1/25/2019 9:58 PM
11	I am able to ride the bus to work in downtown wheeling from McMechen, but evening stuff and getting to shopping centers during the day is not convenient when it comes to public transport.	1/25/2019 5:22 PM
12	I have a lot of appointments in Wheeling	1/25/2019 12:29 PM
13	Need medical appointment in wheeling and Morgantown wv	1/25/2019 11:55 AM
14	Morgantown	1/18/2019 11:56 AM
15	Appointments in Marshall County	1/18/2019 11:54 AM
16	Medical Appointments in New Martinsville	1/14/2019 4:31 PM
17	Dentist	1/14/2019 4:22 PM
18	Medical Appts. in Weirton. Shopping in New Martinsville. I can't get to the Methodist Church	1/14/2019 4:21 PM
19	Social outings such as The Highlands, Hall, Pittsburgh, appointments or church service	1/14/2019 4:16 PM
20	We live in Belmont county Ohio, our medical services are mostly in Ohio County in WV	1/13/2019 5:13 PM
21	My daughter has Dr appointments and I don't have a car	1/9/2019 5:37 AM
22	They are all outisde of the bus service area or on times when the bus isnt running.	1/8/2019 10:36 PM
23	Pittsburgh medical	1/7/2019 5:46 PM

## West Virginia Coordinated Transportation Plan Update 2018-19

24	Medical appointments in Morgantown & Wheeling.	1/7/2019 4:32 PM
25	I need to go to the grocery store. Kroger's in Moundsville. I need to go to see doctor appointments/therapy weekly at North Wood for my mental health. My children need to go to the doctor at Wheeling hospital for well visits, sick visits, vision visits. I couldn't go to school or a job if I wanted to as I can't afford to pay Uber or a taxi and I have no family support.	1/7/2019 4:20 PM
26	I need to get to work, need to take my two kids to several different drs, need to get to grocery store, need to get to bank, need to get to DHHR, need to go to my own dr, and with two kids, unplanned outings happen often and i need a convenient way to get around with them if family and friends cant help with a ride.	1/7/2019 9:24 AM
27	I get great service!	1/5/2019 7:48 PM
28	I must rely on friends for transportation to go out socially.	1/5/2019 3:44 PM
29	Work at the highlands... no bus service on sundays	1/5/2019 3:06 PM
30	I need to go to VA Appointment in St. Clairsville.	1/5/2019 9:57 AM
31	Work Employer Wesbanco Arena downtown Wheeling WV Wheeling Hospital Doctor appointments	1/5/2019 9:33 AM
32	When I have car trouble, I have to walk several miles home from work because buses end too soon each day	1/4/2019 11:00 PM
33	I need to go to work at Kroger	1/4/2019 9:24 PM
34	I need access to a bus on Sundays and in evenings, and to local malls, but there either isn't any, or it's so limited as to be almost worthless.	1/4/2019 7:40 PM
35	I need to get to Glen dale to work. I need it to get to do things with other people. I have a hard time running errands or work because it doesn't run late enough so 8 have no way of getting home.	1/4/2019 7:26 PM
36	I need to get to social activities in Pittsburgh and Washington.	1/4/2019 4:20 PM
37	I don't but an elderly friend of mine does. It would be nice to have a better transport service for the elderly and disabled than what is currently available ... which is non-existent in Wheeling.	1/3/2019 10:31 AM
38	All of these things are difficult, if not impossible, without reliable transportation.	12/14/2018 7:37 PM
39	I need to get to social services after school. Last bus home is 5:30P	12/11/2018 12:11 PM
40	I need to go to my job and would like an even better job but there is limited public transportation access to the location. I take my family with me to run errands and the existing schedule is limited where I live.	12/5/2018 1:21 PM
41	I need to get to work or school and church on Sunday's and after 6:00 pm to Bridgeport Ohio and Wheeling WV, if I work during the day when I can get transportation then I am unable to go to the store and run errands because I have a hard time getting a ride after 6:00 pm. The Highlands is a place that I could work but am unable to because of transportation in the evenings and on Sunday all day. I have considered moving to a larger city area because they have 24 hour public transportation.	12/5/2018 12:53 PM
42	I need to get to my internship site, I need to get to organizations in Wheeling for my appointments and field trips for my classes	12/5/2018 2:09 AM
43	I need to get to my sin's daycare, work and appointments around the city.	11/28/2018 11:36 PM
44	Need to get to appointments in Wheeling	11/16/2018 8:54 AM
45	We own vehicles that are in good condition and are prepared for weather. Problem for others in this area: No Uber, no Lyft, no public transportation, no taxi. Few elderly services available. Roads are not suitable for walking/biking.	11/14/2018 1:10 PM
46	I have medical appts in Wheeling.	11/14/2018 9:33 AM

# West Virginia Coordinated Transportation Plan Update 2018-19

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

Answered: 297 Skipped: 16

#	RESPONSES	DATE
1	McMechen	3/5/2019 7:37 PM
2	Moundsville wv	3/4/2019 9:38 PM
3	Wheeling	3/4/2019 6:14 PM
4	Wheeling	3/4/2019 5:10 PM
5	Wheeling	3/4/2019 4:27 PM
6	Wheeling	2/23/2019 12:12 PM
7	Marietta	2/12/2019 4:27 PM
8	New Martinsville	1/31/2019 1:54 PM
9	Paden City	1/31/2019 11:48 AM
10	New Martinsville	1/31/2019 9:49 AM
11	Benwood	1/30/2019 10:32 PM
12	New Martinsville	1/30/2019 5:53 PM
13	Wheeling	1/30/2019 3:46 PM
14	Wheeling	1/30/2019 3:33 PM
15	Hundred	1/30/2019 3:00 PM
16	Jacksonburg	1/29/2019 5:31 PM
17	Moundsville	1/29/2019 4:25 PM
18	Wheeling wv	1/29/2019 3:57 PM
19	New Martinsville	1/29/2019 2:19 PM
20	Wheeling WV	1/29/2019 10:43 AM
21	New Martinsville	1/29/2019 7:34 AM
22	New Martinsville	1/29/2019 12:06 AM
23	Moundsville	1/28/2019 9:47 PM
24	Paden city	1/28/2019 4:39 PM
25	Hundred	1/28/2019 4:14 PM
26	Paden City	1/28/2019 3:36 PM
27	New Martinsville	1/28/2019 12:13 PM
28	Hundred,WV	1/28/2019 11:16 AM
29	Hundred	1/28/2019 11:05 AM
30	New Martinsville	1/28/2019 10:38 AM
31	New martinsville	1/27/2019 10:32 PM
32	New Martinsville	1/27/2019 8:16 PM
33	New Martinsville	1/27/2019 4:30 PM
34	New Martinsville	1/27/2019 6:07 AM
35	Littleton	1/27/2019 1:18 AM
36	Reader	1/26/2019 7:25 PM
37	Paden City	1/26/2019 6:59 PM
38	Moundsville wva	1/26/2019 5:02 PM
39	Moundsville	1/26/2019 4:57 PM
40	New Martinsville	1/26/2019 2:28 PM
41	New Martinsville	1/26/2019 1:25 PM
42	Moundsville	1/26/2019 1:08 PM
43	New Martinsville	1/26/2019 12:57 PM
44	Moundsville	1/26/2019 12:54 PM
45	Wileyville	1/26/2019 12:13 PM
46	New Martinsville	1/26/2019 12:07 PM
47	New Martinsville	1/26/2019 11:32 AM
48	new martinsville	1/26/2019 11:19 AM
49	Paden City	1/26/2019 11:16 AM
50	New Martinsville	1/26/2019 10:41 AM
51	smithfield	1/26/2019 9:36 AM
52	Hundred	1/26/2019 8:41 AM
53	New Martinsville	1/26/2019 7:36 AM
54	Reader,WV	1/26/2019 7:32 AM
55	New Martinsville	1/26/2019 3:57 AM

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56	New Martinsville	1/26/2019 3:50 AM
57	New Martinsville	1/26/2019 1:00 AM
58	New Martinsville	1/25/2019 11:30 PM
59	New Martinsville	1/25/2019 11:20 PM
60	New Martinsville	1/25/2019 11:18 PM
61	Moundsville	1/25/2019 11:00 PM
62	Moundsville	1/25/2019 10:57 PM
63	Littleton	1/25/2019 10:54 PM
64	New Martinsville	1/25/2019 10:50 PM
65	Paden city	1/25/2019 10:45 PM
66	New Martinsville	1/25/2019 10:37 PM
67	Moundsville	1/25/2019 10:23 PM
68	New Martinsville	1/25/2019 10:16 PM
69	New Martinsville	1/25/2019 10:02 PM
70	Between New Martinsville and Hundred WV...off Rt 7.	1/25/2019 9:58 PM
71	Moundsville	1/25/2019 9:07 PM
72	New Martinsville	1/25/2019 7:44 PM
73	Moundsville	1/25/2019 7:08 PM
74	Wileyville	1/25/2019 6:05 PM
75	Wheeling	1/25/2019 5:24 PM
76	McMechen	1/25/2019 5:22 PM
77	New Martinsville	1/25/2019 3:45 PM
78	New martinsville	1/25/2019 2:23 PM
79	moundsville	1/25/2019 2:22 PM
80	New Martinsville	1/25/2019 2:06 PM
81	New Martinsville	1/25/2019 1:53 PM
82	New Martinsville	1/25/2019 1:47 PM
83	New Martinsville	1/25/2019 1:43 PM
84	New Martinsville	1/25/2019 1:36 PM
85	Moundsville	1/25/2019 1:20 PM
86	New Martinsville	1/25/2019 1:09 PM
87	hundred	1/25/2019 12:56 PM
88	New Martinsville	1/25/2019 12:55 PM
89	Moundsville	1/25/2019 12:49 PM
90	New Martinsville	1/25/2019 12:29 PM
91	New Martinsville	1/25/2019 12:29 PM
92	New Martinsville	1/25/2019 12:26 PM
93	New Martinsville	1/25/2019 12:25 PM
94	New Martinsville	1/25/2019 12:20 PM
95	Pine Grove	1/25/2019 12:05 PM
96	New Martinsville	1/25/2019 12:00 PM
97	New Martinsville	1/25/2019 11:59 AM
98	New Martinsville	1/25/2019 11:55 AM
99	New Martinsville	1/25/2019 11:52 AM
100	New Martinsville WV	1/25/2019 11:49 AM
101	New Martinsville	1/25/2019 11:46 AM
102	New Martinsville	1/25/2019 11:37 AM
103	Jacksonburg	1/25/2019 11:20 AM
104	New Martinsville	1/25/2019 11:00 AM
105	New Martinsville	1/25/2019 10:54 AM
106	New Martinsville	1/25/2019 10:22 AM
107	Moundsville	1/24/2019 11:02 PM
108	Moundsville	1/24/2019 1:10 PM
109	Mcmechen	1/24/2019 10:26 AM
110	Moundsville	1/24/2019 10:19 AM
111	Wheeling	1/21/2019 8:54 PM
112	Wheeling	1/18/2019 11:59 AM
113	Wheeling	1/18/2019 11:59 AM
114	Wheeling	1/18/2019 11:58 AM
115	Wheeling	1/18/2019 11:57 AM
116	Wheeling	1/18/2019 11:56 AM



