

Region VII Coordinated Public Transit-Human Services Transportation Plan Update

Barbour, Braxton, Gilmer, Lewis, Randolph, Taylor, and Upshur
Counties, WV

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Department of Transportation

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This report was prepared in cooperation with the U.S. Department of Transportation (USDOT), the Federal Transit Administration (FTA), the West Virginia Department of Transportation (WVDOT) Division of Public Transit, and local communities. The contents do not necessarily reflect the official views or policies of the 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 VII Coordinated Public Transit-Human Services Transportation Plan for Barbour, Braxton, Gilmer, Lewis, Randolph, Taylor, and Upshur Counties. The plan was initially developed in 2011 and last updated in 2015. The Safe, Accountable, Flexible, and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU) was the Federal surface transportation authorization at the time of the initial report. The 2015 update was developed in response to requirements set forth by Moving Ahead for Progress in the 21st Century Act (MAP-21).

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

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

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

METHODOLOGY

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

The coordination plan update incorporated the following planning elements:

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

II. TRANSPORTATION AND MOBILITY NEEDS ASSESSMENT

COMMUNITY MEETING AND PUBLIC SURVEY RESULTS

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

- ◆ November 13, 2018 at the Upshur County Senior Center
- ◆ February 20, 2019 at the Upshur County Senior Center

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

The public survey was distributed online and in hard copy format. The survey was promoted in local media, on websites, at public meetings, and through emails and word-of-mouth by local stakeholders. The survey was available for eight months. There were 152 survey responses from Region VII. Approximately 35% of survey respondents were age 65 and older and 24% 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

Hiring and Retaining Drivers

Most of the Region VII public transit and human service agencies are facing driver shortages due to competition among employers for the few qualified applicants interested in driving careers. Attempts have been made to fill the gaps with volunteer drivers with little success. Transit providers have many applications for drivers, but passing background checks, driving record checks, and drug screening has narrowed the field to a few. The pay scale for a public transit or human service agency driver is not competitive to other driving positions in the community and reduces the applicant pool even further.

Increased Transportation Service

- ◆ Region VII has very few providers to cover a large area made up of mostly rural areas. Currently, Braxton County has no public transportation service and residents who ride the NEMT service are restricted to medical trips only. There are a few Uber drivers and one taxi in the Region to offer services in addition to public transit and human service transportation programs.
- ◆ A former employee of MTM, the previous statewide NEMT brokerage for West Virginia, founded a new company, Easy Transportation, to provide service for NEMT trips. However, it is not accessible for persons with disabilities. The service provides trips to Bridgeport and

Table II.1: 2019 Needs Assessment

Increased Transportation Service (Continued)

Morgantown from Region VII. Drivers were hired from the recently closed Mountain State, a former private NEMT provider.

- ◆ A Disabled American Veterans (DAV) van occasionally makes trips through the Region in route to Clarksburg. Many people are referred to this service. Country Roads Transit (CRT), the public transit provider in Randolph and Upshur Counties, along with Upshur County Senior Center, are the two main providers in the area. These systems are not able to meet the area's growing need for public transportation services. This includes requests for additional stops on CRT's deviated fixed route service, as well as additional trips to the rural areas in Upshur and Randolph Counties, and development of a summer program to assist kids with transportation as part of the Neighborhood Investment Program (NIP).
- ◆ The City of Buckhannon appreciates the service provided by CRT, but finds it falls short of the need for transportation service in the City. The Tenderton and Stoney Run areas are served with limited demand response service and would like to see increased service levels and a possible route. Expansion of the deviated fixed route to the library and Kroger were also discussed. There are currently not enough vehicles in Buckhannon area to meet the need.
- ◆ Gilmer County Senior Citizens is not able to meet the need for clients needing transportation to dialysis appointments. The service operates between 8:00 AM and 4:00 PM and is not able to provide early morning trips, early evening trips, or Saturday service.
- ◆ Braxton County currently has no public transportation service and relies on human service agencies to provide transportation services. The agencies provide limited transportation to support their agency needs. Braxton County Senior Services provides medical transportation services to Morgantown and Charleston.
- ◆ The general public in Gilmer County is served by Little Kanawha Bus, but this service is limited to only two days per week.

