

Region I Coordinated Public Transit-Human Services Transportation Plan Update

**McDowell, Mercer, Monroe, Raleigh, Summers, and Wyoming
Counties, WV**

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Department of Transportation

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

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Introduction

I. INTRODUCTION

PURPOSE

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

This plan identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes, provides strategies for meeting these needs, and prioritizes transportation services for funding and implementation. Funding to develop this plan was provided by the West Virginia Department of Transportation, Division of Public Transit. The planning process involved active participation from local transportation providers and human service agencies, as well as members of the general public, older adults, and individuals with disabilities.

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

METHODOLOGY

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

The coordination plan incorporated the following elements:

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

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

II. TRANSPORTATION AND MOBILITY NEEDS ASSESSMENT

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

COMMUNITY MEETINGS RESULTS OVERVIEW

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

- ◆ November 9, 2018 at Bluefield Area Transit
- ◆ February 19, 2019 at Bluefield Area Transit

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

At the first meeting, participants discussed the unmet transportation needs for each county and community within the Region I Planning and Development Council area, as well as needs and gaps in access to services and resources that require transportation across jurisdictional boundaries. Meeting participants were also invited to discuss preliminary coordinated transportation goals and strategies that could be implemented to address the identified needs. At the second meeting, the potential goals and strategies were presented and discussed in more detail and participants were asked to prioritize the goals to be addressed over the next five years.

Meeting participants were asked to identify unmet transportation needs and gaps in available services. Results are summarized in Table II.1.

Table II.1: 2019 Needs Assessment

Long distance medical transportation emerged as the most critical need during the public and stakeholder input meetings. People who need specialized and advanced medical care must often travel to a nearby major city. And, for people eligible to use Medicaid-sponsored non-emergency medical transportation, even those resources are limited by the lack of non-emergency medical transportation (NEMT) services in the Region. Some of this need is being met but involves significant human service agency or other transportation provider resources on a per-trip basis. One round trip to an out-of-county or out-of-state medical appointment can consume a driver's full day.

- ◆ Fayette and Wyoming County residents often go to Beckley and, occasionally, Charleston. Many residents receive local, in-county medical care in places including

Table II.1: 2019 Needs Assessment

Fayetteville, Smithers, Meadow Bridge, Montgomery (in neighboring Kanawha County), Oak Hill, and Scarbro. ♦ Veterans need to get to Veterans Administration health care facilities in Beckley, Clarksburg, Huntington, and Martinsburg. Veterans in Fayette County sometimes ride with the Beckley VA's transportation program to get to that facility. The West Virginia Department of Veterans Administration stated that it transports passengers from throughout the area to Beckley and Charleston.
Transportation to employment is important for people to be able to work. Most of the Region is very rural, so it is difficult to serve the general public on a daily basis at the level of service needed to support employment trips because the trips from origin to destination are often long and shift times vary. These facts make it difficult for transportation providers to establish affordable services such as grouped trips or routes that can carry multiple passengers together. Public transportation services including Bluefield Area Transit and New River Transit Authority have developed productive routes to serve the more densely populated areas. Rural areas have limited access to those routes. Employment transportation is needed, particularly for shift work. Shift changes occur at various times throughout the day.
The general public desires early morning and weekend transportation for employment, shopping, and other purposes.
Very rural areas need transportation access for essential errands, including shopping. In West Virginia, small rural communities are seeing their grocery stores close due to economic conditions, forcing residents to travel greater distances to obtain food. Residents from neighboring counties travel to Beckley, Bluefield, Princeton, and other communities outside of the Region for essential errands, including shopping and medical appointments.
Some transportation providers expressed that Medicaid clients have difficulty obtaining rides with LogistiCare, the State's brokerage for non-emergency medical transportation (NEMT). Many of the providers offer rides under contract to LogistiCare. ♦ Providers hear complaints from riders that trips scheduled by LogistiCare fail to show up. ♦ Non-profit or public transportation providers from throughout the Region I Planning and Development Council area are turning down NEMT trip requests because they do not have enough vehicles or drivers available to meet demand. ♦ The brokerage system has made it more difficult for local providers to do long distance trips because they are not permitted to set up transfers or otherwise share multi-county trips under the Medicaid reimbursement system.
Transportation providers have a shortage of qualified drivers. The driver shortage limits the amount of service that can be provided during current business hours and impacts the agency's ability to expand the service area, hours, or days of service in response to the identified needs.
Summers County does not have public transportation service. While specialized transportation is available for older adults, no options exist for residents under the age limit for that program.
Additional funding for public transit is necessary so that providers can leverage all available Federal funds and meet the mobility needs of their communities. Transportation

Table II.1: 2019 Needs Assessment
providers have a difficult time raising local match for Federal transportation grants . Some providers would like their state and local elected officials to demonstrate more awareness of unmet transportation needs, gaps in service, and provider funding needs. Providers would like to see legislators place higher priority on meeting the needs of older adults and others who depend on transportation services.
There is no local hospital in Wyoming County. Residents must travel out of county to access medical services and multi-county transportation options are limited. Most Wyoming County residents travel to Raleigh or Mercer Counties for medical care.
Transportation providers need to coordinate to meet transportation needs in the Region and across the State. Efforts to achieve greater collaboration require leadership to ensure it happens.

PUBLIC SURVEY SUMMARY

The public survey was distributed online and in hard copy format. The survey was promoted in local media, on websites, at public meetings, and through emails and word-of-mouth by local stakeholders. The survey was available for eight months. There were 139 survey responses from throughout the Region. Approximately 36% of survey respondents were age 65 and older, and 20% indicated that they, or someone in their household, has a disability that limits his or her mobility, ability to drive, or ability to use available transportation services. Table II.2 provides a summary of the survey results.

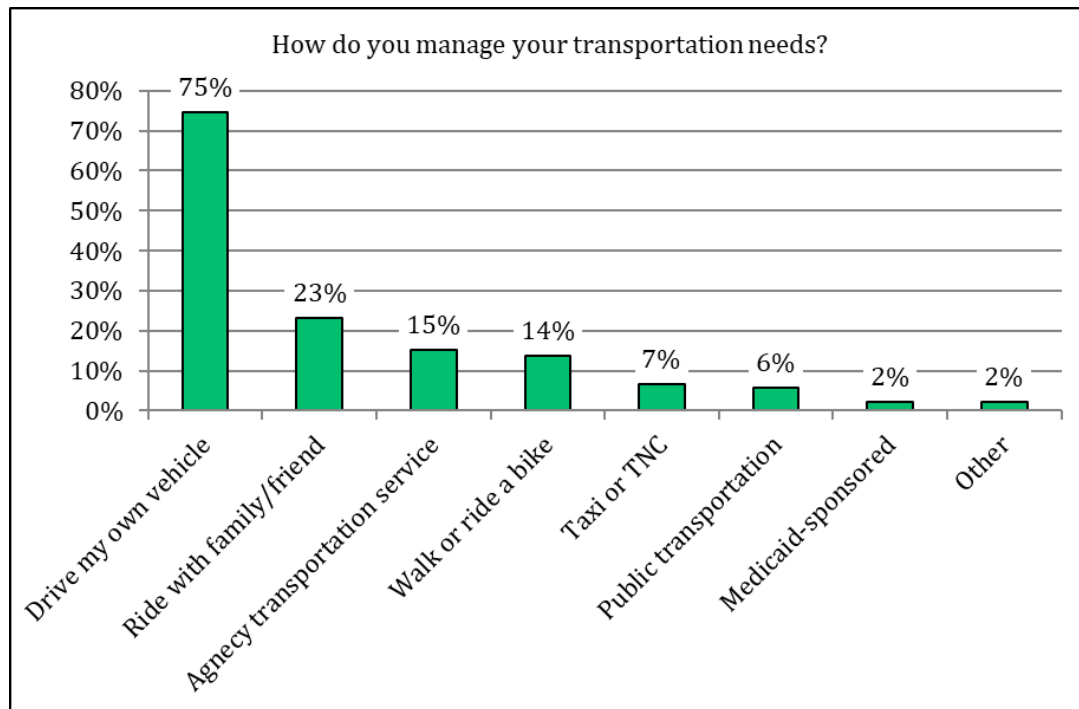
Table II.2 2019 Public Survey Summary
Public Survey Results: 139 WV Region I Planning and Development Council area residents completed the public survey. ◆ 36% of respondents were age 65 or older. ◆ 20% have a mobility limitation or someone in their family has a mobility limitation. ◆ Survey respondents shared whether they have difficulty with specific activities due to lack of transportation: ○ 75% have trouble getting to medical appointments. ○ 59% are sometimes unable to run errands. ○ 50% find it difficult to feed themselves or their family. ○ 47% find it difficult to get to agency appointments. ○ 36% find it difficult to attend Sunday religious services. ○ 28% have trouble getting to work.

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

The public survey asked people to identify all the ways they manage their transportation needs. Exhibit II.1 illustrates that while many (75%) of the respondents drive their own car, 23% ride with a family member or friend, 15% use human service agency-sponsored transportation services (e.g., senior centers, Department of Health and Human Services, non-profit agencies, etc.), 14% walk or ride a bike, and 7% use a taxi or transportation network company (e.g., Uber or Lyft). A small

percentage of respondents, 2% use Medicaid-sponsored transportation services for medical appointments. Approximately 6% stated that they use public transportation.

Exhibit II.1: Available Transportation Options



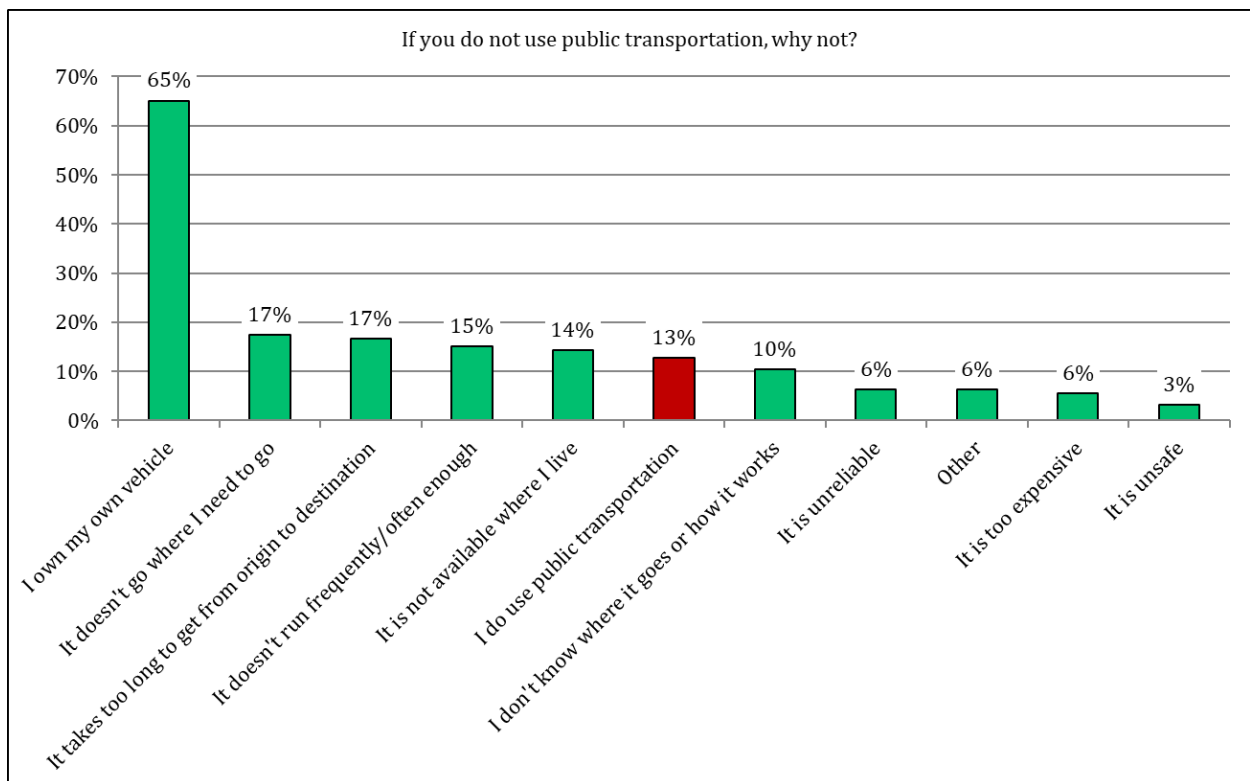
*Response totals are more than 100% because respondents could select multiple answers.

Survey respondents were asked to identify why they do not use public transportation. Most respondents listed that having a personal car is their reason for not riding transit. Approximately 18% of respondents stated that they do not use public transit because it does not go where they need to go. Another 17% stated that it takes too long to get from origin to destination on public transit. Approximately 15% stated that public transit does not run frequently enough to meet their needs and/or is not available where they live. These reasons indicate that most people are not using public transit because they prefer to drive and/or because the spatial and temporal gaps between origins and destinations eliminate transit as a mobility option.

Approximately 10% of respondents indicated they do not know where public transit goes or how it works. Six percent (6%) or fewer respondents indicated that public transit is unreliable, too expensive, and/or unsafe. These factors indicate a potential need for additional education and outreach about the available services that exist and strategies to make those services more affordable to use and operate.

It is noted that in the previous survey question (Exhibit II.1), 6% of respondents indicated that they use public transportation and, in this question (Exhibit II.2), the amount increased to 13%. This variation could indicate that there were different interpretations of the question. The two questions together, however, provide an approximate range of respondents that currently use public transportation to meet their transportation needs.

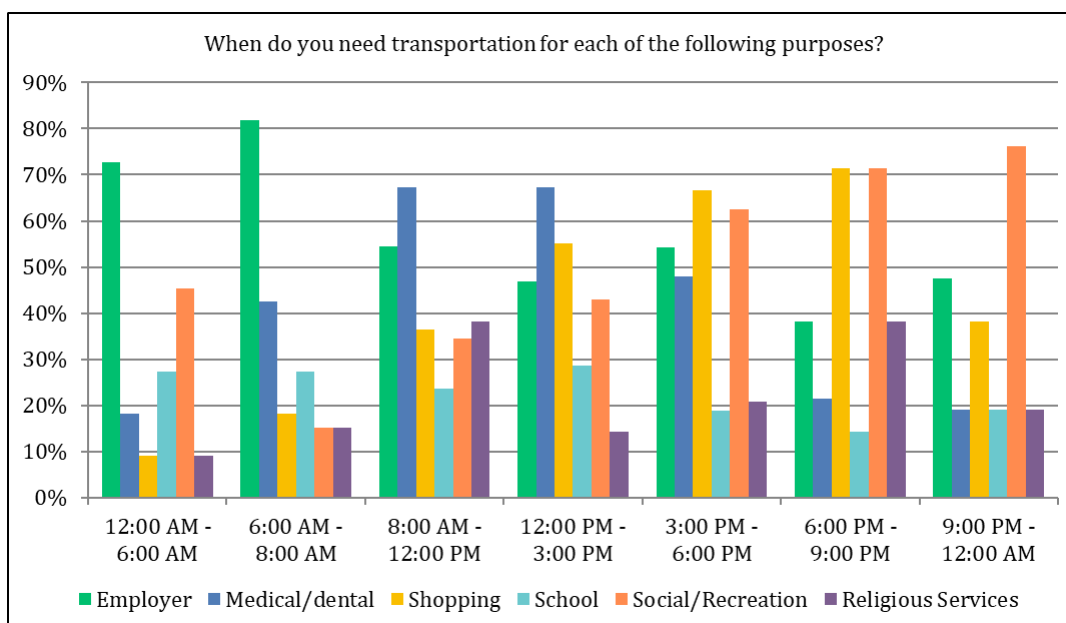
Exhibit II.2: Reasons for Not Using Public Transportation



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

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

Exhibit II.3: Temporal Needs for Transportation



DEMOGRAPHIC AND SOCIO-ECONOMIC CONDITIONS OVERVIEW

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

Table II.3 2019 Demographic Data Summary

Demographics:

- ◆ Zero vehicle households are one indicator of transportation demand and need:
 - In areas of central Beckley there are block groups where 13.78% to 26.13% of households have no available vehicle. These are the block groups in the Region with the highest densities of zero vehicle households.

Table II.3 2019 Demographic Data Summary

- o McDowell County has mostly moderate to moderately-high densities of zero-vehicle households.
- o Mercer County has moderately high densities of zero-vehicle households in the south, southwest, and eastern areas. Northern and central Mercer County have low to moderately-low densities. This indicates that demand for transportation services may be more likely in the southern areas of the County.
- o Monroe County has mostly low to moderately-low densities of zero-vehicle households in the east and south. Densities are higher in central and northeastern portions of the County.
- o Summers County has mostly low to moderate densities of zero-vehicle households.
- o Wyoming County has mostly moderate to moderately-low densities of zero-vehicle households. However, moderately high densities are found in the area of Pineville and Bud.
- ◆ Population density and older adult population density are also indicators of where transportation services are most likely to be needed.
 - o The Region's most rural areas have low population densities and low densities of older adults. Therefore, rural areas are likely to have fewer requests for transportation services. Higher densities are found in the larger communities of Beckley, Princeton, and Bluefield. These areas are likely to have more requests for transportation services compared to rural areas.

CONCLUSION

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

Survey respondents and meeting participants drive, use public transit, use human service agency transportation, ride with family members/friends, walk, or bike to access necessary resources. Approximately 87% of respondents reported that they do not use public transportation. When asked why they do not ride public transit, 17% of respondents indicated that the routes do not go where they need to go or it takes too long to get from origin to destination. Approximately 15% indicated that public transit services do not run frequently enough or is not available where they live. These transportation challenges represent both spatial and temporal gaps in access to transportation resources that result in limited opportunities for medical care, shopping (including groceries), employment, and other trip purposes. The goals and strategies included in this plan are intended to help address the identified needs and gaps and improve the network of transportation resources.

Providers

III. TRANSPORTATION PROVIDER INVENTORY

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

Bluefield Area Transit (Mercer and McDowell Counties)
New River Transit Authority (Raleigh County)

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

CASE WV Commission on Aging (Mercer County)
McDowell County Commission on Aging (Welch, Bradshaw, McDowell County)
Monroe County Council on Aging (Monroe County)
Raleigh County Commission on Aging, Inc. (Raleigh County)
Raleigh County Community Action Association (Raleigh County)
Summers County Council on Aging, Inc. (Summers County)
Wyoming County Council on Aging, Inc. (Wyoming County)

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

FMRS Health Systems, Inc. (Service area is based on client needs.)
Integrated Resources, Inc. (Service area is based on client needs.)
Mountain State Centers for Independent Living (Raleigh and Fayette Counties)
Southern Highlands Community Mental Health Center (Mercer, McDowell, and Wyoming Counties)
Stop Abusive Family Environments, Inc. (S.A.F.E.) (McDowell, Mercer, and Wyoming Counties)

Intercity Transportation Services

Amtrak (Prince, WV Station)
Greyhound Intercity Bus (Beckley, WV Station)

Other Transportation Services (Medical/NEMT)

Best Ambulance (Raleigh, Fayette, Kanawha, McDowell, Summers, and Wyoming Counties)
Jan-Care Ambulance Service, Inc. (Raleigh, Cabell, Fayette, Harrison, Kanawha, Jackson, Marion, McDowell, Monongalia, Nicholas, and Wyoming Counties)

Veterans Transportation

Beckley Veterans Assistance (Statewide)

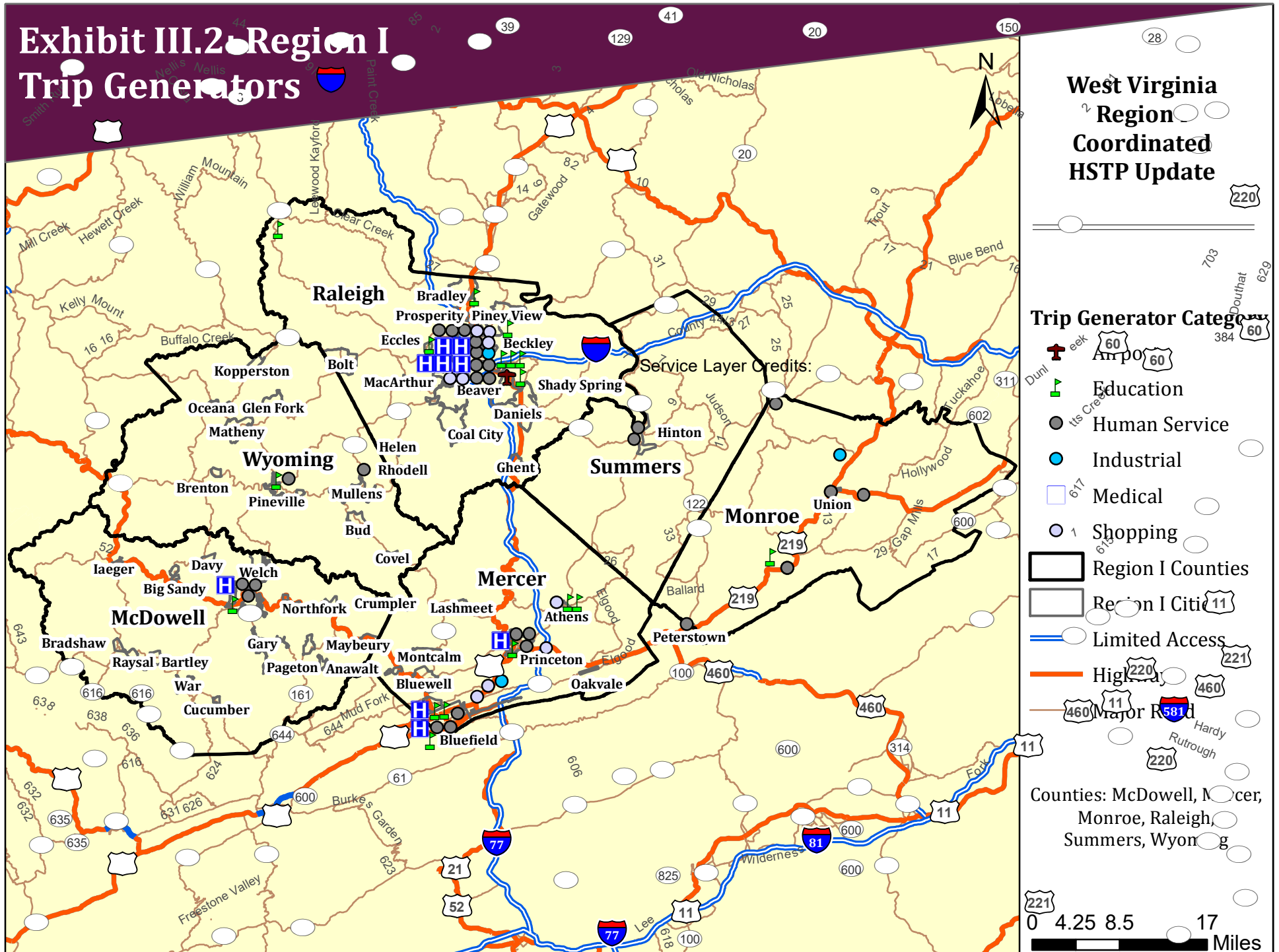
Major Trip Generators

Major trip generators are destinations frequently served by public, human service agency, and/or senior transportation providers, such as medical facilities, nutrition sites, apartment complexes, senior centers, employers, shopping facilities, and recreation venues. Each transportation provider and human service agency that participated in the coordinated transportation plan were asked to provide a list of the top destinations it serves or is requested to serve. Additional research was conducted by the consulting team to identify key destinations in the area. Exhibit III.1 depicts the location of major trip generators throughout the Region. As illustrated in the map, most trip generators are located in the county seat of each county and in the largest communities of Beckley, Princeton, and Bluefield.