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117	Wheeling	1/18/2019 11:55 AM
118	Wheeling	1/18/2019 11:54 AM
119	Wheeling	1/18/2019 11:53 AM
120	Moundsville	1/18/2019 11:49 AM
121	Moundsville	1/18/2019 11:49 AM
122	Wheeling	1/18/2019 10:53 AM
123	Wheeling	1/18/2019 10:53 AM
124	Wheeling	1/18/2019 10:52 AM
125	New Martinsville	1/14/2019 4:42 PM
126	New Martinsville	1/14/2019 4:41 PM
127	New Martinsville	1/14/2019 4:41 PM
128	New Martinsville	1/14/2019 4:39 PM
129	New Martinsville	1/14/2019 4:38 PM
130	New Martinsville	1/14/2019 4:36 PM
131	New Martinsville	1/14/2019 4:34 PM
132	New Martinsville	1/14/2019 4:34 PM
133	Willetville	1/14/2019 4:32 PM
134	New Martinsville	1/14/2019 4:32 PM
135	New Martinsville	1/14/2019 4:31 PM
136	New Martinsville	1/14/2019 4:30 PM
137	New Martinsville	1/14/2019 4:28 PM
138	Pine Grove	1/14/2019 4:27 PM
139	New Martinsville	1/14/2019 4:25 PM
140	New Martinsville	1/14/2019 4:24 PM
141	New Martinsville	1/14/2019 4:22 PM
142	New Martinsville	1/14/2019 4:21 PM
143	Paden City	1/14/2019 4:19 PM
144	Wheeling	1/14/2019 4:17 PM
145	Wheeling	1/14/2019 4:16 PM
146	Bridgeport	1/13/2019 5:13 PM
147	Moundsville	1/11/2019 4:32 PM
148	Wheeling	1/11/2019 11:07 AM
149	Moundsville	1/10/2019 5:13 PM
150	Benwood	1/9/2019 9:29 PM
151	Moundsville	1/9/2019 5:34 PM
152	Bethlehem	1/9/2019 5:10 PM
153	Wheeling	1/9/2019 12:04 PM
154	Wheeling	1/9/2019 11:24 AM
155	Wheeling	1/9/2019 11:19 AM
156	Wheeling	1/9/2019 11:18 AM
157	McMechen	1/9/2019 11:17 AM
158	Moundsville	1/9/2019 5:37 AM
159	Wheeling	1/8/2019 10:59 PM
160	Wheeling	1/8/2019 10:36 PM
161	Wh9	1/8/2019 9:51 PM
162	Glen Dale	1/8/2019 8:15 PM
163	Glen Dale	1/8/2019 5:45 PM
164	Wheeling	1/8/2019 3:18 PM
165	Cameron	1/8/2019 8:11 AM
166	Moundsville	1/7/2019 11:10 PM
167	Wheeling	1/7/2019 10:40 PM
168	Wheeling	1/7/2019 10:04 PM
169	Moundsville	1/7/2019 10:02 PM
170	Wheeling	1/7/2019 9:42 PM
171	Moundsville	1/7/2019 9:32 PM
172	Glen Dale	1/7/2019 9:19 PM
173	Moundsville	1/7/2019 8:56 PM
174	Moundsville	1/7/2019 8:16 PM
175	Moundsville	1/7/2019 7:12 PM
176	Benwood	1/7/2019 6:07 PM
177	Moundsville	1/7/2019 5:46 PM

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178	Valley Grove	1/7/2019 4:50 PM
179	Moundsville	1/7/2019 4:44 PM
180	Moundsville	1/7/2019 4:32 PM
181	Moundsville	1/7/2019 4:32 PM
182	Moundsville	1/7/2019 4:24 PM
183	Cameron	1/7/2019 4:22 PM
184	Moundsville	1/7/2019 4:21 PM
185	Moundsville/Washington Lands	1/7/2019 4:20 PM
186	Wheeling	1/7/2019 4:17 PM
187	Moundsville	1/7/2019 4:16 PM
188	Moundsville	1/7/2019 4:08 PM
189	wheeling, wv	1/7/2019 4:06 PM
190	Wheeling	1/7/2019 9:24 AM
191	Wheeling	1/7/2019 8:00 AM
192	Wheeling	1/7/2019 2:41 AM
193	Wheeling	1/6/2019 8:16 PM
194	Wheeling	1/6/2019 1:02 PM
195	Wheeling	1/6/2019 10:39 AM
196	Wheeling	1/6/2019 10:13 AM
197	Wheeling	1/6/2019 7:27 AM
198	Valley Grove	1/5/2019 10:06 PM
199	Wheeling	1/5/2019 9:56 PM
200	Wheeling	1/5/2019 7:48 PM
201	Wheeling	1/5/2019 7:48 PM
202	Wheeling, Wv	1/5/2019 6:45 PM
203	Wheeling	1/5/2019 3:44 PM
204	Wheeling	1/5/2019 3:28 PM
205	Wheeling	1/5/2019 3:06 PM
206	Wheeling	1/5/2019 2:19 PM
207	Wheeling	1/5/2019 12:23 PM
208	Wheeling	1/5/2019 10:47 AM
209	Wheeling	1/5/2019 9:57 AM
210	Wheeling	1/5/2019 9:33 AM
211	Wheeling	1/5/2019 4:02 AM
212	Wheeling	1/5/2019 1:54 AM
213	Wheeling WV	1/5/2019 1:50 AM
214	Moundsville	1/5/2019 1:40 AM
215	Wheeling	1/5/2019 12:32 AM
216	Mt. Olivet	1/4/2019 11:25 PM
217	Wheeling	1/4/2019 11:21 PM
218	Wheeling, WV	1/4/2019 11:18 PM
219	Wheeling	1/4/2019 11:02 PM
220	Wheeling	1/4/2019 11:00 PM
221	Wheeling	1/4/2019 9:24 PM
222	Wheeling	1/4/2019 9:22 PM
223	Wheeling	1/4/2019 9:20 PM
224	Wheeling	1/4/2019 9:06 PM
225	Wheeling	1/4/2019 9:05 PM
226	Wheeling	1/4/2019 8:50 PM
227	Warwood	1/4/2019 8:39 PM
228	Wheeling	1/4/2019 8:30 PM
229	Wheeling	1/4/2019 8:16 PM
230	Wheeling	1/4/2019 8:05 PM
231	Wheeling	1/4/2019 7:40 PM
232	Wheeling - Warwood	1/4/2019 7:36 PM
233	Wheeling	1/4/2019 7:32 PM
234	Wheeling	1/4/2019 7:26 PM
235	Wheeling	1/4/2019 7:20 PM
236	Wheeling,WV	1/4/2019 7:19 PM
237	Wheeling	1/4/2019 6:58 PM
238	Wheeling	1/4/2019 6:57 PM

## West Virginia Coordinated Transportation Plan Update 2018-19

239	Wheeling	1/4/2019 6:42 PM
240	Wheeling	1/4/2019 6:37 PM
241	Wheeling	1/4/2019 5:49 PM
242	Wheeling	1/4/2019 5:42 PM
243	Wheeling, WV	1/4/2019 5:39 PM
244	Wheeling	1/4/2019 5:32 PM
245	Wheeling	1/4/2019 5:27 PM
246	Wheeling	1/4/2019 4:59 PM
247	Wheeling	1/4/2019 4:56 PM
248	Wheeling	1/4/2019 4:53 PM
249	Wheeling	1/4/2019 4:51 PM
250	Wheeling wv	1/4/2019 4:44 PM
251	Wheeling	1/4/2019 4:43 PM
252	Wheeling	1/4/2019 4:40 PM
253	Wheeling	1/4/2019 4:40 PM
254	Wheeling	1/4/2019 4:28 PM
255	wheeling	1/4/2019 4:25 PM
256	Wheeling	1/4/2019 4:20 PM
257	Wheeling	1/4/2019 4:18 PM
258	Mozart/Wheeling	1/4/2019 4:16 PM
259	Wheeling	1/4/2019 12:06 AM
260	Wheeling	1/3/2019 11:43 PM
261	Wheeling	1/3/2019 4:03 PM
262	Wheeling	1/3/2019 11:30 AM
263	Wheeling	1/3/2019 10:31 AM
264	Wheeling	1/3/2019 10:01 AM
265	Wheeling	1/3/2019 7:38 AM
266	Wheeling	1/2/2019 11:01 PM
267	Wheeling	1/2/2019 9:23 PM
268	Bethlehem	1/2/2019 9:16 PM
269	Moundsville	12/14/2018 7:37 PM
270	Benwood, WV	12/11/2018 12:11 PM
271	Wheeling	12/7/2018 1:17 PM
272	Wheeling	12/5/2018 1:21 PM
273	Wheeling	12/5/2018 12:53 PM
274	West Liberty	12/5/2018 2:09 AM
275	West Liberty	12/4/2018 1:21 PM
276	Wheeling	11/29/2018 11:08 AM
277	Wheeling	11/28/2018 11:36 PM
278	Wheeling	11/21/2018 11:30 AM
279	Lynn Camp, WV	11/21/2018 12:28 AM
280	New Martinsville	11/20/2018 10:18 AM
281	Wheeling	11/16/2018 2:00 PM
282	Moundsville, WV	11/16/2018 8:54 AM
283	Moundsville	11/15/2018 6:59 AM
284	New Martinsville	11/14/2018 9:48 PM
285	Wileyville	11/14/2018 8:21 PM
286	Wheeling	11/14/2018 6:54 PM
287	Wheeling, WV	11/14/2018 5:14 PM
288	New Martinsville	11/14/2018 4:17 PM
289	New Martinsville	11/14/2018 1:10 PM
290	Pine grove	11/14/2018 12:34 PM
291	Wheeling	11/14/2018 11:56 AM
292	Moundsville	11/14/2018 11:26 AM
293	Wheeling	11/14/2018 10:31 AM
294	triadelphia, wv 26003	11/14/2018 10:13 AM
295	wheeling	11/14/2018 10:07 AM
296	Moundsville	11/14/2018 9:33 AM
297	Sherard	11/14/2018 9:27 AM

Q5 What county do you live in?