Region VII Challenges with Medicaid NEMT

- ◆ The current Medicaid Non-Emergency Medical Transportation (NEMT) statewide broker, LogistiCare, has proven to be a challenge to work with, according to public transit and human service agency providers in Region VII. The Broker assigns trips to providers to locations not served, times of days not operated, and locations served by other transit providers. The trip reimbursement is limited to mileage generated by the Broker and may not reflect the actual mileage of the provider. If a passenger cancels the trip at the last moment or "no-shows," after the transit provider has arrived, there is no reimbursement of that trip. In some cases, the trip is generated with 0 miles and the Broker says it cannot be fixed. As a result, the provider cannot seek reimbursement of the mileage-based system even though it provided the ride.
- ◆ Many of unfavorable Broker policies are included in the contract between transit providers and the Broker, which several providers feel they were forced to accept. The efforts of transit providers to work with the Broker to seek solutions to some of these problems have resulted in no or little relief.

Table II.1: 2019 Needs Assessment

Other Needs

- ◆ Some areas of the Region are challenging to access by conventional transit vehicle. As a result, during bad weather residents are not able to receive transportation service. This is prevalent in the rural areas where the location of a residence may be up an unpaved road with limited turning access.
- ◆ Many agencies and residents in the Region are not aware of the transportation services in their community. Country Roads Transportation has reached out to the community to make members aware of the various services provided, but there are still communities who remain isolated due to their lack of knowledge of transportation options in the area.

Demographics:

- ◆ There are many areas throughout Region VII where between 9.39% and 16.13% of households do not have a vehicle. Census block groups greater than 9.39% “zero vehicle households” are located near Buckhannon, Philippi, and Elkins.
- ◆ Single vehicle households with multiple people throughout the region need public, agency, and/or private transportation options to supplement the availability of their personal vehicle.
- ◆ Population density – as well for older adults and the general population – is moderate to high in Buckhannon, Philippi, and Elkins, and their surrounding areas. Moderate older adult population density can also be found in Weston and Sutton.

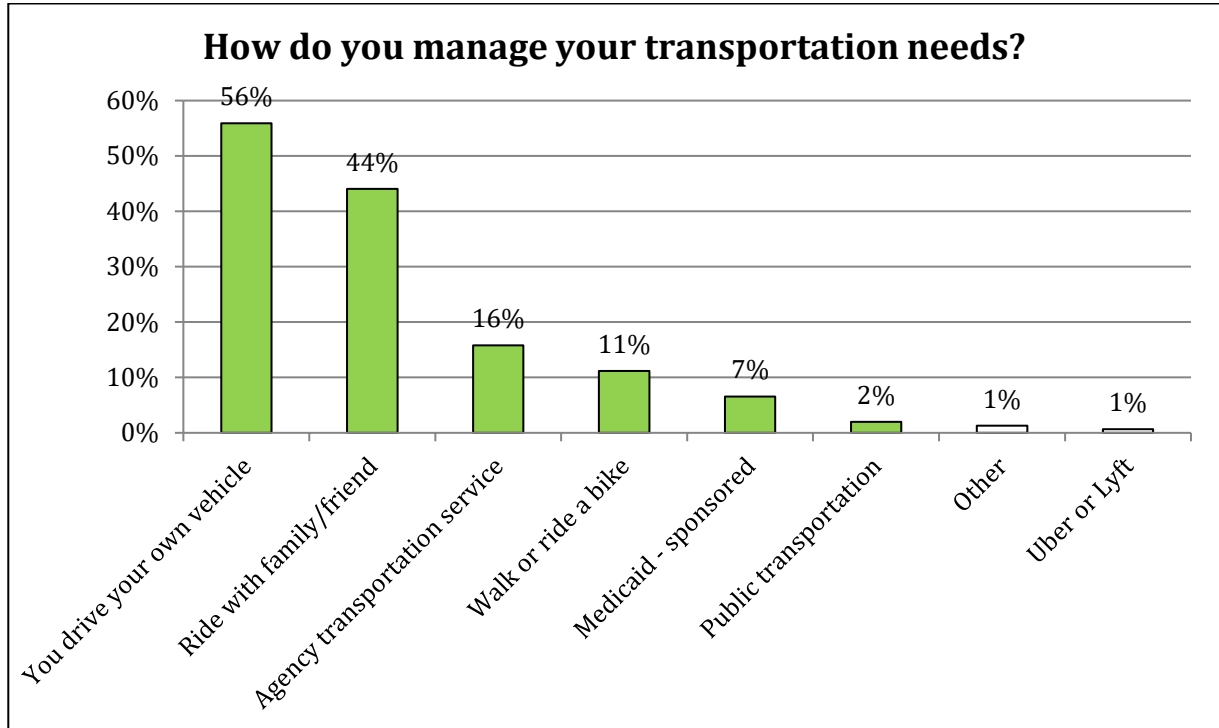
Public Survey Results:

