

Region IX Coordinated Public Transit-Human Services Transportation Plan Update

Berkeley, Jefferson, and Morgan Counties

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

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Introduction

I. INTRODUCTION

PURPOSE

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

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

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

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

METHODOLOGY

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

The coordination plan update incorporated the following planning elements:

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

Needs

II. TRANSPORTATION AND MOBILITY NEEDS ASSESSMENT

COMMUNITY MEETING AND PUBLIC SURVEY RESULTS

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

- ◆ December 20, 2018, at the Shepherd University-Martinsburg Center
- ◆ February 22, 2019, at the Shepherd University-Martinsburg Center

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

The public survey was distributed online and in hard copy format. The survey was promoted in local media, on websites, at public meetings, and through emails and word-of-mouth by local stakeholders. The survey was available for eight months. There were 25 survey responses from Region IX. Approximately 24% of survey respondents were age 65 and older, and 16% indicated that they, or someone in their household, had a disability that limits his or her mobility, or ability to drive or use available transportation services.

Detailed public survey results, demographic analysis, and public and stakeholder meeting materials are included in Appendix A. Meeting participants and survey respondents were asked to identify unmet transportation needs and gaps in available services in the Region. Results are summarized in Table II.1 and the following tables.

Table II.1: 2019 Needs Assessment
Senior transportation providers report that they have difficulty meeting the mobility needs of older adults in the late afternoon and evening hours . It is common for seniors to have to finish their medical appointments prior to 3:00 PM due to transportation providers' limited hours of operation. Transportation needs to be available during more hours of the day throughout the Region's communities.
Long-distance medical transportation emerged as a 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, including Hagerstown, MD, Charlottesville, VA, Morgantown, WV, or Woodstock, VA. Some of this need is being met, but involves significant resources on a per-trip basis. One round trip to an out-of-county or out-of-state medical appointment can consume a full day for a driver.
Eastern Panhandle Transit Authority's demand-response service for the general public in portions of Berkeley and Jefferson Counties operates at capacity. More vehicles and operating support are needed to meet the need for demand-response trips, including non-emergency medical transportation (NEMT) trips.

Table II.1: 2019 Needs Assessment

Morgan County has introduced public transit through the Transportation on Demand program in Berkeley Springs. Since 2017, Senior Life Services of Morgan County has provided rides to the general public using one dedicated vehicle within the town of Berkeley Springs and surrounding areas. However, the program does not serve rural areas where there is unmet need, such as Paw Paw.
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 providers have a difficult time raising local match for Federal transportation grants. Some providers would like their state and local elected officials to demonstrate more awareness of unmet transportation needs, gaps in service, and provider funding needs. Providers would like to see a higher priority placed by legislators on the needs of older adults and others who depend on transportation services.
Transportation providers need to coordinate to meet transportation needs in the Region. Efforts to achieve greater collaboration require leadership to ensure that it happens. During the community meetings for the 2019 Plan Update, providers identified potential ways to work together to meet the need for trips. For example, human service transportation providers may be able to provide demand-response trips under contract to EPTA. Providers need a venue for regularly discussing these types of coordination arrangements.
Addiction treatment transportation is an urgent need, as West Virginia experiences a high incidence of opioid addiction. The state has the highest rate of opioid-involved overdose deaths out of all U.S. states, with 49.6 deaths per 100,000 persons in 2017.
Urgent need/same-day transportation is needed for people who rely on transportation services, but have urgent trip needs come up that can't be scheduled with public and human service transportation providers due to their advance notice requirements.

Demographics:

- ◆ There are many areas throughout Region IX where 9.28% to 20.25% of households do not have a vehicle. Census block groups greater than 9.28% “zero vehicle households” are located near Martinsburg and Berkeley Springs.
- ◆ Single vehicle households with multiple residents throughout the region need public, agency, and/or private transportation options to supplement the availability of their personal vehicle.
- ◆ Population density – for older adults and for the general population – is moderate to high in Martinsburg and Ranson and their surrounding areas. Moderate older adult population density can also be found in Martinsburg, Ranson, and Berkeley Springs.

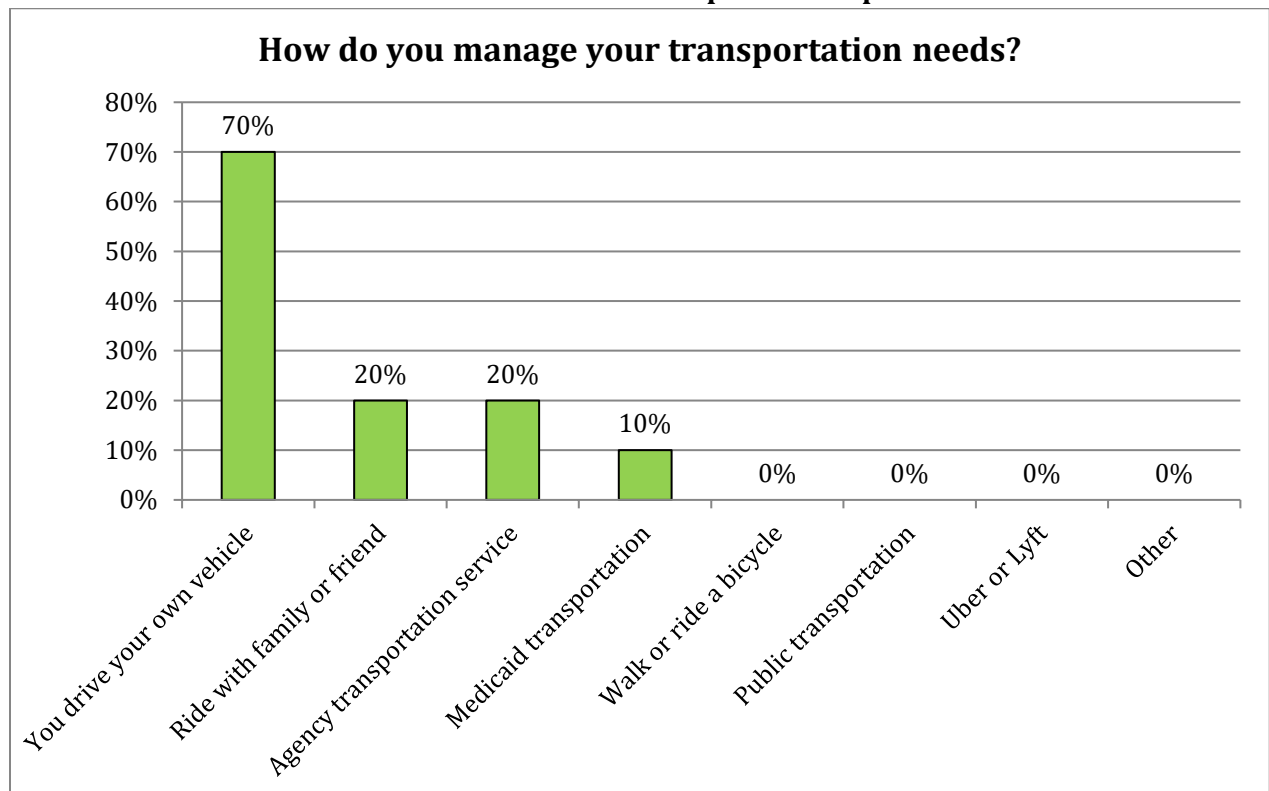
Public Survey Results:

25 Region IX residents completed the public survey.

- ◆ 24% of respondents were age 65+.
- ◆ 16% 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:
 - 20% are sometimes unable to **run errands** because of a lack of reliable transportation.
 - 8% find it difficult to **feed** themselves or their families because of a lack of transportation.
 - 8% have difficulty getting to **work** because of a lack of reliable transportation.
 - 8% find it difficult to attend Sunday **religious services** because of a lack of transportation.
 - 4% find it difficult to get to **agency appointments** because of a lack of transportation.
 - 4% have trouble getting to **medical appointments** because they do not have reliable transportation.

Seventy percent of public survey respondents indicated that they drive their own vehicle. No respondents stated that they use public transportation. The public survey asked people to identify all the ways they manage transportation needs. Exhibit II.1 illustrates that while many of the respondents drive a car, 20% ride with a family member or friend, 0% walk or ride a bicycle, 20% use human service agency-sponsored transportation services (i.e., senior centers, Department of Health and Human Services, non-profit agencies, etc.), 10% use Medicaid-sponsored transportation services for medical appointments, and 0% use public transportation or Transportation Network Companies (TNCs, e.g., Uber/Lyft).

Exhibit II.1: Available Transportation Options

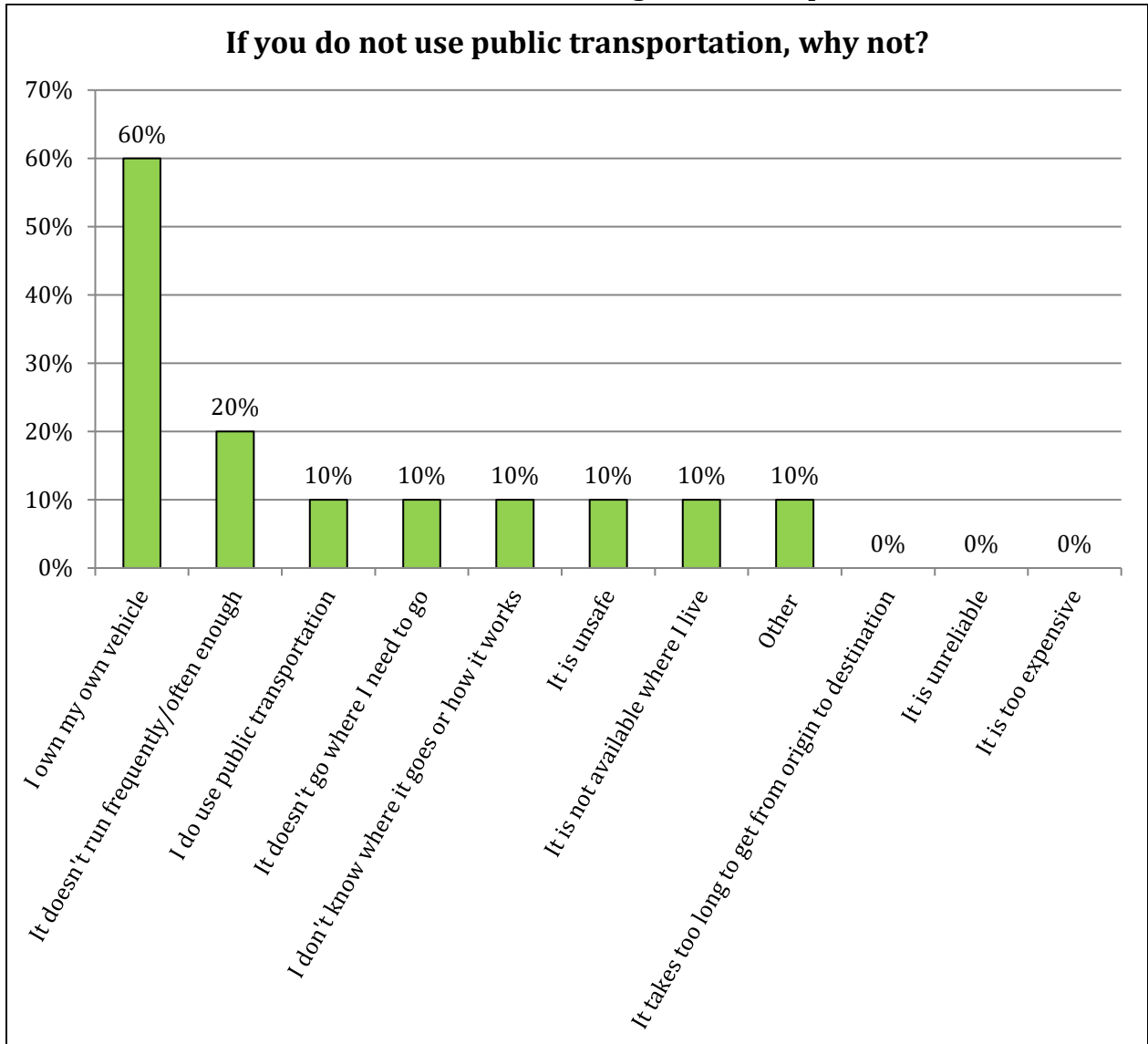


*Response totals are more than 100% because respondents could select multiple answers.

Survey respondents were asked to identify why they do not use public transportation. Most of those who own a vehicle listed that as their reason for not riding transit. Approximately 10% of respondents stated that they do not use public transit because it is not available where they live. Another 10% stated that public transit does not go where they need to go. These reasons indicate spatial gaps between origin and destination that are not filled by public transit.