Answered: 313 Skipped: 0



ANSWER CHOICES	RESPONSES	
Ohio	43.13%	135
Wetzel	34.19%	107
Marshall	22.68%	71
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
Doddridge	0.00%	0
Fayette	0.00%	0
Gilmer	0.00%	0
Grant	0.00%	0
Greenbrier	0.00%	0
Hampshire	0.00%	0
Hancock	0.00%	0
Hardy	0.00%	0
Harrison	0.00%	0
Jackson	0.00%	0
Jefferson	0.00%	0
Kanawha	0.00%	0
Lewis	0.00%	0
Lincoln	0.00%	0
Logan	0.00%	0
Marion	0.00%	0
Mason	0.00%	0
McDowell	0.00%	0
Mercer	0.00%	0
Mineral	0.00%	0
Mingo	0.00%	0
Monongalia	0.00%	0
Monroe	0.00%	0
Morgan	0.00%	0
Nicholas	0.00%	0
Pendleton	0.00%	0
Pleasants	0.00%	0

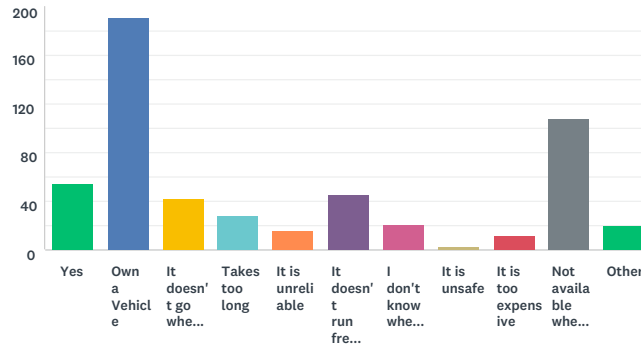
## West Virginia Coordinated Transportation Plan Update 2018-19

Pocahontas	0.00%	0
Preston	0.00%	0
Putnam	0.00%	0
Raleigh	0.00%	0
Randolph	0.00%	0
Ritchie	0.00%	0
Roane	0.00%	0
Summers	0.00%	0
Taylor	0.00%	0
Tucker	0.00%	0
Tyler	0.00%	0
Upshur	0.00%	0
Wayne	0.00%	0
Webster	0.00%	0
Wirt	0.00%	0
Wood	0.00%	0
Wyoming	0.00%	0
<b>TOTAL</b>		<b>313</b>

# West Virginia Coordinated Transportation Plan Update 2018-19

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

Answered: 291 Skipped: 22

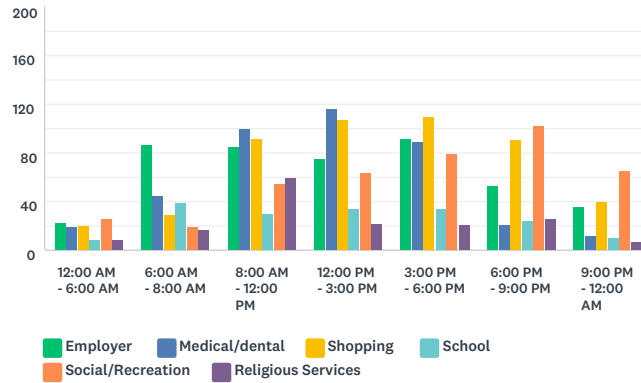


ANSWER CHOICES	RESPONSES
Yes	18.90% 55
Own a Vehicle	65.64% 191
It doesn't go where I need to go	14.43% 42
Takes too long	9.62% 28
It is unreliable	5.50% 16
It doesn't run frequently/often enough	15.81% 46
I don't know where it goes or how it works	7.22% 21
It is unsafe	1.03% 3
It is too expensive	4.12% 12
Not available where I live	37.11% 108
Other	6.87% 20
Total Respondents: 291	

#	OTHER (PLEASE SPECIFY)	DATE
1	We need public transportation in both Wetzel & Tyler Counties for those who do not have their own means to transportation.	1/31/2019 11:48 AM
2	We do not have any public transportation. I think people would use it to go to the store etc.	1/28/2019 12:13 PM
3	We have a taxi but not always got money for it.. Specially if need go more one place.. Every stop is extra money and out of town is expensive	1/26/2019 12:57 PM
4	Not available for use	1/25/2019 11:59 AM
5	Moundsville is the worst . Cab service is awful . No Uber drivers , no buses , no metro . People would work out of moundsville if their were a reliable public transportation system set up .	1/24/2019 11:02 PM
6	Brother takes me where I need to go and Med Valley Health Care	1/14/2019 4:37 PM
7	Blind without glasses, seizures	1/14/2019 4:34 PM
8	I'm in a wheelchair and they won't take me without a helper	1/14/2019 4:21 PM
9	Mother takes me to appts.	1/14/2019 4:19 PM
10	Evening hours	1/14/2019 4:16 PM
11	I have epilepsy, I can't go anywhere alone.	1/13/2019 5:13 PM
12	Wheeling	1/8/2019 9:51 PM
13	No late night runs.	1/7/2019 10:40 PM
14	Our crap city seriously doesn't offer any public transportation!	1/7/2019 8:56 PM
15	Why are there no transfers?	1/4/2019 11:00 PM
16	If it stopped in front of my home I would use it.	1/4/2019 5:39 PM
17	I would prefer to use public transit if it were more reliable and widely available	1/4/2019 4:56 PM
18	We need park and ride facilities all over the county. The bus service is only available in the City limits, except for a few trips to the Highlands.	1/3/2019 10:31 AM
19	There's no public transportation from West Liberty to any towns nearby	12/5/2018 2:09 AM
20	No public transportation in this area.	11/14/2018 1:10 PM

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

Answered: 199 Skipped: 114

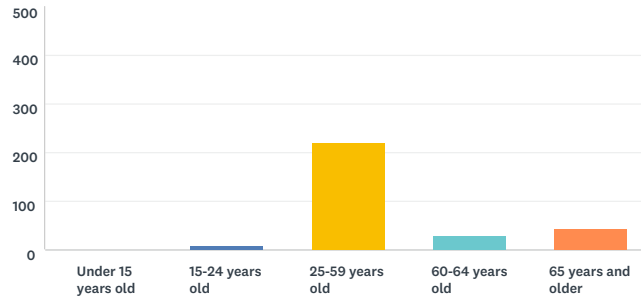


	EMPLOYER	MEDICAL/DENTAL	SHOPPING	SCHOOL	SOCIAL/RECREATION	RELIGIOUS SERVICES	TOTAL RESPONDENTS
12:00 AM - 6:00 AM	45.10%	37.25%	39.22%	17.65%	50.98%	17.65%	51
6:00 AM - 8:00 AM	70.73%	36.59%	23.58%	31.71%	15.45%	13.82%	123
8:00 AM - 12:00 PM	54.84%	64.52%	59.35%	19.35%	35.48%	38.71%	155
12:00 PM - 3:00 PM	48.70%	75.32%	69.48%	22.08%	41.56%	14.29%	154
3:00 PM - 6:00 PM	58.60%	56.69%	70.06%	21.66%	50.32%	13.38%	157
6:00 PM - 9:00 PM	40.15%	15.91%	68.94%	18.18%	77.27%	19.70%	132
9:00 PM - 12:00 AM	42.86%	14.29%	47.62%	11.90%	77.38%	8.33%	84

#	OTHER (PLEASE SPECIFY)	DATE
1	Taxi for DD	1/25/2019 10:22 AM
2	It depends what day it is	1/9/2019 5:37 AM
3	I'm retired so I don't need to be anywhere every day.	1/5/2019 7:48 PM
4	Hours can be differed depending on weekdays and weekends	12/5/2018 2:09 AM
5	I have my own vehicle	11/21/2018 11:30 AM

Q8 Please tell us your age.

Answered: 306 Skipped: 7

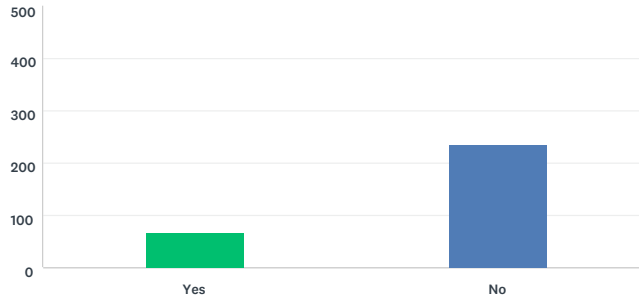


ANSWER CHOICES	RESPONSES	
Under 15 years old	0.00%	0
15-24 years old	2.94%	9
25-59 years old	72.22%	221
60-64 years old	10.13%	31
65 years and older	14.71%	45
<b>TOTAL</b>		<b>306</b>



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?

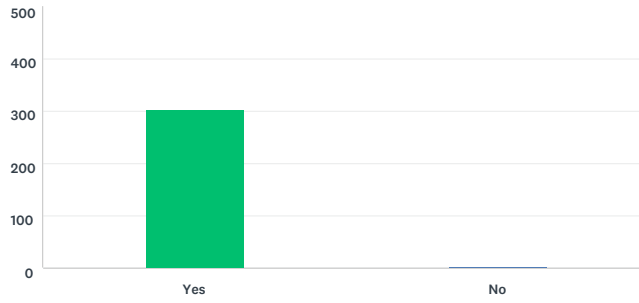
Answered: 304 Skipped: 9



ANSWER CHOICES	RESPONSES	
Yes	22.37%	68
No	77.63%	236
TOTAL		304

### Q10 Is English your first or primary language?

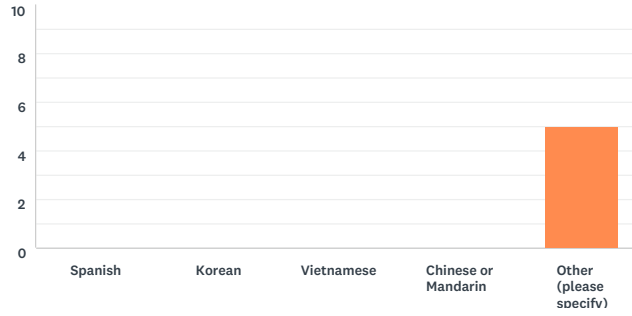
Answered: 306 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	99.02%	303
No	0.98%	3
TOTAL		306

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

Answered: 5 Skipped: 308



ANSWER CHOICES	RESPONSES	
Spanish	0.00%	0
Korean	0.00%	0
Vietnamese	0.00%	0
Chinese or Mandarin	0.00%	0
Other (please specify)	100.00%	5
<b>TOTAL</b>		<b>5</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	English	1/26/2019 12:57 PM
2	Na	1/8/2019 10:36 PM
3	French	1/4/2019 4:20 PM
4	Japanese and Bengali	12/5/2018 2:09 AM
5	N/A	12/4/2018 1:21 PM

## West Virginia Coordinated Transportation Plan Update 2018-19

**Q12 Thank you for taking the time to help us understand transportation needs in West Virginia. Please use this space to share with us your comments or concerns about the transportation needs or services in your area.**