152 Region VII residents completed the public survey:

- ◆ 35% of respondents were age 65+.
- ◆ 24% 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:
 - 21% have trouble getting to **medical appointments** because they do not have reliable transportation.
 - 17% are sometimes unable to **run errands** because of a lack of reliable transportation.
 - 16% find it difficult to **feed** themselves or their family because of a lack of transportation.
 - 5% have difficulty getting to **work** because of a lack of reliable transportation.
 - 11% find it difficult to get to **agency appointments** because of a lack of transportation.
 - 9% find it difficult to attend **Sunday religious services** because of a lack of transportation.

The public survey asked people to identify all the ways they manage transportation needs. Exhibit II.1 illustrates that approximately 56% of public survey respondents drive their own vehicle. While many respondents drive a car, 44% ride with a family member or friend, 11% walk or ride a bicycle, 16% use human service agency-sponsored transportation services (i.e., senior centers, Department of Health and Human Services, non-profit agencies, etc.), 7% use Medicaid-sponsored transportation services for medical appointments, and 1% use public transportation or Transportation Network Companies (TNCs, e.g., Uber/Lyft). Approximately 2% stated they use public transportation.

Exhibit II.1: Available Transportation Options

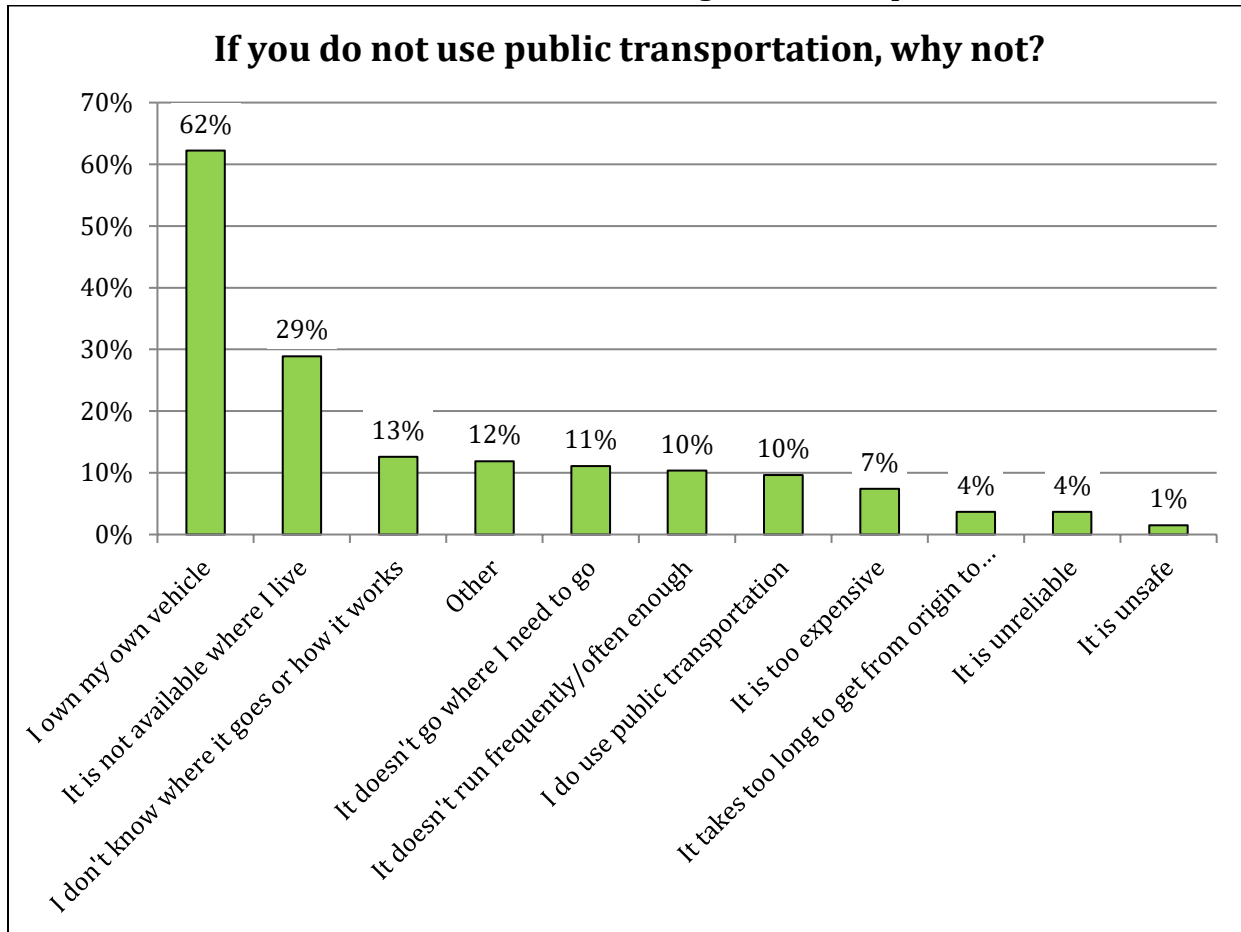


*Response totals are more than 100% because respondents could select multiple answers.

Survey respondents were asked to identify why they do not use public transportation. Most of those who own a vehicle listed that as their reason for not riding transit. Approximately 29% of respondents stated that they do not use public transit because it is not available where they live. Approximately 13% responded that they do not know where it goes or how it works. Another 11% 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 10% indicated that public transit does not run frequently or often enough for it to be feasible for them to use. About 12% cited their reasons for not using public transit as issues with reliability, affordability, or 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.

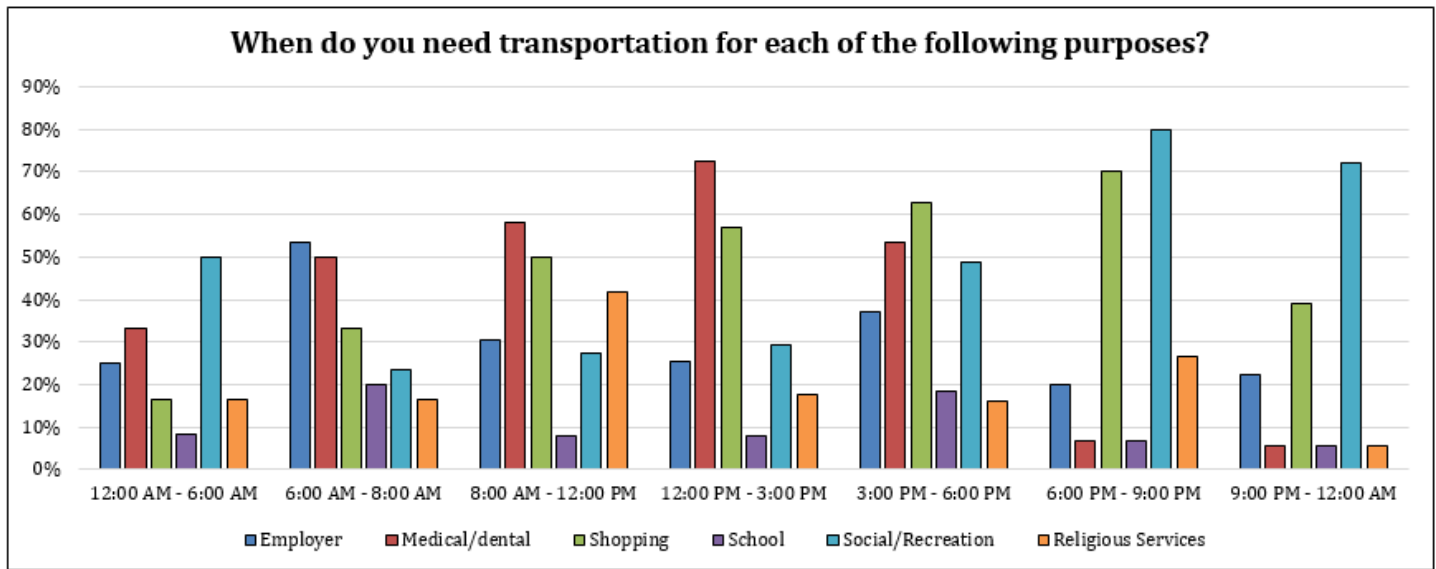
Exhibit II.2: Reasons for Not Using Public Transportation