It is important to understand that while many of the major trip generators are located in these towns, the individuals needing a ride to and from those destinations often do not live within walking distance and need transportation to access them. Transportation providers are challenged by providing effective and efficient transportation to a large service area that has relatively low population density. Therefore, individuals that live beyond the public transit bus route service areas may not have access to public, private, or human service agency transportation options.

In addition, hours of operation for rural transportation services are sometimes not as extensive as those of the shopping centers, employers, or other major destinations. Therefore, access to services is limited both geographically and temporally. The table in Exhibit III.2 outlines the hours of operation for the public and human service agency transportation providers, as well as the local taxi company.

Exhibit III.2 Region I Trip Generators



IV. GOALS, STRATEGIES, AND IMPLEMENTATION

GOALS AND STRATEGIES

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

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

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

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

Strategy A

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

Strategy B

Actively participate in statewide coordination, mobility management, and information sharing opportunities: The opportunities for developing and using mobility management and

coordinated transportation structures in West Virginia are much different today as compared to previous years. Emerging technology, new transportation modes (e.g., Transportation Network Companies, bike-share, scooter-share, motorized bikes, car-sharing, autonomous vehicles), and the rise of coordinated transportation success stories in West Virginia and across the country are new influences. Statewide organizations such as the West Virginia Public Transit Association (WVPTA) or the West Virginia Transportation Coordinating Council (WVTCC) are in a position to act as an advisory body and/or forum for agencies concerned with providing services that improve the mobility of older adults, individuals with disabilities, people with low incomes, and the general public.

The Region I PDC and Fayette-Raleigh MPO should coordinate to send at least one representative from the area to one or more statewide meetings of the WVTCC or WVPTA each year to share ideas and to help structure mobility management concepts that are appropriate and beneficial to the Region and State.

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

Goal #1: Improve Communication Among Transportation Providers and Stakeholders in the Region and Throughout the State of West Virginia.	
Strategy A	The Fayette-Raleigh MPO and New River Transit Authority will represent the urbanized area at meetings with transportation stakeholders, including those agencies that participated in this Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan). The list of participating entities in this planning process (see Appendix F) is a good starting point for the initial invitation list for the meetings. The Region I PDC will co-facilitate the meetings along with New River Transit Authority and Bluefield Area Transit. The meetings will be scheduled bi-annually to discuss coordination, mobility management, unmet transportation needs, new opportunities, and challenges.
Action Steps	1. Region I PDC will identify appropriate standing PDC committees to lead this effort purpose OR form new subcommittees. In either case, encourage participation from the following providers, at minimum, as members: ◆ New River Transit Authority ◆ Bluefield Area Transit ◆ Department of Health and Human Services ◆ Addiction Counseling Programs ◆ Logisticare ◆ Raleigh County Community Action Agency ◆ Raleigh County Commission on Aging ◆ Taxi Companies operating in Fayette and/or Raleigh Counties ◆ Mountain State Centers for Independent Living

	◆ West Virginia Family Support Program, Bureau for Behavioral Health and Health Facilities
	2. Distribute the Coordinated Plan to all stakeholders. Use the Plan as a starting point for the discussion about transportation needs and goals.
	3. Participate in biannual meetings at the regional level with the standing or new PDC committee(s).
	4. Offer an annual public and stakeholder input meeting to provide updates on progress for all Goals, Strategies, and Action Steps. Invite stakeholders from outside the normal group to this meeting, such as local elected officials, businesses, chambers of commerce, faith-based organizations, non-profits, and human service agencies. Consider bringing in a guest speaker to attract more interest in and support for human service agency and public transportation.
Parties Responsible for Leading Implementation	◆ Bluefield Area Transit ◆ New River Transit Authority ◆ Region I Planning and Development Council ◆ Fayette-Raleigh MPO
Parties Responsible for Supporting Implementation	◆ Organizations that provide and/or fund transportation services for older adults, individuals with disabilities, and/or people with low incomes that operate in the Region I PDC area: Private transportation partners ○ Local offices of human service agencies ○ Non-profit organizations ○ Faith-based organizations
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

Goal #1 (Continued): Improve Communication Among Transportation Providers and Stakeholders in the Region and Throughout the State of West Virginia.	
Strategy B	Area public transit and human service transportation providers will participate in the West Virginia Transportation Coordinating Council, West Virginia Public Transit Association, and/or other statewide venue.
Action Steps	1. Identify one or more transportation providers in the Region to participate in these organizations, as permitted by membership eligibility criteria.
	2. Attend statewide meetings.
Parties Responsible for Leading Implementation	◆ Bluefield Area Transit ◆ New River Transit Authority ◆ Council on Aging ◆ Mountain State Centers for Independent Living
Parties Responsible for Supporting Implementation	◆ Public and human service transportation stakeholders in the Region will provide information about relevant needs, challenges, and achievements to the parties leading implementation
Resources Needed	◆ Staff time for lead and supporting organizations
Potential Cost Range	◆ \$300 or more per year (approximately) for staff time dedicated to actively attending statewide meetings. Staff time should be dedicated as part of an existing employee's job duties
Potential Funding Sources	◆ Existing budgets for partner agencies
Performance Measures or Targets	◆ Local stakeholders feel they have a better understanding and more direct involvement in statewide efforts to improve coordination of resources and mobility management, as measured through informal surveying ◆ New funding sources or changes in funding sources are identified and secured by local transportation providers as a result of more open communication with state-level agencies and programs
Needs or Gaps Addressed	◆ 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

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

Maintaining the existing level of transportation services for older adults, individuals with disabilities, and people with low incomes is an important step toward continuing to address transportation needs. Feedback from local stakeholders indicates that the human service agency

transportation services provided today are used almost to capacity and provide a vital resource. While efforts to expand and enhance services are important, stakeholders also strive to sustain the effectiveness of current services.

Opportunities will be maximized for maintaining vehicle fleets that are wheelchair accessible as part of the replacement and expansion schedules. Plans must also be in place for ensuring maintenance is available and affordable for all transportation providers. Opportunities to coordinate or consolidate maintenance for multiple transportation providers (public, private, and non-profit) may help reduce the costs and/or improve service for individual providers.

Goal #2: Maintain Current Levels of Transportation Services for Older Adults, Individuals with Disabilities, and People with Low Incomes.	
Strategy	Existing transportation services for the target populations are important and the quality of service from those organizations must be maintained. Transportation providers will work together to provide safe vehicles that are in good condition, and to maintain a high standard of staff training and customer service. Providers will acquire vehicles capable of safely transporting individuals on all types of rural roadways and comfortably accommodating people with and without mobility challenges.
Action Steps	1. Continue to operate human service transportation programs in all counties and public transportation in the currently served counties.
	2. In addition to traditional accessible and non-accessible vehicles, purchase vehicles that are appropriately sized and capable of accessing remote, rural areas (and unpaved or gravel roads), as appropriate.
	3. Transportation providers using public dollars to purchase vehicles will inform WVDOT about vehicle specification preferences so that the selection of vehicles to be purchased from the WVDOT contract will be appropriate for local transportation needs. Vehicles will be appropriate and user friendly for people with disabilities as well as those who do not need a ramp or lift.
	4. Collaborate to ensure affordable and qualified maintenance technicians are available to all transportation providers, including public, volunteer, private, and non-profit organizations, as well as to contracted drivers working for app-based transportation companies.
Parties Responsible for Leading Implementation	◆ Public transit and human service transportation providers ◆ Section 5310 program operators
Parties Responsible for Supporting Implementation	◆ Fayette-Raleigh MPO in Raleigh County (to provide a forum for sharing information and to disseminate grant applications from state and Federal sources) ◆ Private transportation providers to provide purchased services, including maintenance ◆ West Virginia Department of Transportation, Division of Public Transit for grants to rural areas ◆ State of West Virginia Human Service Agencies and Councils on Aging for human service agency and senior transportation

	◆ Local organizations that provide funding for transportation
Resources Needed	◆ Funding for transportation operating and capital expenses ◆ Staff time to develop recommendations to WVDOT for vehicle specifications ◆ Staff time to negotiate coordinated or consolidated maintenance agreements between two or more entities
Potential Cost Range	◆ Cost range is scalable based on the sizes of the transportation services and the type and quantity of vehicles
Potential Funding Sources	◆ FTA Sections 5310 and 5307 (Section 5307 is limited to public service) ◆ Local match from state, local, or eligible non-USDOT Federal programs ◆ Contract revenue from agencies that use the maintenance services
Performance Measures or Targets	◆ Vehicles are replaced on schedule and vehicle conditions are monitored on an annual basis (i.e., through the Transit Asset Management Plan) ◆ Ridership on public and human service transportation systems
Needs or Gaps Addressed	◆ Agencies are able to access riders to provide transportation to food, agency appointments, medical care, and other trip purposes ◆ Residents maintain their transportation access to work, medical appointments, shopping, human service agency programs, and other purposes
Priority Level and Timeframe	◆ High priority ◆ Ongoing implementation

Goal #3: Create and Fill a Mobility Manager Position to Address Transportation Challenges Specific to Region I.

Communicating to the general public about when, where, and how to use available transportation resources is an ongoing challenge for human service agencies, hospitals, public and private transit operators, and other entities. 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.

Goal #3: Create and Fill a Mobility Manager Position to Address Transportation Challenges Specific to Region I.	
Strategy	Hire a Mobility Manager for the counties included in the Region I Planning and Development Council area. The Mobility Manager will be responsible for facilitating information sharing among providers and the general public and working with all local stakeholders to address the identified transportation challenges limiting access to community resources for older adults, individuals with disabilities, people with low incomes, and the general public.
	1. Stakeholders in the Region I PDC area will hire a Mobility Manager (full time or part time) to serve the entire Region. This person will create and/or maintain Ride Guides with basic information about all public, private, and non-profit transportation resources in the Region. The Ride Guides will include eligibility requirements, service area, modes of service, accessibility, hours/days of operation, and contact information for scheduling a trip. The Mobility Manager

Action Steps	will also be responsible for working with each transportation provider to develop opportunities for coordinating resources to provide more transportation and address identified needs. Transportation providers are responsible for providing updated information to the Mobility Manager whenever service aspects change. If a Mobility Manager is not hired in the PDC area, stakeholders should explore a partnership with the Fayette-Raleigh MPO. That would involve the MPO hiring the Mobility Manager, with financial support from participating stakeholders in the Region I PDC. If so, the MPO's Mobility Manager's duties could be expanded beyond the MPO area to include the Region I counties outside of Raleigh County.
	2. The Ride Guide information will be provided to West Virginia 2-1-1 and WVDOT and updated in a timely manner. Links to the online Ride Guide will be included on the PDC, MPO, Bluefield Area Transit, Council on Aging, local human service agency, local hospitals/medical centers, and New River Transit Authority websites.
	3. The Mobility Manager will meet regularly with local public, private, and human service agency transportation providers to discuss current challenges faced with day-to-day transportation services as well as goals for addressing the unmet transportation needs that are identified in this plan or through future conversations.
Parties Responsible for Leading Implementation	◆ Region I PDC ◆ Fayette-Raleigh MPO ◆ Bluefield Area Transit ◆ New River Transit Authority ◆ Councils on Aging ◆ Human service agencies
Parties Responsible for Supporting Implementation	◆ Transportation providers are responsible for ensuring that the Mobility Manager has the most up-to-date data about transportation services and schedules ◆ Local agencies and government organizations are responsible for promoting the resources developed by the Mobility Manager on websites and/or hard copies ◆ Local stakeholders are responsible for meeting with the Mobility Manager to develop new, coordinated approaches to addressing the needs identified in this plan or in future conversations ◆ Local medical clinics and addiction treatment centers are responsible for working with the Mobility Manager, transportation providers, and Logisticare to improve transportation options for the Region
Resources Needed	◆ A part- or full-time Mobility Manager ◆ Staff time to develop the resource information for the Mobility Manager ◆ Funding to develop the website or software application if a local online Ride Guide is created
Potential Cost Range	◆ Up to \$40,000 per year for a full-time Mobility Manager's salary and office supplies ◆ Up to \$2,000 for printing the Ride Guides if distributed in hard copy
Potential Funding Sources	◆ Section 5310 Program, for Mobility Management. A 20% local match is required when using Section 5310 Program funding for a Mobility Manager. Local match

	may be derived from any eligible non-U.S. DOT Federal funding program or State and local grants and programs.
Performance Measures or Targets	◆ Mobility Manager program is created and funded ◆ Qualified Mobility Manager is hired ◆ Ride Guides are developed, produced, and distributed ◆ Number of calls providers receive after people find them on the Ride Guides ◆ Number of shared rides arranged (including transfers between providers) ◆ Spatial and temporal gaps in transportation are reduced as providers become more aware of opportunities to share rides or coordinate transfers
Needs or Gaps Addressed	◆ More coordination of trips across county lines and between multiple transportation providers and funding programs ◆ More transportation options are available in the local area because the Mobility Manager is able to help providers find efficiencies through trip-sharing for long distance trips ◆ Increase awareness of local transportation options for Medicaid-eligible trips by working with the Medicaid broker (Logisticare) to address scheduling challenges for long-distance trips ◆ General public is more aware of public transportation routes, schedules, and services, as determined through formal or informal surveys ◆ More people, employers, and agencies are aware of available transportation services, as determined through a formal or informal public and stakeholder survey
Priority Level and Timeline	◆ Moderate priority ◆ Implementation timeframe of 2020 or later

Goal #4: Support Regional Connectivity with Formal Transfer Points between Raleigh and Wyoming Counties, and Raleigh and Summers Counties.

Transfer points will help create regional and multi-regional connectivity that will support passenger demand for transportation to destinations outside their county of residence for any trip purpose. Goal #4 focuses primarily on multi-county trips between Summers and Raleigh Counties, and Wyoming and Raleigh Counties.

Survey results and stakeholder feedback indicate that residents in Wyoming and Summers Counties, in particular, travel to Raleigh County for medical appointments. Some of those individuals may be eligible for Medicaid-sponsored transportation that is available for the multi-county trip. Others are not eligible for Medicaid and the long-distance trip can be cost prohibitive—or impossible if the individual is not eligible for any existing human service agency transportation programs. In some extreme cases, the person who cannot find affordable transportation options may be forced to miss a life sustaining treatment. A formal connection/transfer point between two transportation providers near the Raleigh County line, such as in Ghent (along I-77) or near I-64 or Route 20 in Summers County, could make the trip manageable for the Aging programs, private transportation services, or human service agencies. By transferring at a safe, pre-determined location near the county lines, agencies are able to keep their vehicles in-county and spend less time in Beckley transporting just a few passengers.

Transfers will require advance coordination between the participating transportation providers. While it can be time consuming, developing a schedule in cooperation with medical care providers in Beckley will help to standardize the schedule from week to week and will result in an efficient option for transportation providers seeking to address the need for transportation to Beckley from Summers and Wyoming Counties. Participating stakeholders must be prepared for the process of developing transportation provider schedules and working with medical centers to take several weeks or even months before it becomes a normal part of operations.

Furthermore, transfers are not optimal for all passengers, such as those with medical or other conditions that would make it difficult to transfer from one vehicle to another. However, the option to transfer will be a benefit and new level of freedom for passengers capable of making the trip.

Goal #4: Support Regional Connectivity with Formal Transfer Points between Raleigh and Wyoming Counties, and Raleigh and Summers Counties.	
Strategy	Transportation providers will work together to develop formal transfer points that provide safe, accessible, sheltered places for passengers to wait for their rides. All trips that require a transfer will consider the needs of older adults and individuals with disabilities who may have difficulty navigating a transfer from one vehicle to another. In some cases, a transfer is not appropriate. However, for many passengers, transferring from one vehicle to another is a manageable task.
Action Steps	1. Wyoming and Summers County Aging Programs will meet with New River Transit Authority and Region I PDC to discuss the demand for trips into Raleigh County for medical treatment or other purposes. The three entities will determine potential transfer locations that would be safe and appropriate. If the providers determine that demand may exist but the transfer is not feasible within their transportation programs, explore the potential to contract with a private transportation provider or another non-profit agency for the transfers. Providers may determine that this service is open to the general public, or establish eligibility criteria, as necessary for their funders and agency policies. For example, service may be limited to older adults and individuals with disabilities. It is recommended that the service starts out as a demand response service until ridership increases to a level that would support regularly scheduled routes. The demand response service can be limited to one to three days per week, or provided daily, depending upon expected demand. 2. The Mobility Manager (if hired) will meet with medical clinics and hospitals in the Beckley area to discuss coordination of appointment schedules to fit within the transportation options that are established in Action Step 1. Similar conversations must occur with DVA hospitals/clinics to determine if veteran's trips can also be coordinated.

	3. Human service agencies, senior programs, transportation providers, and medical clinics will advertise the new transfer option for easier access from Summers and Wyoming Counties.
Parties Responsible for Leading Implementation	◆ Region I Planning and Development Council ◆ Summers County Council on Aging ◆ Wyoming County Commission on Aging ◆ Raleigh County Commission on Aging
Parties Responsible for Supporting Implementation	◆ New River Transit Authority ◆ Medical facilities in Raleigh County ◆ West Virginia Department of Veterans Assistance ◆ Churches or businesses where the transfer station is located
Resources Needed	◆ Formal transfer location(s) that offer a safe and sheltered place for passengers to wait. Transfer locations could involve local businesses if those businesses agree to provide the facility. A contract between the local business and the transportation provider must be established prior to implementation
Potential Cost Range	◆ The costs to implement formal transfer points will vary depending upon the locations and modes of transportation serving the transfer point. Costs could range from minimal fees to share space at an existing business, to construction costs for new facilities ◆ The cost for advertising the new transfer options will also vary depending upon how the services are advertised
Potential Funding Sources	◆ FTA Sections 5307, 5339, 5311, or 5310 grant programs ○ Foundation grants or local, state, or Federal (non-U.S. DOT) funding programs to provide up to 50% of the local match for operating costs and 20% local match for capital costs ○ If the service is operated in compliance with Capital Cost of Contracting requirements, local match of 20% (not 50%) is required
Performance Measures or Targets	◆ Number of transfer point(s) formally established and advertised ◆ Number of passengers using the transfer point(s) for inter-county transportation ◆ Number of trips per hour in the local areas may increase for Councils on Aging and other providers in Wyoming and Summers Counties because their vehicles travel out of the county less frequently
Needs or Gaps Addressed	◆ Creating connections between rural areas and the medical or other services available in the Beckley area. ◆ Improved access to fresh food and medical or wellness services. ◆ Potential to improve access to employment opportunities in the Beckley area. ◆ More affordable option for transportation service that connects the surrounding areas with Beckley and potentially Charleston if additional transfer locations are established with other transportation providers serving Kanawha County.
Priority Level and/or Timeline	◆ Moderate priority ◆ Implementation may require additional funding for leasing the transfer facility or contracting with a local business for the use of their business or parking lot for transfers; therefore, implementation may be targeted for 2020 or 2021.

Goal #5: Support Regional Connectivity with a North-South Route or Formal Transfer Point in the Ghent or Flat Top Area.

Two potential structures are included in this goal to address the gap in transportation across the Region in the north-south direction.

- ◆ A continuous multi-county rural route; or
- ◆ A formal transfer point between multiple transportation providers at a central location.

Multi-County Rural Route

This option would allow passengers to make a continuous trip in the north and south directions on a scheduled route traveling between the Bluefield Area Transit and New River Transit Authority service areas. The route schedule would be determined based on a thorough needs assessment including surveys of medical facilities, human service agencies, and the general public. The route schedule (days and hours of service) would be determined based upon the results of the needs assessment and in consideration of available funding levels. The route could be operated by one of the existing public transportation providers or contracted to a third part.

Sustainable funding sources must be identified for this service expansion.

Formal Transfer Point

A formal transfer point in the Ghent or Flat Top area (near I-77) will facilitate efficient use of transportation resources by keeping public, private, or human service agency vehicles within their primary county of service and avoiding lengthy out-of-county trips that require the vehicle to be out of the primary service area for an entire day.

A transfer point between Bluefield Area Transit and local human service agencies or private operators with New River Transit Authority will expand the options for passengers capable of transferring vehicles to complete their trip to Beckley or down to Bluefield or Princeton (or other areas served by Bluefield Area Transit).

This service expansion may require minimal additional funding which must be identified prior to implementation.

Goal #5: Support Regional Connectivity with a North South Route or Formal Transfer Point in the Ghent or Flat Top Area.	
Strategy	Public and human service agency transportation providers will work together to evaluate the potential for implementing a connection between the Bluefield Area Transit and New River Transit Authority service areas. Based upon results of a needs assessment and evaluation of available funding, providers will determine if a rural regional route can be created to connect the two areas; or, if a formal transfer point in the Ghent or Flat Top area is a suitable option.