Answered: 98 Skipped: 215

#	RESPONSES	DATE
1	Transportation is needed in wv. If people had access to transportation they could make more appointments and meetings. This could help people who need to get to the Dr for their opioid treatments.	3/4/2019 6:14 PM
2	I would like greater access to public transportation.	2/23/2019 12:12 PM
3	Need transportation for those with no vehicles	1/31/2019 1:54 PM
4	There are many homeless individuals, people who have had their licenses revoked, and aging citizens in both Tyler and Wetzel Counties. Without public transportation services, many of these individuals are unable to travel to jobs, the closest DMV, grocery stores, medical appointments, etc. Public transportation would benefit many of the citizens of our community. It would also benefit youth in rural areas who do not yet have the ability to drive.	1/31/2019 11:48 AM
5	Wetzel County has nothing and doesn't seem to have a desire to improve the quality of life for anyone. There is nothing for children other than drugs. The elderly have to rely on family and if they don't have family and employ someone to help them they get ripped off.	1/31/2019 9:49 AM
6	I believe in the importance of public transportation. I use it often and Am grateful to have it in Wheeling.	1/30/2019 3:46 PM
7	I live in Hundred in Wetzel county. While I do own my own vehicle many people in my area do not and have no means of transportation. In Hundred, we do not have public transportation and our area would GREATLY benefit from it if we had it for there are so many families in this area that don't have transportation and really could use public transportation for school, medical doctor appointments, shopping, errands, etc.	1/30/2019 3:00 PM
8	I fully believe and have always said that the buses should run 7days a week and at least until midnight as the last run through and to have more drop off pickup times especially for places like the highlands and the Ohio valley Mall I know a lot of people who work in those places or have applied in those places that have problem with transportation but r trying to get work and can't because they rely on public transportation	1/29/2019 3:57 PM
9	Thank you for asking for input. Please remember that there are many people who need transportation, but that do not have a way to see or participate in this survey.	1/29/2019 2:19 PM
10	I work in Marshall County WV with families. 9 out of 13 families have issues with transportation and the majority do not have internet to complete this survey. We have no public transportation. 6 out of 9 have one vehicle in the family and the father takes it to work leaving no transportation for the mother and children during work hours. 3 families have no transportation and rely on friends and neighbors for rides when they can. We do have a medical transport system for those on medicaid and the 3 families have been linked to this service, Hometown Transportation. This service only provides transportation to scheduled doctor appointments. It is unable to help in case of an emergency or for WIC appointments or school functions.	1/29/2019 10:43 AM
11	I have a vehicle but I know several people who have to walk to work or ask someone for a ride in the town of New Martinsville.	1/28/2019 12:13 PM
12	Although I do not need transportation, I know of a lot in Wetzel County that do. Many have to wait to find rides to Morgan town or New Martinsville for doctor visits or to get groceries. If they can't find a ride they have to reschedule. I know a few people who just can't afford a vehicle. A source of transportation would benefit a lot of people in Wetzel County.	1/28/2019 11:24 AM
13	We have several people in our community that need transportation because they do not drive, elderly, disabled etc. Some do not have transportation because they cannot afford it.	1/28/2019 11:16 AM
14	There is no public transportation for the elderly or special needs	1/28/2019 11:05 AM
15	Many people have no way to get to needed appt. In our area. If my car breaks down I cant work, pay Bill's, get food, because there is no transportation.	1/27/2019 10:32 PM
16	Fix Rt2 four lanes in New Martinsville, the road is horrible. Also help do somethubg about csx blocking traffic.	1/27/2019 4:30 PM
17	With public transportation in our town I believe it would help cut down on the amount of traffic on the roads. They are constantly congested all hours of the day	1/27/2019 6:07 AM
18	Many elderly and low-income in this area who could benefit from public transportation.	1/27/2019 1:18 AM
19	I have a car and am ok. My son on the other had has not. I have to take him or someone for all of his needs. If I can not get to the Dr. appointments he can't go it is in Morgantown. we have no transportation in this area.	1/26/2019 12:13 PM
20	New Martinsville has never had any public transportation. I have a valid drivers license and I would be the first one to sign up to transport people. I see so many go without going to very important doctors appointments because they're so far away. We need to get a taxi service or a bus line running or something. It would help so many of us out. Please take into consideration this fact. Please help us help ourselves.	1/26/2019 11:32 AM
21	Weitzel county is in great need of public transportation. I am lucky to own my own vehicle, but I worry about people that do not have their own mode of transportation. Paden City has no fresh produce available to residents in this city. If these people do not have a vehicle then they literally have no access to fresh produce and that is not healthy or right.	1/26/2019 11:16 AM
22	Hundred often gets forgotten about. There are many people who live here that public transportation would benefit from. I would be a great advantage for a bus to made available for our little town. Many people struggle to go to appointments, grocery shopping simply because they have no way to get there.	1/26/2019 8:41 AM

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23	Even though my responses do not indicate a significant transportation barrier, it is a barrier for many who live in this area. Due to a significant number of residents living in rural settings it is difficult for transportation to be arranged for them to obtain basic needs or attend appointments. Many do not have the income needed to have access to internet services to be able to respond to a survey that would be beneficial in providing a much needed service.	1/25/2019 11:18 PM
24	Marshall County needs public transportation for those individuals that do not have reliable transportation so that they can get to Wheeling for job opportunities.	1/25/2019 10:57 PM
25	It is very difficult living in a rural community with no transportation. I can get no help to get to work so I cannot work I have to beg and plead and sometimes still miss doctor appointments because people cannot get me rides. I do not always know when I can go shopping for food for my children. are children go months without going anywhere which is not good for their social development	1/25/2019 10:54 PM
26	We need to have public transportation in our area.	1/25/2019 10:50 PM
27	I am fortunate to have my own vehicle but many on our county are not. At my job we have difficulty providing services to all clients because they are unable to travel to our office to begin the services.	1/25/2019 10:45 PM
28	We do not have public transportation services, that I know of, here. Although, I do own my car, if it would break down I wouldn't have a way to store, kids to doctors, and etc. I hope something can be done, because I know many people of all ages that would truly benefit from this service. Thank You	1/25/2019 10:02 PM
29	I have no choice but to drive myself and my disabled husband where we need to go. When I am too old to drive, what will we do? No reliable family nearby.	1/25/2019 9:58 PM
30	The biggest problem in our community is traffic congestion. Roads are deplorable and we have trains that hold up traffic for up to a half hour.	1/25/2019 3:45 PM
31	with an aging community I believe these services are extremely important	1/25/2019 2:22 PM
32	The biggest transportation issue I face as a resident of Wetzel County is the ungodly amount of time CSX trains block roadways. It's absolutely ridiculous.	1/25/2019 2:06 PM
33	The train crossing in our town. CSX trains block these crossings constantly and sometimes for hours. It creates a safety issue not only for citizens but public service personnel and businesses. Something needs done before someone is hurt or much worse killed. When there are I believe 7 crossing in New Martinsville and at times every crossing is blocked and remains blocked on minimum of 15 mins. upwards of an hour or more.	1/25/2019 1:53 PM
34	If public transportation was available in this town, it would be greatly utilized.	1/25/2019 1:09 PM
35	I am the Director of the Lighthouse Child Advocacy Center in Paden City, WV. Transportation is our largest and most challenging gap in service. We cannot transport clients. We have many families who struggle with getting transportation to and from our office or to mental health services. There is a huge need for public transportation in Wetzel County. The amount of families who do not have reliable transportation is far larger than most people realize.	1/25/2019 12:55 PM
36	Lack of and access to reliable public transportation is a critical issue in Wetzel County.	1/25/2019 12:26 PM
37	Just would like to add, (while not really on subject,) but this area (New Martinsville) needs an OVERPASS at Southern part of town Over the CSX TRACKS. If this information could be passed on it would be helpful. You can have all the public transportation you want, BUT until this ONE THING is addressed it will not be effective. Also 4 lane of Route 2 would help.	1/25/2019 12:20 PM
38	There is absolutely NO public transportation in Wetzel County and it is needed for the areas outside New Martinsville	1/25/2019 12:00 PM
39	I'm lucky to be able to drive but have worries of losing that ability. In our area the only opportunity is Committed on Aging van.	1/25/2019 11:59 AM
40	We could use public transportation in wetzel county to run 6am to 12 midnight in our town ! Lots of people are disabled and could use this service	1/25/2019 11:55 AM
41	This survey will probably not reach those who have real transportation needs. Hopefully some of the agencies or low income housing areas that work with those who have genuine needs will complete this survey.	1/25/2019 11:52 AM
42	We have no public transportation in New Martinsville, WV. We do have a local taxi service which is reasonable in price. My concern is for those who fall under your radar - they do not have access to a computer to answer your survey or the means to pay for a taxi service. Our town has a highway running through it, Rt. 2, and it is a long hike to get from one end of town to the other - south end is the poorest neighborhoods, north end is where the social service offices are located. Go figure.	1/25/2019 11:46 AM
43	We have the senior citizens that has a van just for their transportation. We have one company that runs a small taxi service and he lives in the outer part of the county. I believe with the elderly population we have in New Martinsville and those of lower income that have no transportation, we could use another transportation option in this town and county.	1/25/2019 11:37 AM
44	New Martinsville school drop off and pick up! Parents picking up and dropping off their kids block traffic.	1/25/2019 11:20 AM
45	Having I-68 to come into Wetzel County would be a large help with going to WVU Hospital in Morgantown. Running it into Wetzel would give the folks in Marshall county only a 20 min drive either direction to an interstate. But it would bring interstate closer to Wetzel and Tyler counties.	1/25/2019 10:54 AM
46	I wish transportation was offered in New Martinsville	1/14/2019 4:27 PM
47	I don't know for sure of each month when I have to get to	1/14/2019 4:24 PM
48	There is no public transportation in our town. You can call for the senior van but you have to call ahead. Also the medical transportation is unreliable, they just don't show up	1/14/2019 4:21 PM
49	It is my choice not to drive. Although I have a license, I have never felt comfortable behind the wheel. I have never used Uber and I haven't used a taxi for around five years. I am willing to pay more for reliable transportation between the hours of 6:00 pm - 2:00 am. This would be for social events, church events, etc. This would allow me more independence to go on my own when I didn't have anyone going to a certain event.	1/14/2019 4:16 PM
50	Strongly support public transit. My daughter takes buses sometimes.	1/11/2019 11:07 AM
51	When I call for transportation they never call me back or I ask some of my friends nobody will help. My daughter's appt will take 30 minutes out of their day. I'm so tired of asking people for rides everywhere.	1/9/2019 5:37 AM