*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 8:00 AM. Shopping and social/recreational transportation needs occur throughout the day, both peaking from 6:00 PM to 9:00 PM. Medical/dental trip needs occur more often between 6:00 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 throughout the Region, including in highly rural areas. Survey results reveal that 17% of respondents are unable to run daily errands and 21% have difficulty attending medical appointments due to a lack of reliable transportation. Others are missing work and/or struggle to feed themselves or their families because of a lack of transportation. Residents use human service agency transportation, ride with family members/friends, walk or bike to access necessary resources. Approximately 2% of respondents reported that they use public transportation. When asked why they do not ride public transit, 11% indicated that there are spatial gaps—that is, no transportation service is available to/from where they live or where they need to go.

III. TRANSPORTATION PROVIDER INVENTORY

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

Country Roads Transit
Little Kanawha Bus
Here and There Transit
Tucker County Senior Citizens

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

Braxton County Senior Citizens Center
Council of Senior Citizens of Gilmer County
Lewis County Senior Citizens Center

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

Precision Services
Upshur Human Resources
Youth Health Service

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 Fayetteville, Lewisburg, Oak Hill, and Summersville. 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 the areas served by the public transit routes operated by Mountain Transit Authority and New River 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.

Exhibit III.2: Region VII Trip Generators

West Virginia Region VII Coordinated HSTP Update



Trip Generators

- Education
- Employment
- Human Service
- Medical
- Shopping

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

Counties: Barbour,
Braxton, Gilmer, Lewis,
Randolph, Upshur, Tucker

0 4.5 9 18
Miles

Exhibit III.2: Hours of Operation for Transportation Providers												
	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00
Barbour County												
Here and There Transit		Weekdays										
Braxton County												
Braxton County Senior Citizens Center		Weekdays										
Precision Services		Weekdays										
Gilmer County												
Little Kanawha Bus		Wednesdays and Fridays										
Council of Senior Citizens of Gilmer County		Weekdays										
Lewis County												
Lewis County Senior Citizens Center		Weekdays										
Randolph County												
Country Roads Transit		Weekdays										
Youth Health Service		Weekdays										
Tucker County												
Tucker County Senior Citizens		Weekdays										
Upshur County												
Country Roads Transit		Weekdays										
Upshur Human Resources		Weekdays										
		General Public Service										
		Open to a Segment of the Population (for example, older adults or individuals with disabilities)										
		Transportation for Agency Clients										

Progress

IV. REVIEW OF PROGRESS SINCE 2015 COORDINATED PLAN UPDATE

The 2015 Plan Update included the goals and objectives listed in the following tables. In 2013, the primary focus for addressing unmet needs and gaps in services was improving communication and controlling costs so that services could be extended to meet more needs for medical, human service agency appointment, education, and employment-related trip purposes.