Approximately 20% indicated that public transit does not run frequently or often enough for it to be feasible for them to use. Of the respondents, 10% cited other reasons for not using public transit, including issues with reliability, affordability, and safety. Some or all of these reasons reveal challenges with the public transportation network and indicate a need for additional education and outreach about the available service alternatives that exist.

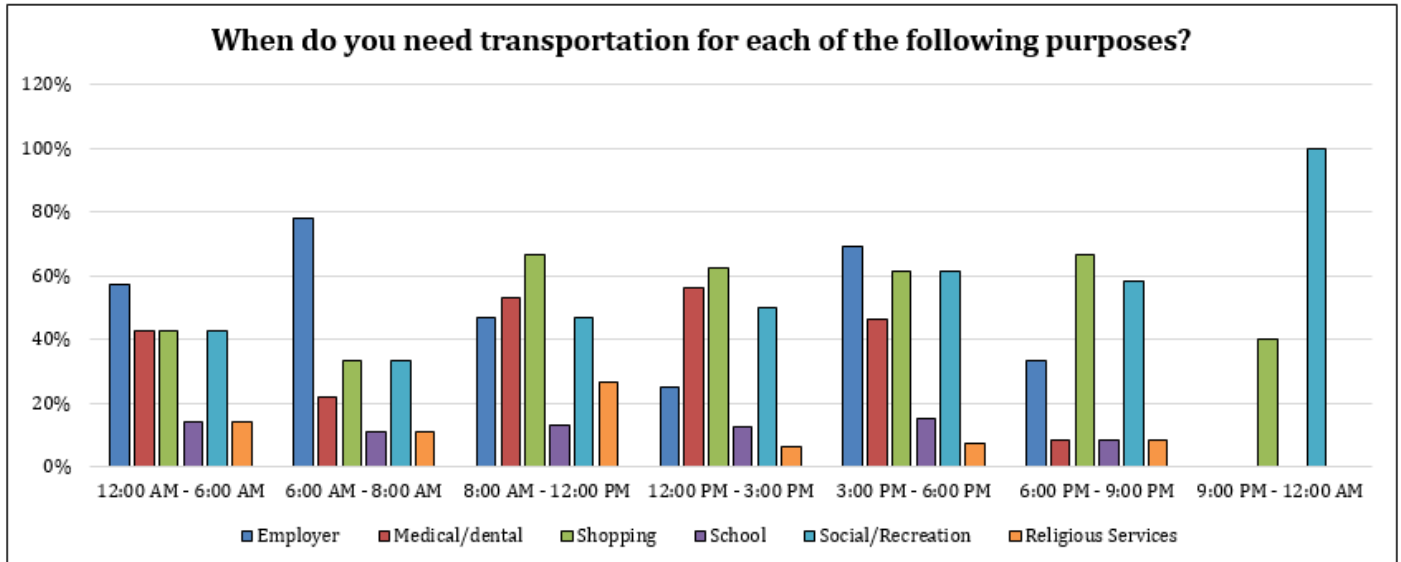
Exhibit II.2: Reasons for Not Using Public Transportation



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

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

Exhibit II.3: Temporal Needs for Transportation



CONCLUSION

While survey results and socio-economic Census data indicate that many residents have access to a personal vehicle and can drive, there are high densities of zero-vehicle households in multiple areas of the Region. Survey results reveal that about 20% of respondents face difficulties with running daily errands and attending medical appointments due to a lack of reliable transportation. Others are missing work, struggling to feed themselves or their families, or forgoing Sunday religious services because of a lack of transportation. Residents use human service agency transportation, ride with family members/friends, or use Medicaid transportation to access necessary resources. When asked why they do not ride public transit, 10% of respondents indicated that there are spatial gaps—that is, no transportation service is available to/from where they live or where they need to go. Twenty percent indicated that transit does not operate frequently or often enough for it to be useful to them as a mode of transportation.

Providers

III. TRANSPORTATION PROVIDER INVENTORY

This chapter includes a list of transportation providers operating in Region IX. 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

Eastern Panhandle Transit Authority
Transportation on Demand (Operated by Senior Life Services of Morgan County)

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

Berkeley Senior Services
Jefferson County Council on Aging
Senior Life Services of Morgan County
EPIC – Eastern Panhandle Instructional Cooperative

Other Transportation Services

Patient Transportation
Valley Medical Transportation

Major Trip Generators

Major trip generators are destinations frequently served by public, human service agency and/or senior transportation providers such as medical facilities, nutrition sites, apartment complexes, senior centers, employers, shopping, and recreation venues. Each transportation provider that participated in the coordinated transportation plan provided a list of the top destinations they serve or are requested to serve. Exhibit III.1 depicts the location of major trip generators throughout the Region. As illustrated in the map, most trip generators are located in Berkeley Springs, Charles Town, Martinsburg, and Ranson. It is important to understand that while many of the major trip generators are located in these towns, the individuals needing a ride to and from those destinations live outside of the areas served by the public transit routes operated by Eastern Panhandle Transit Authority. Transportation providers are challenged by providing effective and efficient transportation to a large service area that has relatively low population density. Also, individuals

that live in these towns, but beyond the route service areas, are not served by transit due to funding limitations. Furthermore, hours of operation for rural transportation services are sometimes not as extensive as those of the major destinations. Therefore, access to services is limited both geographically and temporally. The table in Exhibit III.2 outlines the hours of operation for the public and human service agency transportation providers, as well two local private medical transportation providers.

[illegible]

Trip Generators

-  Education
-  Housing
-  Human Service
-  Medical
-  Shopping
-  Region IX Counties
-  Region IX Cities
-  Limited Access
-  Highway
-  Major Road

Bethel
Yellow Springs

A scale bar with markings at 0, 2, 4, and 8 miles.

IV. REVIEW OF PROGRESS SINCE 2015 COORDINATED PLAN UPDATE

The 2015 Plan Update included the goals and objectives listed in the following tables. In 2015, the primary focus for addressing unmet needs and gaps in services was improving communication and controlling costs so that services could be extended to meet more needs for medical, human service agency appointments, education, and employment-related trip purposes.

During the 2019 Plan Update process, the transportation providers indicated that while some progress has been made in addressing the 2015 goals, the progress has been limited. The following tables display the 2015 goals and objectives, and progress made in achieving these goals.

2015 Goal #1: Improve Communication Among Agencies with the Intent to Fill Gaps and Reduce Duplication in Each County.	
Action Steps	1. Section 5310 grant recipients will seek to coordinate or contract with other providers.
	2. Coordinate with private operators.
Discussion: The transportation providers in the Region maintain informal, but regular, communication about filling gaps and reducing duplication. During the public and stakeholder input meetings for the 2019 Plan Update, the providers expressed interest in increasing their level of communication, and, potentially, coordinating trips amongst themselves in order to increase their overall capacity to meet the need for rides.	

2015 Goal #2: Control Operating and Fuel Budgets.	
Action Steps	1. Transportation providers will develop and monitor common performance measures in units of miles, hours, and passenger trips.
	2. Investigate contract opportunities that might be more cost-effective than operating service in-house.
	3. Investigate opportunities for transportation providers to fuel vehicles at county fueling stations.
	4. Explore opportunities for making coordinated bulk procurements.
	5. Implement a volunteer service exchange.
Discussion: The Region IX providers all monitor performance internally, and are open to discussing common performance measures. They have begun to have preliminary discussions regarding contracting services.	

2015 Goal #3: Improve Transportation Opportunities for All People.	
Action Steps	1. Section 5310 providers should seek to coordinate with, or contract with, other providers to secure the necessary match for contracted services/purchase of transportation services.
	2. Continuously evaluate service styles to ensure the most effective method of service delivery.
Discussion: Upcoming coordination efforts, such as continuing to meet on a regular basis to discuss opportunities for collaboration, will open up opportunities for inter-provider contracts and evaluation of service modes.	

2015 Goal #4: Advocate for State and Federal level Program Administration to Revise Funding Regulations in Favor of Coordinated Transportation.	
Action Steps	1. Develop educational material for legislators to educate them about the importance of transportation services (county commissioners, town councils, city managers, and others).
	2. Pursue public/private partnerships (e.g., Wal-Mart, retail, businesses, foundations).
Discussion: Eastern Panhandle Transit Authority (EPTA) continues to participate in the West Virginia Public Transit Association (WVPTA), which educates elected officials about public transit concerns. WVPTA may soon change its membership structure so that senior transportation providers could join, and participate in these efforts.	

2015 Goal #5: Collaborate and Facilitate Transportation Endeavors Related to the Affordable Care Act.	
Action Steps	1. Communicate among providers on long distance medical transportation in hopes of coordinating trips/trip sharing.
	2. Coordinate the use of vehicles to reduce duplication in service.
Discussion: The Region IX providers communicate regularly to address long distance trip needs, and will continue this effort as they develop new collaborative mobility management and coordination efforts based on the 2019 Plan Update.	

2015 Goal #6: Coordinate the Use of Vehicles to Reduce Duplication in Service.	
Action Steps	1. Analyze service hours and areas to coordinate vehicles and schedules with the intention of avoiding duplication.
Discussion: While the Region IX providers did not perform this analysis following the 2015 Plan Update, they are open to doing so as they strengthen coordination efforts following the 2019 Plan Update.	

2015 Goal #7: Extend Service Areas, Days, and Hours, and Enhance Service in the Most Rural Portions of the Region.	
Action Steps	1. Employment and healthcare shifts must be addressed to identify the need for expanding hours of service.
	2. Coordinate with faith-based organizations to develop a pilot coordinated transportation service.
Discussion: EPTA expanded service in 2018 by adding new routes and reconfiguring existing routes to allow for shorter wait times and more convenient transfers. Good Shepherd Caregivers, a local volunteer transportation program, has a strong relationship with EPTA based on referrals of clients who need rides in Jefferson County. The two providers have considered developing a more structured method of coordination in order to simplify the ride request process for clients who use both services.	

2015 Goal #8: Improve Transportation for Morgan County Residents.	
Action Steps	1. Identify gaps in service in Morgan County for public transit.
Discussion: After a yearlong planning effort following the 2015 Plan Update, Senior Life Services of Morgan County expanded beyond their existing mission to serve older adults, and launched Transportation on Demand, a demand-response transportation service for the general public in the town of Berkeley Springs and its immediate surrounding area. The service has operated for more than two years. Rural areas, including Paw Paw, still need a transportation option for the general public.	

CONCLUSION

Region IX providers have a strong working relationship. They frequently collaborate, on an informal basis, to meet the transportation needs of the Region. Eastern Panhandle Transit Authority is pursuing a mobility management grant to fund a staff position which would provide the capacity needed to implement coordination projects. The 2019 Plan Update presents an opportunity to select goals and strategies that have strong feasibility for implementation. The following chapter describes the goals, strategies, and action steps identified by the participating stakeholders to coordinate their services in order to address the transportation needs of today and to prepare for meeting the needs of the future.

V. GOALS, STRATEGIES, AND IMPLEMENTATION

GOALS AND STRATEGIES

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

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

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

The opportunities for developing and using mobility management and coordinated transportation structures in West Virginia are much different today as compared to previous years. Emerging technology, new transportation modes (i.e., Transportation Network Companies, bike-share, scooter-share, motorized bikes, car-sharing, autonomous vehicles), and the rise of coordinated transportation success stories in West Virginia and across the country are all new influencing factors that must be considered when managing the transportation needs of communities. In order for West Virginia's transportation providers to reap the benefits of transportation coordination, they must increase their level of regular communication about how they can work together, and what innovative strategies are feasible, to address unmet needs and gaps in service.

Goal #1A: Improve Communication Among Transportation Providers and Stakeholders in the Region.

Goal #1A focuses on increasing engagement among interested parties, such as public transit providers and senior transportation providers, to enhance mobility management and coordinated transportation opportunities in Region IX. The strategy for this goal involves establishing a subcommittee of the Eastern Panhandle Planning and Development Council that meets on a quarterly or biannual basis to address unmet transportation needs and opportunities for coordination. The subcommittee members would use this as a venue for planning methods of increased coordination of long-distance trips, addressing common issues faced in the delivery of Medicaid NEMT service, and other Region-wide transportation concerns.

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

Goal #1B focuses on increasing engagement among interested parties to enhance mobility management and coordinated transportation opportunities throughout all of West Virginia. The strategy for this goal is to increase the participation of transportation providers in statewide venues for transportation planning and networking, such as the West Virginia Transportation Coordinating Council (WVTCC) or the West Virginia Public Transit Association (WVPTA). The WVPTA has discussed opening its membership to human service transportation providers. The participation of human service transportation providers in these and other statewide venues would strengthen the communication between all of the state's providers, ultimately resulting in enhanced opportunities for coordination to meet the mobility needs of West Virginians. These types of venues are critical for improved information sharing, developing transportation innovations, and coordinated transportation/mobility management policy development.