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52	As a person who is blind i have to rely on individuals to take me when public transportation isnt an option. This includes the hours buses do not run in wheeling or the areas or town, county, and state the buses do not run.	1/8/2019 10:36 PM
53	Although I am fortunate enough to own a car, many people in our area do not. We need public transportation.	1/8/2019 8:15 PM
54	Many people I know struggle to get or keep a job, get to grocery stores, get to appointments, and utilize community resources (especially food pantries) because of lack of transportation! Kids can't do after school or extra curricular activities...including after school tutoring. Low cost public transportation is desperately needed!	1/7/2019 7:12 PM
55	I do not currently have a need for public transportation personally. I do think our community needs it. Moundsville is a decently-sized city. I feel that public transportation would be greatly utilized if it was available.	1/7/2019 4:32 PM
56	I really think it would be great if the times that the buses run were extended. I believe theyre 6am through 6pm now, and sometimes that doesnt help with some peoples work schedules. Better flexibility would help people that otherwise might not be able to work.	1/7/2019 9:24 AM
57	Though I do not use public transportation, I recognize its value and the need for it. In this new year I hope to make public transportation part of my weekly routine.	1/6/2019 10:39 AM
58	The limited hours and service area of Ohio Valley Eegional Transit makes it a difficult service to use. The history can get me to the grocery store in about 15 minutes. But to get back takes about an hour. The DMV is not on the route (as it's in a different county) nor can I access the Highlands (where my job was) after 5 o'clock on weekdays and not at all on weekends.	1/6/2019 10:13 AM
59	While I have my own vehicle, there are many people in our region who do not. They are probably also much less likely to complete this survey. Please consider rural areas of the region and expanding your public transportation services.	1/5/2019 10:06 PM
60	Public transportation in the form of cab service in this town is absolutely the worst i have ever witnessed and it has been this way for the last 10 years.	1/5/2019 6:45 PM
61	I don't use public transportation because the nearest bus stop is 2 miles from my home.	1/5/2019 3:44 PM
62	It is very hard to keep a job because transportation is not available in evenings and Sundays. People without transportation cannot attend riverfront concerts, other evening events such as hockey ir arena football	1/5/2019 2:19 PM
63	I have my own car, but have used the bus when I was working on days when it was snowy/icy, or if my car was unavailable. I appreciate having public transportation available, for times when I need it, even if I do not use it on a regular basis.	1/5/2019 12:23 PM
64	Don't use it. No concerns. I will say County School bus drivers drive like maniacs.	1/5/2019 10:47 AM
65	Buses need to run later, at least until 1:am.	1/5/2019 9:57 AM
66	Public transportation (bus) does not run on Sunday or holidays. I along with many others work on Sundays and holidays. Many times a friend can take me to work and many times they cannot do so. I ride my bike to work in good weather. Need bus runs on Sundays and holidays. Last bus run is 6 PM needs to run until 8 PM. For people who work shiftwork.	1/5/2019 9:33 AM
67	Shameful that Moundsville has no bus service within the city and even more importantly to connect its citizens to Wheeling, Highlands, etc	1/5/2019 1:40 AM
68	More advertising is needed to help understanding	1/5/2019 12:32 AM
69	Not enough public transportation available in rural areas	1/4/2019 11:25 PM
70	Two years ago my mom wasn't able to drive after eye surgery for about 6 months. She used the bus to go to daily mass. Senior services took her to the grocery store. She was blessed to have these services when they	1/4/2019 11:21 PM
71	Instead of big buses, use passenger vans, and run them more frequently. Collect data and use algorithms to allocate resources efficiently. Offer transfers! Look at what cities with great bus systems do, and copy them (Muncie, Indiana, is just one great example). Retrofit vehicles for fuel efficiency (biodiesel, etc.). Expand upon Wheeling's existing system of bike trails. Repair the city's many dilapidated concrete stairsteps.	1/4/2019 11:00 PM
72	I would use it almost everyday if it came to where I lived.	1/4/2019 9:24 PM
73	People would be able to find jobs if the bus system ran longer hours.	1/4/2019 9:06 PM
74	I am fortunate to own a car and be able to drive it -- for now. However, I can look into the future and wonder if I will still be able to drive safely in 10, 15, 20 years??? For this reason, I am interested in seeing plenty of reliable, convenient, reasonable public transportation in this city and throughout West Virginia. As our population is aging, I think this will be a definite need for many people in both urban and rural areas.	1/4/2019 9:05 PM
75	The buses need to run later till at least 11pm. I need to get to work and have no way of getting home when it runs till 6. Also as a young adult it makes it hard to have a social life with no way to get other places after 6. The main reason is work. I am limited on places to work because of the buses. A greater area covered would also be appreciated when you have no way out of the county.	1/4/2019 7:26 PM
76	My 18+ year old children need better transportation to get to and from work with low pay and not able to afford vehicles and upkeep.	1/4/2019 7:20 PM
77	My daughter uses public transportation for work. It would be nice if it were to run latter in the evening. Maybe 8 o'clock	1/4/2019 6:37 PM
78	Thank you for this opportunity to comment.	1/4/2019 5:42 PM
79	I use a walker, not a wheelchair.	1/4/2019 5:39 PM
80	Having lived in areas with reliable, accessible pubic transportation, it is a huge benefit and a lifestyle draw to be able to rely on public transportation. I firmly believe that having a solid public transportation system will positively impact the local economy and act as an incentive for those looking at moving to West Virginia.	1/4/2019 4:56 PM
81	Buses don't run as frequently as needed. Riding a bus can get me too early for an appointment and/or force a long wait afterwards.	1/4/2019 4:28 PM
82	Our area lacks public transport after 6 p.m. and is non-existent on Sundays.	1/4/2019 4:20 PM

## West Virginia Coordinated Transportation Plan Update 2018-19

83	At this time, I still use my own vehicle but my answers would be very different if I did not drive. One thing I noticed is that the city bus does not go past the city county building where people need to pay bills and early vote!	1/4/2019 4:16 PM
84	I provide in home therapy to clients. Many of them have expressed unreliability with taxi services between up to an hour late and not arriving at all. Previously I met a family who needed to pick up her daughter from Elm Grove school for early dismissal due to doctors appointments but without a vehicle, a sidewalk, and due to bus transportation that only went as far as the bridge near Paree Insurance, her doctors appointments for her diagnosis were sometimes missed. I believe their should be sidewalks near every school if possible including Elm Grove and Middle Creek. Taxis should be more reliable. Bus routes and hours should be posted everywhere. Bus drop off/pick up areas around town should be more welcoming rather than a bench, small roof, and lots of garbage. Monthly bus passes would be welcomed if they are not already available and possibly at a discount rate based on income. In addition, can we please have more bike racks installed in and around the city? (Examples: Washington Avenue, Center Market, downtown, Elm Grove). Thank you for your time	1/4/2019 12:06 AM
85	OVRTA is poorly organized and poorly managed. The bus drivers are, for the most part, extremely rude and derogatory to the riders (their clientele). Management is incompetent. OVRTA needs a complete rehaul from top to bottom.	1/3/2019 11:30 AM
86	Again, would like to see some type of service to transport the elderly and disabled to doctor's appointments and shopping other than the bus service, and a park and ride service throughout Ohio County would be wonderful. I would personally use the park and ride service.	1/3/2019 10:31 AM
87	I used OVRTA semi-frequently when I lived in East Wheeling (typically when my car had mechanical issues or I just didn't feel like driving). My new residence is about .5 miles from my job, so now I don't need the service as much. My stray observations from my time using OVRTA are as follows: - No digital fare card/ability to pay with a debit card, so I always found myself rummaging for change. - The routes are posted to the website as PDF files, so there's no easy way to figure out how to transfer routes. - Likewise, there's no dynamic source to track progress along the route (i.e. will the bus arrive as scheduled) - I also occasionally rode my bike to work in the summer but didn't want to ride home at 5:00 because of the heat. Bike racks on the front of the bus would have made it possible to ride my bike to work and take the bus back. Although the former OVRTA Director assured me that I could have taken my bike onto the bus, I am skeptical that every driver would have welcomed this. - The physical bus stops (if they exist) are inhospitable little buildings with smudged glass. Not great places to wait for the bus. As a young professional in a two-car household, I think that people like me - who want to choose to take public transportation rather than drive - are key to increasing ridership, so I hope these suggestions will be taken in earnest.	1/3/2019 7:38 AM
88	Wheeling has limited public transportation	1/2/2019 11:01 PM
89	I wish the radius of OVRTA was a little bigger. As a veteran I find it a shame that the bus drops me off at the mall but cannot go one more exit to the VA Clinic in St Clairsville. I would rather use another service to take me to Pittsburgh. I would rather not go to Pittsburgh when St. Clairsville is so close. Very frustrating.	12/7/2018 1:17 PM
90	I hope this helps and our area can improve. We need reliable, affordable transportation that is not restrictive.	12/5/2018 1:21 PM
91	After hours and weekend transportation is needed desperately so that people can get to retail or serving jobs in the Wheeling area. In this area we have a large retail area, the Highlands, and there are jobs that go unfilled and people that stay unemployed because of transportation needs. It would do good for both the retail place of business and the everyday person trying to work and provide for themselves to have more public transportation hours.	12/5/2018 12:53 PM
92	Limitation in public transportation has a huge impact on not only local students, but also on international students. Universities often do not provide transportation to students' internship-site as well as to their job interviews. I believe this could be one of the important reasons why well-educated college graduates do not stay in the area where does not connect to different areas through public transportation. Also, limitations on public transportation do not attract potential employees for local organizations.	12/5/2018 2:09 AM
93	WV and the USA needs to have transportation for residents.	11/21/2018 12:28 AM
94	Need public transportation in Marshall County	11/16/2018 8:54 AM
95	I have 2 Sons that are handicapped and does not drive . there is no transportation to and from Morgantown where they both have to go for treatment. It is all put on me if we had public transportation they could use it sometimes.	11/14/2018 8:21 PM
96	fix the back rural roads	11/14/2018 6:54 PM
97	We do not have public transportation in our community. I see a real need for it.	11/14/2018 4:17 PM
98	The roads in our area are not appropriate for walking/biking. They're barely appropriate for vehicles right now due to the increase in traffic and roads not being repaired from large vehicles. Thankful for school buses for my child.	11/14/2018 1:10 PM

# Providers

## APPENDIX C: TRANSPORTATION PROVIDER INVENTORY

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This chapter provides a description of each public transit, senior, and human service transportation 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 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.

### Marshall County Transportation Providers

Ohio Valley Regional Transportation Authority	
Transportation Service Type	Fixed Route, Complementary Paratransit
Other Services Provided/Agency Mission	Transportation
Contact Information	304-232-2190
Hours	6:00 AM to 6:30 PM, Monday – Saturday
Service Area	Ohio and Marshall Counties
Eligibility Requirements	General Public
Website	<a href="http://www.ovrta.org/">http://www.ovrta.org/</a>



<b>National Church Residences Transportation, LLC</b>	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Non-Emergency Medical Transportation
Contact Information	304-234-1752 (office); 855-426-9001 (24/7 toll-free)
Hours	8:30AM – 4:30 PM, Monday – Friday (hours are for calling to schedule rides; transportation is provided Monday – Saturday, 12:00 AM – 11:59 PM)
Service Area	Ohio, Marshall and Wetzel Counties
Eligibility Requirements	Open to the general public (trip must be for a medical purpose)
Website	<a href="https://www.ridencr.org/">https://www.ridencr.org/</a>

<b>Marshall County Senior Citizens, Inc.</b>	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Social Services, Transportation, Nutrition
Contact Information	304-845-8200
Hours	8:00 AM to 4:00 PM, Monday - Friday
Service Area	Marshall County
Eligibility Requirements	60+ and disabled
Website	<a href="http://www.mcseniorcenter.com">http://www.mcseniorcenter.com</a>

<b>Faith in Action Caregivers, Inc.</b>	
Transportation Service Type	Volunteer Demand Response
Other Services Provided/Agency Mission	Transportation, Shopping and Errand Assistance, Telephone Reassurance Calls, Respite for Family Caregivers, Friendly Visiting
Contact Information	304-243-5420
Hours	Based on volunteer availability
Service Area	Ohio and Marshall Counties
Eligibility Requirements	60+ and disabled
Website	<a href="http://www.faithinactionwheeling.com">http://www.faithinactionwheeling.com</a>

<b>Family Service Upper Ohio Valley</b>	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Adult Day Care, In-Home Care, Credit and Financial Counseling, Nutrition
Contact Information	304-233-2350
Hours	9:00 AM – 3:00 PM, Monday - Friday
Service Area	Ohio and Marshall Counties (limited services available in Marshall County)
Eligibility Requirements	60+ and disabled
Website	<a href="http://www.fsuov.com">http://www.fsuov.com</a>

<b>Northwood Health Systems, Inc.</b>	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Mental Health Care
Contact Information	304-234-7777
Hours	8:00 AM to 9:00 PM, Monday - Friday
Service Area	Ohio, Marshall, and Wetzel Counties
Eligibility Requirements	Agency clients traveling to agency appointments
Website	<a href="http://www.northwoodhealth.com">http://www.northwoodhealth.com</a>

<b>Russell Nesbitt Services, Inc.</b>	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Job Training, Employment, Transportation
Contact Information	304-232-2190
Hours	7:30 AM to 3:30 PM, Monday - Friday
Service Area	Ohio, Marshall, and Wetzel Counties
Eligibility Requirements	Agency clients
Website	<a href="http://rns-watch.org/">http://rns-watch.org/</a>

## Ohio County Transportation Providers

Ohio Valley Regional Transportation Authority	
Transportation Service Type	Fixed Route, Complementary Paratransit
Other Services Provided/Agency Mission	Transportation
Contact Information	304-232-2190
Hours	6:00 AM to 6:30 PM, Monday - Saturday
Service Area	Ohio and Marshall Counties
Eligibility Requirements	General Public
Website	<a href="http://www.ovrta.org/">http://www.ovrta.org/</a>