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

2015 Goal #1: Expand the Hours and Days of Transportation Service in Each Region VII County	
Action Steps	1. Coordinate with and/or contract with other area providers
	2. Encourage involvement of local employers
	3. Negotiate with local and regional healthcare professionals
	4. Coordinate and/or contract with private providers
Discussion: Transportation services in Region VII have not expanded since the 2015 Plan Update. Following the 2019 Update, transportation stakeholders are encouraged to work together to expand mobility in the Region by developing collaborations with public, non-profit, and private transportation providers, including partnerships with healthcare organizations and employers that could potentially result in funding opportunities for pilot demonstrations of service expansions.	

2015 Goal #2: Improve Access to Transportation from Outlying Rural Areas	
Action Steps	1. Analyze trip demand
	2. Investigate Ride-Share Programs
	3. Purchase and operate appropriate vehicles
	4. Conduct a cost-benefit study
	5. Conduct a feasibility study and a needs assessment
Discussion: This goal involved taking the above action steps toward an improvement of transportation access for residents of the Region's rural outlying areas. These steps include potential implementation of an employee ride-share (carpooling/vanpooling) program. Though most providers continue to transport residents of outlying rural areas, no steps were taken toward service expansion or ride-share program implementation.	

2015 Goal #3: Have Available Resources to Meet All Transportation Demand	
Action Steps	1. Change public perception of public transit
	2. Decrease eligibility limitations
	3. Exchange local match for vehicle use in order to transport children
	4. Operate charter trips with new branches of existing entities
	5. Transportation providers will feed into/connect with the I-RIDE 79 Intercity Service provided by Barons Bus from Morgantown to Charleston. This service will provide long distance trips to those who need it without the transit operator incurring high costs.
	6. Request one-on-one Medicaid provider training
	7. Conduct a public transportation needs assessment and feasibility study for Braxton County
Discussion: The providers in Region VII have not yet collaborated to implement any of the above action steps. Communication with the Medicaid NEMT brokerage, public transportation in Braxton County, transportation for Youth Health Services clients, and connections to I-RIDE 79 remain as unmet needs. Human services transportation providers, including senior transportation providers, continue to restrict client eligibility for transportation due to limited available resources. The exception to this is Tucker County Senior Citizens, which allows anyone to ride with its service.	

2015 Goal #4: Remove the Barriers of Accessibility and Affordability from Transportation	
Action Steps	1. Seek passenger fare subsidies for low income individuals
	2. Purchase Section 5310 replacement vehicles
	3. Develop a regional or multi-county vehicle replacement and expansion plan
	4. Implement a training program for transportation aides
Discussion: Region VII providers have continued to acquire vehicles through the Section 5310 program. The providers have not collaborated on a fare subsidy program for low-income individuals, a training program for transportation aides, or a regional vehicle replacement and expansion plan.	

CONCLUSION

The large geography and highly rural nature of Region VII present challenges with coordination. The 2019 Plan Update presents an opportunity to select goals and strategies that have greater feasibility for implementation in the Region. The following chapter describes the goals, strategies, and action steps identified by the participating stakeholders to coordinate their services in order to address the transportation needs of today and to prepare for addressing needs of the future.

V. GOALS, STRATEGIES, AND IMPLEMENTATION

GOALS AND STRATEGIES

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

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

GOALS AND STRATEGIES

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

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.

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 VII. and throughout all of West Virginia.

The strategy for this goal involves establishing a subcommittee of the Region VII Planning and Development Council that meets on a quarterly or biannual basis to address unmet transportation needs and opportunities for coordination.

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

Goal #1B focuses on increasing engagement among interested parties, such as public transit providers and senior transportation providers, 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 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 VII.	
Strategy	The Region VII Planning and Development Council and the public transit providers in the Region will co-facilitate a subcommittee that consists of public and human services transportation stakeholders that meets quarterly or biannually to discuss coordination, mobility management, and unmet transportation needs.
Action Steps	1. Identify an appropriate standing Planning and Development Council committee to serve this purpose OR form a new subcommittee. In either case, include the following providers, at minimum, as members: ◆ Country Roads Transit ◆ Here and There Transit ◆ Little Kanawha Bus ◆ Braxton County Senior Citizens Center ◆ Council of Senior Citizens of Gilmer County ◆ Lewis County Senior Citizens Center ◆ Tucker County Senior Citizens
	2. Establish a calendar of quarterly or biannual meetings including time and location, and draft an agenda for the first meeting.
	3. Conduct quarterly or biannual meetings.
	4. Offer an annual public and stakeholder input meeting to provide updates on progress for all goals, strategies, and action steps.
Parties Responsible for Leading Implementation	◆ Region VII Planning and Development Council ◆ Public transportation providers