	A rural route could be developed to serve multiple trip purposes ranging from commuters for shopping and medical appointments to passengers who use the route to access employment. Based on the needs assessment conducted with this Coordinated Plan, the primary needs are for access to medical care, appointments, and shopping. A formal transfer point that provides safe, accessible, sheltered places for passengers to wait for their rides is a less cost intensive option than a new route. However, it may not be the most convenient or preferable choice for passengers. All trips that require a transfer will consider the needs of older adults and individuals with disabilities who may have difficulty navigating a transfer from one vehicle to another. In some cases, a transfer is not appropriate. However, for many passengers, transferring from one vehicle to another is a manageable task.
Rural Route Action Steps	1. New River Transit Authority and Bluefield Area Transit will meet with WV DOT Division of Public Transit and Region I PDC to discuss the potential to implement a rural route. Discussions should determine which agency will operate the route; if the route will be contracted to a third-party operator; and, potential sustainable funding for the route. 2. The future operator of the route will develop a service and financial plan for implementing and sustaining the route.
Transfer Point Action Steps	3. New River Transit Authority and Bluefield Area Transit staff will meet with local churches or businesses (e.g., gas stations or businesses at Odd Ghent Road and Flat Top Road) to discuss a potential location for a safe, accessible, sheltered waiting area where transfers are possible. The area may or may not have parking spaces available for park-and-ride options. 4. The Mobility Manager (if hired) will meet with local medical clinics and hospitals to discuss coordination of appointment schedules to fit within the transportation option from all Region I counties. Similar discussions must occur with the DVA hospitals/clinics. 5. Public, private human service agency, and private-non-profit transportation providers in the Region will develop feeder routes/services into the transfer location. It is recommended that the service starts out as a demand response feeder service into the transfer location until ridership increases to a level that would support a regularly scheduled route.
Parties Responsible for Leading Implementation	◆ New River Transit Authority ◆ Bluefield Area Transit ◆ Region I Planning and Development Council
Parties Responsible for Supporting Implementation	◆ West Virginia Department of Transportation, Division of Public Transit will advise the transportation providers of potential grant funding options ◆ Medical facilities and treatment programs served by the route will adjust appointment schedules in consideration of transportation options, when possible ◆ West Virginia Department of Veterans Assistance (DVA) will transfer passengers to the new service, when possible, to reduce duplication of DVA vehicles traveling to Beckley along with public transit routes that also serve the VA

	◆ Churches or businesses where the transfer station is located
Resources Needed	◆ Formal transfer location(s) that offer a safe and sheltered place for passengers to wait. Transfer locations could involve local businesses if those businesses agree to provide the facility. A contract between the local business and the transportation provider must be established prior to implementation ◆ Bus stops and safe passenger waiting areas for the rural route
Potential Cost Range	◆ The costs to implement formal transfer points will vary depending upon the locations and modes of transportation serving the transfer point. Costs could range from minimal fees to share space at an existing business, to construction costs for new facilities ◆ The cost for bus stop signs, benches, and shelters will be consistent with the costs incurred by Bluefield Area Transit or New River Transit Authority for these amenities throughout their service areas ◆ The cost for advertising the new transfer options or route will also vary depending upon how the services are advertised
Potential Funding Sources	◆ FTA Sections 5307, 5339, 5311, or 5310 grant programs ○ Foundation grants or local, state, or Federal (non-U.S. DOT) funding programs to provide up to 50% of the local match for operating costs and 20% local match for capital costs ○ If the service is operated in compliance with Capital Cost of Contracting requirements, local match of 20% (not 50%) is required
Performance Measures or Targets	◆ Number of stops and/or transfer point(s) formally established and advertised ◆ Number of passengers using the route or transfer point(s) for inter-county transportation ◆ Number of trips per hour in the local areas may increase for Councils on Aging and other providers in Wyoming and Summers Counties because their vehicles travel out of the county less frequently
Needs or Gaps Addressed	◆ Creating connections between rural areas and the medical or other services available in the Beckley area ◆ Improved access to fresh food and medical or wellness services ◆ Potential to improve access to employment opportunities in the Beckley area ◆ More affordable option for transportation service that connects the surrounding areas with Beckley, and potentially Charleston, if additional transfer locations are established with other transportation providers serving Kanawha County
Priority Level and/or Timeline	◆ Moderate priority ◆ Implementation will require additional funding for leasing the transfer facility or contracting with a local business for the use of the business or parking lot for transfers; or, additional operating and capital dollars for operating a new route. Therefore, implementation may be targeted for late 2020 or 2021

Goal #6: Increase Local Resources for Medicaid-Eligible Non-Emergency Medical Transportation (NEMT).

During the planning process, local stakeholders emphasized that there is a shortage of non-emergency medical transportation (NEMT) services in the Region. Many local providers find it impossible to provide NEMT transportation within their existing transportation resources. Because

of the shortage of providers, individuals eligible for Medicaid-sponsored transportation may miss important and regular medical treatments. Logisticare is the Medicaid brokerage in the area that works with public, private, and non-profit agencies to coordinated Medicaid NEMT.

Goal #6: Increase Local Resources for Medicaid Eligible Non Emergency Medical Transportation (NEMT).	
Strategy	Public, private, and non-profit transportation providers in the Region will participate in training opportunities for NEMT providers. One highly respected opportunity is the course offered by Community Transportation Association of America (CTAA) for transportation providers and/or brokers new to the NEMT business segment. This course is beneficial for any provider who wishes to participate in the brokerage and has not attended the training, even if that provider has already been participating in the brokerage. The goal of the course is to give transportation providers new tools that will help them be competitive and profitable as a NEMT provider. Similar top-quality training programs are available from other resources including video or instructor-led courses. Contact West Virginia DOT, Division of Public Transit for additional references.
Action Steps	1. Agencies that are now or would consider providing NEMT will select a range of dates when they can participate in a shared training. Then, a leader for the group will contact CTAA to request a one- or two-day class.
	2. Participating agencies will approach State and local organizations for potential funding to support the training. A grant application may be required. Many statewide and national organizations have an interest in improving access to medical care for individuals in rural, Appalachian counties. Through the grant application, these agencies may be able to assist the local transportation providers.
	3. Once funding is secured, attend the training.
	4. Following the training, agencies will continue to meet with each other and with Logisticare to recommend improvements in the brokerage system so that more local providers have an opportunity to participate and, therefore, improve access to medical care for residents in Region I counties.
Parties Responsible for Leading Implementation	◆ Transportation providers currently providing NEMT but would like to see improvements in the brokerage process ◆ Transportation providers who have never or are no longer providing NEMT because it was not feasible within the agency's transportation program resources
Parties Responsible for Supporting Implementation	◆ West Virginia Department of Transportation, Division of Public Transit will advise the transportation providers on potential grant funding options ◆ Medical facilities and treatment programs that would benefit from improved NEMT transportation options may be available to partially subsidize the training
Resources Needed	◆ Participants for the training ◆ Funding to cover the training cost

Potential Cost Range	◆ One-day classes cost approximately \$3,500 to \$4,000; two-day classes cost approximately \$6,500 to \$7,000 ○ Additional information about the CTAA training program is available at www.ctaa.org/customized-classroom-training ◆ Other programs are available at a similar cost
Potential Funding Sources	◆ Local grants ◆ State funding programs ◆ Transit organizations ◆ National grants and foundations supporting access to medical care for rural and/or Appalachian counties
Performance Measures or Targets	◆ Agencies participate in the training and are able to become NEMT providers ◆ Increase in the number of agencies participating in the NEMT brokerage from Region I and providing trips on a regular basis
Needs or Gaps Addressed	◆ Increasing the number of NEMT providers to serve demand in the area ◆ Improved access to medical and addiction treatment services for Medicaid-eligible individuals
Priority Level and/or Timeline	◆ High priority ◆ 2020 through 2022

SUMMARY OF GOALS AND PRIORITIES

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

Goals	Needs Addressed	Implementation Timeline					
		2019	2020	2021	2022	2023	2024
1. Improve Communication Among Transportation Providers and Stakeholders in the Region and Throughout West Virginia	Coordinated planning with partner organizations						
	Identify new funding or opportunities to reduce costs						
	Expand existing service areas or hours of operation to address needs						
2. Maintain current levels of transportation	Transportation in remote areas						
	Access to food, agency appointments, medical, etc.						
	Improved awareness of available service						
3. Create and Fill a Mobility Manager Position to Address Transportation Challenges Specific to Region I	More people will be aware of public transportation options						
	Continue to identify and address needs						
	More coordination of trips across county lines						
	Improved information about transportation service availability						
4. Support Regional Connectivity with Formal Transfer Points between Raleigh and Wyoming Counties and Raleigh and Summers Counties	Assistance to help people find transportation						
	Create connections between rural areas and medical services						
	Improve access to fresh food and medical or wellness services						
	Potential to improve access to employment opportunities						
5. Support Regional Connectivity with a North-South Route or Formal Transfer Point in the Ghent or Flat Top Area	More affordable options for transportation to surrounding areas						
	Create connections between rural areas and medical services						
	Improve access to fresh food and medical or wellness services						
	Potential to improve access to employment opportunities						
6. Increase Local Resources for Medicaid-Eligible Non-Emergency Medical Transportation (NEMT)	More affordable options for transportation to surrounding areas						
	Increasing the number of NEMT providers in the area						
	Improved access to medical and addiction treatment services for Medicaid-eligible individuals						

Appendix A

Outreach

COORDINATED PLAN CHECKLIST

Focus Groups, Workshops, and Public Meetings

Stakeholder and General Public Meetings

Date: Meeting: (1) November 9, 2018 from 10:00 AM to 11:30 AM
(2) February 19, 2019 from 10:00 AM to 12:00 PM

Location: Bluefield Area Transit 3208 John Nash Blvd., Bluefield, WV 24701

Invitations Distributed

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

☒ Email: Meeting 2: Date Sent: January 28, 2019

☒ Newspaper Notice (list of papers):

Bluefield Daily Telegraph; The Monroe Watchman; Independent Herald; Williamson Daily News; Register-Herald; Fox affiliate in Raleigh County

☒ 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: 21

Meeting 2: 16

☒ Invitation letter and mailing list attached

☒ Copy of flyers, brochures, etc.

☒ Attendee List/Sign-in Sheet attached

☒ Public Meeting Presentation included

Surveys

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

☒ Web Posting: Survey Monkey

☒ E-mail upon request

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

☒ Distributed in local community/senior centers, etc.

☒ Information was provided in alternative formats, upon request

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

Number of Paper Surveys Distributed: 300

Total number of electronic and paper surveys completed: 139

Other Outreach Efforts

☒ Flyers

☒ Meetings were available on GoToMeeting for those who could not attend in person

☒ Statewide Webinar facilitated to discuss coordinated transportation, particularly for medical needs

☒ Presentation about coordinated transportation and the upcoming plans was provided at the WVTCC Quarterly Meeting

☒ Other (i.e., Telephone interviews with key stakeholders)

Dear Transportation Stakeholder:

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

The DPT is working with RLS & Associates, Inc. to update the plans. A local public meeting is scheduled for **Friday, November 9, 2018 from 10:00 AM to 11:30 AM at Bluefield Area Transit, 3208 John Nash Blvd, Bluefield, WV 24701**. The meeting will be an opportunity to discuss gaps in transportation service, opportunities, and priorities for addressing the identified gaps through coordinated transportation. Transportation stakeholders will be asked to share their concerns about the challenges to coordinating services. A second, follow-up meeting will be held in the spring of 2019 to prioritize goals and strategies for transportation coordination.

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

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

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

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

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

We look forward to seeing you at the meeting.

Sincerely,

A handwritten signature in blue ink, appearing to read 'W. Robinson', with a stylized flourish at the end.

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

Stakeholder Contact List

Name

Ramona McNeely-Stanley

Patrick McKinney, CCTM, Special Projects

Sam Pennington, Administrator

Dr. Marsha V. Krotseng

Travis Helmondollar, Program Director

Oraetta Hubbard, Executive Director

Robert Rappold, Mayor

Ron Martin, Mayor

Larry Barber, Mayor

Joe Blankenship, Mayor

Vondelere Scott, Mayor

Virginia Calhoun-Lusk, Mayor

David Graham, Mayor

Robert Beavers, Mayor

Reba J. Honaker, Mayor

Gregory Puckett

Dr. Kendra S. Boggess, President

Jennifer Gibson, Executive Director

Rick Cornett, President & CEO

Gordon Lambert

Lisa Sanderson, Executive Director

Kathie Whitt

Gene Buckner

Michael Shane Ashley

Jeffrey J. McBee, Director

Jeana Comer Carr, Director

Company

AARP

Ambassador Limo & Taxi Service

Appalachian Area Agency on Aging

Best Ambulance

Bluefield Area Transit

Bluefield Rescue Squad

Bluefield State College

C.A.S.E Headstart

CASE WV

City of Beckley

City of Bluefield

City of Gary

City of Hinton

City of Keystone

City of Mullens

City of Princeton

City of War

City of Welch

Classic Limousine Service

Community Action

Community Connections, Inc.

Concord University

Council on Aging

DHHR

DHHR

DHHR

DHHR

DHHR

DHHR

Faith in Action of Mercer County, Inc.

Family Refuge Center

FMRS Health Systems, Inc.

Glenwood Park Inc.

Integrated Resources, Inc.

Jan-Care Ambulance Service, Inc.

McDowell Continuous Care Center

McDowell County Commission

McDowell County Commission on Aging

McDowell County F.A.C.E.S

McDowell County Head Start

Mercer Continuous Care Center

Mercer County Commission

Monroe County Coalition for Children and Families

Monroe County Commission

Monroe County Council on Aging

Monroe County Head Start

Stakeholder Contact List

Dreama Padgett, CEO
Anne Weeks, President and CEO

Dr. Patricia B. Huber
Andy Austin, Director
Amber Hinkle, Executive Director
Jeffrey Lilley, CEO

David Johnston
David Tolliver
Jack Tanner, Executive Director
Bob Cary, Transportation Director

Jason Roberts, Executive Directors
Shanita Evans, Executive Director
Judy Akers, CEO

Bill Lightner
Linville Goins, Executive Director
Billy Pantili, President

Dorothy Wilson, Mayor
Timothy Pike, Mayor
Noah Ervin Horn, Mayor
Louise Stoker, Mayor
Kenneth Gentry, Mayor
Eddie Patrick, Mayor
Joe Ford, Mayor
Kenneth Allen, Mayor
Wayne Houck, Mayor
Marsha Howell, Mayor
Carol Sizemore, Mayor
Mary Nelson, Mayor
T.H. Evans Jr., Mayor
Michael Lively, Mayor
Mike Kodak, Mayor
Danny Barr, Mayor
Caroline S. Sparks, Mayor
Rob Rappold, Mayor

Toni Boyd, Section 5310 Program Administrator
Gerald Lang
Silas Mullins, Jr.
Tina Acord

Mountain Heart Community Services, Inc. Head Start
Mountain State Center for Independent Living
Mullens Manor Assisted Living
New River Community College
New River Transit Authority
Open Doors Inc.
Princeton Community Hospital
Princeton Healthcare Center
Princeton Rescue Squad
Raleigh County Commission
Raleigh County Commission on Aging
Raleigh County Community Action Association
Raleigh County FRN
Region I Planning & Development Council
S.A.F.E
Southern Highlands Community MHC
Springfield Center Nursing Home
Summers County Commission
Summers County Council on Aging
Taxi One
They Maybeury Clinic
Town of Anawalt
Town of Athens
Town of Bradshaw
Town of Bramwell
Town of Davy
Town of Kimball
Town of Iaeger
Town of Lester
Town of Mabscott
Town of Matoaka
Town of Northfork
Town of Oakvale
Town of Oceana
Town of Peterstown
Town of Pineville
Town of Sophia
Town of Union
City of Beckley
Tug River Health Association
Veterans Administration Transport
Welch Emergency Hospital
Workforce West Virginia
WV Division of Public Transit, Bill Robinson,
Executive Director
West Virginia University Beckley
Wyoming County Commission
Wyoming County FRN

Stakeholder Contact List

Christina Meyer

John Tuggle, Executive Director

MTM

Region 4 Planning and Development Council

American Cancer Society

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 Mercer, McDowell, Monroe,
Summers, Raleigh and Wyoming Counties.

All are invited!

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

Friday, November 9, 2018 10:00 AM to 11:30 AM Bluefield Area Transit 3208 John Nash Blvd, Bluefield, WV 24701
--

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

Parking is available at Bluefield Area Transit. For a directory of transportation
providers in your county, visit
<https://transportation.wv.gov/publictransit/Pages/OnlineDirectory.aspx>.

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

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

For Immediate Release

Date: October 25, 2018

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

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

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

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

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

Coordinated Plan Input Meeting for Mercer, McDowell, Monroe, Summers, Raleigh and Wyoming Counties (Region I)

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

Bluefield Area Transit
3208 John Nash Blvd
Bluefield, WV 24701

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

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

###

 **Moving Public Transportation
Into the Future**

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

Presented November 9, 2018
By Laura Brown, Senior Associate RLS & Associates, Inc.
3131 Dixie Hwy. Suite 545 Dayton, OH 45439

www.rlsandassoc.com



Meeting Objectives

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

3

Why Do We Do Coordination Plans?

Why Were Plans Developed?

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

Why it is Important to Participate

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

Section 5310 Program

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

6

Section 5310 Program

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

7

FAST Act Highlights

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

8

FAST Act Highlights

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

9

Access and Mobility Partnership

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

10

Innovative Coordinated Access & Mobility (ICAM)

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

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2016 ICAM Examples

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

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Human Services Coordination Research (HSCR) Grants

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

13

Human Services Coordination Research (HSCR) Grants

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

14

Recent History of WV Coordinated Plans

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

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Stakeholder Participation Goal in the 2019 Plan Update

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

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Recent History of Coordinated Transportation Plans

Participants in Previous Region I Plans

- | | |
|---|--|
| <ul style="list-style-type: none"> ♦ Bluefield Area Transit ♦ CASE WV Commission on Aging ♦ FMRS Health Systems, Inc. ♦ Integrated Resources, Inc. ♦ McDowell County Commission on Aging ♦ Monroe County Council on Aging ♦ Mountain State Centers for Independent Living ♦ New River Transit Authority | <ul style="list-style-type: none"> ♦ Raleigh County Commission on Aging ♦ Raleigh County Community Action Association ♦ Southern Highlands Community Mental Health Center ♦ Summers County Council on Aging, Inc. ♦ S.A.F.E. – Stop Abusive Family Environments, Inc. ♦ Council on Aging, Inc. (Wyoming County) ♦ Greyhound Lines |
|---|--|

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UPDATE OF CURRENT RESOURCES AND UNMET NEEDS

18

2014/2015 Unmet Needs

- ♦ Access to Transportation (Geographic)
- ♦ Non-Emergency Medical Trips
- ♦ Capital Resources & Capacity Limitations
- ♦ Service Hours
- ♦ Passenger Eligibility
- ♦ Improve Public Education

19

2014/2015 Goals

1. Improve Communication Among Transportation Providers
 - Begin Quarterly Coordination Meetings
 - Distribute the Coordinated Plan
 - Create an Information and Referral System for Agency Consumers and the General Public
 - Potentially Need a Mobility Manager

20

2014/2015 Goals

2. Sustain and Improve Transportation for Older Adults, Individuals with Disabilities, People with Low Incomes
 - Identify Methods of Communication that Allow Close Communication with Drivers
 - Identify Resources for Vehicle Replacement and Expansion
 - Implement Shared Driver Training
 - Coordinate Vehicle Replacement Schedules

21

2014/2015 Goals

3. Continue to Control Operating and Capital Costs and Address Lack of Funding
 - Discuss and Solve Inefficiencies
 - Decrease Eligibility Limitations
 - Coordinate Medical Trips with Medical Facilities
 - Consider Alternately Fueled Vehicles
 - Coordinate Increased Service to McDowell County
 - McDowell COA and BAT will Share Trips
 - Research Funding Options with Veterans Administration

22

2014/2015 Goals

4. Coordinate or Pool Resources and Eliminate Duplication of Services and Functions
 - Establish a Pool of Back-Up Vehicles
 - Institute a Driver Training Course

23

2014/2015 Goals

5. Determine if Public Transportation is Needed/Feasible in Summers & Wyoming Counties
 - Determine the Unmet Need and Demand
 - Needs Assessment/Feasibility Study

24

2014/2015 Goals

6. Expand Hours, Days, and Area of Transportation Services & Expand Eligibility Requirements to Include Age 55 and Under
 - o Secure Local Match Funds
 - o Contract with Private Operators
 - o Seek Grants to Fund After-School Transportation
 - o Analyze Current Trip Demand in Raleigh County

25

2014/2015 Goals

6. Implement a Broad Public Education Campaign about Transportation
 - o Establish Goals to Improve Outreach
 - o Create a Brochure
 - o Develop a Regional Marketing Study

26



Progress on 2015 Goals

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

27

New Goals and Priorities

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

28

NEXT STEPS FOR THE PLANNING PROCESS

29

Update Inventory and Needs Assessment

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

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Meeting 1

Public Meeting #2

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

31



Questions?