Goal #1A: Improve Communication Among Transportation Providers and Stakeholders in Region IX.	
Strategy	The Region IX Planning and Development Council, Hagerstown/Eastern Panhandle Metropolitan Planning Organization, and the Eastern Panhandle Transit Authority will co-facilitate a subcommittee that consists of Region IX public and human services transportation stakeholders that meets quarterly or biannually to discuss coordination, mobility management, and unmet transportation needs.
Action Steps	1. Identify an appropriate standing Planning and Development Council or Metropolitan Planning Organization committee to serve this purpose OR form a new subcommittee. In either case, include the following providers, at minimum, as members: ◆ Eastern Panhandle Transit Authority ◆ Berkeley Senior Services ◆ Jefferson County Council on Aging ◆ Senior Life Services of Morgan County
	2. Establish a calendar of quarterly or biannual meetings including time and location, and draft an agenda for the first meeting.
	3. Conduct quarterly or biannual meetings.
	4. Offer an annual public and stakeholder input meeting to provide updates on progress for all Goals, Strategies, and Action Steps.
Parties Responsible for Leading Implementation	◆ Eastern Panhandle Planning and Development Council ◆ Hagerstown/Eastern Panhandle Metropolitan Planning Organization ◆ Eastern Panhandle Transit Authority
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 in Region IX: ◆ Public transportation providers ◆ 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 #1B: Improve Communication Among Transportation Providers Throughout the State of West Virginia.	
Strategy	Region IX public transit and human service transportation providers will participate in the West Virginia Transportation Coordinating Council, West Virginia Public Transit Association, and/or other statewide venue.
Action Steps	1. Identify one or more transportation providers in Region IX to participate in these organizations, as permitted by membership eligibility criteria.
	2. Attend statewide meetings.
	3. Report on statewide initiatives and activities to the Regional subcommittee convened by Eastern Panhandle PDC/EPTA (Goal #1A).
Parties Responsible for Leading Implementation	♦ Eastern Panhandle Transit Authority
Parties Responsible for Supporting Implementation	♦ Public and human service transportation providers
Resources Needed	♦ Staff time for lead and supporting organizations
Potential Cost Range	♦ \$300 or more per year (approximately) for staff time dedicated to actively attending statewide meetings. Staff time should be dedicated as part of an existing employee's job duties.

Potential Funding Sources	◆ 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 ◆ Moderate priority

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

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

Opportunities will be maximized for maintaining vehicle fleets that are wheelchair accessible and capable of operating on unpaved/gravel roads as part of the providers' fleet replacement and expansion schedules.

Goal #2: Maintain Current Levels of Transportation Services for Older Adults, Individuals with Disabilities, and People with Low Incomes.	
Strategy	Existing transportation services for the target populations are important and the quality of service from those organizations must be maintained. Transportation providers will work together to provide safe vehicles that are in good condition and maintain a high standard of staff training and customer service. Providers will acquire vehicles that are able to safely transport individuals on all types of rural roadways and comfortably accommodate people with mobility challenges.
Action Steps	1. Continue to operate public and human service transportation programs in Region IX.
	2. In addition to traditional accessible and non-accessible vehicles, purchase vehicles that are appropriately sized and capable of accessing remote, rural areas (and unpaved or gravel roads), as appropriate.

Parties Responsible for Leading Implementation	♦ Public transit and human service transportation providers
Parties Responsible for Supporting Implementation	To provide a forum for sharing information and to disseminate grant applications from state and Federal sources: ♦ Eastern Panhandle Planning and Development Council ♦ Hagerstown/Eastern Panhandle Metropolitan Planning Organization
Resources Needed	♦ Funding for transportation operating and capital expenses
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 5307, 5310, 5311, and 5339 programs ♦ Local match from state, local, or non-USDOT Federal programs ♦ Local businesses, employers, or hospitals that benefit from extended hours or service areas ♦ Contract revenue from agencies that use the services for consumers
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 remains at existing level.
Needs or Gaps Addressed	♦ Agencies are better able to access riders who live in remote areas with challenging road conditions to provide access to food, agency appointments, medical care, and other trip purposes. ♦ Residents maintain their transportation access to work, medical appointments, addiction treatment, shopping, human service agency programs, and other purposes.
Priority Level and Timeframe	♦ High priority ♦ Ongoing implementation

Goal #3: Expand Transportation Services in All Region IX Counties.

The following goal and action steps include service expansions that will be considered as opportunities to address spatial and temporal needs and gaps in available transportation services. Where there are areas of unmet transportation needs, public and human service transportation providers should collaborate with local stakeholders to discuss opportunities for, and costs associated with, increasing services.

Stakeholder input during the community input meetings revealed that the existing transportation services providers are being used to capacity. There is an unmet need for demand-response transportation throughout Berkeley, Jefferson, and Morgan Counties. Morgan County is served by a one-vehicle public transit service in Berkeley Springs, which needs additional resources in order to meet more need, especially in rural areas of the county. In Berkeley and Jefferson Counties, the general public demand-response service offered by EPTA is overloaded. The Goal #3 action steps are intended to address these unmet needs.

Goal #3: Expand Transportation Services in All Region IX Counties.	
Strategy	New and existing transportation service providers will expand service for older adults, individuals with disabilities, people with low incomes, and the general public for medical appointments, shopping and errands, employment, education, and other trip purposes.
Action Steps	1. Expand the capacity of EPTA's demand-response transportation services in Berkeley and Jefferson Counties through the pursuit of new funding sources for fleet expansion and increased operations.
	2. Conduct a feasibility study for expanded public transportation in Morgan County, including an analysis of Transportation On Demand, the identification of potential providers, development of operating and capital budgets, and identification of potential sources of funding.
	3. Extend hours of operation for transportation providers in areas where demand and/or potential demand is identified, starting with medical transportation demand.
Parties Responsible for Leading Implementation	♦ Public transit and human service transportation providers
Parties Responsible for Supporting Implementation	♦ Eastern Panhandle Regional Planning and Development Council ♦ Hagerstown/Eastern Panhandle Metropolitan Planning Organization ♦ Local elected officials, such as county councils
Resources Needed	♦ Additional operating funds ♦ Additional vehicles (including wheelchair accessible vehicles) ♦ (Potentially) additional drivers and schedulers
Potential Cost Range	♦ Varies depending on the scope of implementation
Potential Funding Sources	♦ FTA Sections 5310, 5311, 5307, and 5339 grant programs ♦ Local match from state, local, or non-US DOT Federal programs ♦ Local businesses, employers, or hospitals that benefit from extended hours or service areas ♦ Contract revenue from agencies that use the new services for consumers
Performance Measures or Targets	♦ Number of trips provided annually with the new or expanded services ♦ Productive number of passenger trips per mile and/or hour of service during extended hours or on extended routes ♦ Cost per trip for extended service is similar to the average cost for core service hours/service area ♦ Passenger satisfaction as measured through surveys
Needs or Gaps Addressed	♦ Demand-response transportation in Berkeley and Jefferson Counties ♦ Transportation for the general public in Morgan County ♦ Additional rides to medical appointments in the late afternoons and evenings ♦ Additional long-distance rides to medical appointments in neighboring counties and states ♦ Addiction treatment transportation
Priority Level and/or Timeframe	♦ Moderate priority ♦ Timeframe will be ongoing, beginning in 2020, because it is highly dependent upon funding cycles and availability.

Goal #4: Expand Transportation Access to Addiction Treatment and Recovery Services.

The West Virginia Department of Health and Human Resources (DHHR) has contracted with the West Virginia Public Transit Association to provide transportation to Medically-Assisted Treatment (MAT) for addiction. DHHR is providing funding to the state's eighteen public transit providers for this purpose through a Federal State Opioid Response grant. The contract is for a one-year pilot period, expiring on September 29, 2020, to expand transportation for West Virginians seeking addiction treatment and recovery services. The stakeholders involved in this project in Region IX hope to continue this expansion of service beyond the one-year funding period.

Goal #4: Expand Transportation Access to Addiction Treatment and Recovery Services.	
Strategy	Eastern Panhandle Transit Authority will provide transportation to Medically-Assisted Treatment services, and identify funding opportunities to continue this service expansion following the DHHR one-year pilot State Opioid Response grant.
Action Steps	1. Starting in October 2019, Eastern Panhandle Transit Authority will implement the newly funded transportation service to provide access to treatment, building ridership through outreach and publicity efforts so that the community becomes aware of the service.
	2. Eastern Panhandle Transit Authority will work with WVPTA and the new coordination subcommittee (Goal #1A) to identify funding opportunities to support the service following the pilot period if State Opioid Response funds are depleted.
Parties Responsible for Leading Implementation	♦ Eastern Panhandle Transit Authority
Parties Responsible for Supporting Implementation	♦ West Virginia Public Transit Association ♦ Public and human service transportation providers
Resources Needed	♦ Continued funding for operations
Potential Cost Range	♦ Varies depending on the amount of transportation provided
Potential Funding Sources	♦ FTA Sections 5307, 5310, and 5311 programs ♦ State, local, or non-US DOT Federal funding programs (for local match of Federal funds, or stand-alone funding) ♦ Local charitable foundations
Performance Measures or Targets	♦ Number of rides provided to Medically-Assisted Treatment and other treatment and recovery services ♦ Passenger satisfaction as measured through surveys
Needs or Gaps Addressed	♦ Addiction treatment transportation
Priority Level and/or Timeframe	♦ High priority ♦ 2021 or later (for operation beyond the current funding period)

SUMMARY OF GOALS AND PRIORITIES

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

SUMMARY OF GOALS AND PRIORITIES							
Goals	Needs or Service Gaps Addressed	Implementation Timeline					
		2019	2020	2021	2022	2023	2024
Improve communication among transportation providers (local)	Coordinated planning with partner transportation providers Funding for capital needs and operating support						
		High Priority					
Improve communication among transportation providers (statewide)	Coordinated planning with partner transportation providers Funding for capital needs and operating support						
		Moderate Priority					
Maintain current levels of transportation	Four-wheel drive vehicles Medical transportation, including long-distance trips Addiction treatment transportation						
		High Priority					
Expand transportation in all Region IX counties	Transportation for afternoon/evening medical appointments Addiction treatment transportation Demand-response transportation in Berkeley and Jefferson Counties Public transportation in Morgan County						
		Moderate Priority					
Expand transportation to addiction treatment	Addiction treatment transportation						

Outreach

APPENDIX A: PUBLIC AND STAKEHOLDER OUTREACH

COORDINATED PLAN CHECKLIST

Focus Groups, Workshops, and Public Meetings

Stakeholder and General Public Meetings

Dates: Meeting 1: December 20, 2018 from 10:00 AM to 11:30 AM
Meeting 2: February 21, 2019 from 10:00 AM to 12:00 PM
Locations: Meeting 1: Shepherd University – Martinsburg Center
Meeting 2: Shepherd University – Martinsburg Center

Invitations Distributed

- ✓ Mail/Email: Meeting 1: Date Sent: October 17, 2018
Meeting 2: Date Sent: February 1, 2019
- ✓ Newspaper Notice (list of papers): Morgan Messenger; Shepherdstown Chronicle; Spirit of Jefferson; Herald Mail; The Journal
- ✓ 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: 8
Meeting 2: 7

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

Surveys

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

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

Total number of electronic and paper surveys completed: 25

Other Outreach Efforts

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



WEST VIRGINIA DEPARTMENT OF TRANSPORTATION

Division of Public Transit

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

Thomas J. Smith, P. E.
Cabinet Secretary

Dear Transportation Stakeholder:

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

The DPT is working with RLS & Associates, Inc. to update the plans. A local public meeting is scheduled for **Thursday, November 15, 2018 from 10:00 AM to 11:30 AM at Shepherd University – Martinsburg Center, 261 Aikens Center, Room 117, Martinsburg, WV 25404**. 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. C. Robinson', with a stylized flourish at the end.