Parties Responsible for Supporting Implementation	Organizations that provide and/or fund transportation services for older adults, individuals with disabilities, and/or people with low incomes that operate in Region VII: ◆ 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 VII 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 VII 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 Region VII PDC and the public transit providers.
Parties Responsible for Leading Implementation	◆ Public transportation providers

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

There is tremendous competition for qualified drivers in the field of transportation. Many of these skilled positions have a higher pay scale than public transit and might require less interpersonal skills. Public transit and human service agency providers are finding it challenging to recruit and retain skilled drivers with valid licenses and clean driving records in Region VII. Another component of qualifications is the ability to pass a pre-employment drug screen required by all agencies funded through the West Virginia Department of Transportation, Division of Public Transit and the Federal Transit Administration.

Public transit drivers must be able to interact with the public, ensuring the public's safety during the process of boarding, riding, and disembarking the vehicle. In many cases, a driver will be required to provide assistance to a rider with cognitive and/or physical disabilities who may require the use of a mobility device. The driver must be able to adapt to all situations, not only driving challenges, but also passenger challenges, which are not experienced by employees of trucking companies or delivery services.

To increase the recruitment pool of qualified driving candidates, transit systems will need to develop new methods of marketing the position to members of the community in ways that show the benefits and rewards of the position.

Goal #2: Develop Methods of Improving Driver Recruitment and Retention Including Volunteer Drivers.	
Strategy	Region VII providers must develop a positive image of driver employment and the importance to their community to compete with other, potentially higher paying, industries vying for drivers.
Action Steps	1. Develop statewide driver recruitment material to be used by all transit systems and human service agencies promoting a career in driving and being a community asset.
	2. Get driver testimonies discussing the meaningful impact their job has had on them.
	3. Get human service agencies, medical industry representatives, and factual information showing the impact of transit services on the lives of West Virginia residents.
Parties Responsible for Leading Implementation	♦ Public transportation providers
Parties Responsible for Supporting Implementation	Organizations that provide and/or fund transportation services for older adults, individuals with disabilities, and/or people with low incomes that operate in Region VII: ♦ 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. ♦ Technology coordinator to develop, edit and publish materials.
Potential Cost Range	♦ Approximately \$10,000 (across multiple transportation providers) for staff time dedicated to Goal #2 action steps, and for materials, such as brochures or videos. 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	♦ Transportation providers reduce the proportion of overtime hours for drivers. ♦ Transportation providers increase their ability to meet the demand for scheduled trips.
Needs or Gaps Addressed	♦ Shortage of drivers
Priority Level and/or Timeframe	♦ Short-term and ongoing implementation ♦ High priority

Goal #3: Work with Current Medicaid Broker to Evaluate Trip Distribution, Mileage Calculations and Better Coordination of Trips.

In 2018, the State of West Virginia started a statewide Non-Emergency Medical Transportation (NEMT) brokerage contract with LogistiCare to facilitate transportation services for Medicaid beneficiaries. LogistiCare manages the reservation and verification process for these individuals and transmits trip information to various public, non-profit, and for-profit transportation providers across the state.

LogistiCare is the second contractor the State has had in the last three years. The first, MTM, faced many challenges implementing the new method of transportation services for trips. Many, but not all, of the challenges were mitigated through constant communication with sub-contracted transit operators. Ongoing concerns of Region VII transit providers of NEMT services include:

- ◆ Calculations of mileages for scheduled trips (mileage rate reimbursement)
- ◆ No-show penalties
- ◆ Inefficient scheduling of riders
- ◆ Lack of coordination with other modes or providers
- ◆ Extending service boundaries of providers to make up for lack of providers across the State