FOLLOW UP QUESTIONS:

- RLS & Associates, Inc.
 - (813) 482-8828 Direct Phone
 - (937)-299-5007 Main Office Phone
 - (937) 299-1055 Fax
 - lbrown@rlsandassoc.com

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www.rlsandassoc.com

West Virginia Coordinated Plan Update

Date: Nov. 9, 2018

Input Meeting Sign-In Sheet

Location: Bluefield Area Transit

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
MARY REDMAN	FMR'S HEALTH SYSTEMS INC 101 S. EISENHOWER DR Beckley WV 25801	304-256-7100	mredman@fmr's.org
REBECCA JENNINGS	WVDHHR MERCER DISTRICT 350 DAVIS ST PRINCETON, WV 24739	304-425-8738 EXT 2048	REBECCA.A.JENNINGS@WV.GOV
Daniel Simmons	Raleigh County Commission on Aging 169 S. Kanawha Street, Beckley 25801	304-255-1397 Ext 108	daniel-simmons@raleighseniors.org
Amber Laws	Monroe County Council on Aging 8395 Seneca Trail South Linde, WV 24951	304-753-4384 ext 2	amber@mccoa.wv.net
Rebecca Bivens	Appalachian Area Agency 1460 main st Princeton, WV 24740	304-425-1147	LRTBivens@gmail.com
Jewell Stamper	CASE WV Commission on Aging P.O. BOX 1507 Princeton WV 24740	304-425-9104	jstamper@CASEWV.org
Shanita Franz	MCCOA 725 Stewart Street Welch WV 24801	304-436-6588	shanita@mcnaelleen.org
Jessica Massey	Raleigh County Community Action - 111 W. now Ln Beckley WV	304-894-8918	Jessica.Massey@rcca.org
Heather Lilly	New River Transit 360 Prince St. Beckley, WV 25801	304-894-8918	heatherlilly.nrt@yahoo.com
Andy Austin	New River Transit 360 Prince Street Beckley, WV 25801	304-894-8918	ap.austin@yahoo.com
Carl Pennington	Southern Highlands CmHC 200 12th Street Ext. Princeton WV 24740	304-425-9541	carlpennington@shcmhc.com
Lisa Jones	Southern Highlands CmHC 200 12th St Ext Princeton WV 24739	304 818 2260	ljsjones@shcmhc.com
Tammy Bennett	Bluefield Area Transit	304.327.8418	tbennett@ridethebat166.com
John Reeves	Bluefield Area Transit	304-327-8418	jreeves@ridethebatbus.com

West Virginia Coordinated Plan Update

Date: Nov. 9, 2018

Input Meeting Sign-In Sheet

Location: Bluefield Area Transit

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Donald Eugene Milam			
Donald Eugene Milam	Hinton WV 120 2nd Avenue 25951	(304) 466-4019 304 660-9038 cell	
Laura Martin	Family Refuge Center PO Box 249 Lewisburg, WV 24901	304-645-6324	LauraM@familyrefugecenter.org
RAMONA Stanley	Appalachian Area Agency on Aging	304-425-1147	stanleyramona@citlink.net
Jeff Rakes	Region I Planning & Development Council	304-431-7225	jeffr@regiononepdc.org
Darryl Cannady	South Central Ed. Dev	304-325-6105	Sced 1 @EarthLink.net
Jennifer Gibson	Wayne Co. COA	Participated by govt only.	gibsonj@wccoa.com
Donald Reed	McDowell Co. COA	304-436-6588	donald@mcDowellcoa.org

For Immediate Release

Date: February 6, 2019

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

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

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

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

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

Coordinated Plan Input Meeting for Mercer, McDowell, Monroe, Summers, Raleigh and Wyoming Counties (Region I)

Tuesday, February 19, 2019, 10:00 AM to 12:00 PM
Bluefield Area Transit
3208 John Nash Blvd
Bluefield, WV 24701

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

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

###



Laura Brown <lbrown@rlsandassoc.com>

Follow-Up Region I Coordinated Public Transit-Human Services Transportation Plan Update Feb. 19

1 message

Laura Brown <lbrown@rlsandassoc.com>

Mon, Jan 28, 2019 at 1:05 PM

To: "mredman@fmrs.org" <mredman@fmrs.org>, rebecca.a.jennings@wv.gov, daniel.simmons@raleighseniors.org, amber@mccogwv.net, lrtbivens@gmail.com, jstamper@casgwv.org, shanita@mcdowellcoa.org, jessica.massey@rccoa.org, heatherlilly.nrt@yahoo.com, ap.austin@yahoo.com, carlpennington@shcmhc.com, Lisa Jones <lisajones@shcmhc.com>, tbennett@ridethebatbus.com, jreeves@ridethebatbus.com, stanleyramona@citilink.net, PSC BEST <jbhylton@bestambulance.org>, bluefieldrescue@frontiernet.net, sbgraham@casewv.org, cityofwar@wv.securespeed.us, wvclassictimoservice@yahoo.com, gibsonj@wccoa.com, lmorgan@int-res-inc.com, facesfrn@yahoo.com, mccoal.mike@yahoo.com, jlcarr@access.k12.wv.us, aoweeks@mtstcil.org, hpoff@pchonline.org, davidjohnston@princetonrescue.com, sevenssafe@yahoo.com, sccoalg@suddenlinkmail.com, bpantili@frontiernet.net, townhall24817@frontier.com, cmeyer@mtm-inc.net, jeffr@regiononepdc.org, sced1@earthlink.net, Donald Reed <donald@mcdowellcoa.org>, Lln.gons@summersseniors.com, lisa@mcdowellcoa.org, michelle@mcdowellcoa.org, pwaddell@coalfieldcap.org, andy@rccaa.org, pseamann@jancare.com
Cc: "Cindy.E.Fish@wv.gov" <Cindy.E.Fish@wv.gov>, Christy Campoll <ccampoll@rlsandassoc.com>, lauram@familyrefugecenter.org

Hello,

Please mark your calendars and plan to attend the follow-up meeting for the Coordinated Public Transit-Human Services Transportation Plan Update. At this meeting, we will discuss potential goals and implementation actions for Region I - Mercer, McDowell, Monroe, Summers, Wyoming, and Raleigh Counties. Please RSVP by responding to this email.

Tuesday, Feb. 19, 2019 from 9:30 AM to 11:30 AM

At:

**Bluefield Area Transit
3208 John Nash Blvd.
Bluefield, WV 24701**

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

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

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

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

Laura

Laura Brown | Senior Associate

Sumter, South Carolina

Direct: (813) 482-8828 | Dayton Office: (937) 299-5007 | www.rlsandassoc.com

RLS & Associates, Inc...Celebrating Over 31 Years of Service to the Transit Industry



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



**Moving Public Transportation
Into the Future**

2019 West Virginia Region 1 Coordinated Public Transit-Human Services Transportation Plan Update

Presented on February 19, 2019
by Laura Brown, Senior Associate, RLS & Associates, Inc.
3131 South Dixie Hwy, Suite 545 Dayton, Ohio
(937) 299-5007

www.rlsandassoc.com



Meeting Objectives

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

www.rlsandassoc.com



Why Are Plans Developed?

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

4

Why Are Plans Developed?

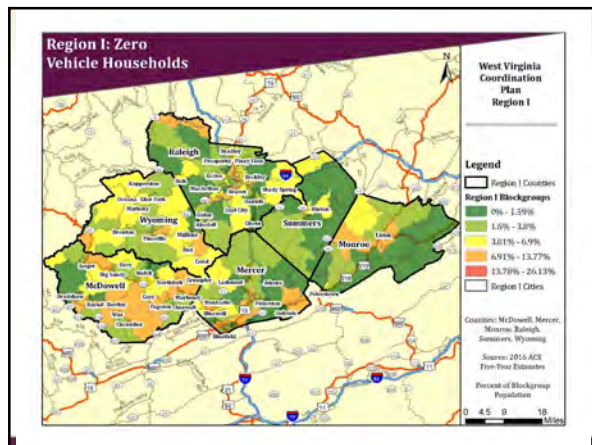
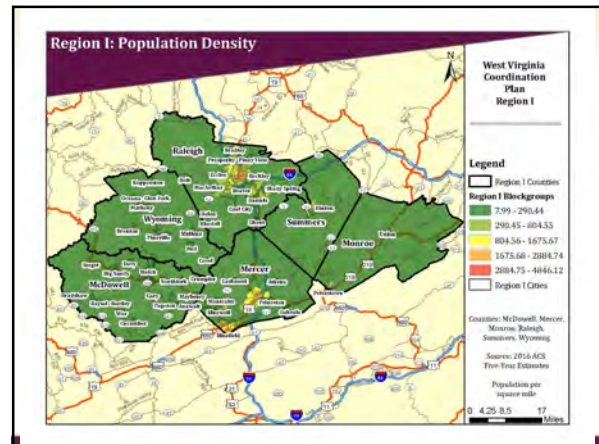
- ♦ Integrate Network of Partners
- ♦ Take Incremental Steps to Improve Mobility
- ♦ Benefits
 - Increased Number of Trips with More Efficiency
 - Improved Service Quality Standards Across Multiple Types of Providers
 - Potential to Leverage New Funding or Increase/Sustain Existing Funding Levels

5



What Does it Take to Coordinate?

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



Needs/Gaps Assessment

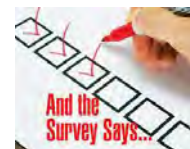
- ♦ Early morning and weekend trips
- ♦ More drivers and vehicles
- ♦ Summer County has no regional service connectivity
- ♦ Concern about shelters and sidewalks for transfers
- ♦ Opportunities for communication from regions with State about needs in local communities
- ♦ Need for Mobility Management
- ♦ Need for Coordination
- ♦ Employment transportation at shift changes

Challenges

- ♦ Some agencies struggle to have enough drivers
- ♦ Broker system has made it more difficult to coordinate – Can't work together to coordinate trips – Everything goes through NEMT Provider
- ♦ Covering as much need as possible but funding creates limitations
- ♦ Turning down NEMT trips because not enough vehicles
- ♦ No local hospitals in Wyoming County
 - Go to Raleigh or Mercer Counties

Public Survey Results

- ♦ Transportation Mode
 - 80% Drive; 20% Ride with a Friend/Family
 - 6% Use Medicaid or Human Service Agency Sponsored Provider
 - 4% Use Public Transit

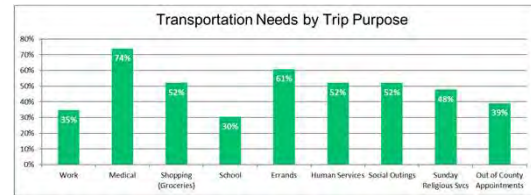


Public Survey Results

- ♦ Transportation Need
 - 83% Have No Transportation Limitations
 - 12% Need Transportation to Run Errands
 - 9% Don't Go to Medical Appointments
 - 8% Don't Go to Wellness Appointments
 - 7% Have Difficulty Getting to Work
 - 6% Need a Wheelchair Accessible Vehicle
 - 6% Can't Go to Faith-Based Services on Sunday

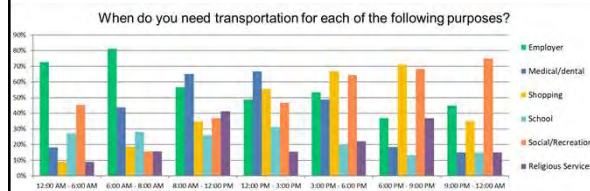
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Public Survey Results



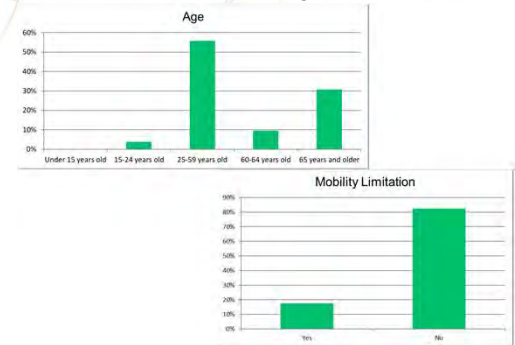
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Public Survey Results



15

Public Survey Results



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Commuter Patterns

County of Employment

	Mercer	McDowell	Monroe	Summers	Wyoming	Raleigh	Total
Mercer	11865	614	61	138	292	1701	14671
McDowell	286	1965	1	7	279	213	2751
Monroe	253	5	933	85	20	157	1453
Summers	241	13	76	1029	32	674	2065
Wyoming	195	208	2	30	2067	759	3261
Raleigh	845	151	18	165	437	15504	17120
Total	13685	2956	1091	1454	3127	19008	

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Trip Generators - Medical



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Trip Generators - Shopping

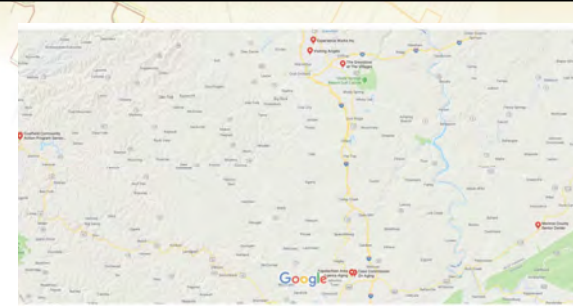


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Trip Generators - DHHR



20



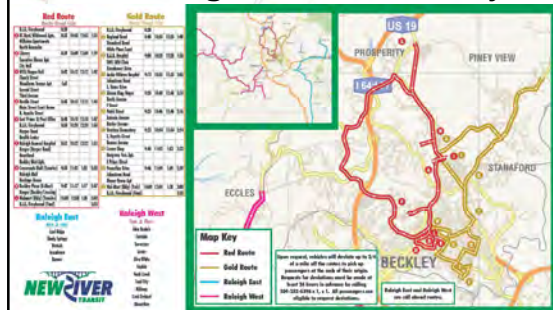
21

Existing Services - Fayette



22

Existing Services - Beckley



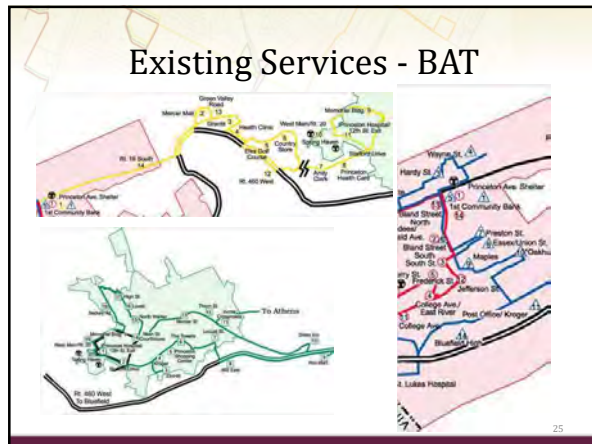
23

Existing Services

- ♦ Raleigh County Community Action Agency
 - Public Transit in Raleigh and Fayette County under Contract with New River Transit Authority
 - Schedule at NRTA
 - Demand Response
 - Regional



24



Existing Services - Mercer

- ♦ CASE WV COA
 - Senior Citizen Transportation
 - 7:30 AM to 3:30 PM, M-F
- ♦ Community Action Agency of SE WV
 - Seniors/People with Disabilities/NEMT
 - 8:00 AM to 3:00 PM, M-F
- ♦ Southern Highlands Community MH
 - Clients in Mercer, McDowell, Wyoming Cos./NEMT
 - M-F & Weekends (as needed)

26

Existing Services - Wyoming

- ♦ Wyoming County Council on Aging
 - Transportation for Seniors in Wyoming County
 - Mullens
 - Pineville
 - Oceana
 - Other Rural Areas
 - NEMT
 - 6:00 AM to 6:00 PM, M-F

27

Existing Services - McDowell

- ♦ McDowell County Commission on Aging
 - Senior Citizen Transportation
 - NEMT
 - 7:30 AM to 4:00 PM, M-F
- ♦ Southern Highlands Community Mental Health
 - Clients and NEMT

28

Existing Services - Summers

- ♦ Summers County Council on Aging
 - Seniors and People with Disabilities
 - Summers County Service Area
 - NEMT
 - 8:00 AM to 4:00 PM, M-F

29

Existing Services - Monroe

- ♦ Monroe County Council on Aging
 - Seniors and People with Disabilities
 - Monroe County
 - Mainly to Health and Nutrition Sites
 - NEMT
 - 8:00 AM to 4:00 PM, M-F
- ♦ Family Refuge Center, Inc.
 - Clients
 - NEMT
 - 9:00 AM to 5:00 PM, M-F; on-call emergency

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Needs Assessment-Summary

- ◆ 17% of public survey respondents have transportation limitations
 - 74% need medical-related transportation
 - 35% need employment-related transportation
 - 50% to 60% need to do day-to-day errands
- ◆ Zero Vehicle Households
 - Southern McDowell and Mercer Counties have relatively higher densities
 - Wyoming and Raleigh have moderately high densities

31

Needs Assessment-Summary

- ◆ Early morning needs are mostly for employment and medical purposes
- ◆ Evening needs are mostly for social and recreational purposes

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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

34

Draft Statewide Goal #1



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

35

Draft Statewide Goal #1

Objectives

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

36

Draft Statewide Goal #1

Action Steps

1. Create a Coordinated Transportation Coalition (CTC)
 1. Meet Quarterly
2. Distribute the Updated Coordinated Plan
3. Establish an Effective Communication Network among the Coordination Partners
 1. Resource Guide and Electronic Method of Information Sharing

37

Draft Statewide Goal #1

Action Steps

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

38

Draft Statewide Goal #2

Develop Coordinated Outreach Efforts



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Draft Statewide Goal #2

Develop Coordinated Outreach Efforts

Objectives

1. Educate the Public About Transportation Options – Public, Agency, Private
2. Hire a Regional/Multi-Regional Mobility Manager
 - Coordinate Available Services
 - Support the Local Coordinated Transportation Coalition (CTC) Activities
 - Assist Transit Dependent Individuals

40

Mobility Management

What does a Mobility Manager do?

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



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Draft Statewide Goal #2

Action Steps

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

42

Draft Statewide Goal #2

Action Steps

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

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Draft Statewide Goal #3

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

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Draft Statewide Goal #3

Objectives

1. Acquire Vehicles
 - Safe on All Types of Rural Roadways
 - Comfortable for People with Disabilities
2. Ensure that Wheelchair Lift Maintenance is Available to All Transportation Providers

45

Draft Statewide Goal #3

Action Steps

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

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Draft Statewide Goal #3

Action Steps

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

47

Regional Goals 1

- ♦ Regional Connectivity from Rural Areas to NRTA and BAT
 - Purposes
 - Medical
 - Employment
 - Shopping/Wellness
 - Transfer Centers
 - Facilities?
 - Wyoming County to Raleigh County

48

Regional Goals 2

- ◆ Expand Hours of Operation
 - Wyoming County
 - Until 7:00 PM, M-F
 - Employment and Social/Recreational Activities
 - Start with a single vehicle to connect with NRTA
- ◆ Expand Days of Operation
 - Saturday Service
 - Location?
 - Purpose?

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Regional Goals 3

- ◆ Access to Fresh Food
 - Rural Areas
 - Mobile Food Pantry
- ◆ Access to Wellness Appointments and Treatment
 - Non-Seniors
 - One-Call/One-Click for Last Resort
- ◆ Coordination with Medicaid Brokerage
- ◆ Coordinate with Veterans Administration

50

Regional Goals 4

- ◆ Connectivity between BRT and NRTA Service Areas
 - Along the I-77 Corridor

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Next Steps

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

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Questions?

FOLLOW UP QUESTIONS:

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

Lbrown@rlsandassoc.com

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www.rlsandassoc.com

Bus and Paratransit-Related Contract Services

Type of Contract: Percent of Contract Eligible for 80 Percent Federal Share

- Service Contract (contractor provides maintenance and transit service; recipient provides vehicles) 40 percent.
- Service Contract (contractor provides transit service only; recipient provides vehicles and maintenance) 0 percent.
- Vehicle Maintenance Contract (contractor provides maintenance; recipient provides vehicles and transit service) 100 percent.
- Vehicle Lease Contract (contractor provides vehicles; recipient provides maintenance and transit service) 100 percent.
- Maintenance/Lease Contract (contractor provides vehicles and maintenance; recipient provides transit service) 100 percent.
- Turnkey Contract (contractor provides vehicles, maintenance, and transit service) 50 percent.
- Vehicle/Service Contract (contractor provides vehicles and transit service; recipient provides maintenance) 10 percent.