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

Stakeholder Contact List

Name	Organization
Elaine Mauck	American Red Cross – Kearneysville
Doug Copenhagen, President	BC Council
Dana Keith, Planner	Berkeley County Commissioners
	Berkeley County Planning Department
	Berkeley County Health Department
Glenn Hollen, Transportation Director	Berkeley County Schools Central Office
Amy Orndoff, Executive Director	Berkeley Senior Services
Attention: Transportation Manager	Berkeley Springs Rehab & Nursing
	Blue Ridge Care and Rehabilitation
	Boys and Girls Club of America – Martinsburg
	Bureau for Children and Families – Berkeley County
	Bureau for Children and Families – Jefferson County
	Bureau for Children and Families – Morgan County
	CCAP/Loaves and Fishes
Kathie Campbell	Catholic Charities WV/ Promise House FRC
Attention: Transportation Manager	Center for Diabetes, Endocrinology and Metabolism
Scott Rogers, Mayor	City Hospital, Inc.
Attn: Planning Department	City of Charles Town
Andrew Blake, Esq.	City of Martinsburg
Attention: Transportation Manager	City of Ranson
Geri Sawyer	Community Taxi Service, LLC
	Eastern Panhandle Free Clinic
Doug Pixler, Director	Eastern Panhandle Transit Authority
Elaine Bartoldson	Eastern Panhandle Transit Authority
Paul Macom, President/CEO	EastRidge Health Systems
Gary White	EastRidge Health Systems
Jeffrey Haddix	EastRidge Health Systems
Cathy Stotler	EastRidge Health Systems
Matthew Mullenax	HEPMPO
	Jefferson County Commissioners
Amy Wellman, Executive Director	Jefferson County Council on Aging, Inc.
Kim Hogbin	Jefferson County Council on Aging, Inc.
Director	Jefferson County Health Department
Samantha Cronk	The Journal
Attention: Transportation Manager	KAMS Taxi
MARC Train Supervisor	Maryland Transit Administration
Attention: Transportation Manager	Morgan County Area Schools
Joel Tuttle, President	Morgan County Commissioners
	Morgan County Head Start
	Morgan County Health Department
	Mountaineer Community Health Center, Inc.
	Panhandle Home Health, Inc.
Attention: Transportation Manager	Patient Transportation
	REM West Virginia, Inc.
Attention: Transportation Manager	RESA VIII Head Start
Sydney Placido	Senior Life Services of Morgan County
	Shenandoah Health Village Center

Stakeholder Contact List

Name	Organization
	Shenandoah Valley Medical Center
	Silver Age Services
Bill Clark, Executive Director	Eastern Panhandle Regional Planning and Development Council
	United Way of the Eastern Panhandle
Chris Rucker	Valley Medical Transport
Allison Stur	West Virginia Coalition to End Homelessness
	West Virginia University Hospitals - East
Toni Boyd	WV DOT, Division of Public Transit
Paula Marrone-Reese, CEO	Good Shepherd Interfaith Volunteer Caregivers

******Please note rescheduled meeting date ...***

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 Berkeley, Jefferson and Morgan
Counties.

All are invited!

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

*****NEW DATE: Thursday, December 20, 2018*****

10:00 AM to 12:00 PM

**Shepherd University-Martinsburg Center, Room 117
261 Aikens Center, Martinsburg, WV 25404**

Kelly Shawn from RLS & Associates, Inc. will facilitate the meeting. Please RSVP
by December 13 by calling 800-684-1458 or emailing
ccampoll@rlsandassoc.com. If you would like to participate through
GoToMeeting, please register at <https://www.surveymonkey.com/r/WVSignUp>.

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

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

For Immediate Release

Date: November 1, 2018

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

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

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

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

The public is encouraged to attend the following meeting to learn more about the plan and share their input. Agencies who receive or intend to receive funding under the Federal Transit Administration Section 5310 Program must participate in coordination planning. RSVP by November 9 to (800) 684-1458. Free parking is available at all meeting locations. All meeting locations are wheelchair accessible. Anyone who requires an auxiliary aid or service for effective communication to participate in a meeting should call (800) 684-1458 by November 9.

Coordinated Plan Input Meeting for Berkeley, Jefferson and Morgan Counties (Region IX)

Thursday, November 15, 2018, 10:00 AM to 11:30 AM
Shepherd University – Martinsburg Center
261 Aikens Center, Room 117
Martinsburg, WV 25404

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

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

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Meeting 1 PowerPoint

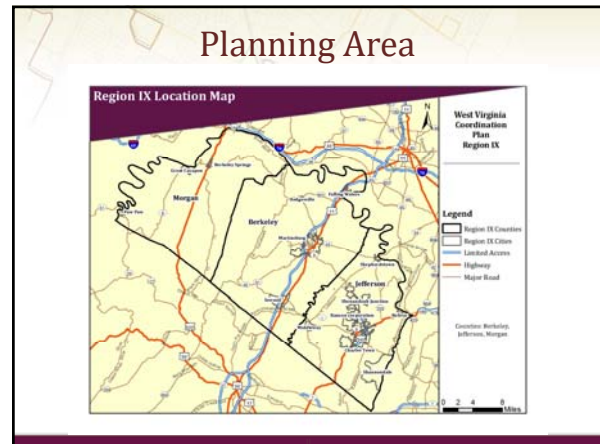


Moving Public Transportation
Into the Future

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

Presented December 20, 2018
By Kelly Shawn, Senior Associate RLS & Associates, Inc.
3131 Dixie Hwy. Suite 545 Dayton, OH 45439

www.rlsandassoc.com



Meeting Objectives

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

Why Do We Do Coordination Plans?

Why Were Plans Developed?

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

Why it is Important to Participate

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

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

Section 5310 Program

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

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FAST Act Highlights

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

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FAST Act Highlights

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

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Recent History of WV Coordinated Plans

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

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Stakeholder Participation Goal in the 2019 Plan Update

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

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Potential Regional Participants

Company	Jefferson County Council on Aging, Inc.
American Red Cross - Kearneysville	Jefferson County Council on Aging, Inc.
BC Council	Jefferson County Health Department
Berkeley County Commissioners	The Journal
Berkeley County Health Department	KAMS Two
Berkeley County Schools Central Office	Maryland Transit Administration
Berkeley Senior Services	Morgan County Area Schools
Berkeley Springs Rehab & Nursing	Morgan County Commissioners
Blue Ridge Care and Rehabilitation	Morgan County Head Start
Boys and Girls Club of America - Martinsburg	Morgan County Health Department
Bureau for Children and Families - Berkeley County	Mountain State University
Bureau for Children and Families - Jefferson County	Mountainview Community Health Center, Inc.
Bureau for Children and Families - Morgan County	Panhandle Home Health, Inc.
CCAP/Leaves and Fishes	Patient Transportation
Catholic Charities WV/Promise House FHC	REM West Virginia, Inc.
Center for Diabetes, Endocrinology and Metabolism	RESA VIII Head Start
City Hospital, Inc.	Senior Life Services of Morgan County
City of Charles Town	Shenandoah Health Village Center
City of Martinsburg	Shenandoah Valley Medical Center
City of Raunston	Silver Age Services
Community Taxi Service, LLC	Eastern Panhandle Regional Planning and Development Council-Region IX
Eastern Panhandle Free Clinic	United Way of the Eastern Panhandle
Eastern Panhandle Transit Authority	Roper Potomac AAA
Eastern Panhandle Transit Authority	Valley Medical Transport
EastRidge Health Systems	VIP Luminous Services, Ltd.
EastRidge Health Systems	West Virginia Coalition to End Homelessness
EastRidge Health Systems	West Virginia University Hospitals - East
HEPAPD	WV DOT, Division of Public Transit
Jefferson County Commissioners	Logistics

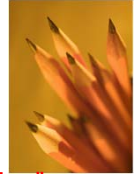
12

UPDATE OF CURRENT RESOURCES AND UNMET NEEDS

13

Unmet Transportation Needs And Gaps In Services

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



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

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Progress on 2015 Goals

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

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Goals Summary

Goal 1: Improve Communication Among Agencies with the Intent to Fill Gaps and Reduce Duplication in Each County

Goal 2: Control Operating and Fuel Budgets

Goal 3: Improve Transportation Opportunities for All People

Goal 4: Advocate for State and Federal Level of Program Administration to Revise Funding Regulations in Favor of Coordinated Transportation

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Goals Summary Continued

Goal 5: Collaborate and Facilitate Transportation Endeavors Related to the Implementation of the Affordable Care Act

Goal 6: Coordinate the Use of Vehicles to Reduce Duplication in Service

Goal 7: Extend Service Areas, Days, and Hours, and Enhance Service in Most Rural Portions of the Region

Goal 8: Improve Transportation for Morgan County Residents

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New Goals and Priorities

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

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NEXT STEPS FOR THE PLANNING PROCESS

19

Update Inventory and Needs Assessment

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

20

Public Meeting #2

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

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Questions?

FOLLOW UP QUESTIONS:

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

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Date: 12-20-2018

Input Meeting Sign-In Sheet

Location: MARTINSBURG, WV

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Steven Thomas	HEP NPO	240-313-2080	stthomas@hepnpo.net
Cindy Struvel	Berkeley Senior Services	304-263-8873	bssadmin2@berkeleyseniorservices.org
Elaine Bartoldson	EPTA	304-263-0867	elbartoldson@eptawv.com
Doug Pixler	EPTA	304-263-0867	dpixler@eptawv.com
Kim Hagbin	WCCOA	304-725-4618	wccoadministrative@frontier.com
Monique Boots	Berkeley ^{Planning} Council	304-267-5000 X 8166	mboots@berkeleywv.org
Linda Ruppert	SLSMC ²⁵⁴¹¹ 106 Sandmine RD BERKELEY SPRINGS WV	304-258-3096 XT 1015	lindaruppertkallmeyer@yahoo.com
Paula Marrone-Reese	Good Shepherd Caregivers	304-876-3325	Paula@gsivc.org

For Immediate Release

Date: February 6, 2019

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

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

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

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

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

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Shepherd University – Martinsburg Center
261 Aikens Center, Room 116
Martinsburg, WV 25404

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

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

###

Meeting 2 PowerPoint



Moving Public Transportation
Into the Future

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

Presented on February 21, 2019
by Kelly Shawn, Senior Associate, RLS & Associates, Inc.
3131 South Dixie Hwy, Suite 545 Dayton, Ohio
(937) 299-5007

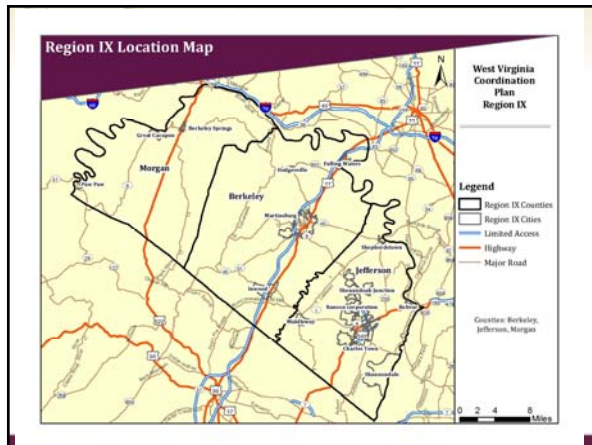
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Meeting Objectives

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

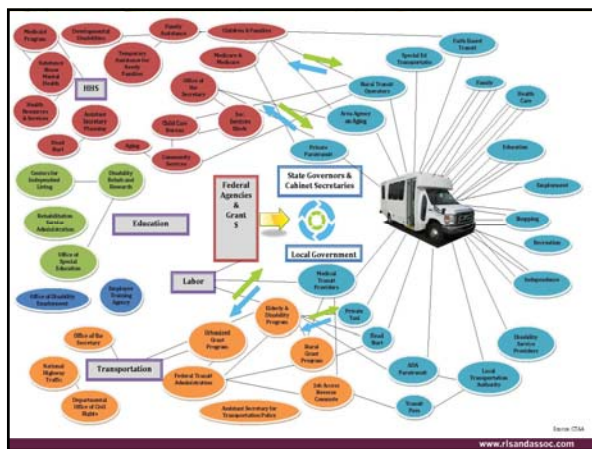
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Why Are Plans Developed?

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

 www.rlsandassoc.com





Why Are Plans Developed?

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

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What Does it Take?

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

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Goals from the 2015 Plan

- Goal 1:** Improve Communication Among Agencies with the Intent to Fill Gaps and Reduce Duplication in Each County
- Goal 2:** Control Operating and Fuel Budgets
- Goal 3:** Improve Transportation Opportunities for All People
- Goal 4:** Advocate for State and Federal Level of Program Administration to Revise Funding Regulations in Favor of Coordinated Transportation

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Goals from the 2015 Plan

- Goal 5:** Collaborate and Facilitate Transportation Endeavors Related to the Implementation of the Affordable Care Act
- Goal 6:** Coordinate the Use of Vehicles to Reduce Duplication in Service
- Goal 7:** Extend Service Areas, Days, and Hours, and Enhance Service in Most Rural Portions of the Region
- Goal 8:** Improve Transportation for Morgan County Residents

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Needs Assessment

- Top Needs – Identified at Meeting 12/20/18 by Stakeholders
- ♦ EPTA demand response service is FULL
 - ♦ Patient Transportation said they'd do a trip for one of our riders for \$175 (she's not Medicaid eligible)
 - ♦ Good Shepherd Caregivers can't afford to run transportation. Discussion of buying trips from EPTA. They serve older adults. They want a vehicle but they don't have local match. Clients who need rides are people on dialysis, people not living right in the city, people who need more assistance than EPTA could provide.