National Church Residences Transportation, LLC	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Non-Emergency Medical Transportation
Contact Information	304-234-1752 (office); 855-426-9001 (24/7 toll-free)
Hours	8:30AM – 4:30 PM, Monday – Friday (hours are for calling to schedule rides; transportation is provided Monday – Saturday, 12:00 AM – 11:59 PM)
Service Area	Ohio, Marshall and Wetzel Counties
Eligibility Requirements	Open to the general public (trip must be for a medical purpose)
Website	<a href="https://www.ridencr.org/">https://www.ridencr.org/</a>

<b>Faith in Action Caregivers, Inc.</b>	
Transportation Service Type	Volunteer Demand Response
Other Services Provided/Agency Mission	Transportation, Shopping and Errand Assistance, Telephone Reassurance Calls, Respite for Family Caregivers, Friendly Visiting
Contact Information	304-243-5420
Hours	Based on volunteer availability
Service Area	Ohio and Marshall Counties
Eligibility Requirements	60+ and disabled
Website	<a href="http://www.faithinactionwheeling.com">http://www.faithinactionwheeling.com</a>

<b>Family Service Upper Ohio Valley</b>	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Adult Day Care, In-Home Care, Credit and Financial Counseling, Nutrition
Contact Information	304-233-2350
Hours	9:00 AM – 3:00 PM, Monday - Friday
Service Area	Ohio and Marshall Counties (limited services available in Marshall County)
Eligibility Requirements	60+ and disabled
Website	<a href="http://www.fsuov.com">http://www.fsuov.com</a>

<b>Northwood Health Systems, Inc.</b>	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Mental Health Care
Contact Information	304-234-7777
Hours	8:00 AM to 9:00 PM, Daily
Service Area	Ohio, Marshall, and Wetzel Counties
Eligibility Requirements	Agency clients traveling to agency appointments
Website	<a href="http://www.northwoodhealth.com">http://www.northwoodhealth.com</a>

<b>Russell Nesbitt Services, Inc.</b>	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Job Training, Employment, Transportation
Contact Information	304-232-2190
Hours	7:30 AM to 3:30 PM, Monday - Friday
Service Area	Ohio, Marshall, and Wetzel Counties
Eligibility Requirements	Agency clients
Website	<a href="http://rns-watch.org/">http://rns-watch.org/</a>

<b>Good Shepherd Nursing Home</b>	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Transportation, Nutrition, Senior Activities
Contact Information	304-242-1093
Hours	Not available
Service Area	Ohio County
Eligibility Requirements	Nursing Home Residents
Website	<a href="https://weltyhome.org/residences/good-shepherd-nursing-home">https://weltyhome.org/residences/good-shepherd-nursing-home</a>

### **Wetzel County Transportation Providers**

<b>National Church Residences Transportation, LLC</b>	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Non-Emergency Medical Transportation
Contact Information	304-234-1752 (office); 855-426-9001 (24/7 toll-free)
Hours	8:30AM – 4:30 PM, Monday – Friday (hours are for calling to schedule rides; transportation is provided Monday – Saturday, 12:00 AM – 11:59 PM)
Service Area	Ohio, Marshall and Wetzel Counties
Eligibility Requirements	Open to the general public (trip must be for a medical purpose)
Website	<a href="https://www.ridencr.org/">https://www.ridencr.org/</a>

<b>Wetzel County Committee on Aging</b>	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Transportation, Nutrition, Senior Activities
Contact Information	304-455-3220
Hours	8:30 AM to 4:00 PM, Monday - Friday
Service Area	Wetzel County
Eligibility Requirements	60+
Website	None

<b>Northwood Health Systems, Inc.</b>	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Mental Health Care
Contact Information	304-234-7777
Hours	8:00 AM to 9:00 PM, Daily
Service Area	Ohio, Marshall, and Wetzel Counties
Eligibility Requirements	Agency clients traveling to agency appointments
Website	<a href="http://www.northwoodhealth.com">http://www.northwoodhealth.com</a>



Russell Nesbitt Services, Inc.	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Job Training, Employment, Transportation
Contact Information	304-232-2190
Hours	7:30 AM to 3:30 PM, Monday - Friday
Service Area	Ohio, Marshall, and Wetzel Counties
Eligibility Requirements	Agency clients
Website	<a href="http://rns-watch.org/">http://rns-watch.org/</a>

## 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) *
<b>Marshall County</b>				
Marshall County Senior Citizens, Inc.	Yes	No	Private Non-Profit	No
<b>Ohio County</b>				
Ohio Valley Regional Transportation Authority <i>(also operates in Marshall County)</i>	Yes	No	Public Non-Profit	No
National Church Residences Transportation, LLC <i>(also operates in Marshall and Wetzel Counties)</i>	Yes	No	Private Non-Profit	No
Faith in Action Caregivers, Inc. <i>(also operates in Marshall County)</i>	No	No	Private Non-Profit	No
Family Service Upper Ohio Valley <i>(also operates in Marshall County)</i>	Yes	No	Private Non-Profit	No
Northwood Health Systems, Inc. <i>(also operates in Marshall and Wetzel Counties)</i>	Yes	No	Private Non-Profit	Yes

Agency	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (if Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit,)	Are Vehicles Only Available for Human Service Agency Clients? (Y/N) *
Russell Nesbitt Services, Inc. <i>(also operates in Marshall and Wetzel Counties)</i>	Yes	No	Private Non-Profit	Yes
Good Shepherd Nursing Home	Yes	No	Private Non-Profit	Yes
<b>Wetzel County</b>				
Wetzel County Committee on Aging	Yes	No	Private Non-Profit	No

### FLEET, SERVICE AND BUDGET CHARACTERISTICS

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

Agency	Accessible Vehicles?	Number of Vehicles in Daily Operation	Number of Vehicles in Total Fleet	Number and Type of Drivers	Annual Expenses	Items included in Annual Expenses
<b>Marshall County</b>						
Marshall County Senior Citizens, Inc.	Yes	5	6	5 Part-Time Drivers	Approx. \$85,000	Not available
<b>Ohio County</b>						
Ohio Valley Regional Transportation Authority <i>(also operates in Marshall County)</i>	Yes	16	23	Not available	\$4,110,059	All eligible operating expenses
National Church Residences Transportation, LLC <i>(also operates in Marshall and Wetzel Counties)</i>	Yes	4	4	18 Part-Time Drivers	\$97,282	Not available

Agency	Accessible Vehicles?	Number of Vehicles in Daily Operation	Number of Vehicles in Total Fleet	Number and Type of Drivers	Annual Expenses	Items included in Annual Expenses
Faith in Action Caregivers, Inc. <i>(also operates in Marshall County)</i>	No	Not applicable, volunteers use personal vehicles	Not applicable	Approx. 90 volunteers	Not available	Not available
Family Service Upper Ohio Valley <i>(also operates in Marshall County)</i>	Yes	3	5	3 Part-Time Drivers	Not available	Not available
Northwood Health Systems, Inc. <i>(also operates in Marshall and Wetzel Counties)</i>	Yes	30	30	Not available	Approx. \$600,000	Not available
Russell Nesbitt Services, Inc. <i>(also operates in Marshall and Wetzel Counties)</i>	Yes	10	10	Not available	Not available	Not available
Good Shepherd Nursing Home	Yes	Not available	Not available	Not available	Not available	Not available
<b>Wetzel County</b>						
Wetzel County Committee on Aging	Yes	8	8	Not available	Not available	Not available

## TRIP SCHEDULING, FARES AND PRODUCTIVITY INFORMATION

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

Agency	Trip Purposes Allowed	Fares or Donations	Ride Request Process	Annual One-Way Passenger Trips	Estimated Annual Service Hours	Estimated Productivity (Trips per Service Hour)
<b>Marshall County</b>						
Marshall County Senior Citizens Center, Inc.	Medical appointments, shopping, beauty/hair appointments	Donations only	Advance notice is requested to ensure availability	15,000	Not available	Not available
<b>Ohio County</b>						
Ohio Valley Regional Transportation Authority <i>(also operates in Marshall County)</i>	Any	\$1.30 General Public \$0.65 Elderly/Disabled	Advance reservations are recommended for paratransit service	389,722	58,039	6.7
National Church Residences Transportation, LLC <i>(also operates in Marshall and Wetzel Counties)</i>	Medical	1.40 per mile; \$20 load fee (use of wheelchair accessible vehicle); \$15.00 an hour	Advance reservations (two days before trip) are recommended	736	Not available	Not available
Faith in Action Caregivers, Inc. <i>(also operates in Marshall County)</i>	Medical	None	Call in advance	Not available	Not available	Not available

<b>Agency</b>	<b>Trip Purposes Allowed</b>	<b>Fares or Donations</b>	<b>Ride Request Process</b>	<b>Annual One-Way Passenger Trips</b>	<b>Estimated Annual Service Hours</b>	<b>Estimated Productivity (Trips per Service Hour)</b>
Family Service Upper Ohio Valley <i>(also operates in Marshall County)</i>	Essential functions	Donations only	One-week advanced notice requested	Not available	Not available	Not available
Northwood Health Systems, Inc. <i>(also operates in Marshall and Wetzel Counties)</i>	To/from agency appointments	None, costs are included in consumers' total service costs	Advanced notice required	Approx. 30,000	Not available	Not available
Russell Nesbitt Services, Inc. <i>(also operates in Marshall and Wetzel Counties)</i>	To/From sheltered workshop	None	Those in need receive standing order services upon employment in sheltered workshop	Not available	Not available	Not available
Good Shepherd Nursing Home	Medical Appointments	None	Not available	Not available	Not available	Not available
<b>Wetzel County</b>						
Wetzel County Committee on Aging	Grocery, shopping, medical, hair appointments	Donations only	Call in advance	Not available	Not available	Not available

# Demographics

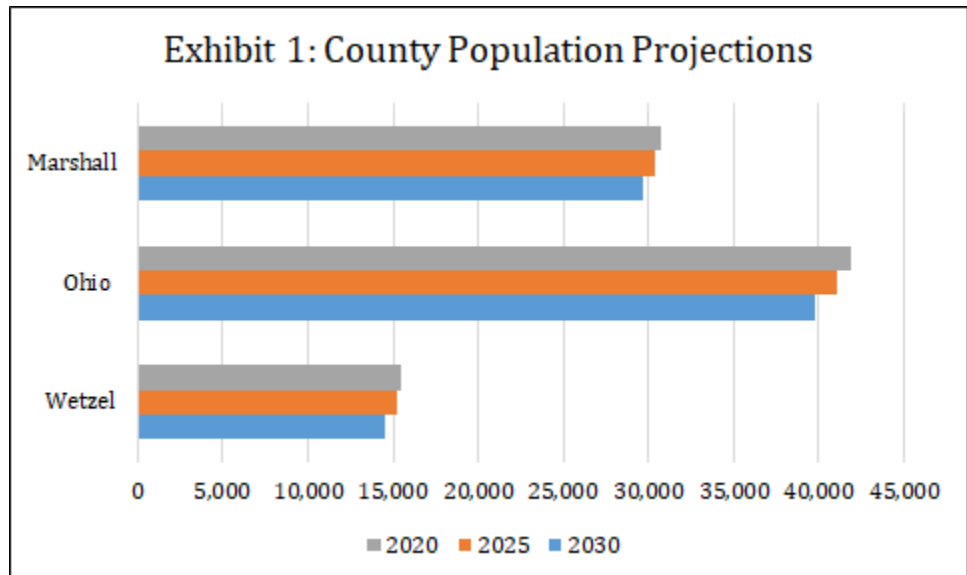
## APPENDIX D: DEMOGRAPHICS

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 X is projected to decline to 83,921 by 2030, a 4.7% decrease from the 2020 projection. The population of Marshall and Wetzel Counties are projected to have minor changes, while the population of Ohio County is projected to decline more. Ohio County is projected to have