Meeting Sign-In Sheet

Date and Time: 2/19/2019

Location: Bluefield WV

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Robin Hatcher	PO Box 458 Mullens Council on Aging	304 294 8800	robin.hatcher@wccoa.com
Martha Cook	Integrated Resources PO Box 835 Mullens WV	304.294-5610	mcook@iriwv.com
Ed Walker	Same	304-294-5610	ewalker@iriwv.com
Shanita Evans	MCCOA 125 Stewart St Welch, WV 24801	304-436-6588	shanita@mcdowellcoa.org
Chana Patterson	AAAA and Monroe (Princeton) County CoA	304-320-1034	pattersonc28@myca.concord.edu
Jewell Stamper	CASEN COA	304 425 9104	jstamper@CASEN.ORG
Andy Austin	New River Transit	304-894-8418	a-p.austin@yahoo.com
Angela Norman	FMRS 101 S. Eisenhower Dr. Beckley, WV	304-256-7100	anorman@fmrs.org
Amanda Moore	Family Refuge Center PO Box 249 Lewisburg, WV 24901	304-645-6334 or 681-282-5577	amanda.m@familyrefugecenter.org
John Reeves	Bluefield Area Transit 3208 John Nash Blvd Bluefield WV 24701	304-327-8418	jreeves@ride the blue bus.com
Tammy Bennett	BAT 3208 John Nash Blvd Bluefield WV 24701	304.327.8418	tbennett@ride the blue bus.com

Meeting Sign-In Sheet

Date and Time: 2-19-19Location: Bluefield WV

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Russell Long	Logisticare	304-550-9134	russell.long@logisticare.com
Sheldon LeMay	FRMPD	304-431-7225	Sheldon@regiononepdc.org
Jason Roberts	FAMPC/Region I	304-431-7225	jasonroberts@regiononepdc.org
Bill Robinson	WVAPT	304-558-0408	bill.c.robinson@wv.gov
Daniel Simmons	Raleigh County Commission on Aging, Inc.	304-255-1377 x108	daniel.simmons@raleighseniors.org

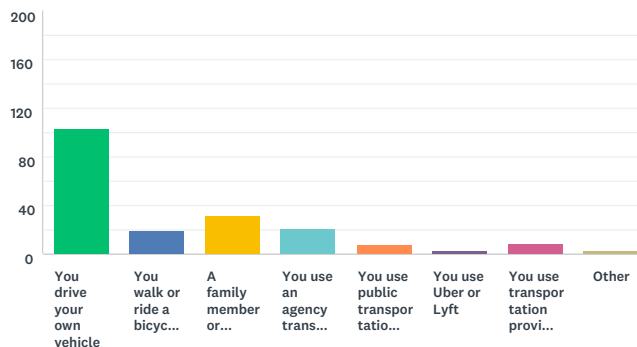
Appendix B

Public Survey Data

West Virginia Coordinated Transportation Plan Update 2018-19

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

Answered: 138 Skipped: 1



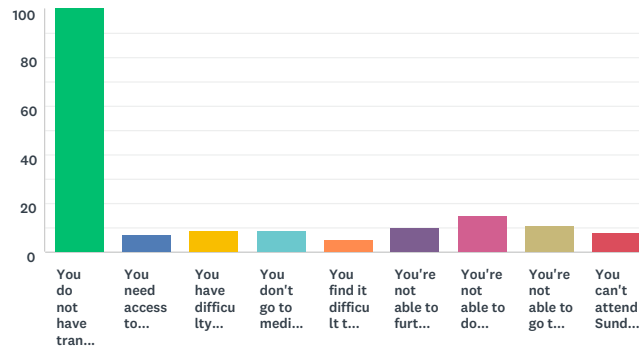
ANSWER CHOICES	RESPONSES	
You drive your own vehicle	74.64%	103
You walk or ride a bicycle (other than for exercise)	13.77%	19
A family member or friend takes you where you need to go	23.19%	32
You use an agency transportation service to take you where you need to go (for example, a senior transportation program)	15.22%	21
You use public transportation to take you where you need to go	5.80%	8
You use Uber or Lyft	2.17%	3
You use transportation provided through Medicaid to get to medical appointments	6.52%	9
Other	2.17%	3
Total Respondents: 138		

#	PLEASE WRITE IN THE NAME OF THE AGENCY OR PUBLIC TRANSPORTATION PROVIDER	DATE
1	Case Commission on Aging	3/27/2019 8:52 AM
2	Sr. Transportation Program + Medicaid	3/27/2019 8:51 AM
3	Case or EMS	3/27/2019 7:56 AM
4	Case - Aging	3/27/2019 7:53 AM
5	60+ other senior trips	3/27/2019 7:45 AM
6	Case	3/27/2019 7:40 AM
7	Case Commission on Aging	3/27/2019 7:35 AM
8	Commission on Aging	3/27/2019 7:34 AM
9	Commission on Aging	3/27/2019 7:34 AM
10	Case Senior	3/27/2019 7:33 AM
11	Case Commission on Aging	3/27/2019 7:31 AM
12	CASE Commission on Aging	3/6/2019 11:19 AM
13	Logisticare	2/26/2019 9:48 AM
14	We need more reliable public transportation especially people with small preschool age children!	1/16/2019 11:01 AM
15	PCI	1/15/2019 8:40 AM
16	MTM	11/8/2018 9:23 AM
17	Commission on aging mcdowell	11/8/2018 8:48 AM
18	McDowell County Commission on Aging	11/8/2018 6:10 AM
19	New River Transit	11/1/2018 5:35 PM
20	green cab	10/30/2018 8:43 AM
21	I use public transportation in Chicago as my only form	10/30/2018 8:35 AM

West Virginia Coordinated Transportation Plan Update 2018-19

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

Answered: 123 Skipped: 16



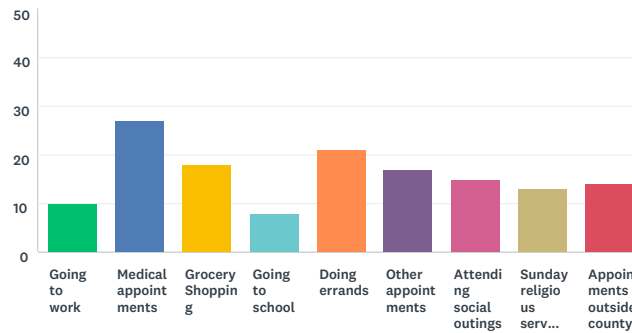
ANSWER CHOICES		RESPONSES	
You do not have transportation limitations		81.30%	100
You need access to wheelchair accessible vehicles		5.69%	7
You have difficulty getting to work because you don't have reliable transportation		7.32%	9
You don't go to medical appointments because you don't have reliable transportation		7.32%	9
You find it difficult to feed yourself or your family because you don't have reliable transportation		4.07%	5
You're not able to further your education because you don't have reliable transportation		8.13%	10
You're not able to do errands because you don't have reliable transportation		12.20%	15
You're not able to go to other appointments (social services, legal, etc.) because you don't have reliable transportation		8.94%	11
You can't attend Sunday religious services because you don't have reliable transportation		6.50%	8
Total Respondents: 123			

#	OTHER (PLEASE SPECIFY)	DATE
1	Case on Aging helps me	3/27/2019 7:56 AM
2	I ride with my son or granddaughter. Sometimes I drive myself.	3/27/2019 7:48 AM
3	Mornings only	3/27/2019 7:40 AM
4	Use walker	3/27/2019 7:33 AM
5	Yes, I would love to return to school, and work but no transportation working on my license though.	2/26/2019 9:48 AM
6	My mother is 84 and suffers from RA	1/18/2019 7:57 AM
7	My transportation is old and sometimes it is difficult to keep appointments and get where we need to go due to costly repairs.	1/17/2019 1:41 PM
8	One car family & husband uses said vehicle for work. He works 40-60 hours a week!	1/16/2019 11:01 AM
9	Not me but I know so many other that have all these limitations	10/30/2018 8:35 AM

West Virginia Coordinated Transportation Plan Update 2018-19

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

Answered: 36 Skipped: 103



Going to work	27.78%	10
Medical appointments	75.00%	27
Grocery Shopping	50.00%	18
Going to school	22.22%	8
Doing errands	58.33%	21
Other appointments	47.22%	17
Attending social outings	41.67%	15
Sunday religious services	36.11%	13
Appointments outside county	38.89%	14
Total Respondents: 36		

#	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	Have trouble sometimes walking to store and back home.	3/27/2019 8:59 AM
2	Medical appointments after two.	3/27/2019 8:52 AM
3	Social services appointments, errands, etc...	3/27/2019 8:51 AM
4	Doctors I call on Case on Aging	3/27/2019 7:56 AM
5	Doctor + Center	3/27/2019 7:53 AM
6	I take non emergency transportation to appointments. I'm usually home besides that due to no ride.	2/26/2019 9:48 AM
7	doctor Appt.	2/19/2019 5:14 AM
8	Doctors appointments in surrounding area, going to the grocery store, doing errands to get my rent money and pay bills	1/28/2019 7:52 AM
9	I need to go to local doctor appointments and doctor appointments more than an hour from home. Also I need transportation to and from work on some days.	1/18/2019 11:14 AM
10	Taking my mother to medical visits she is handicap	1/18/2019 7:57 AM
11	I need to get to medical appointments in Lewisburg, Charleston, an Huntington	1/18/2019 4:36 AM
12	We attend medical appointments in Roanoke va. And my son is in a wheelchair. Also I would go to college but they are all located a good distance from my home.	1/17/2019 1:41 PM
13	I need to go to medical appointments in a different county. There is no public transportation options available in Monroe County	1/17/2019 12:30 PM
14	No	1/16/2019 3:32 PM
15	I need to take my kids & myself to Dr. Appointments, grocery shopping etc. One Car household makes that very difficult!	1/16/2019 11:01 AM
16	Medical appointments in Charleston	1/10/2019 11:42 AM
17	Church in Beckley, shopping in Beckley, have had to reschedule a doc appointment 3 times due to no wheelchair accessible vehicle to take me	1/9/2019 1:59 PM
18	Lewisburg for appointments from Keeney Mounyin summers county	11/28/2018 2:43 PM
19	Medical appointments in Charleston, WV	11/28/2018 7:32 AM
20	I need to get to medical appointments in richlands Virginia. I have trouble going grocery shopping, to the library, to the court house when needed, I would like to go to a farmers market. I have trouble getting to social services when needed. I can't even go to little general to get a coffee. Or sunamco to get groceries.	11/10/2018 9:29 PM
21	Doctor Bluefield, shopping for food War, church Berwind,	11/8/2018 8:48 AM
22	I would like to attend church on Sundays	11/8/2018 6:10 AM

West Virginia Coordinated Transportation Plan Update 2018-19

23	Getting home from work, no public transportation late into the evening/ Shopping at weekends, again no transport.	11/1/2018 5:35 PM
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West Virginia Coordinated Transportation Plan Update 2018-19

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

Answered: 130 Skipped: 9

#	RESPONSES	DATE
1	Princeton	3/27/2019 9:00 AM
2	Princeton	3/27/2019 8:59 AM
3	Princeton	3/27/2019 8:57 AM
4	Princeton	3/27/2019 8:54 AM
5	Princeton	3/27/2019 8:52 AM
6	Princeton	3/27/2019 8:51 AM
7	Bluefield, WV	3/27/2019 7:56 AM
8	Princeton	3/27/2019 7:53 AM
9	Princeton	3/27/2019 7:50 AM
10	Bluefield, WV	3/27/2019 7:48 AM
11	Athens, WV	3/27/2019 7:45 AM
12	Princeton	3/27/2019 7:40 AM
13	Princeton	3/27/2019 7:35 AM
14	Princeton	3/27/2019 7:34 AM
15	Princeton	3/27/2019 7:34 AM
16	Princeton	3/27/2019 7:33 AM
17	Athens, WV	3/27/2019 7:31 AM
18	Athens	3/6/2019 11:19 AM
19	Bluefield	2/27/2019 6:36 AM
20	Princeton	2/26/2019 10:14 AM
21	Princeton	2/26/2019 9:56 AM
22	Bluefield	2/26/2019 9:48 AM
23	bluewell	2/26/2019 8:27 AM
24	Bluefield	2/22/2019 4:23 AM
25	Mullens	2/20/2019 5:15 AM
26	Bluefield	2/19/2019 5:14 AM
27	bluefield	2/16/2019 11:21 AM
28	princeton	2/12/2019 6:02 AM
29	Fiat Top	2/1/2019 11:36 AM
30	Princeton West Virginia	2/1/2019 10:25 AM
31	Bluefield	1/30/2019 5:34 AM
32	Princeton WV	1/28/2019 7:52 AM
33	Elbert	1/26/2019 10:39 AM
34	Bluefield WV	1/25/2019 10:39 AM
35	Hinton	1/25/2019 5:15 AM
36	Hinton	1/25/2019 3:05 AM
37	Greenville	1/24/2019 2:56 PM
38	Welch	1/24/2019 10:30 AM
39	Hinton	1/24/2019 9:31 AM
40	Welch	1/22/2019 3:27 AM
41	Pineville, Welch	1/18/2019 11:14 AM
42	Athens	1/18/2019 10:45 AM
43	Princeton	1/18/2019 10:13 AM
44	Bluewell WV	1/18/2019 8:02 AM
45	Bluefield WV	1/18/2019 7:57 AM
46	Princeton	1/18/2019 5:31 AM
47	Princeton	1/18/2019 4:36 AM
48	Oceana	1/18/2019 4:32 AM
49	princeton	1/18/2019 4:26 AM
50	Welch	1/17/2019 3:02 PM
51	Paynesville Wv	1/17/2019 1:41 PM
52	Bartley, WV	1/17/2019 1:03 PM
53	Ghent, WV	1/17/2019 12:36 PM
54	Union, WV	1/17/2019 12:30 PM
55	Spanishburg	1/17/2019 12:29 PM

West Virginia Coordinated Transportation Plan Update 2018-19

56	Princeton	1/17/2019 8:00 AM
57	Princeton	1/17/2019 6:41 AM
58	Matheny	1/17/2019 3:40 AM
59	Camp Creek	1/16/2019 3:32 PM
60	Pctn	1/16/2019 3:30 PM
61	Bluefield	1/16/2019 11:01 AM
62	Princeton	1/16/2019 10:33 AM
63	Princeton	1/16/2019 10:33 AM
64	Princeton	1/16/2019 10:32 AM
65	Montcalm	1/16/2019 10:08 AM
66	Princeton	1/16/2019 9:52 AM
67	Athens	1/16/2019 9:50 AM
68	Princeton	1/16/2019 9:37 AM
69	Princeton	1/16/2019 9:00 AM
70	Bluewell	1/16/2019 8:59 AM
71	Bluefield	1/16/2019 8:57 AM
72	Princeton	1/16/2019 8:49 AM
73	Princeton	1/15/2019 8:40 AM
74	Princeton	1/15/2019 8:37 AM
75	Princeton	1/15/2019 8:33 AM
76	Princeton, WV	1/15/2019 8:29 AM
77	Princeton	1/15/2019 8:28 AM
78	bluefield	1/15/2019 8:28 AM
79	Bluefield	1/10/2019 11:42 AM
80	Gap Mills	1/9/2019 9:41 PM
81	Beckley	1/9/2019 1:59 PM
82	Princeton, wv	1/9/2019 6:53 AM
83	Princeton	1/9/2019 6:47 AM
84	Bolt	12/20/2018 7:05 AM
85	Bolt	12/20/2018 7:04 AM
86	Bolt	12/20/2018 7:04 AM
87	Bolt	12/20/2018 7:03 AM
88	Glen Daniel	12/20/2018 7:03 AM
89	Eccles	12/20/2018 7:02 AM
90	Glen Daniel	12/20/2018 7:02 AM
91	Glen Daniel	12/20/2018 7:01 AM
92	Naoma	12/20/2018 7:01 AM
93	Fairdale	12/20/2018 7:00 AM
94	Fairdale	12/20/2018 6:59 AM
95	Fairdale	12/20/2018 6:58 AM
96	Fairdale	12/20/2018 6:58 AM
97	Stover	12/20/2018 6:57 AM
98	Stover	12/20/2018 6:57 AM
99	Fairdale	12/20/2018 6:56 AM
100	Fairdale	12/20/2018 6:55 AM
101	Fairdale	12/20/2018 6:55 AM
102	Eccles	12/20/2018 6:53 AM
103	Eccles	12/20/2018 6:52 AM
104	Lerona	11/29/2018 4:28 PM
105	Shady Spring	11/29/2018 4:41 AM
106	No city, live on Keeney Mt Rd in summers County	11/28/2018 2:43 PM
107	Cool Ridge	11/28/2018 7:43 AM
108	Princeton, WV	11/28/2018 7:32 AM
109	Crab Orchard	11/26/2018 10:18 AM
110	Beckley	11/19/2018 5:14 PM
111	Surveyor	11/19/2018 4:28 PM
112	Bradshaw	11/10/2018 9:29 PM
113	War, Wv	11/8/2018 9:23 AM
114	Caretta	11/8/2018 8:48 AM
115	Gary	11/8/2018 6:10 AM
116	Daniels, WV	11/2/2018 6:26 PM

West Virginia Coordinated Transportation Plan Update 2018-19

117	Beckley	11/2/2018 2:15 PM
118	Crab Orchard, WV	11/1/2018 6:49 PM
119	Beckley	11/1/2018 5:35 PM
120	Gap Mills	11/1/2018 3:50 AM
121	Beckley	10/31/2018 6:03 AM
122	Union	10/31/2018 4:33 AM
123	Beckley	10/30/2018 1:47 PM
124	Beckley	10/30/2018 11:00 AM
125	Beckley	10/30/2018 9:19 AM
126	Beckley	10/30/2018 9:12 AM
127	Beckley	10/30/2018 8:43 AM
128	Beckley	10/30/2018 8:36 AM
129	Beckley	10/30/2018 8:35 AM
130	Beckley	10/30/2018 8:26 AM

West Virginia Coordinated Transportation Plan Update 2018-19

Q5 What county do you live in?

Answered: 139 Skipped: 0



ANSWER CHOICES	RESPONSES	
Mercer	52.52%	73
Raleigh	30.94%	43
McDowell	7.19%	10
Monroe	3.60%	5
Summers	2.88%	4
Wyoming	2.88%	4
Barbour	0.00%	0
Berkeley	0.00%	0
Boone	0.00%	0
Braxton	0.00%	0
Brooke	0.00%	0
Cabell	0.00%	0
Calhoun	0.00%	0
Clay	0.00%	0
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
Marshall	0.00%	0
Mason	0.00%	0
Mineral	0.00%	0
Mingo	0.00%	0
Monongalia	0.00%	0
Morgan	0.00%	0
Nicholas	0.00%	0
Ohio	0.00%	0

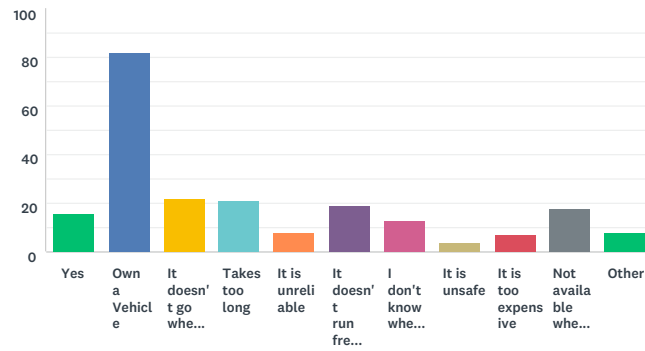
West Virginia Coordinated Transportation Plan Update 2018-19

Pendleton	0.00%	0
Pleasants	0.00%	0
Pocahontas	0.00%	0
Preston	0.00%	0
Putnam	0.00%	0
Randolph	0.00%	0
Ritchie	0.00%	0
Roane	0.00%	0
Taylor	0.00%	0
Tucker	0.00%	0
Tyler	0.00%	0
Upshur	0.00%	0
Wayne	0.00%	0
Webster	0.00%	0
Wetzel	0.00%	0
Wirt	0.00%	0
Wood	0.00%	0
TOTAL		139

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

Answered: 126 Skipped: 13



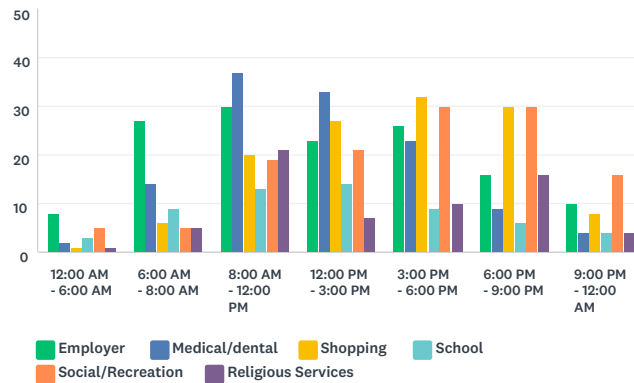
ANSWER CHOICES	RESPONSES
Yes	12.70% 16
Own a Vehicle	65.08% 82
It doesn't go where I need to go	17.46% 22
Takes too long	16.67% 21
It is unreliable	6.35% 8
It doesn't run frequently/often enough	15.08% 19
I don't know where it goes or how it works	10.32% 13
It is unsafe	3.17% 4
It is too expensive	5.56% 7
Not available where I live	14.29% 18
Other	6.35% 8
Total Respondents: 126	

#	OTHER (PLEASE SPECIFY)	DATE
1	My legs are no good they give out.	3/27/2019 7:56 AM
2	Occasional Family Member	3/27/2019 7:51 AM
3	Not available in all areas, have to walk with 2 children to bus stop	2/19/2019 5:14 AM
4	I have two kids and cannot carry the stroller and car seats and two kids	1/28/2019 7:52 AM
5	My mother lives with me and it is very difficult to transport her in my SUV	1/18/2019 7:57 AM
6	Don't take Medicare just medicaid	1/10/2019 11:42 AM
7	I've never needed to use it so I've never learned what is available	11/29/2018 4:41 AM
8	I use McDowell County Commission on Aging	11/8/2018 6:10 AM

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

Answered: 69 Skipped: 70

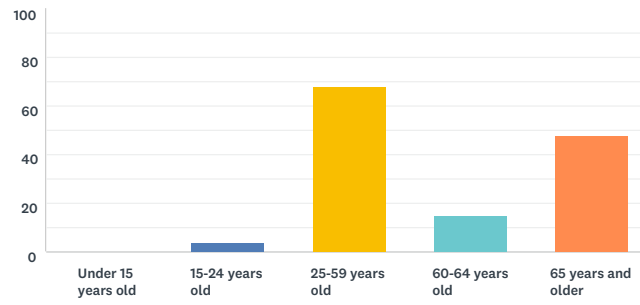


	EMPLOYER	MEDICAL/DENTAL	SHOPPING	SCHOOL	SOCIAL/RECREATION	RELIGIOUS SERVICES	TOTAL RESPONDENTS
12:00 AM - 6:00 AM	72.73% 8	18.18% 2	9.09% 1	27.27% 3	45.45% 5	9.09% 1	11
6:00 AM - 8:00 AM	81.82% 27	42.42% 14	18.18% 6	27.27% 9	15.15% 5	15.15% 5	33
8:00 AM - 12:00 PM	54.55% 30	67.27% 37	36.36% 20	23.64% 13	34.55% 19	38.18% 21	55
12:00 PM - 3:00 PM	46.94% 23	67.35% 33	55.10% 27	28.57% 14	42.86% 21	14.29% 7	49
3:00 PM - 6:00 PM	54.17% 26	47.92% 23	66.67% 32	18.75% 9	62.50% 30	20.83% 10	48
6:00 PM - 9:00 PM	38.10% 16	21.43% 9	71.43% 30	14.29% 6	71.43% 30	38.10% 16	42
9:00 PM - 12:00 AM	47.62% 10	19.05% 4	38.10% 8	19.05% 4	76.19% 16	19.05% 4	21

#	OTHER (PLEASE SPECIFY)	DATE
1	Most of the time medical. Don't know all the times.	3/27/2019 7:56 AM
2	My transportation is provided by my son, granddaughter and daughter.	3/27/2019 7:48 AM
3	time varies	1/30/2019 5:34 AM
4	Time for me varies	1/28/2019 7:52 AM
5	Public Transportation needs to run 24/7 365	10/30/2018 8:35 AM

Q8 Please tell us your age.