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Needs Assessment

- Top Needs – Identified at Meeting 12/20/18 by Stakeholders
- ♦ Morgan County Senior Center can't afford to do NEMT trips. But if she could do trips for EPTA it would be profitable. EPTA is open to this
 - ♦ One call, one click type of demand response reservation process should be evaluated.

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Needs Assessment

Top Needs – Identified at Meeting 12/20/18 by Stakeholders

- ♦ Out of County travel
- ♦ Berkeley and Jefferson Counties
- ♦ Going up on the mountain in Harper's Ferry is hard with the roads – rain and mud
- ♦ EPTA needs more vehicles. We could run more service. We are turning down LogistiCare trips. About 40 of 100 daily trips are LogistiCare

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Needs Assessment

Top Needs – Identified at Meeting 12/20/18 by Stakeholders

- ♦ Evening and weekend services for seniors
- ♦ Right now dr's appointments must be done at 3pm due to operating hours
- ♦ We don't go outside the county except for Dr's appointments in Virginia, Maryland, Morgantown
- ♦ There are other options, but we have to convince them to use them

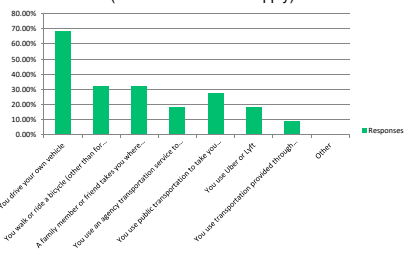
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Needs Assessment

♦ Top Needs – Identified during Survey

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

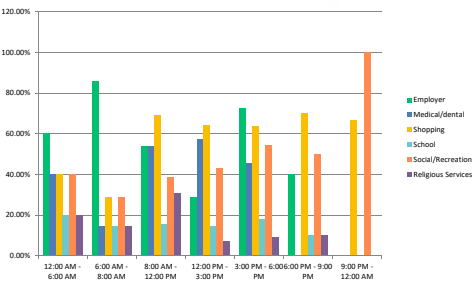


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Needs Assessment

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



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Transportation Providers

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

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Transportation Providers

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

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Goals and Strategies

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

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Goals and Strategies

REQUIRED TOPICS FOR EACH STRATEGY

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

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

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Draft Goal #1

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

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Draft Goal #1

Objectives

1. Establish a method of effective communication for sharing information among human service agencies, public transit providers, and community leaders
2. Participate in a statewide venue for information sharing between the region's transportation stakeholders and state agencies

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Draft Goal #1

Action Steps

1. Create a Coordinated Transportation Coalition (CTC) with appropriate membership and meet quarterly
2. Distribute the updated Coordinated Public Transit-Human Services Transportation Plan
3. Establish an effective communication network among the region's coordination partners that includes a resource guide and electronic method of information sharing

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Draft Goal #1

Action Steps

4. Offer an annual public and stakeholder input meeting to provide updates on progress on all Goals, Objectives and Action Steps
5. *Statewide committee or council involvement – to be determined*

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Draft Goal #2

Develop Coordinated Outreach Efforts

Objectives

1. Ensure that the general public and organizations that serve the targeted populations are knowledgeable about transportation providers and services
2. Hire a mobility manager to coordinate available services, support the Coordinated Transportation Coalition (CTC), and assist transit dependent individuals

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Mobility Management

What does a Mobility Manager do?

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

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Draft Goal #2

Action Steps

1. Apply to WVDPT for funding to support a mobility manager for the region
2. Participating agencies collaborate and develop shared marketing and outreach opportunities and approaches to educate the public about transportation options

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Draft Goal #2

Action Steps

3. Create a new printed resource with complete information about transportation options including fares, hours of operation, service area, eligibility, accessibility, contact information, etc.
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 to allow people to access transportation information via smartphone

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Draft Goal #3

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

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Draft Goal #3

Objectives

1. Acquire vehicles that are able to safely transport individuals on all types of rural roadways and comfortably accommodate people with mobility challenges
2. Ensure that wheelchair lift maintenance is available to all public transit agencies and human service transportation providers

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Draft Goal #3

Action Steps

1. Acquire vehicles that are equipped to drive on various types of road conditions, 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 Goal #3

Action Steps

3. Collaborate to ensure that human service transportation providers have access to qualified wheelchair lift maintenance technicians, such as the maintenance personnel of nearby public transit agencies
4. Seek wheelchair lift maintenance training for local vehicle maintenance shops to increase the availability of lift maintenance in the region

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Next Steps

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

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Questions?

FOLLOW UP QUESTIONS:

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

–Email address

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Date: February 21, 2019

Input Meeting Sign-In Sheet

Location: Martinsburg

Please Print

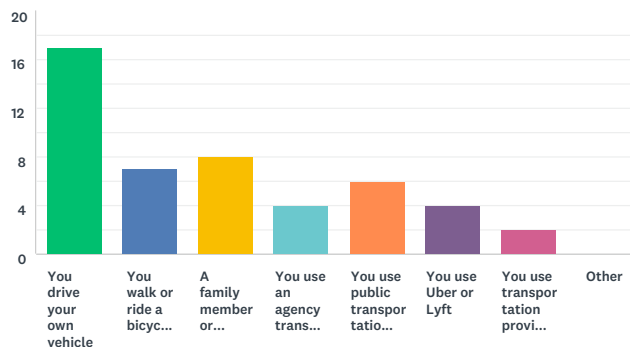
Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Cindy Strzziel	Berkeley Sr. Services	304.263.8873	bssadmin2@berkeleyseminarservices.org
MATT MULLENBAX	HEPMPO	304-267-5118	mmullenbax@hepmo.net
Doug Pixler	EPTA	304-263-6876	dpixler@eptawv.com
Elaine Bartholdson	EPTA	304-263-0876	ebartholdson@eptawv.com
Marie Colerick	EPTA	681-242-8668	mcolerick@eptawv.com
LINDA RUPPERT	SLSMC	304-258-3096	lindaruppertkaimyer@yahoo.com
Karen Mulholland	B.C. Early Head Start	304-258-3833	pmulholland@k12.wv.12
Paula Monroe (Base Good Shepherd)		304.876.3325	Paula@gsivc.org

APPENDIX B: PUBLIC SURVEY DATA

The following pages include public survey results for Region IX.

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

Answered: 25 Skipped: 0

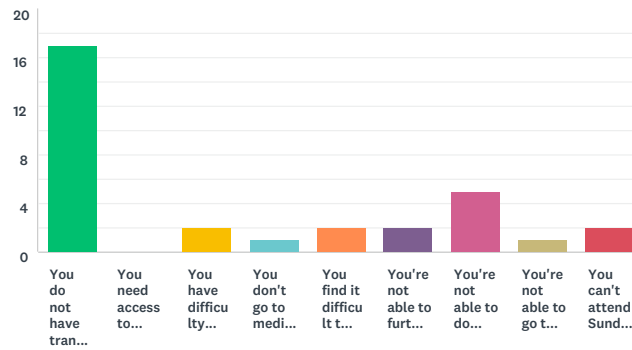


ANSWER CHOICES	RESPONSES	
You drive your own vehicle	68.00%	17
You walk or ride a bicycle (other than for exercise)	28.00%	7
A family member or friend takes you where you need to go	32.00%	8
You use an agency transportation service to take you where you need to go (for example, a senior transportation program)	16.00%	4
You use public transportation to take you where you need to go	24.00%	6
You use Uber or Lyft	16.00%	4
You use transportation provided through Medicaid to get to medical appointments	8.00%	2
Other	0.00%	0
Total Respondents: 25		

#	PLEASE WRITE IN THE NAME OF THE AGENCY OR PUBLIC TRANSPORTATION PROVIDER	DATE
1	Senior Life Services of Morgan County	2/6/2019 11:37 AM
2	BS Senior Center	2/6/2019 11:34 AM
3	Senior Life Services of Morgan CCounty	2/6/2019 11:33 AM
4	EPTA	1/3/2019 7:00 PM
5	MARC train (MD Transportation Authority), also the MD/DC metro	11/2/2018 8:11 PM
6	MARC Train	11/2/2018 1:34 PM

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

Answered: 21 Skipped: 4

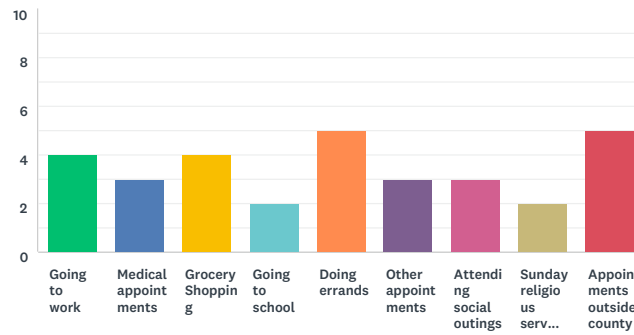


ANSWER CHOICES		RESPONSES	
You do not have transportation limitations		80.95%	17
You need access to wheelchair accessible vehicles		0.00%	0
You have difficulty getting to work because you don't have reliable transportation		9.52%	2
You don't go to medical appointments because you don't have reliable transportation		4.76%	1
You find it difficult to feed yourself or your family because you don't have reliable transportation		9.52%	2
You're not able to further your education because you don't have reliable transportation		9.52%	2
You're not able to do errands because you don't have reliable transportation		23.81%	5
You're not able to go to other appointments (social services, legal, etc.) because you don't have reliable transportation		4.76%	1
You can't attend Sunday religious services because you don't have reliable transportation		9.52%	2
Total Respondents: 21			

#	OTHER (PLEASE SPECIFY)	DATE
1	Live with someone who provides transportation	2/6/2019 11:37 AM
2	I need the MARC train funded to get to work to pay taxes which help with all of the above	11/2/2018 8:11 PM

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

Answered: 8 Skipped: 17



Activity	Percentage	Count
Going to work	50.00%	4
Medical appointments	37.50%	3
Grocery Shopping	50.00%	4
Going to school	25.00%	2
Doing errands	62.50%	5
Other appointments	37.50%	3
Attending social outings	37.50%	3
Sunday religious services	25.00%	2
Appointments outside county	62.50%	5
Total Respondents: 8		

#	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	Need to go to philly, PA / Temple university	2/19/2019 1:24 PM
2	If the MARC train is not funded I will not be able to get to work and will be forced to move after 7 generations of my family have lived here and had train service since trains replaced horses	11/2/2018 8:11 PM
3	Shopping Winchester, Hagerstown, DC area	11/2/2018 3:12 PM

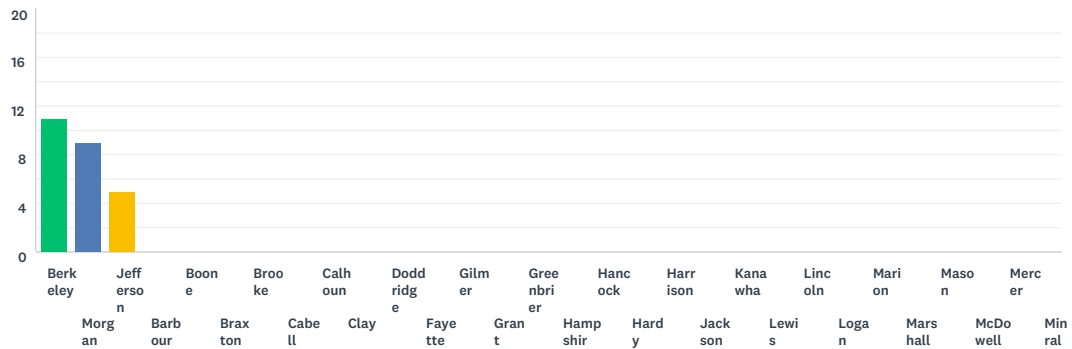
Q4 What is the name of the city or town where you live?

Answered: 24 Skipped: 1

#	RESPONSES	DATE
1	Berkeley Springs	6/3/2019 6:55 PM
2	Shenandoah Junction	2/22/2019 7:20 PM
3	Berkeley Springs, WV	2/19/2019 1:24 PM
4	Berkeley Springs	2/13/2019 9:55 AM
5	Berkeley Springs	2/6/2019 11:37 AM
6	Berkeley Springs	2/6/2019 11:34 AM
7	Berkeley Springs	2/6/2019 11:33 AM
8	berkeley Springs	2/6/2019 11:32 AM
9	Martinsburg	1/29/2019 11:34 PM
10	Berkeley Springs	1/8/2019 9:31 PM
11	Charles Town	1/8/2019 5:56 PM
12	Shepherdstown	1/7/2019 9:03 AM
13	Ranson	1/4/2019 11:29 AM
14	Martinsburg	1/4/2019 10:10 AM
15	Ranson	1/3/2019 7:16 PM
16	Martinsburg	1/3/2019 7:06 PM
17	Martinsburg	1/3/2019 5:20 PM
18	Martinsburg	1/3/2019 4:19 PM
19	Berkeley Springs	11/13/2018 9:18 AM
20	Martinsburg	11/2/2018 8:11 PM
21	Martinsburg	11/2/2018 3:12 PM
22	Martinsburg	11/2/2018 1:39 PM
23	Martinsburg, WV	11/2/2018 1:35 PM
24	Martinsburg	11/2/2018 1:34 PM

Q5 What county do you live in?