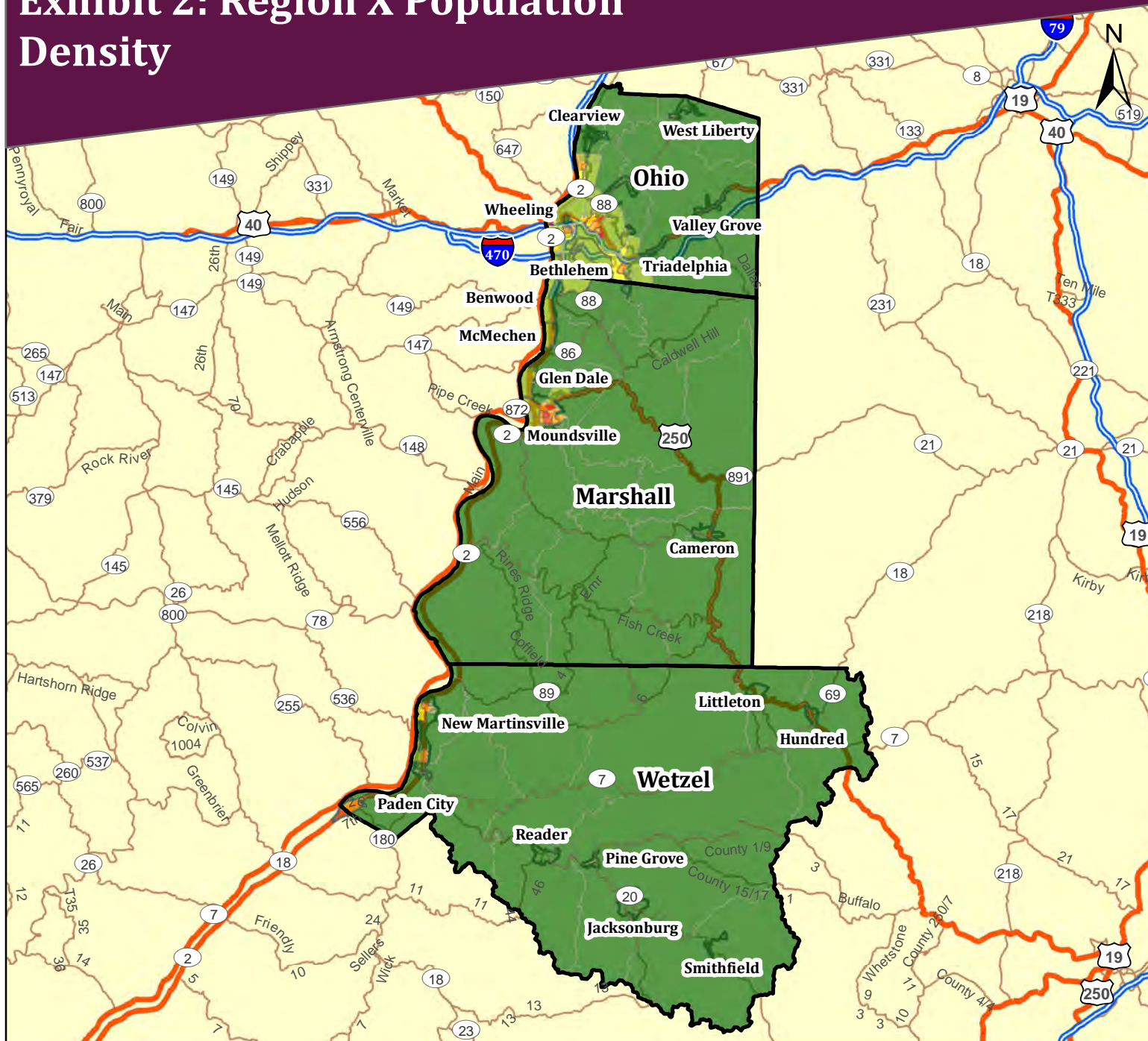
the largest decrease in population at 6.1% and Marshall County projected to see the lowest decrease at 3.7%. Exhibit 1 shows population projections between 2020-2030 for each Region X county. (Source: West Virginia Bureau of Business and Economic Research.)

### POPULATION DENSITY

Exhibit 2 illustrates a comparison of population densities of Census block groups in Region X. The most densely populated areas are in western Ohio county in Wheeling and western Marshall County in Moundsville. Other areas of lower densities throughout the Region include New Martinsville and Paden City in Wetzel County, Bethlehem and Triadelphia in Ohio County, and Glen Dale in Marshall County. Population density is a factor in transportation planning because it helps transportation



# Exhibit 2: Region X Population Density



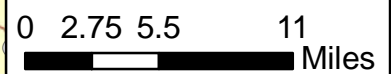
## West Virginia Region X Coordinated HSTP Update

- Region X Counties
- Region X Blockgroups**
- 12.36 - 506.57
- 506.58 - 1317.67
- 1317.68 - 2816.57
- 2816.58 - 5198.75
- 5198.76 - 10023.16
- Region X Cities

Counties: Ohio,  
Marshall, Wetzel

Source: 2016 ACS  
Five-Year Estimates

Population per  
square mile





operators understand the most appropriate mode of service for an area. For example, in less densely populated areas with fewer clusters of trip generators, demand response transportation is typically more effective than fixed route services. Conversely, fixed route services are more appropriate for high density areas.

## **POPULATION PROJECTIONS FOR OLDER ADULTS**

Older adults are most likely to use public transportation when they are unable to drive themselves or choose not to drive. Older adults also tend to be on a limited retirement income, and therefore public transportation is a more economical option than 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 Region X. Block groups with the highest concentrations are located in Ohio and Marshall Counties. A few small block groups with moderate density are present in Wetzel County.

The population of older adults in the Region is projected to increase in each county by as much as 37.4% (Marshall County) and as little as 24.86% (Ohio County) over 2010 levels by 2030. An increase in the older adult population will put additional pressure on transportation resources.

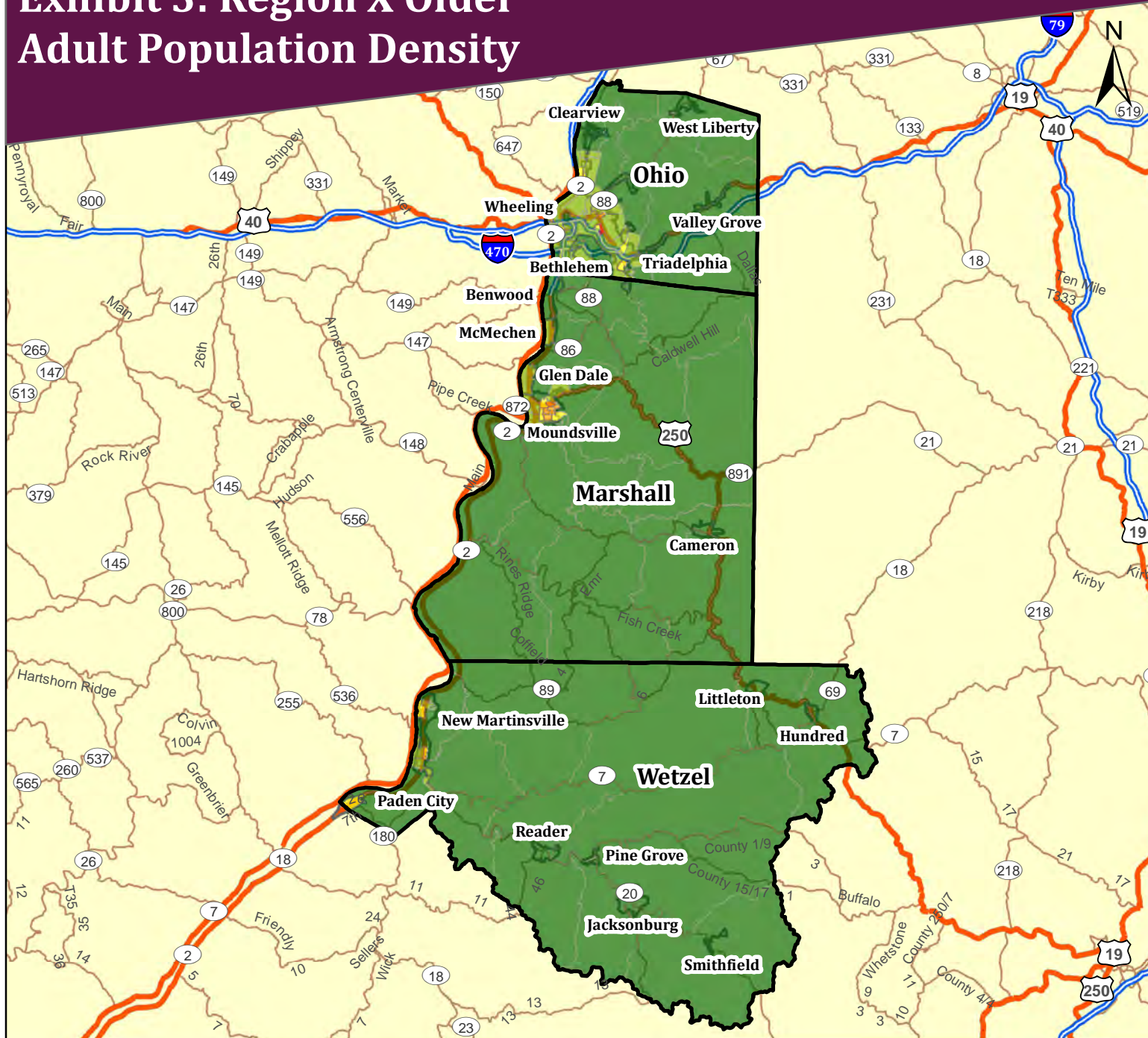
## **INDIVIDUALS WITH DISABILITIES**

Individuals with disabilities are also likely to use public or human service agency transportation services. In Region X, approximately 15% to 18% of each county’s population reported having a disability. Not all disabilities involve mobility limitations that prevent a person from driving or using non-accessible transportation resources. While it would be a more accurate statistic for transportation planning, no reliable data are available from the U.S. Census Bureau to define individuals with mobility limitations that prevent them from traveling independently outside the home.