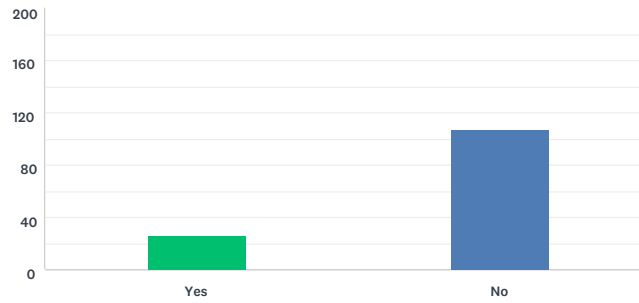
Answered: 135 Skipped: 4



ANSWER CHOICES	RESPONSES	
Under 15 years old	0.00%	0
15-24 years old	2.96%	4
25-59 years old	50.37%	68
60-64 years old	11.11%	15
65 years and older	35.56%	48
TOTAL		135

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?

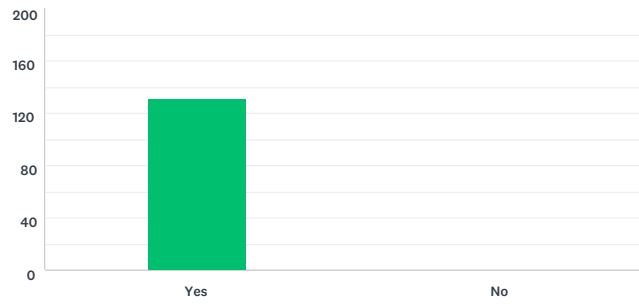
Answered: 133 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	19.55%	26
No	80.45%	107
TOTAL		133

Q10 Is English your first or primary language?

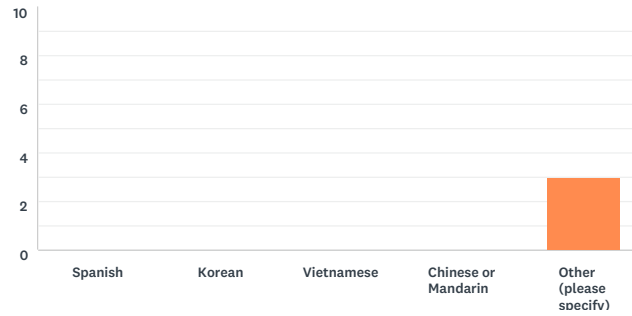
Answered: 131 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes	100.00%	131
No	0.00%	0
TOTAL		131

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

Answered: 3 Skipped: 136



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%	3
TOTAL		3

#	OTHER (PLEASE SPECIFY)	DATE
1	English please.	3/27/2019 7:56 AM
2	English Only	1/16/2019 11:01 AM
3	English is primary language.	1/15/2019 8:40 AM

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

Answered: 42 Skipped: 97

#	RESPONSES	DATE
1	I love transportation from Case Aging. The drivers work so very hard and are so very nice to everyone.	3/27/2019 7:56 AM
2	Good thing.	3/27/2019 7:53 AM
3	Could use afternoon transportation. Public transportation will come to my house, but they are too expensive.	3/27/2019 7:40 AM
4	I may have to use public transportation in a few years, but the times that it runs is not convenient for me.	3/27/2019 7:31 AM
5	I may have to use public transportation in a few years, but the times that it runs is not convenient for me.	3/6/2019 11:19 AM
6	Hopefully I will be obtaining my license in the next month or two.	2/26/2019 9:48 AM
7	Thank You	2/19/2019 5:14 AM
8	Transportation is not available to the community after traditional work hours	2/16/2019 11:21 AM
9	I work at a Family Refuge Center which provides services to victims of sexual assault. When working with victims at the hospital we run into issues addressing transportation home. Most of the time victims of sexual assault are at the hospital past public transportation hours and there had not been an uber service prior. Now with the addition of an uber we feel that we will see some relief with this issue	2/12/2019 6:02 AM

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10	The Obstacles of Families in Poverty VS Public Transportation Need/Issue Needing Addressed • As a Home Visitor going into the homes of my families that are in poverty I get to see and hear the struggles my families face on a daily bases. A Home Visitor grows a bond with each and every one of these families and begins to really feel and understand these stresses on their everyday life. When I first started this job 1 year ago transportation was a huge problem in my families lives. I had 7 families and out of these 7 families I had 11 children total that I was serving. Only 2 out of the 7 families had transportation. The 2 families that had transportation was still in poverty but seemed to have better stabilization in their life such as, responsibility, jobs, access to resources that was available to them, less stress, was able to get their children's Well Child Checkups and immunizations, and a better bond with their children etc. These two families where more interactive with the Home Visitor and child and more willing and eager to learn more about Early Childhood Development. Meanwhile my other 9 families was not. Overtime their participation grew and they to become eager but they still are faced with what seems to be the stresses of not having transportation. Such as, not being able to get their child's Well Child Checkups and immunizations completed, not being able to go the grocery store, not being able to get to work, or make it to WIC office, or be able to get to DHHR for a review to keep their kids insurance or any other assists they may be receiving etc. All 9 of my families without transportation has had this happen to them at one point or another which causes these families a huge amount of stress that can enable them to not being able to live in an enriched/lovable environment. The stress can make them angry, confused, or depressed which can take away from the child's early childhood development and provide anxiety and stress to the child. This can deprive the child in every developmental domain such as, Cognition, Language, Social and Emotional, Motor Development etc. One year has now gone by since the beginning of this program and I now have 7 families. Out of these 7 families I have 10 kids total that I am serving. I have 3 families out of the 7 that has no transportation and 5 of these families have been with the program from the beginning. Two of the families are new to the program. In the 1 year this program has been operating I have lost 3 of my families due to their stresses and obstacles in their lives. Two out of three had no transportation. They felt like they was too overwhelmed and had too much to deal with so they asked to be dropped out of the program. So I believe strongly this all may have not happened if these families had access to transportation to help them overcome some of the obstacles that was giving them the stresses in their lives. I believe if they would have had transportation and was able to relieve some of the stress and obstacles they may have been more willing to stay with the program and be more dedicated to themselves and their child's early childhood development, health and nutrition, and wellbeing. One of my families that has been with the program since the beginning has had to face so many obstacles but has never really been able to overcome them. This family has not had much family support and no transportation. This family in the beginning was a two parent family. They had one 13 month old boy and two babies on the way, Twins. Over time this family lost one of the twins. Mom and Dad both stayed strong and got through it the best they could and then Mom delivered another handsome healthy little boy. At the time mom and Dad lived with Dad's mother and she helped out a lot but when it came to transportation the help was not very helpful. Mom and Dad thrived on wanting to work, have their own place, and provide for their family but was never able to accomplish this for themselves. They had no transportation to get to work or to get where they needed to go to apply for housing. Over time I watched this family be kicked out from place to place. Between Dad's mother's home to Mom's father's home. Neither family tried to encourage them to better themselves through work or for them to get their own place. Neither family wouldn't even give them a ride for them to do it themselves. They just wanted to keep the control. Mom then later found out she is expecting again and this time it's a girl but for a while she was unable to visit a doctor because she lost her medical assistance she was receiving because she had a review at the local DHHR and was unable to go because of no transportation. Eventually over time Mom and Dad split up due to the many obstacles they have had to endure over the last year. Mom is now living with her Father and Dad is now living with his Mother. Both of them have shared custody of the children. Mom is still facing a many of obstacles such as, not having a social security card, not having a picture I.D. and is unable to get that I.D. without a social security card, Mom is unable to try and apply for Housing without either, and she can't do nothing to fix any of these obstacles without transportation. Dad also still has many obstacles as well. This Family has no true family support and no transportation. This Family on both sides are homeless. These children are being shuffled from house to house. These children are not up to date on their Well Child Checkups or immunizations. This Family is being deprived from having a chance at an Enriched/Lovable Environment. This Family is stuck. Each family in need of transportation has been offered a bus pass multiple times for 1 month to allow them the opportunity to overcome some of these obstacles each time these families would decline. Some reasons provided to Home Visitor on why they did not want the bus pass was because the hassle of taking a bus, trying to follow a schedule with young children, having no car seats for the children, or the thought of having to try and carry the children, other stuff, and also car seats etc.	1/30/2019 5:34 AM
11	I have my own car, but many many people in McDowell do not have transportation. They have to have others give them rides. We do have a transit bus that comes into the county, but it does not cover much of the county at all. Many people in our county have to cancel many	1/26/2019 10:39 AM
12	I do not have transportation issues however, there are many families that I serve through my work that has no transportation nor are there resources for transportation to meet there needs. Transportation resources are greatly needed in Summers County!	1/25/2019 3:05 AM
13	Need highways	1/24/2019 10:30 AM
14	Even though I am lucky enough to have my own transportation for my day to day needs, many people within my community struggle with reliable transportation. Working in a nonprofit agency I work with many families that do not have transportation to get to work, doctors appointments, the grocery store, etc. Having public transportation for Summers County would benefit many families that live in the area.	1/24/2019 9:31 AM
15	Transportation is a big problem in his area. A lot of the people who live in this county do not have their own transportation and have to rely on people who will take them places they need to go by charging a very high fee. The Transit bus route only covers some of the county and only on the main highway.	1/22/2019 3:27 AM
16	Their is great need for transportation in Southern West Virginia. From getting to and from work, doctor appointments, meetings, important appointments, job interviews, bill paying, and minimal shopping. In the southern area of the state some families and individuals do not make enough money for vehicle payments and insurance. They may make enough to have a home but not transportation.	1/18/2019 11:14 AM
17	We need more buses that go out to rural areas	1/18/2019 10:13 AM
18	Some families living in rural areas of Mercer County have little to no means of their own transportation, and are in desperate need of public transportation.	1/18/2019 5:31 AM
19	Public transportation runs in my area but the time it does run it does not help if I have to be at work by 7:00 am. An for the past 5 years I've tried to get help getting assistance on getting a vehicle but I am refused every time.	1/18/2019 4:36 AM

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20	I think that if there were public Transit more people would have employment and educational opportunities.	1/17/2019 1:41 PM
21	I am blessed to have a job and my own vehicle. There are ten homes within five minute walk of me that do not have any transportation, some elderly, some grandparents raising grandchildren, some are two family households, some are widows, some drug dependent. I am going to try to share this survey so others can fill it out too. Thank you	1/17/2019 1:03 PM
22	I work with lots of people- especially young people who are unable to attend events/ activities due to transportation issues!!!	1/17/2019 5:59 AM
23	There is none in Wyoming County.	1/17/2019 3:40 AM
24	I live in city limits but we are still limited to access to most basic needs due to none of them being close enough for us to walk as I have a small preschool age child at home still and my husband has our only car at work M-F 7-? Im lucky if he gets off one day a week to complete basic tasks. I have to rely upon my mother to take me places but she has limited availability as well so it makes it hard with two school age kids! I would love the option for more transportation options within town limits so that I can do these errands myself without help or my husband having to miss work to take us!	1/16/2019 11:01 AM
25	There is great need in the Mercer County area for transportation to events. Each time the agency I work for hosts an event, this is one of the main concerns.	1/16/2019 10:08 AM
26	This area is served by Bluefield Area Transit which as far as I know is doing a great job meeting the needs of people at a very reasonable cost.	1/16/2019 8:59 AM
27	In Princeton, WV the buses do not run after 5pm, or on weekends. One cannot depend on this to maintain employment!	1/15/2019 8:40 AM
28	I live in Glenwood which is considered Princeton by your mailing address but no transportation runs through and stops close to where i live i would have to walk along ways to be able to catch a bus then they quit running at 6 pm and on weekends its closed. So its a big barrier to get around.	1/15/2019 8:37 AM
29	Public transportation needs to be more available in our county as a lot of our residents have transportation problems in their households. This includes night and evening availability for students attending vocational or college programs.	1/15/2019 8:33 AM
30	I am fortunate enough to own my vehicle but I know of many who do not. These people have to try to find ways to work and to get their children to a sitter. Most just give up trying to work.	1/9/2019 9:41 PM
31	Elderly in rural areas are left to their own devices	11/28/2018 2:43 PM
32	New River Transit Authority provides a great product in our area, its just needs more local funding to help secure matching FTA funding to allow for additional or increased service.	11/26/2018 10:18 AM
33	I'd really like to see more reliable train service in my area. The Cardinal Line that comes through Prince, Wv is never on time.	11/19/2018 5:14 PM
34	We need a transportation buses on this end of the county.	11/10/2018 9:29 PM
35	McDowell Comm. On Aging van a blessing	11/8/2018 8:48 AM
36	If it weren't for McDowell County Commission on Aging I wouldn't be able to get anywhere	11/8/2018 6:10 AM
37	Public transportation is vital and would make it much easier for many in WV to get to and from better jobs.	11/2/2018 6:26 PM
38	I am lucky enough to own my own car but I work at a domestic violence shelter and our clients do not have vehicles and faced so many obstacles trying to get back on their feet. They need jobs to get a place to live but without transportation this is almost impossible. We have very limited public transportation in Monroe and Greenbrier county.	11/1/2018 3:50 AM
39	There are a lot of pot holes around Beckley and they try to fix the hole instead of filling in the each hole the whole road should be fix. Temporary fixes don't last a month.	10/30/2018 11:00 AM
40	I have two problems with this survey. 1. I would not have know about this survey if I had not seen a link posted on FB. Many persons who need to be doing this survey will never see it. 2. The transportation we have now is not set up in such a way as to be usable by those younger persons who need the service.	10/30/2018 9:19 AM
41	the stops are not clearly marked. buses do not stop at those stops unless someone wants to get off. they do not stop to see if someone standing there wants to get on. Also, it takes a very long time to get from point A to point B then another hour or longer wait for a bus to come and take you back from point B and that bus may not even stop for you unless someone happens to be getting off there. Therefore, there's a very good chance you will get stuck without a way home and that's why myself and a lot of other people don't use the transit system currently in place. It is not convenient nor reliable.	10/30/2018 9:12 AM
42	Public transportation gets people to work, gets people to their destination safely (lets face it, there is a drug problem, I have seen people crash bc they are drunk/high), it is better for the environment, will cut down on traffic issues in this town, help people who have trouble driving in the snow, etc.. Public transportation needs to be advertised, run on route, then have a separate vehicle for pick ups.... same schedule each day, all the time	10/30/2018 8:35 AM

Appendix C

Transportation Provider Inventory

Providers

APPENDIX C: TRANSPORTATION PROVIDER INVENTORY

This chapter provides a description of each public transit, senior, non-profit/human service, and private transportation provider that operates in each county of the Region. Human service transportation provides rides to specific segments of the population, such as individuals with disabilities, people with low incomes, or veterans. Many human service transportation agencies are non-profit organizations that provide transportation as an ancillary service to their clients only; others provide transportation to individuals who are not registered clients but meet other eligibility requirements. Some human service transportation providers are regional, offering service in multiple counties.

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

Raleigh County Transportation Providers

Best Ambulance	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Best Ambulance is a private transportation operator
Contact Information	304-252-5522
Hours	On demand, as needed
Service Area	Raleigh, Fayette, Kanawha, McDowell, Summers, and Wyoming Counties
Eligibility Requirements	General Public
Website	www.bestambulance.org

Jan Care Ambulance Service, Inc.	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Jan-Care is a private ambulance transportation company
Contact Information	800-446-6161
Hours	8:00 AM to 5:00 PM, Monday - Friday
Service Area	Raleigh, Cabell, Fayette, Harrison, Kanawha, Jackson, Marion, McDowell, Monongalia, Nicholas, and Wyoming Counties
Eligibility Requirements	General Public
Website	www.jancare.com

Mountain State Centers for Independent Living	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Advocacy, networking, and resources for people with disabilities and their families
Contact Information	304-525-3324
Hours	8:00 AM to 4:00 PM, Monday - Friday
Service Area	Raleigh and Fayette Counties
Eligibility Requirements	Agency clients with disabilities
Website	www.mtstcil.org

Raleigh County Commission on Aging, Inc.	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	The commission on aging is a non-profit organization providing services for seniors in Raleigh County. Programs and services include in-home care, nutrition services, social services, and transportation
Contact Information	304-255-1397
Hours	8:00 AM to 4:00 PM, Monday - Friday
Service Area	Raleigh County
Eligibility Requirements	Passengers must be age 60 or older, have a disability, or are eligible for Medicaid to receive transportation services
Website	https://raleighseniors.org/

Raleigh County Community Action Association	
Transportation Service Type	Raleigh County Community Action Association operates public transportation under contract to New River Transit Authority. The agency also provides non-emergency medical trips sponsored by Medicaid Partial financial assistance or discounts for car repair for eligible individuals
Other Services Provided/Agency Mission	To address the needs of families facing poverty and homeless individuals. A number of social services are provided, ranging from Emergency Solution Grants to referrals to job placement and counseling. RCCAA also provides more focused programs for groups such as veterans, individuals with disabilities, and single parents in Raleigh County
Contact Information	304-252-6396
Hours	6:00 AM to 4:00 PM, Monday - Saturday
Service Area	Raleigh County
Eligibility Requirements	Requirements vary by program. For transportation services, individuals must have a low income and/or need a Medicaid-eligible non-emergency medical trip
Website	http://www.wvcommunityactionpartnership.org/agencies/rccaa.html

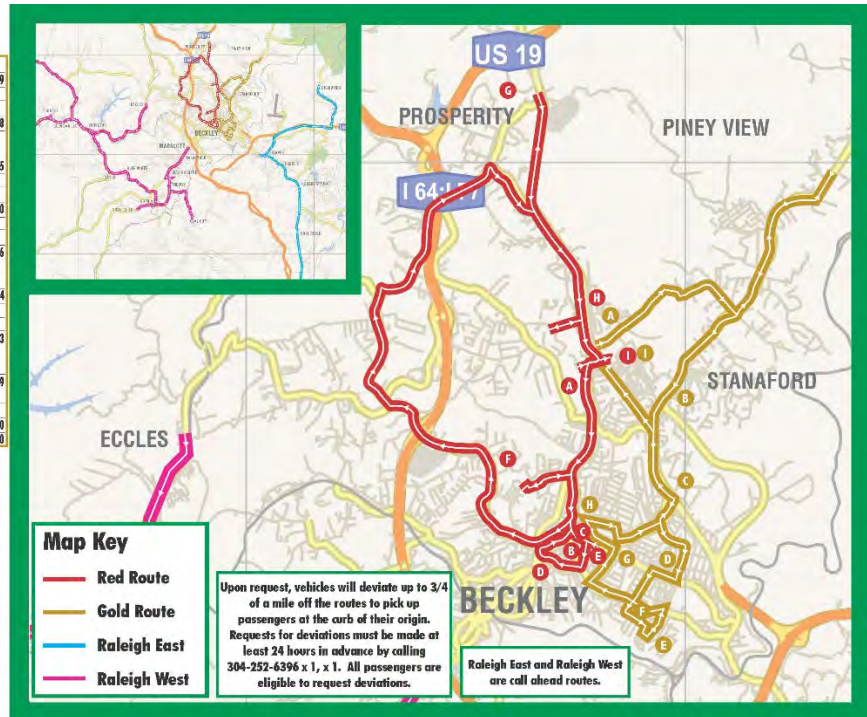
New River Transit Authority	
Transportation Service Type	Deviated Transit Routes – Passengers may request a deviation of up to $\frac{3}{4}$ mile off the routes to pick up passengers at the curb of their origin. Requests for deviations must be made at least 24 hours in advance by calling. All passengers are eligible to request deviation
Other Services Provided/Agency Mission	New River Transit Authority is a public transportation service operating transit routes in Raleigh and Fayette Counties
Contact Information	304-252-6396 x110
Hours	6:00 AM to 12:00 AM, Monday - Friday <u>Red Route:</u> Stops include: B.I.G./Greyhound; RC Byrd/Wildwood Apts.; Library; WVU/Hogan Hall; Neville Street; East Price Street/Post Office; Raleigh General Hospital; Crossroads Mall (transfer); Beckley Plaza (Kmart); and Walmart (BKLY) <u>Gold Route:</u> Stops include: B.I.G./Greyhound; Ragland Road; B.A.R. Hospital; Jackie Withrow Hospital; Abram King/Hager; Patch Street; Stratton Elementary; Corner Shop; Powerline Drive; and Walmart (Beckley) <u>Raleigh East Route</u> operates Tuesdays and Thursdays Stops include: Eccles; Naoma; Rock Creek; Glen Daniels; Fairdale; Bolt; Surveyor; Lester; Glen While; Sophia; Soak Creek; Coal City; Midway; Crab Orchard; and Macarthur <u>Raleigh West Route</u> operates Mondays and Wednesdays Stops include: Odd; Cool Ridge; Shady Springs; Daniels; Grandview; and, Beaver A route map is provided below (Exhibit C.1) and on the New River Transit website: www.newrivertransitauthority.org/bus-schedules/
Service Area	Beckley area of Raleigh County
Eligibility Requirements	General Public
Website	www.newrivertransitauthority.org

Exhibit C.1: New River Transit Route Map and Schedule

Red Route <i>Monday through Friday</i>				
B.L.G./Greyhound	8:30			
RC Byrd/Wildwood Apts.	8:35	10:05	12:05	1:35
William Apartments North Knoxville				
Library	8:39	10:09	12:09	1:39
Executive Manor Apt.				
City Hall				
WVU/Hogen Hall	8:42	10:12	12:12	1:42
Church Street				
Woodman Terrace Apt	Call			
Second Street				
Third Avenue				
Beckley Street	8:45	10:15	12:15	1:45
Main Street/Court House				
H. Fayette Street				
East Prince St./Post Office	8:48	10:18	12:18	1:47
B.L.G./Greyhound	8:50	10:20	12:20	1:50
Harper Road				
Health Center				
Raleigh General Hospital	8:52	10:22	12:22	1:52
Kemper (Harper Road)				
Heartland				
Beckley West Apts.				
Crossroads Mall (Transfers)	9:30	11:02	1:02	2:30
Raleigh Mall				
Heritage House				
Beckley Plaza (H-Mall)	9:47	11:17	1:17	2:47
Kemper (Beckley Crossing)				
Walmart (Hwy) (Transfers)	10:00	12:00	1:30	3:00
B.L.G./Greyhound (Final)				3:30

Gold Route <i>Monday through Friday</i>				
B.L.G./Greyhound	8:30			
Reginald Road	8:40	10:20	12:20	1:40
Stamford Road				
White Pines Court				
B.L.G./Hospital	9:00	10:28	12:28	1:58
SWV/All Clinic				
Elwood Drive				
Jordan Wilkerson Hospital	9:13	10:35	12:35	2:05
Johnston Road				
S. Vance Drive				
Alarum King/Mager	9:20	10:40	12:40	2:10
Beckley Avenue				
F Street				
Park Street	9:25	10:46	12:46	2:16
Antonio Avenue				
Barber Avenue				
Stratton Elementary	9:23	10:54	12:54	2:24
S. Fayette Street				
Beaver Avenue				
Corner Shop	9:40	11:03	1:03	2:23
Harvey Terrace Apt.				
E Prince Street				
Powhatan Drive	9:46	11:09	1:09	2:29
Johnston Road				
Marion House Apt				
Wal-Mart (Hwy) (Transfers)	10:00	12:00	1:30	3:00
B.L.G./Greyhound (Final)				3:30

Raleigh East <i>Mon. & Wed.</i>		Raleigh West <i>Tues. & Thurs.</i>	
Cool Ridge		Oliver Daniels	
Shady Springs		Pardale	
Daniels		Serveney	
Grandview		Lesler	
Boomer		Glen White	
		Sophie	
		Sook Creek	
		Cool City	
		Midway	
		Cash Orchard	
		MacArthur	



Fare Structure Table

One Way Fare	\$2.50
Additional Stops	\$2.00
Transfers	Free
Child (Under 12)	Free with Paid Adult (One Child per Adult Fare)
Personal Care Attendants	Free
Monthly Pass	Now Available

Service Accessibility

- Transit service is available to everyone within the service area regardless of trip purpose.
- All NRT services are provided in accordance with Title VI and civil rights laws and regulations. Service is provided without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, income status, or limited english proficiency. To report a Title VI violation, call the NRT Director at (304) 894-8918.
- Reasonable accommodations may be made to assist our passengers covered under the Americans with Disabilities Act consistent with regulatory requirements. To discuss and/or request accommodations, please contact (304) 894-8918.
- Service animals are permitted on NRT vehicles as long as passengers maintain control of the animal while riding. All other animals are prohibited.
- If you require assistance and will be traveling with a personal care attendant, please inform NRT when you schedule your trip.
- Vehicles will deviate up to 3/4 of a mile off the routes to pick up passengers at the curb of their origin or destination upon request. Requests for deviations must be made at least 24 hours in advance by calling 304-252-6396 x 1, x 1 between 6:00 am and 8:30 pm Monday thru Friday. All passengers are eligible to request deviations.
- System information is available in alternative formats, including alternative languages, upon request by calling 304-894-8918.