Answered: 25 Skipped: 0

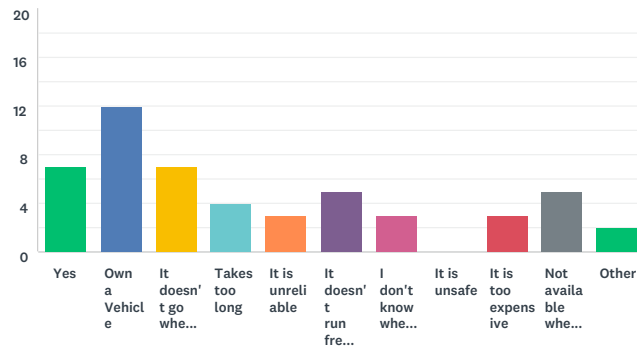


ANSWER CHOICES	RESPONSES
Berkeley	44.00% 11
Morgan	36.00% 9
Jefferson	20.00% 5
Barbour	0.00% 0
Boone	0.00% 0
Braxton	0.00% 0
Brooke	0.00% 0
Cabell	0.00% 0
Calhoun	0.00% 0
Clay	0.00% 0
Doddridge	0.00% 0
Fayette	0.00% 0
Gilmer	0.00% 0
Grant	0.00% 0
Greenbrier	0.00% 0
Hampshire	0.00% 0
Hancock	0.00% 0
Hardy	0.00% 0
Harrison	0.00% 0
Jackson	0.00% 0
Kanawha	0.00% 0
Lewis	0.00% 0
Lincoln	0.00% 0
Logan	0.00% 0
Marion	0.00% 0
Marshall	0.00% 0
Mason	0.00% 0
McDowell	0.00% 0
Mercer	0.00% 0
Mineral	0.00% 0
Mingo	0.00% 0
Monongalia	0.00% 0
Monroe	0.00% 0
Nicholas	0.00% 0
Ohio	0.00% 0
Pendleton	0.00% 0
Pleasants	0.00% 0
Pocahontas	0.00% 0

Preston	0.00%	0
Putnam	0.00%	0
Raleigh	0.00%	0
Randolph	0.00%	0
Ritchie	0.00%	0
Roane	0.00%	0
Summers	0.00%	0
Taylor	0.00%	0
Tucker	0.00%	0
Tyler	0.00%	0
Upshur	0.00%	0
Wayne	0.00%	0
Webster	0.00%	0
Wetzel	0.00%	0
Wirt	0.00%	0
Wood	0.00%	0
Wyoming	0.00%	0
TOTAL		25

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

Answered: 25 Skipped: 0

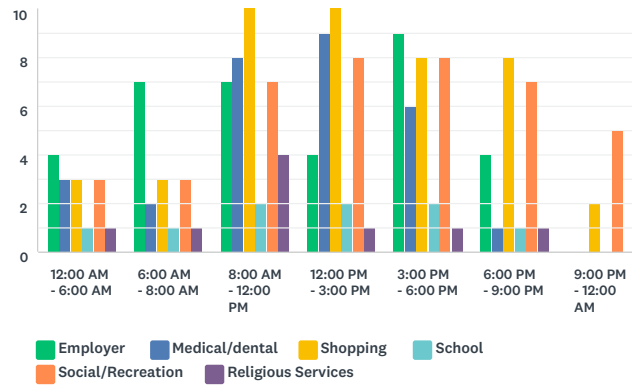


ANSWER CHOICES	RESPONSES	
Yes	28.00%	7
Own a Vehicle	48.00%	12
It doesn't go where I need to go	28.00%	7
Takes too long	16.00%	4
It is unreliable	12.00%	3
It doesn't run frequently/often enough	20.00%	5
I don't know where it goes or how it works	12.00%	3
It is unsafe	0.00%	0
It is too expensive	12.00%	3
Not available where I live	20.00%	5
Other	8.00%	2
Total Respondents: 25		

#	OTHER (PLEASE SPECIFY)	DATE
1	not available in (goat path) areas	2/6/2019 11:37 AM
2	Cant carry my kids and the groceries	1/29/2019 11:34 PM

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

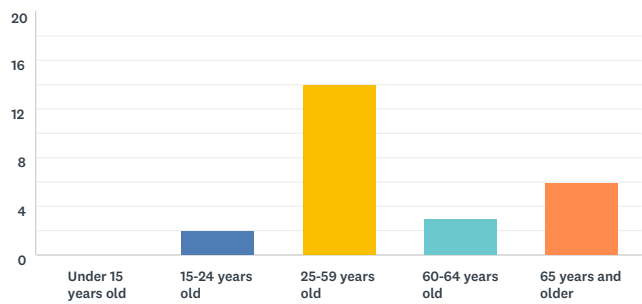
Answered: 19 Skipped: 6



	EMPLOYER	MEDICAL/DENTAL	SHOPPING	SCHOOL	SOCIAL/RECREATION	RELIGIOUS SERVICES	TOTAL RESPONDENTS
12:00 AM - 6:00 AM	57.14% 4	42.86% 3	42.86% 3	14.29% 1	42.86% 3	14.29% 1	7
6:00 AM - 8:00 AM	77.78% 7	22.22% 2	33.33% 3	11.11% 1	33.33% 3	11.11% 1	9
8:00 AM - 12:00 PM	46.67% 7	53.33% 8	66.67% 10	13.33% 2	46.67% 7	26.67% 4	15
12:00 PM - 3:00 PM	25.00% 4	56.25% 9	62.50% 10	12.50% 2	50.00% 8	6.25% 1	16
3:00 PM - 6:00 PM	69.23% 9	46.15% 6	61.54% 8	15.38% 2	61.54% 8	7.69% 1	13
6:00 PM - 9:00 PM	33.33% 4	8.33% 1	66.67% 8	8.33% 1	58.33% 7	8.33% 1	12
9:00 PM - 12:00 AM	0.00% 0	0.00% 0	40.00% 2	0.00% 0	100.00% 5	0.00% 0	5

Q8 Please tell us your age.

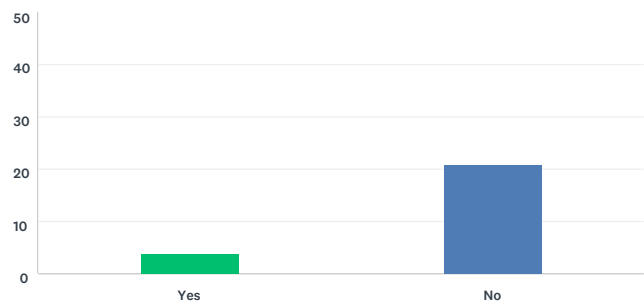
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 15 years old	0.00%	0
15-24 years old	8.00%	2
25-59 years old	56.00%	14
60-64 years old	12.00%	3
65 years and older	24.00%	6
TOTAL		25

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?

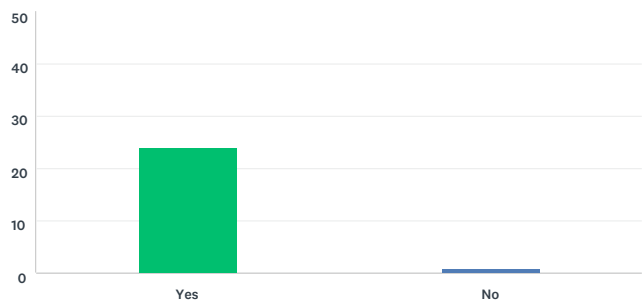
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	16.00%	4
No	84.00%	21
TOTAL		25

Q10 Is English your first or primary language?

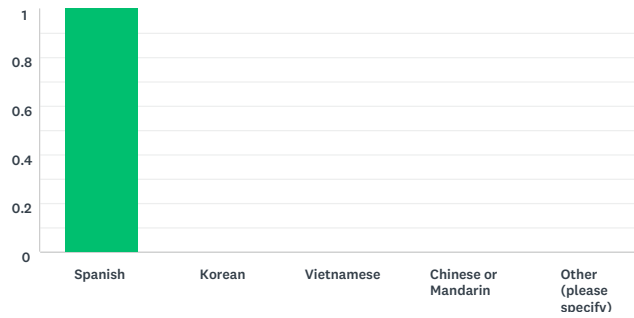
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	96.00%	24
No	4.00%	1
TOTAL		25

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

Answered: 1 Skipped: 24



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

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

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: 7 Skipped: 18

#	RESPONSES	DATE
1	Joel Tuttle (Former director) and transportation w/ senior center have helped w/ transportation but far away places are too expensive to transport to- from and many elderly can not afford rides.	2/6/2019 11:37 AM
2	The EPTA would be better if it covered more areas, especially rural areas. A "dial-a-ride" service might be something to look into to solve the "last mile" problem and provide doorstep-to-doorstep service. Another idea which I would highly recommend is to consider a bus service or commuter rail service which runs from Martinsburg Station (Like the MARC train) to Northern Virginia, connecting to Dulles Airport and WMATA Metrorail.	1/8/2019 9:31 PM
3	I don't drive and sometimes need to use public transportation but it is very limited on times and routes. One trip to the store can take half a day and there is only one run. If i miss it I can't go.	1/4/2019 11:29 AM
4	I see that our transportation department is really trying to improve availability. they have done a route revision, and added a new line that will include going to a library and a family fun location. They listen to what the community needs and wants.	1/3/2019 4:19 PM
5	I am concerned that so little money for public transportation in the eastern panhandle. We send a lot of money to Charleston every April and it would be nice if some of it made it's way back here.	11/2/2018 8:11 PM
6	I think the bus service is useful for many things, but I feel there should be bus service to the large business complexes in our county. Fed ex,quad graphic, proctor and gamble. Many young people need transportation to these jobs that would be reliable and affordable in order to get back in the workforce.	11/2/2018 1:39 PM
7	Although I do not currently use public transportation, I live in the city of Martinsburg, and would like to eventually see a regular circulating transportation service within the city. The city seems to have a lot of residents who do not own their own transportation.	11/2/2018 1:35 PM

APPENDIX C: TRANSPORTATION PROVIDER INVENTORY

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

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

Eastern Panhandle Transit Authority	
Transportation Service Type	Fixed Route and Demand Response
Other Services Provided/Agency Mission	Public Transportation
Contact Information	(304) 263-0876 info@eptawv.com
Hours	5:00 AM to 8:20 PM, Monday – Friday; 9:00 AM to 5:30 PM, Saturday
Service Area	Berkeley and Jefferson Counties
Eligibility Requirements	General Public
Website	http://www.eptawv.com

Berkeley Senior Services	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Social Services for Older Adults
Contact Information	(304) 263-8873 bssadmin2@berkeleyseniorservices.org
Hours	8:00 AM to 4:00 PM, Monday – Friday
Service Area	Berkeley County
Eligibility Requirements	60+, Disabled, Low Income (Rides are provided to Berkeley Senior Services or medical appointments only)
Website	https://www.berkeleyseniorservices.org/transportation

Jefferson County Council on Aging	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Social Services for Older Adults
Contact Information	(304) 725-4044
Hours	8:00 AM to 4:00 PM, Monday – Friday
Service Area	Jefferson County
Eligibility Requirements	60+ or Disabled
Website	http://jccoa.org/jccoa/

Senior Life Services of Morgan County*	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Social Services for Older Adults
Contact Information	(304) 258-3096 slsmc1@hotmail.com
Hours	6:30 AM to 3:30 PM, Monday – Friday (Core transportation service) 8:00 AM to 4:00 PM, Monday – Thursday; 8:00 AM to 1:00 PM, Friday (Transportation on Demand)
Service Area	Morgan County
Eligibility Requirements	60+ or Disabled (Core transportation service) General Public (Transportation on Demand)
Website	https://slsmc.org/

*Senior Life Services of Morgan County is the operator of Transportation on Demand

Good Shepherd Interfaith Volunteer Caregivers	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Volunteer Home-based Assistance to Older Adults and People with Disabilities
Contact Information	(304) 876-3325 info@gsivc.org
Hours	5:00 AM to 8:00 PM, Monday – Sunday
Service Area	Jefferson County, with rides provided to destinations outside of the county as needed
Eligibility Requirements	Older Adults and People with Disabilities
Website	http://www.gsiwc.org/