<b>Exhibit 4: Individuals with Disabilities</b>	
<b>County</b>	<b>Percent of Population with a Disability</b>
Marshall	15.4%
Ohio	15.3%
Wetzel	18.3%

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

# Exhibit 3: Region X Older Adult Population Density



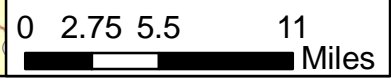
## West Virginia Region X Coordinated HSTP Update

- Region X Counties
- Region X Blockgroups**
- 1.04 - 132.05
- 132.06 - 466.70
- 466.71 - 1108.73
- 1108.74 - 1996.90
- 1996.91 - 3618.89
- Region X Cities

Counties: Ohio,  
Marshall, Wetzel

Source: 2016 ACS  
Five-Year Estimates

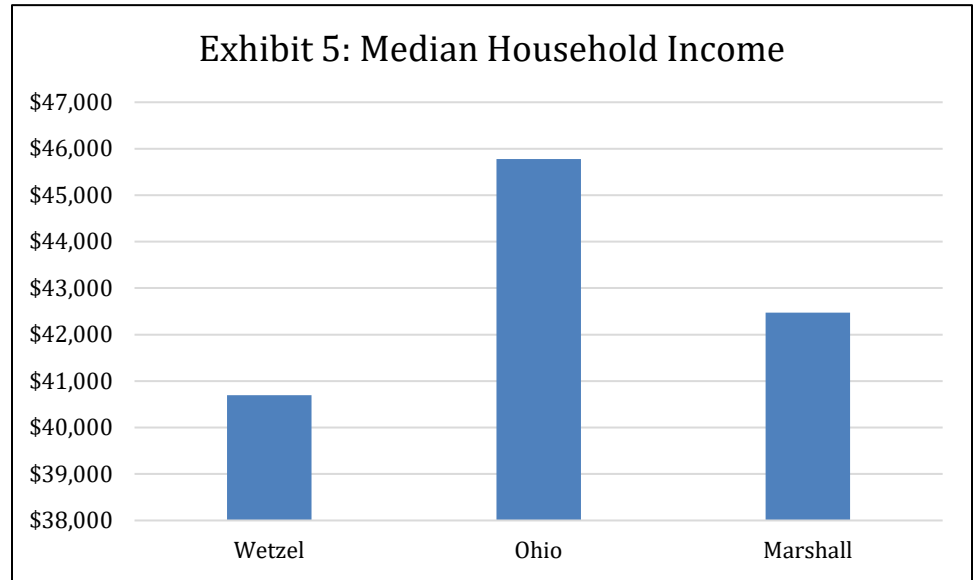
Population per  
square mile



## HOUSEHOLD INCOMES

Exhibit 5 illustrates the household incomes for the Region. There are approximately 36,520 households in Region X. Of those households, 40% earn less than \$35,000 annually. Of the households earning less than \$35,000, 23.86% earned less than \$10,000 per year. (Source: 2013-2017

American Community Survey 5-Year Estimates.)



## ZERO VEHICLE HOUSEHOLDS

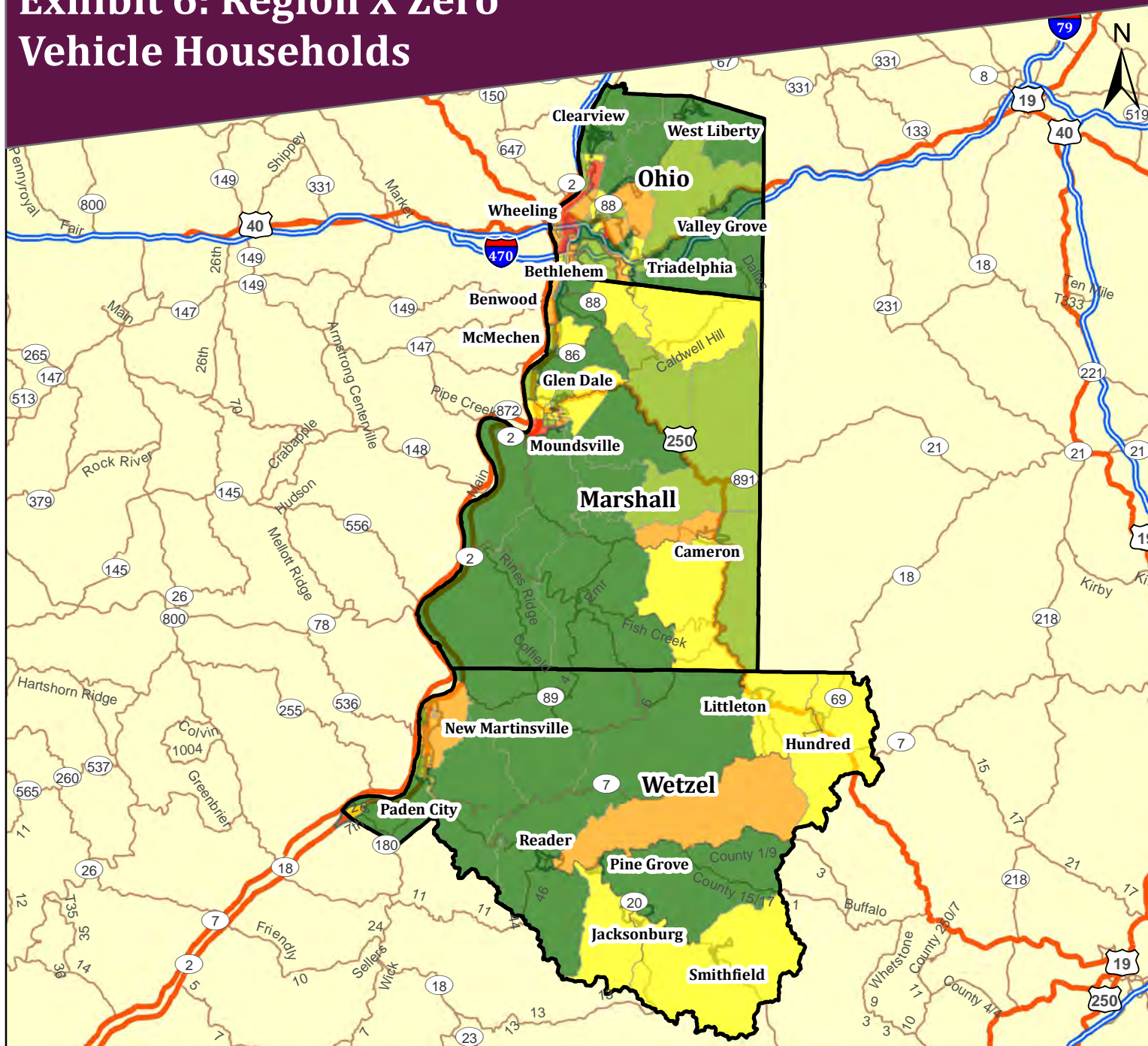
The number of vehicles available to a household also is used as an indicator of demand for transit service. There are 3,777 households in the Region X that have no available vehicle. This is 10.34% of all households in the Region.

Exhibit 6 illustrates the percentage of households that have no available vehicle. The block groups with the darkest shading have the highest percentage of households with no available vehicles (13.37% - 52.17% block group population without a vehicle). The block group locations with the highest contraction of these households are generally located within cities, the most being in Wheeling and Moundsville. Areas with a moderately high density of zero vehicle households can be found throughout the rest of Wetzel, northern and eastern Marshall, and Ohio Counties.

Ohio County has the highest percentage of zero-vehicle households with 12.39%. Marshall County has the lowest percentage of zero-vehicle households with 8.16%.



# Exhibit 6: Region X Zero Vehicle Households



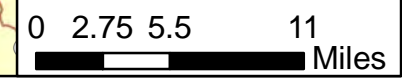
## West Virginia Region X Coordinated HSTP Update

- Region X Counties
- Region X Blockgroups**
- 0% - 1.16%
- 1.17% - 2.93%
- 2.94% - 5.99%
- 6% - 13.36%
- 13.37% - 52.17%
- Region X Cities

Counties: Ohio, Marshall, Wetzel

Source: 2016 ACS Five-Year Estimates

Percent of Blockgroup Population



## MINORITY AND LIMITED ENGLISH PROFICIENCY (LEP) POPULATION

Approximately 92% to 97% of the population in each Region X county is white. African American individuals are the second most common race, followed by individuals of two or more races. The majority of the population speaks only English (Exhibit 8).

Exhibit 7: Race			
Race	Marshall	Ohio	Wetzel
White or Caucasian	96.8%	92.3%	97.5%
Black or African American	1%	4%	0.6%
Two or more races	0.5%	1.5%	1.2%
Hispanic or Latino (of any race)	1%	1%	0.5%
American Indian and Alaska Native	0.4%	0.2%	0%
Asian	0.2%	0.7%	0.2%
Native Hawaiian and Other Pacific Islander	0.1%	0%	0%

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

Exhibit 8: Limited English Proficiency						
Language	Marshall	%	Ohio	%	Wetzel	%
		32,006		42,906		15,793
Speak only English	29,916	98.6	39,748	97.8	14,915	99.5
Spanish or Spanish Creole	192	0.6	182	0.4	7	0
Speak English less than "very well"	19	0.1	39	0.1	0	0
Language other than English	413	1.4	914	2.2	78	0.5
Speak English less than "very well"	67	0.2	188	0.5	0	0
Indo-European Languages	102	0.3	387	1	33	0.2
Speak English less than "very well"	4	0.0	52	0.1	0	0
Asian and Pacific Islander	116	0.4	283	0.7	19	0.1
Speak English less than "very well"	44	0.1	84	0.2	0	0

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

# Facts

## APPENDIX E: RELEVANT FAST ACT PROGRAMS

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

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

#### Eligible Recipients:

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

### GLOSSARY OF TERMS

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

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

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

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

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

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

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

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

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

**Urbanized Area Formula Grants (Section 5307)** – The Urbanized Area Formula Funding program (49 U.S.C. 5307) makes Federal resources available to urbanized areas and to governors for transit capital and operating assistance in urbanized areas and for transportation-related planning. An urbanized area is an incorporated area with a population of 50,000 or more that is designated as such by the U.S. Department of Commerce, Bureau of the Census. Funding is made available to designated recipients that are public bodies with the legal authority to receive and dispense Federal funds. Eligible activities include planning, engineering, design, and evaluation of transit projects and other technical transportation-related studies; capital investments in new and existing fixed

guideway systems including rolling stock, overhaul and rebuilding of computer hardware, software, and vehicles; and more. Additional information is available at <https://www.transit.dot.gov/funding/grants/urbanized-area-formula-grants-5307>.

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



# Participants

## **APPENDIX F: PARTICIPATING ORGANIZATIONS**

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The following organizations participated in the Coordinated Plan Update:

Belomar Regional Council  
Children Solutions  
City of Moundsville  
City of Wheeling  
Good Shepherd Nursing Home  
Goodwill Industries  
House of the Carpenter  
Impact Coalition  
Family Service Upper Ohio Valley  
Marshall County Family Resource Network  
Marshall County Senior Center  
NAMI Greater Wheeling  
National Church Residences Transportation, LLC  
Northwood Health Systems  
Ohio County Family Resource Network  
Ohio Valley Regional Transportation Authority  
Russell Nesbitt Services  
Serenity Hills Life Center  
United Way of the Upper Ohio Valley  
Unity Center  
West Virginia Attorney General  
Wetzel County Committee on Aging  
Wetzel County Council for Children and Families  
Wheeling Heritage  
Workforce West Virginia  
YWCA Wheeling – WIND

# Adoption

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

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

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

The Coordinated Public Transit-Human Services Transportation Plan Update for the West Virginia Region X study area, including Ohio, Marshall and Wetzel, Counties, as completed on July 1, 2019, must be locally adopted.

Your signature below indicates that the Belomar Regional Council adopts this Plan for coordinated transportation efforts in Region V for 2019-2024.

Name: P. Scott Hicks

Title: EXECUTIVE DIRECTOR

On Behalf of the Belomar Regional Council.

P. Scott Hicks

Signature

7/22/19

Date