Service Hours

Monday thru Friday 8:30am - 4:30pm; refer to route schedule for Holiday Service

Contact Information

New River Transit Authority Director 304-894-8918
Dispatcher 304-252-6396 x 1, x 1
NEW RIVER TRANSIT IS AN EOE



Public Transportation Route Guide

New River Transit Authority
360 Prince Street
Beckley, WV 25801

Dispatcher

304-252-6396 x 1, x1
WV Relay Number 7-1-1

Operated By

Raleigh County Community
Action Association

Serving Raleigh and Fayette County

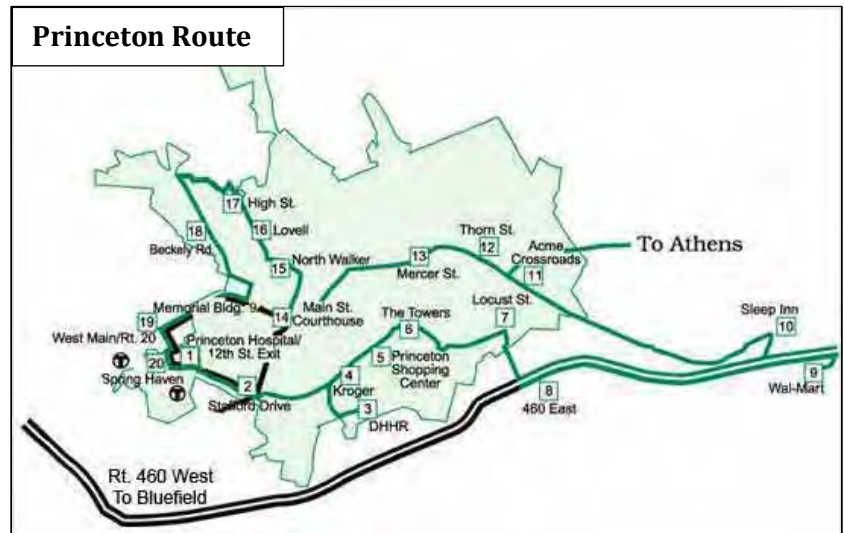
Follow Us on Facebook and Twitter
www.newrivertransitauthority.org

Source: <http://newrivertransitauthority.org/bus-schedules/> (September 2019)

McDowell County Transportation Providers

Bluefield Area Transit	
Transportation Service Type	Deviated fixed routes
Other Services Provided/Agency Mission	Bluefield Area Transit is a public transportation system with a mission of "Connecting Communities...Connecting Lives"
Contact Information	304-327-8418 or 866-759-0978
Hours	7:50 AM to 6:00 PM, Monday - Friday 11:00 AM to 7:00 PM Saturday/Sunday in the Athens area during the school year The detailed schedule is available on the Bluefield Area Transit website: www.ridethebatbus.com/schedules/ or can be provided by phone at the number listed above
Service Area	Mercer and McDowell Counties with routes into Bluefield, Princeton, Athens, and Welch. Passengers can schedule a route deviation of up to $\frac{3}{4}$ mile from the scheduled route service area by calling Bluefield Area Transit. Route maps are provided below and available on the Bluefield Area Transit website: www.ridethebatbus.com/route-maps/
Eligibility Requirements	General Public and non-emergency medical transportation (NEMT)
Website	info@ridethebatbus.com

Exhibit C.2: Bluefield Area Transit Routes



Source: www.ridethebatbus.com/route-maps/ (September 2019)

Best Ambulance	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Best Ambulance is a private transportation operator
Contact Information	304-252-5522
Hours	On demand, as needed
Service Area	Raleigh, Fayette, Kanawha, McDowell, Summers, and Wyoming Counties
Eligibility Requirements	General Public
Website	www.bestambulance.org

Jan Care Ambulance Service, Inc.	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Jan-Care is a private ambulance transportation company
Contact Information	800-446-6161
Hours	8:00 AM to 5:00 PM, Monday - Friday
Service Area	Raleigh, Cabell, Fayette, Harrison, Kanawha, Jackson, Marion, McDowell, Monongalia, Nicholas, and Wyoming Counties
Eligibility Requirements	General Public
Website	www.jancare.com

Southern Highlands Community Mental Health Center	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Southern Highlands Community Mental Health Center's mission is to inspire and nurture potential in the community through service, advocacy, and education. It is 1 of 13 comprehensive community mental health centers established in West Virginia. Services include outpatient services; services for children, adolescents, and young adults; crisis services; community centered services; integrated care; services for the intellectually and developmentally delayed; and residential services
Contact Information	304-425-9541
Hours	7:30 AM to 8:00 PM, Monday - Friday
Service Area	Mercer, McDowell, and Wyoming Counties
Eligibility Requirements	Individuals with disabilities who are clients of the agency
Website	http://shcmhc.com/index.php

Stop Abusive Family Environments, Inc. (S.A.F.E.)	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	A program of Points of Light, S.A.F.E. was created to provide intervention, agency referrals, and court advocacy to abuse victims, while trying to create public awareness of domestic problems. It offers a shelter, educational classes, and therapy
Contact Information	304-436-8163
Hours	8:30 AM to 4:00 PM, Monday - Friday
Service Area	Mercer, McDowell, and Wyoming Counties
Eligibility Requirements	S.A.F.E. Residents and Outreach Clients
Website	https://www.facebook.com/pages/category/Community/Stop-Abusive-Family-Environments-SAFE-242176335854714/

Mercer County Transportation Providers

Bluefield Area Transit	
Transportation Service Type	Deviated fixed routes
Other Services Provided/Agency Mission	Bluefield Area Transit is a public transportation system with a mission of "Connecting Communities...Connecting Lives"
Contact Information	304-327-8418 or 866-759-0978
Hours	7:50 AM to 6:00 PM, Monday - Friday 11:00 AM to 7:00 PM Saturday/Sunday in the Athens area during the school year The detailed schedule is available on the Bluefield Area Transit website: www.ridethebatbus.com/schedules/ or can be provided by phone at the number listed above
Service Area	Mercer and McDowell Counties with routes into Bluefield, Princeton, Athens, and Welch. Passengers can schedule a route deviation of up to $\frac{3}{4}$ mile from the scheduled route service area by calling Bluefield Area Transit. Route maps are provided in Exhibit C.2 and available on the Bluefield Area Transit website: www.ridethebatbus.com/route-maps/
Eligibility Requirements	General Public and non-emergency medical transportation (NEMT)
Website	info@ridethebatbus.com

CASE WV Commission on Aging	
Transportation Service Type	Scheduled routes
Other Services Provided/Agency Mission	Community Action of South Eastern West Virginia (CASE WV) is a non-profit agency offering programs for seniors including a senior center, weekday lunches, exercise, line dancing, crafts, bingo, in-home care services, transportation, home delivered meals, and health programs. The agency also operates the following programs for people of all ages: Family Stabilization; Early Head Start; Head Start in Mercer and Summers Counties; Home visitation; Right from the Start Region I; Right from the Start Region IV; Family Day Care Food Program; Project Yes; Weatherization; Housing; Transitional Housing; and CASE Academy
Contact Information	304-425-7111
Hours	7:30 AM to 5:00 PM, Monday - Friday
Service Area	Mercer County
Eligibility Requirements	Age 60+ and individuals with disabilities
Website	http://www.casewvprograms.org/CommissionOnAging.html

Southern Highlands Community Mental Health Center	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Southern Highlands Community Mental Health Center's mission is to inspire and nurture potential in the community through service, advocacy, and education. It is 1 of 13 comprehensive community mental health centers established in West Virginia. Services include outpatient services; services for children, adolescents, and young adults; crisis services; community centered services; integrated care; services for the intellectually and developmentally delayed; and residential services
Contact Information	304-425-9541
Hours	7:30 AM to 8:00 PM, Monday - Friday
Service Area	Mercer, McDowell, and Wyoming Counties
Eligibility Requirements	Individuals with disabilities who are clients of the agency
Website	http://shcmhc.com/index.php

Stop Abusive Family Environments, Inc. (S.A.F.E.)	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	A program of Points of Light, S.A.F.E. was created to provide intervention, agency referrals, and court advocacy to abuse victims, while trying to create public awareness of domestic problems. It offers a shelter, educational classes, and therapy
Contact Information	304-436-8163
Hours	8:30 AM to 4:00 PM, Monday - Friday
Service Area	Mercer, McDowell, and Wyoming Counties
Eligibility Requirements	S.A.F.E. Residents and Outreach Clients
Website	https://www.facebook.com/pages/category/Community/Stop-Abusive-Family-Environments-SAFE-242176335854714/

Monroe County Transportation Providers

Monroe County Council on Aging	
Transportation Service Type	Demand response transportation for seniors and individuals with disabilities in Monroe County. Transportation is mainly to health and nutrition sites but also includes non-emergency medical transportation.
Other Services Provided/Agency Mission	Senior citizen services including senior centers in Alderson, Lindside, Peterstown, and Union.
Contact Information	304-753-4384
Hours	8:00 AM to 4:00 PM, Monday - Friday
Service Area	Monroe County
Eligibility Requirements	People age 60 or older and individuals with disabilities
Website	http://mccoawv.org/

Summers County Transportation Providers

Best Ambulance	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Best Ambulance is a private transportation operator
Contact Information	304-252-5522
Hours	On demand, as needed
Service Area	Raleigh, Fayette, Kanawha, McDowell, Summers, and Wyoming Counties
Eligibility Requirements	General Public
Website	www.bestambulance.org

Summers County Council on Aging	
Transportation Service Type	Demand Response transportation is provided to the congregate meal site at their centers. Daily transportation is offered from Pipestem/True, Pence Springs/Talcott, Forest Hill/Marie, Sandstone/Meadow Creek, Jumping Branch/Nimitz areas to the center Transportation to doctor's visits is available on weekdays with prior notice On Tuesdays and Thursdays, transportation is offered for local grocery shopping On Fridays, transportation is available for long distance shopping trips
Other Services Provided/Agency Mission	Summers County Council on Aging is a non-profit program dedicated to improving the lives of senior citizens. The program offers personal care, waiver, homemaker, Title III Respite Care, Lighthouse, and FAIR services. These programs and services are designed to allow the elderly to remain in their homes in lieu of nursing home care
Contact Information	304-466-4019
Hours	8:00 AM to 4:00 PM, Monday - Friday
Service Area	Summers County
Eligibility Requirements	People age 60 or older and individuals with disabilities
Website	https://www.summersseniors.com/

Wyoming County Transportation Providers

Best Ambulance	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Best Ambulance is a private transportation operator
Contact Information	304-252-5522
Hours	On demand, as needed
Service Area	Raleigh, Fayette, Kanawha, McDowell, Summers, and Wyoming Counties
Eligibility Requirements	General Public
Website	www.bestambulance.org

Integrated Resources, Inc.	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	A private, non-profit corporation providing services to people with disabilities. Integrated Resources, Inc. operates a temporary employment agency providing employment to more than 400 people throughout 14 counties in West Virginia
Contact Information	304-294-5610
Hours	7:00 AM to 9:00 AM and 3:00 PM to 5:00 PM, Monday - Friday
Service Area	Wyoming County
Eligibility Requirements	Clients with disabilities
Website	http://iriwv.com/wp/

Jan Care Ambulance Service, Inc.	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Jan-Care is a private ambulance transportation company
Contact Information	800-446-6161
Hours	8:00 AM to 5:00 PM, Monday - Friday
Service Area	Raleigh, Cabell, Fayette, Harrison, Kanawha, Jackson, Marion, McDowell, Monongalia, Nicholas, and Wyoming Counties
Eligibility Requirements	General Public
Website	www.jancare.com

Wyoming County Council on Aging	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Wyoming County Council on Aging is a non-profit organization that provides in-home care, nutrition, medical transportation, public transportation, activities and counseling for older adults and individuals with disabilities
Contact Information	304-294-8800
Hours	8:00 AM to 4:00 PM, Monday - Friday
Service Area	Wyoming County
Eligibility Requirements	People age 60 or older and individuals with disabilities
Website	http://www.wccoa.com

ORGANIZATIONAL CHARACTERISTICS

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

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 Registered Agency Clients?
McDowell County				
Best Ambulance	Yes	No	Private For-Profit	No
Bluefield Area Transit	Yes	No	Public Non-Profit	No
FMRS Health Systems, Inc.	Yes	No	Private Non-Profit	Yes
Integrated Resources, Inc.	Yes	No	Private Non-Profit	Yes
Jan-Care Ambulance Services, Inc.	Yes	No	Private For-Profit	No
McDowell County Commission on Aging	Yes	No	Public Non-Profit	No
Southern Highlands Community Mental Health Center	Yes	No	Private Non-Profit	Yes
Stop Abusive Family Environments, Inc. (S.A.F.E.)	Yes	No	Private Non-Profit	Yes
WV Dept. of Veterans Assistance	Yes	No	Public 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 Registered Agency Clients?
Mercer County				
Bluefield Area Transit	Yes	No	Public Non-Profit	No
CASE WV Commission on Aging	Yes	No	Private Non-Profit	No
FMRS Health Systems, Inc.	Yes	No	Private Non-Profit	Yes
Integrated Resources, Inc.	Yes	No	Private Non-Profit	Yes
Southern Highlands Community Mental Health Center	Yes	No	Private Non-Profit	Yes
Stop Abusive Family Environments, Inc. (S.A.F.E.)	Yes	No	Private Non-Profit	Yes
WV Dept. of Veterans Assistance	Yes	No	Public 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 Registered Agency Clients?
Monroe County				
FMRS Health Systems, Inc.	Yes	No	Private Non-Profit	Yes
Integrated Resources, Inc.	Yes	No	Private Non-Profit	Yes
Monroe County Council on Aging	Yes	No	Public Non-Profit	No
WV Dept. of Veterans Assistance	Yes	No	Public 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 Registered Agency Clients?
Raleigh County				
Best Ambulance	Yes	No	Private For-Profit	No
Jan-Care Ambulance Service, Inc.	Yes	No	Private For-Profit	No
Mountain State Centers for Independent Living	Yes	No	Private Non-Profit	Yes
New River Transit Authority	No	Yes, Raleigh County Community Action Association	Public Non-Profit	No
Raleigh County Commission on Aging, Inc.	Yes	No	Private Non-Profit	Yes
WV Dept. of Veterans Assistance	Yes	No	Public 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 Registered Agency Clients?
Summers County				
Best Ambulance	Yes	No	Private For-Profit	No
Summers County Council on Aging	Yes	No	Private Non-Profit	No

Agency	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (if Yes, Who?)	Legal Authority (Private Non Profit, Private For Profit, Public Non Profit,)	Are Vehicles Only Available for Registered Agency Clients?
Wyoming County				
Best Ambulance	Yes	No	Private For-Profit	No
FMRS Health Systems, Inc.	Yes	No	Private Non-Profit	Yes
Integrated Resources, Inc.	Yes	No	Private Non-Profit	Yes
Jan-Care Ambulance Service, Inc.	Yes	No	Private For-Profit	No
Southern Highlands Community Mental Health Center	Yes	No	Private Non-Profit	Yes
Stop Abusive Family Environments, Inc. (S.A.F.E.)	Yes	No	Private Non-Profit	Yes
Wyoming County Council on Aging	Yes	No	Public Non-Profit	No
WV Dept. of Veterans Assistance	Yes	No	Public 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 Registered Agency Clients?
Intercity Transportation				
Amtrak	Yes	No	Private For-Profit	No
Greyhound	Yes	No	Private For-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
Best Ambulance	Yes	Varies	Information not available	Information not available	Information not available
Bluefield Area Transit	13	Up to 20	24	22 Drivers	\$1.5M
CASE WV Commission on Aging	1	3	4	3 Full-Time 1 Part-Time	Not Provided
FMRS Health Systems, Inc.	3	Varies	36	28 Staff Members (no staff are transportation-only)	\$1.0M
Integrated Resources, Inc.	Information not available	Information not available	Information not available	Information not available	Information not available
Jan-Care Ambulance Service, Inc.	Information not available	Information not available	Information not available	Information not available	Information not available
McDowell County Commission on Aging	2	2	4	1 Full-Time 1 As Needed	Approx. \$55,000

Agency	Accessible Vehicles?	Number of Vehicles in Daily Operation	Number of Vehicles in Total Fleet	Number and Type of Drivers	Annual Expenses
Monroe County Council on Aging	1	Varies	8	Information not available	Information not available
Mountain State Centers for Independent Living	1	1	2	1 Driver	Information not available
New River Transit Authority/Raleigh County Community Action Association	14	14	17	11 Full-Time 2 Part-Time 1 Substitute	Approx. \$800,000
Raleigh County Commission on Aging, Inc.	1	9	9	9 Drivers	\$35,937
Southern Highlands Community Mental Health Center	2	Varies	17	Information not available	Information not available
Summers County Council on Aging	2	Varies	6	3 Full-Time 1 Part-Time 1 Dialysis Driver	\$127,750
Stop Abusive Family Environments, Inc.	Information Not Available	Information Not Available	Information Not Available	Information Not Available	Information Not Available
Wyoming Council on Aging	2	3	6	4 Full-Time	\$53,009 (FY2019)
WV Dept. of Veterans Assistance	1	1	1 (within region)	1	Information Not Available by Region

TRIP SCHEDULING, FARES, AND RIDERSHIP INFORMATION

The following tables describe what trip purposes are allowed by each provider, the fares or donations that are paid by riders, and the process to request rides on each service (if applicable). Annual ridership was provided by most agencies. Some information was not available from Mountain State Centers for Independent Living or from private transportation operators.