EPIC Eastern Panhandle Instructional Cooperative	
Transportation Service Type	Demand Response and Student Routes
Other Services Provided/Agency Mission	Educational Programming for Children, Adolescents and Adults
Contact Information	(304) 267-3595
Hours	Monday – Friday, 7:00 AM to 4:00 PM
Service Area	Berkeley, Jefferson, and Morgan Counties
Eligibility Requirements	Children enrolled in Head Start and their family members
Website	http://www.epicresa8.org/

Patient Transportation	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Medical Transportation
Contact Information	(304) 264-0119 patienttrans@hotmail.com
Hours	6:00 AM to 6:00 PM, Monday – Friday
Service Area	Berkeley and Jefferson Counties
Eligibility Requirements	General Public (Medical Trip Purposes Only)
Website	http://patienttrans.com/

Valley Medical Transport	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Medical Transportation
Contact Information	(800) 776-4067
Hours	24/7
Service Area	Berkeley, Grant, Hampshire, Hardy, Jefferson, and Mineral Counties
Eligibility Requirements	General Public (Medical Trip Purposes Only)
Website	https://www.valleyhealthlink.com/Our-Services/Valley-Medical-Transport.aspx

ORGANIZATIONAL CHARACTERISTICS

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

Agency	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (if Yes, Who?)	Legal Authority (Private Non Profit, Private For Profit, Public Non Profit,)	Are Vehicles Only Available for Human Service Agency Clients? (Y/N)
Eastern Panhandle Transit Authority	Yes	No	Public Non-Profit	No
Berkeley Senior Services	Yes	No	Private Non-Profit	No
Jefferson County Council on Aging	Yes	No	Private Non-Profit	No
Senior Life Services of Morgan County	Yes	No	Private Non-Profit	No
Good Shepherd Interfaith Volunteer Caregivers	Yes	No	Private Non-Profit	No
EPIC – Eastern Panhandle Instructional Cooperative	Yes	Not Provided	Private Non-Profit	Yes
Patient Transportation	Yes	No	Private For-Profit	No
Valley Medical Transport	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 and Type of Vehicles in Total Fleet	Number of Drivers	Annual Expenses	Items included in Annual Expenses
Eastern Panhandle Transit Authority	Yes	25 wheelchair-accessible buses and vans	Not provided	\$2,058,316	All expenses eligible for FTA funding
Berkeley Senior Services	Yes	9 total, 7 wheelchair-accessible	7	Not provided	Not provided
Jefferson County Council on Aging	Yes	10 total, 5 wheelchair-accessible	4	Not provided	Not provided
Senior Life Services of Morgan County	Yes	8 total	5	Not provided	Wages, maintenance, and fuel
Good Shepherd Interfaith Volunteer Caregivers	No	0 (Volunteers use their personal vehicles)	Approximately 60 active volunteer drivers	\$45,000 for direct expenses	Transportation coordinator salary
EPIC – Eastern Panhandle Instructional Cooperative	Yes	23 school buses and 1 minivan	16	Not provided	Not provided
Patient Transportation	Yes	20 vehicles	40	Not provided	Not provided
Valley Medical Transport	Yes	42 ambulances and wheelchair-accessible vehicles	146	Not provided	Not provided

TRIP SCHEDULING AND RIDERSHIP INFORMATION

The following tables describe what trip purposes are allowed by each of the services, the process to request a ride, annual ridership, and cost-efficiency (a calculation of the number of trips provided for each dollar spent).

Agency	Trip Purposes Allowed	Ride Request Process	Annual one way passenger trips	Cost per trip
Eastern Panhandle Transit Authority	Any	Call to request a ride	210,895	\$9.76
Berkeley Senior Services	Medical appointment or senior center	Call to request a ride	12,800	Not provided
Jefferson County Council on Aging	Any	Call to request a ride	18,000	Not provided
Senior Life Services of Morgan County	Any	Call to request a ride	9,889	Not provided
Good Shepherd Interfaith Volunteer Caregivers	Any	Call to request a ride	2,800	\$16.07
EPIC – Eastern Panhandle Instructional Cooperative	Head Start or Medical/Social Services appointments for family members	Head Start establishes pupil routes based on enrollment. Early Head Start arranges rides for family members of pupils as needed.	Not provided	Not provided
Patient Transportation	Medical appointments	Call to request a ride	35,000	Not provided
Valley Medical Transport	Medical appointments	Call to request a ride	7,200	Not provided

Demographics

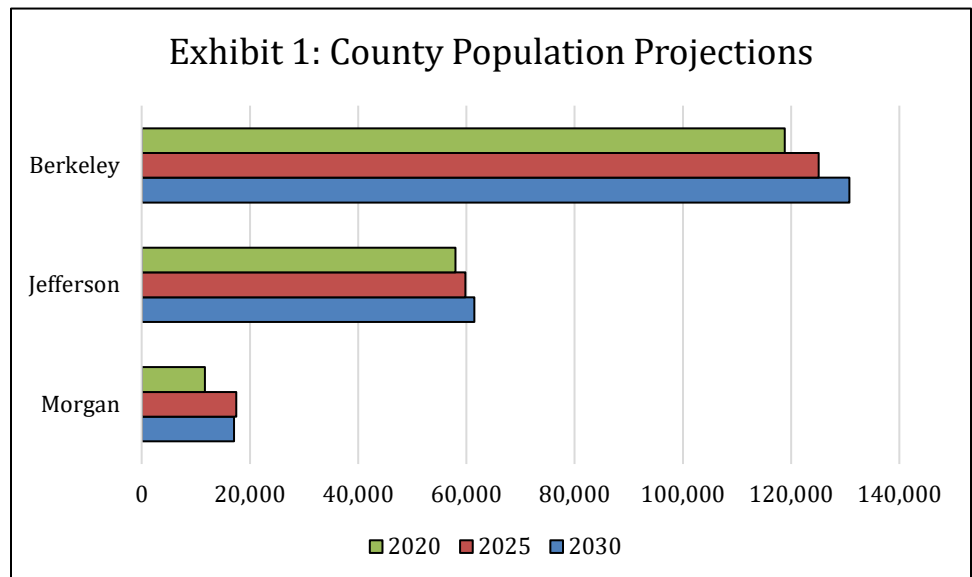
APPENDIX D: DEMOGRAPHICS

The demographics of an area are a strong indicator of demand for public transportation services. 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 five-year estimates, the data represent a percentage based on a national sample and do not represent a direct population count.

Population Projections

The population of Region IX is projected to increase to 209,316 by 2030, a 9.92% increase from the 2020 projection. The population of Morgan County is projected to have the highest increase at 31.49%, while the population of Jefferson County is projected to have the lowest increase in population at 5.61%. Exhibit 1 shows population projections between 2020 and 2030

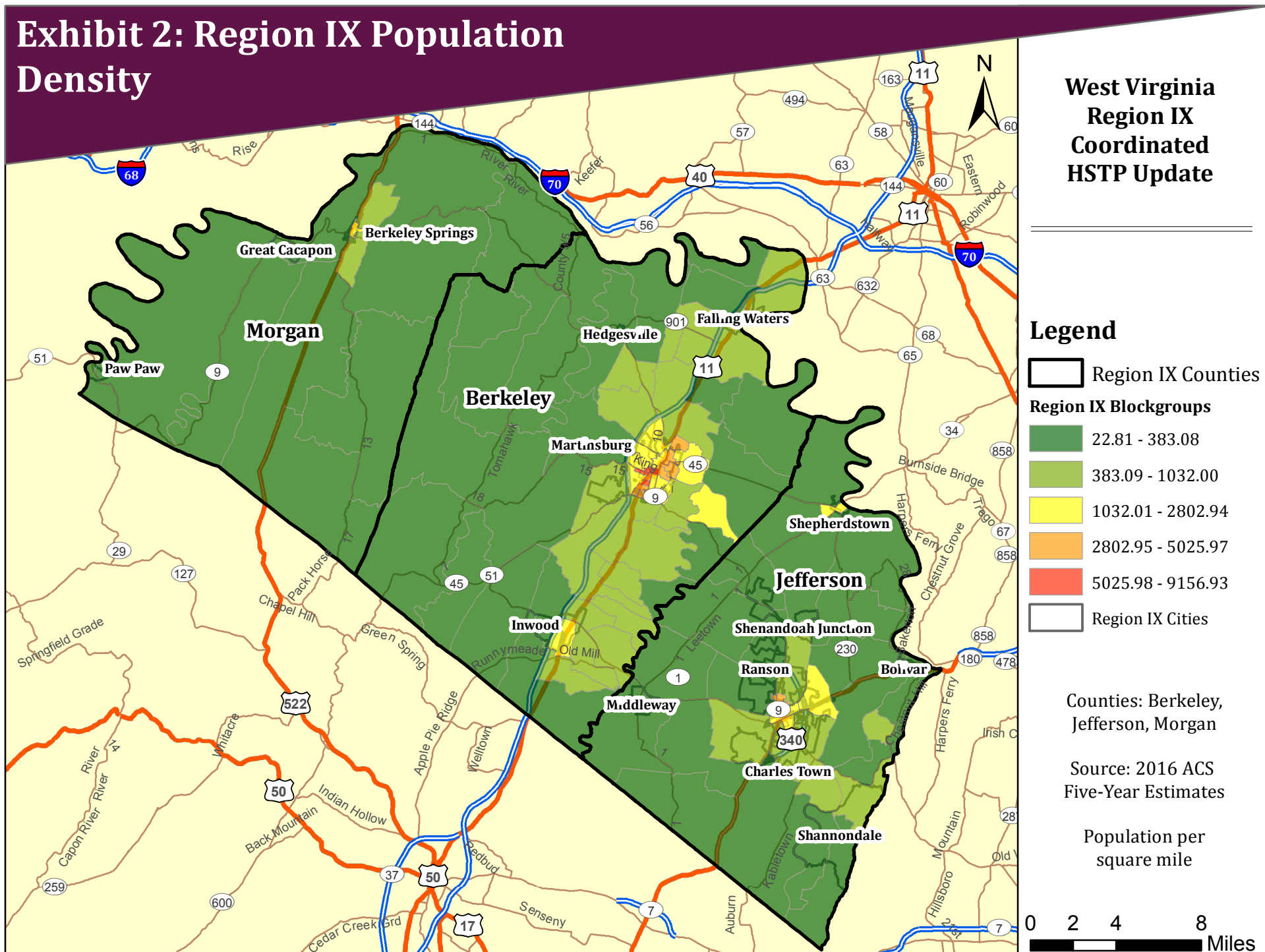


for each county in Region IX. (Source: West Virginia Bureau of Business and Economic Research.)

Population Density

Exhibit 2 illustrates a comparison of population densities for Census block groups in Region IX. The most densely populated areas are in Martinsburg in Berkeley County, Ranson in Jefferson County, and Berkeley Springs in Morgan County. Other areas of lower densities throughout the Region include Inwood in Berkeley County, and Shepherdstown and Charles Town in Jefferson 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

Exhibit 2: Region IX Population Density



areas with fewer clusters of trip generators, demand response transportation is typically more effective than fixed route services. Conversely, fixed route services are more appropriate for high-density areas.

Population Projection for Older Adults

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

Exhibit 3 illustrates the population density of persons over 65 years of age by block group. Concentrations of this age group are focused around certain cities in Region IX. Block groups with the highest concentrations are located in Berkeley County. A few small block groups with moderate density are present in Jefferson County.

The population of older adults in the Region is projected to increase in each county by as much as 50.12% (Berkeley County) and as little as 29.23% (Morgan County) over the 2010 Census estimates by 2030. An increase in the older adult population will put additional pressure on transportation resources.