Agency	Trip Purposes Allowed	Fares or Donations	Ride Request Process	Annual One Way Passenger Trips
Best Ambulance	Medical	Private Pay, Medicaid, Insurance	Advance Reservation	Information not available
Bluefield Area Transit	Any	\$1.25: Bluefield/ Downtown; Bluefield/Princeton (Mercer Mall); Princeton/Downtown \$1.50: Bluefield/Princeton (Green Valley) \$1.75: Princeton/Bluefield (Mercer Mall) \$2.25: Bluefield/Princeton or Princeton/Bluefield \$30.00: Monthly Pass \$25.00: Discounted Monthly Pass for seniors, individuals with disabilities, and students	A 24-hour advance reservation is needed for a route deviation. Or, board at scheduled stops.	216,101 (CY 2018)

Agency	Trip Purposes Allowed	Fares or Donations	Ride Request Process	Annual One Way Passenger Trips
CASE WV Commission on Aging	Any trip purpose	Donations are accepted	Advance reservation	Approx. 40,000
Jan-Care Ambulance Service, Inc.	Non-emergency medical	Based on distance	Call to request a ride	Information not available
FMRS Health Systems, Inc.	To/From most agency programs	No fare for clients	Advance reservation	Varies
Integrated Resources, Inc.	To/From workshops	No fare for clients	Schedule routes	Varies based on client needs
McDowell County Commission on Aging	Non-emergency medical, Mental Health, Nutrition, Shopping, Recreational	\$1.00 within McDowell County \$3.00 to Mercer County or outside of McDowell County	Advance reservation – 3 to 5 days advance reservation is preferred	4,489
Monroe County Council on Aging	Health, Nutrition, and Non-emergency medical	Donations are accepted	Call in advance to request a ride	Information not available
New River Transit Authority	Public Transportation	\$2.50: General Public Child (under 12) Free with Paid Adult \$2.00: Additional Stops \$40.00: Monthly Pass	Fixed Route or Requests for deviations can be made by calling between 8:00 AM and 4:00 PM, weekdays, at least the day before the trip	45,481
Raleigh County Commission on Aging, Inc.	Senior Transportation	Donations, small fee for trips outside county	Call in advance	11,037
Summers Co. Council on Aging	Senior transportation for doctor's appointments (non-Medicaid) or other local trips for other purposes	Donations	Call in advance	Pending

Agency	Trip Purposes Allowed	Fares or Donations	Ride Request Process	Annual One Way Passenger Trips
Wyoming County Council on Aging	Public and non-emergency medical	Public trips are donation based. \$2.00 per hour: Non-emergency medical	Public trips operate on routes to the senior center and other destinations. Non-emergency medical trips are scheduled with an advance reservation	Approx. 3,400

Appendix D

Demographics

Demographics

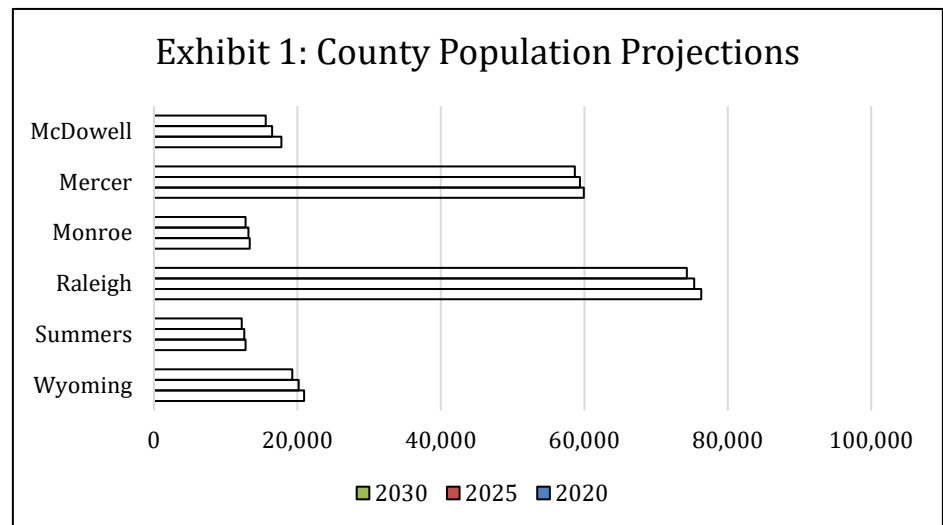
APPENDIX D: DEMOGRAPHICS

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

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

Population Projections

The population of the Region I is projected to increase to 192,831 by 2030, a 4.26 percent decrease from the 2020 projection. The population of Region I is projected to only have minor changes. McDowell County is projected to have the largest decrease in population at 14.09 percent and Mercer County is projected to have the smallest

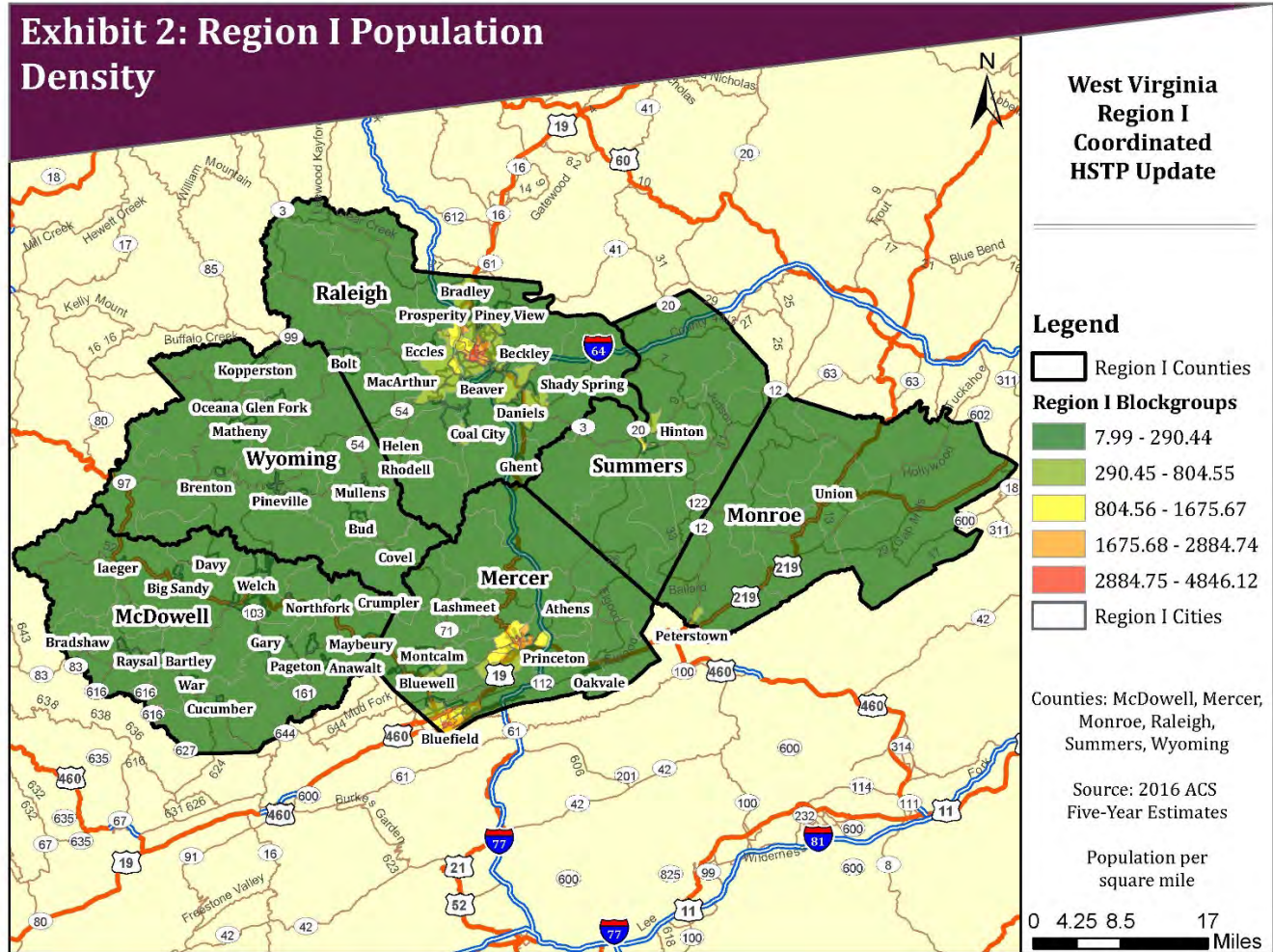


decrease at 2.16 percent. Exhibit 1 shows population projections between 2020-2030 for Region I. (Source: West Virginia Bureau of Business and Economic Research.)

Population Density

Exhibit 2 illustrates a comparison of population densities for Census block groups in Region I. The most densely populated areas are around the cities of Beckley in Raleigh County and Princeton and Bluefield in Mercer County. Population density is a factor in transportation planning because it helps transportation operators understand the most appropriate mode of service for an area. For example, in less densely populated areas with fewer clusters of trip generators, demand response transportation is typically more effective than fixed route services. Conversely, fixed route services are more appropriate for high density areas.

Exhibit 2: Region I Population Density



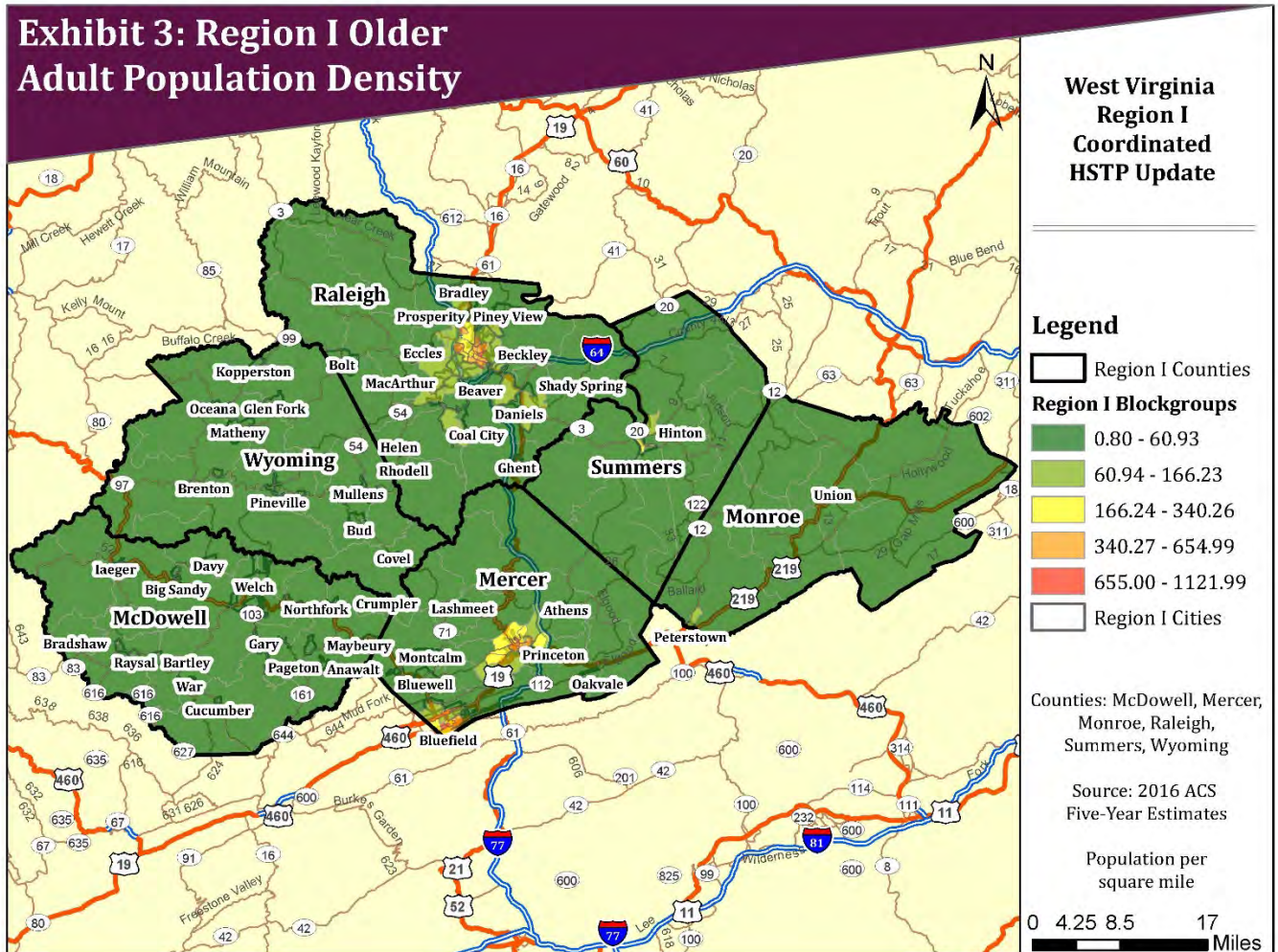
Population Projection for Older Adults

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

Exhibit 3 illustrates the population density of persons over 65 years of age by block group. Concentrations of this age group are focused around certain cities in the region. Block groups with the highest concentrations are located Beckley, Princeton, and Bluefield.

The population of older adults in the region is projected to increase in each Region I county by up to 26.82% in Raleigh County and as low as 4.69% in McDowell County over the 2010 Census estimates by 2030. An increase in the older adult population will put additional pressure on transportation resources.

Exhibit 3: Region I Older Adult Population Density



Individuals with Disabilities

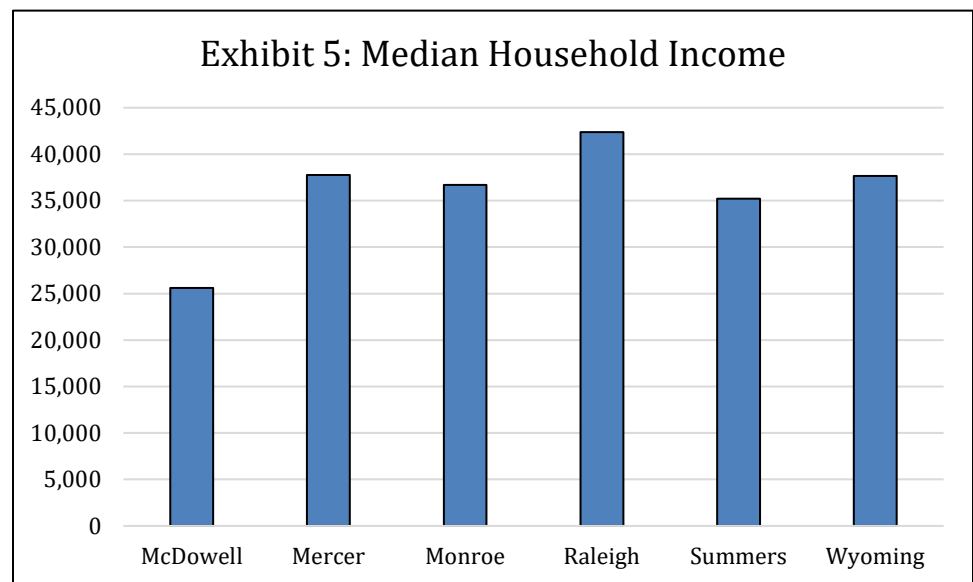
Individuals with disabilities are also likely to use public or human service agency transportation services. In Region I, approximately 22% to 34% of each county's population reported having a disability. Not all disabilities involve mobility limitations that prevent a person from driving or using non-accessible transportation resources. While it would be a more accurate statistic for transportation planning, no reliable data are available from the US Census Bureau to define individuals with mobility limitations that prevent them from traveling independently outside the home.

Exhibit 4: Individuals with Disabilities	
County	Percent of Population with a Disability
McDowell	31.3%
Mercer	25.6%
Monroe	25.5%
Raleigh	22.6%
Summers	27.8%
Wyoming	34.2%

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

Household Incomes

Exhibit 5 illustrates the household incomes for Region I. There are approximately 84,256 households in the region. Of those households, 47.28% earn less than \$35,000 annually. Of the households earning less than \$35,000, 21.07% earned less than \$10,000 per year. (Source: 2013-2017 American Community Survey 5-Year Estimates)



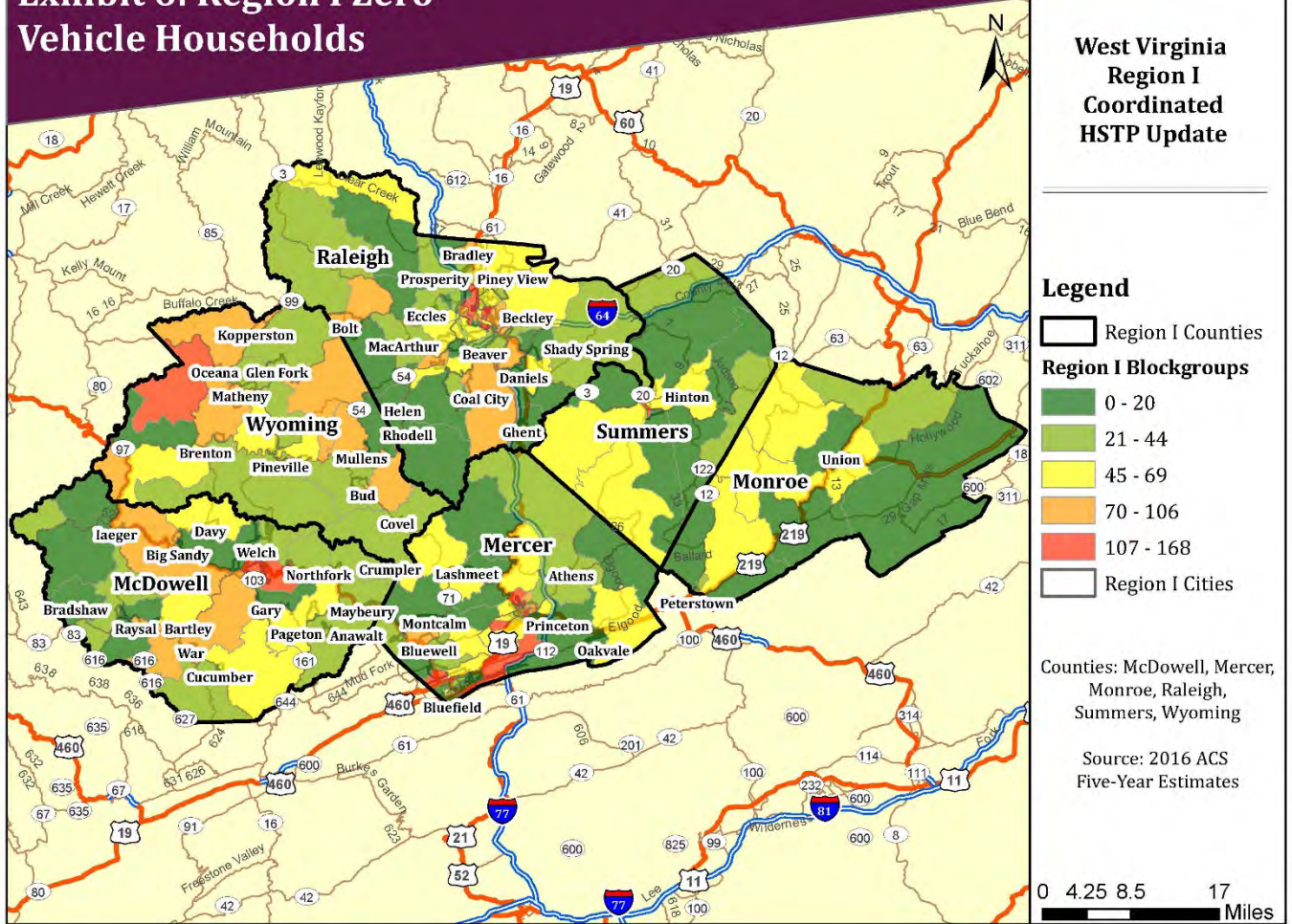
Zero Vehicle Households

The number of vehicles available to a household also is used as an indicator of demand for transit service. There are 8,212 households in the region that have no available vehicle. This is 7.34% of all households in Region I.

Exhibit 6 illustrates the total number of households that have no available vehicles. The block groups with the darkest shading have the highest percentage of households with no available vehicles (107 - 168). The block group locations with the highest contraction of these households are generally located within or near the cities, the most being Beckley and Princeton. Areas with a moderately high density of zero vehicle households can be found spread throughout the rest of Region I.

McDowell County has the highest percentage of zero-vehicle households with 13.97%, while Monroe County has the lowest percentage of zero-vehicle households with 4.94%.

Exhibit 6: Region I Zero Vehicle Households



Minority and Limited English Proficiency (LEP) Population

Approximately 87% to 97% of the population in each county of the region is white. African American individuals are the second most common race, followed by Hispanic or Latino individuals. The majority of the population speaks only English.

Race	McDowell	Mercer	Monroe	Raleigh	Summers	Wyoming
White or Caucasian	88.7	90.4	96.3	87	91.8	97.4
Black or African American	8.2	6.1	0.6	7.8	4.9	0.9
Two or more races	1.4	1.5	1.3	1.6	1.7	1.2
Hispanic or Latino (of any race)	1.6	1.1	0.5	1.6	1.2	0.3
American Indian and Alaska Native	0.1	0.3	0	0.4	0.3	0
Asian	0	0.6	0	1	0	0.3
Native Hawaiian and Other Pacific Islander	0	0	0	0.1	0	0

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

Language	McDowell	%	Mercer	%	Monroe	%	Raleigh	%	Summers	%	Wyoming	%
	19,707		60,963		13,517		77,097		13,210		22,130	
Speak only English	18,198	98.2	55,709	97.1	12,751	99.1	70,507	97	12,516	98.6	20,839	99.6
Spanish or Spanish Creole:	309	1.7	788	1.4	2	0	837	1.2	115	0.9	55	0.3
Speak English less than "very well"	180	1	396	0.7	1	0	351	0.5	22	0.2	14	0.1
Language other than English	337	1.8	1,656	2.9	116	0.9	2,191	3	181	1.4	92	0.4
Speak English less than "very well"	180	1	720	1.3	1	0	1,084	1.5	56	0.4	14	0.1
Indo-European Languages	0	0	414	0.7	114	0.9	649	0.9	55	0.4	4	0
Speak English less than "very well"	0	0	155	0.3	0	0	387	0.5	34	0.3	0	0
Asian and Pacific Islander	0	0	240	0.4	0	0	559	0.8	0	0	33	0.2
Speak English less than "very well"	0	0	58	0.1	0	0	279	0.4	0	0	0	0

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

Appendix E

Relevant FAST Act Definitions

APPENDIX E: RELEVANT FAST ACT DEFINITIONS

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

Section 5310 is a formula grant program administered by the West Virginia Department of Transportation/Division of Public Transit for rural areas. The program is intended to enhance 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.

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

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

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

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

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

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

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

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

and vehicles; and more. Additional information is available at
<https://www.transit.dot.gov/funding/grants/urbanized-area-formula-grants-5307>.

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

Appendix F

Participating Organizations

Participants

APPENDIX F: PARTICIPATING ORGANIZATIONS

The following organizations participated in the Coordinated Plan Update:

Appalachian Area Agency
Bluefield Area Transit
CASE WV Commission on Aging
Fayette-Raleigh Metropolitan Planning Organization
Family Refuge Center
FMRS Health Systems, Inc.
Integrated Resources, Inc.
LogistiCare
McDowell County Council on Aging
Monroe County Council on Aging
Mountain State Centers for Independent Living
New River Transit Authority
Raleigh County Commission on Aging
Raleigh County Community Action Agency
South Central Board of Development
Southern Highlands Community Mental Health Center
Stop Abusive Family Environments, Inc. (S.A.F.E.)
Summers County Council on Aging
Wayne County Council on Aging
West Virginia Region 1 Planning and Development Council
West Virginia Department of Health and Human Services Mercer District
West Virginia Department of Transportation, Division of Public Transit
Wyoming County Council on Aging

Appendix G
Resolution to Adopt Plan

Region I Planning & Development Council

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

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

Your signature below indicates that the Region I Planning and Development Council adopts this Plan for coordinated transportation efforts in McDowell, Mercer, Monroe, Raleigh, Summers, and Wyoming Counties for 2019-2024.

Name: JOSEPH M. BLANKENSHIP

Title: CHAIRMAN

On Behalf of the Region I Planning and Development Council.



Signature

10-28-19
Date

*"Serving the People of
McDowell, Mercer, Monroe, Raleigh, Summers & Wyoming Counties"*