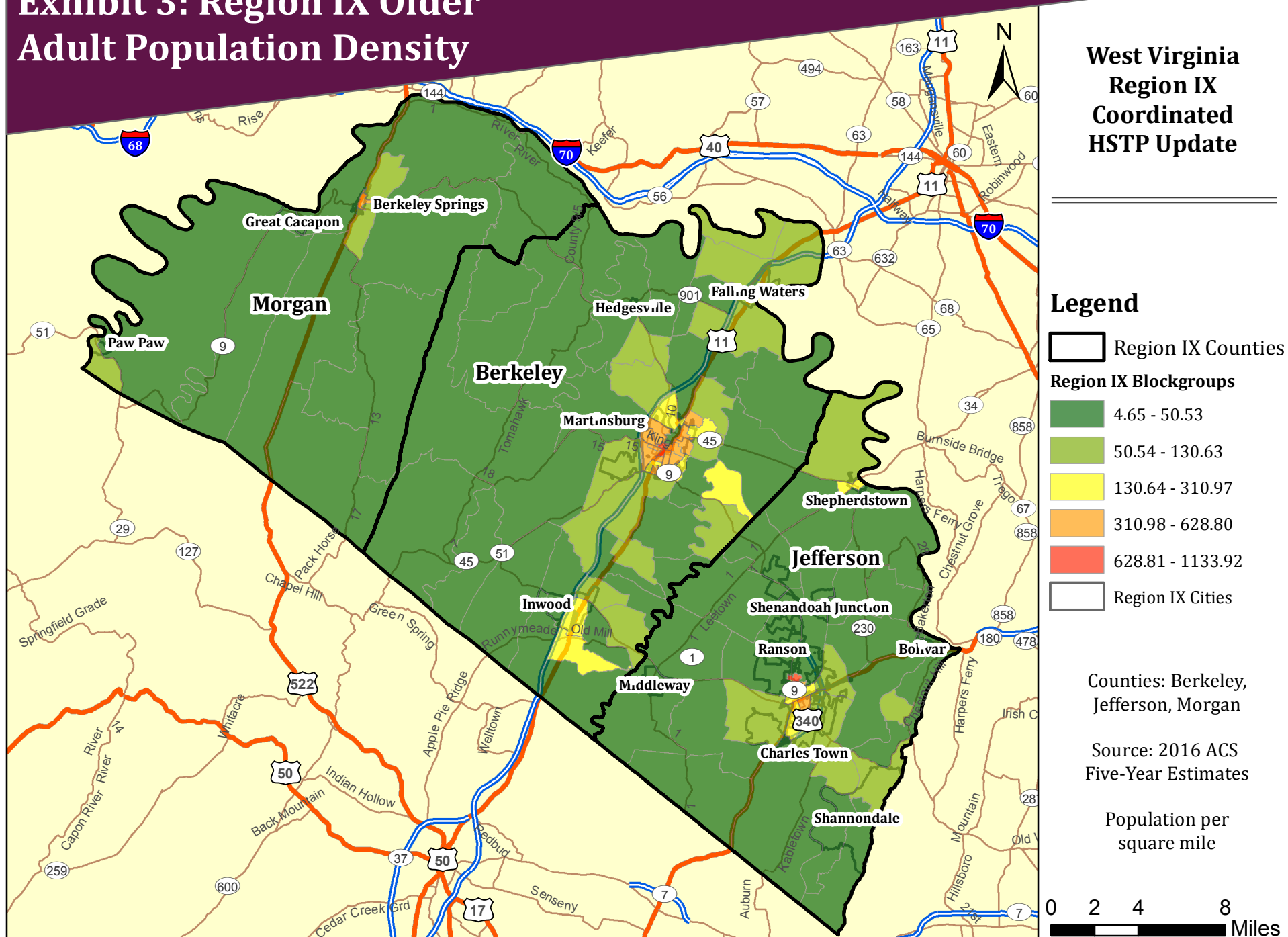
Individuals with Disabilities

Individuals with disabilities are also likely to use public or human service agency transportation services. In Region IX, approximately 13% to 16% of each county's population reported having a disability. Not all disabilities involve mobility limitations that prevent a person from driving or using non-accessible transportation resources. While it would be a more accurate statistic for transportation planning, no reliable data are available from the U.S. Census Bureau to define individuals with mobility limitations that prevent them from traveling independently outside the home.

Exhibit 4: Individuals with Disabilities	
County	Percent of Population with a Disability
Berkeley	14.9%
Jefferson	13.3%
Morgan	15.8%

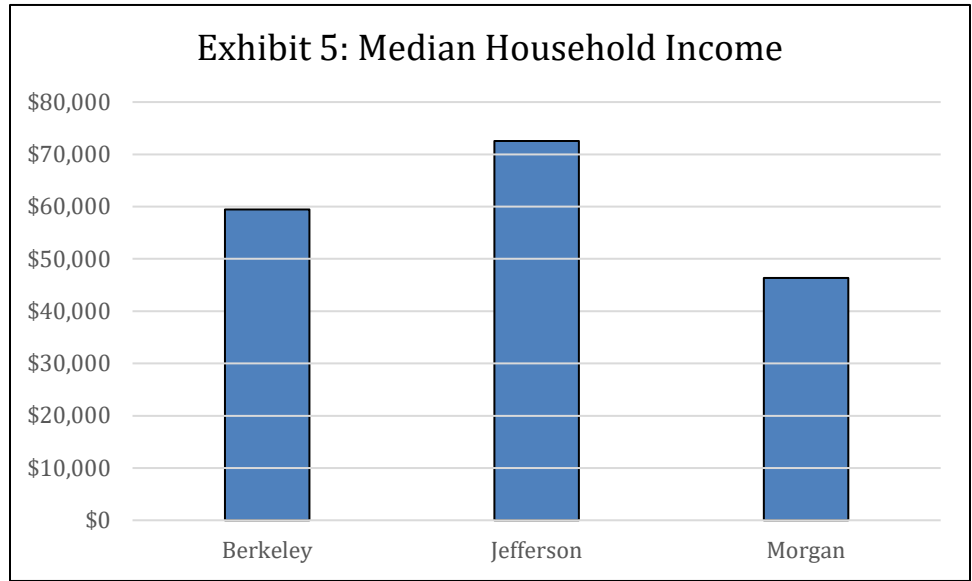
Source: 2013-2017 American Community Survey 5-Year Estimates

Exhibit 3: Region IX Older Adult Population Density



Household Incomes

Exhibit 5 illustrates the household incomes for the Region. There are approximately 70,382 households in Region IX. Of those households, 27.21% earn less than \$35,000 annually. Of the households earning less than \$35,000, 21% earned less than \$10,000 per year. (Source: 2013-2017 American Community Survey 5-Year Estimates.)



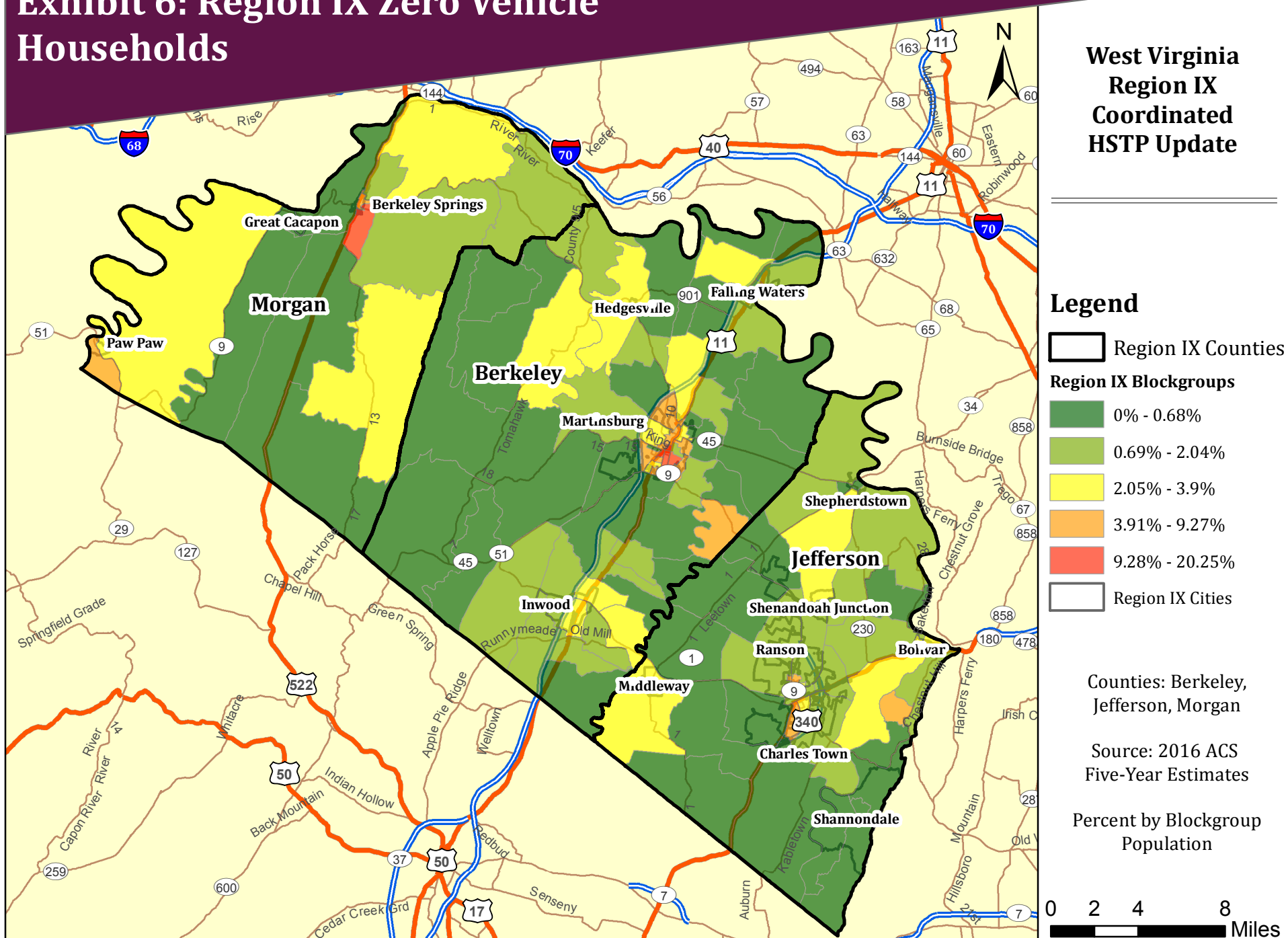
Zero Vehicle Households

The number of vehicles available to a household is also used as an indicator of demand for transit service. There are 3,124 households in Region IX that have no available vehicle. This is 4.44% of all households in the Region.

Exhibit 6 illustrates the percentage of households that have no available vehicle. The block groups with red shading have the highest percentage of households with no available vehicles (9.28% to 20.25% block group population without a vehicle). The block group locations with the highest concentration of these households are generally located within the cities, the most being in Martinsburg and Berkeley Springs. Areas with a moderately high density of zero vehicle households can be found throughout the entire Region.

Morgan County has the highest percentage of zero-vehicle households with 5.02%. Jefferson County has the lowest percentage of zero-vehicle households with 3.6%.

Exhibit 6: Region IX Zero Vehicle Households



Minority and Limited English Proficiency (LEP) Population

Approximately 84% to 96% of the population in each county of the Region IX is Caucasian (Exhibit 7). African American individuals are the second most common race, followed by Hispanic or Latino individuals. The majority of the population speaks only English (Exhibit 8).

Exhibit 7: Race			
Race	Berkeley	Jefferson	Morgan
White or Caucasian	84.6	83.8	95.7
Black or African American	7.2	6.5	0.7
Two or more races	2.5	2.1	1.4
Hispanic or Latino (of any race)	4	5.3	1.4
American Indian and Alaska Native	0.1	0.2	0.2
Asian	1.1	1.5	0.4
Native Hawaiian and Other Pacific Islander	0.1	0	0

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

Exhibit 8: Limited English Proficiency						
Language	Berkeley	%	Jefferson	%	Morgan	%
	111,610		55,673		17,510	
Speak only English:	99,251	94.9	49,304	93.8	16,374	97.9
Spanish or Spanish Creole:	2,599	2.5	1,802	3.4	276	1.7
Speak English less than "very well":	1,003	1	607	1.2	93	0.6
Language other than English:	5,388	5.1	3,250	6.2	347	2.1
Speak English less than "very well":	1,332	1.3	944	1.8	119	0.7
Indo-European Languages:	1,402	1.3	825	1.6	45	0.3
Speak English less than "very well":	188	0.2	100	0.2	0	0
Asian and Pacific Islander:	851	0.8	457	0.9	26	0.2
Speak English less than "very well":	118	0.1	212	0.4	26	0.2

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

APPENDIX E: RELEVANT FAST ACT PROGRAMS

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

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

Eligible Recipients:

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

GLOSSARY OF TERMS

Closed-Door Transportation Services – Closed-door service is not open to the general public, but rather is available only to clients or members of a particular agency. The funding provided by designated recipients for these projects allows Section 5310 grant subrecipients to provide services to 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 the 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

The following organizations participated in the Coordinated Plan Update:

Berkeley County Planning Council
Berkeley Senior Services
Eastern Panhandle Planning and Development Council
Eastern Panhandle Transit Authority
EPIC – Eastern Panhandle Instructional Cooperative/Berkeley County Early Head Start
Good Shepherd Interfaith Volunteer Caregivers
Hagerstown Eastern Panhandle Metropolitan Planning Organization
Jefferson County Council on Aging
Senior Life Services of Morgan County

APPENDIX G: RESOLUTION TO ADOPT THE PLAN

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



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

The Coordinated Public Transit-Human Services Transportation Plan Update for the Region IX study area, including Berkeley, Jefferson, and Morgan Counties, as completed on November 15, 2019, must be locally adopted.

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

Name: James Barnhart

Title: Chairman

On Behalf of the Region IX Planning and Development Council.

Signature

2-24-2020

Date