Goal #3: Work with Current Medicaid Broker to Evaluate Trip Distribution, Mileage Calculations, and Better Coordination of Trips.	
Strategy	Region VII public transit and human service transportation providers will use the Goal #1 subcommittee to communicate challenges with the existing Medicaid broker in an effort to provide better service for riders and increase efficiencies among providers.
Action Steps	1. Work with WVPTA to develop a statewide committee to address concerns of existing Medicaid transportation providers.
	2. Schedule periodic regional meetings with current broker to identify challenges and discuss achievable solutions.
	3. Include local legislative officials in meetings with brokers.
Parties Responsible for Leading Implementation	◆ WVPTA ◆ Region VII public and human service transportation providers
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	Transit and human service agencies will evaluate service performance (i.e. passengers per unit – trip, hour, mile; deadhead mileage as a percent of all miles; no-shows as a percentage of total trips)
Needs or Gaps Addressed	- Challenges with NEMT brokerage trip scheduling practices - Challenges with NEMT trip reimbursement rates
Priority Level and/or Timeframe	- Short-term and ongoing implementation - Moderate priority

Goal #4: Identify Alternative Vehicle Types with Four-Wheel Drive to Use for Hard-to-Reach Passengers and Inclement Weather.

The State of West Virginia is located in the heart of the Appalachian Mountains with steep grade roads, communities located in remote hollows, and weather patterns making driving hazardous. Many passengers of public transportation services do not own a car, are unable to drive, or have a disability preventing them from driving. Public transportation might be their only option to access medical services, education, employment, or recreation.

Providing transportation in rural areas where roads may be unpaved or have natural barriers like streams or high grades can be a challenge, especially during bad weather. In many cases, four-wheel drive vehicles are the only option to access the homes of local residents who use public or human service transportation. Currently, none of the Region VII providers have passenger-carrying four-wheel drive vehicles to use to access remote passengers. As a result, those passengers will not receive rides if the weather causes hazardous driving conditions. Cancelling a recreation trip due to inclement weather may not be a burden as compared to cancelling a dialysis or chemotherapy appointment. Region VII public transit and human service agencies have identified many of the passengers who have inaccessible driveways or roads to their homes.

Recently, WVDOT has mentioned the possibility of allowing grantees to purchase four-wheel drive vehicles off of the State procurement list.

Goal #4: Identify Alternative Vehicle Types with Four Wheel Drive to Use for Hard to Reach Passengers and Inclement Weather.	
Strategy	Region VII transportation service providers will determine their need for a four-wheel drive vehicle and apply through the State to receive the vehicle.
Action Steps	Providers will determine the need for the four-wheel drive vehicle, including: Identifying regular riders whose homes are challenging to access in regular and bad weather Identifying other uses for the four-wheel drive vehicle, which is not wheelchair-accessible Determining the ability to maintain the vehicle

	2. Providers will work with WVDOT to determine funding and availability of four-wheel drive vehicles. 3. Providers will evaluate the impacts to their service with the addition of a four-wheel drive, non-accessible vehicle.
Parties Responsible for Leading Implementation	◆ Region VII public and human service transportation providers
Parties Responsible for Supporting Implementation	◆ WVDOT ◆ Region VII public and human service transportation providers
Resources Needed	◆ Staff time for agency administrator and grant writer
Potential Cost Range	◆ The cost of providing service with a four-wheel drive vehicle will be greater than an automobile but less than vans or larger vehicles.
Potential Funding Sources	◆ Though WVDOT is still in the planning stages of adding this type of vehicle to the vehicle procurement list, potential funding sources include the FTA 5310, 5311, and 5339 grant programs.
Performance Measures or Targets	◆ Number of trip denials due to accessibility issues related to driveway/roadway challenges.
Needs or Gaps Addressed	◆ Inability to reach residents located in areas with challenging driveway/roadway conditions.
Priority Level and/or Timeframe	◆ Mid-term and ongoing implementation ◆ Moderate priority

Goal #5: Market Transit Services to All Communities in Region VII.

Communicating to current and potential riders about when, where, and how to use available transportation resources is an ongoing challenge for public transportation providers. It is not uncommon, for example, during the coordinated plan public outreach meetings for people to learn for the first time about transportation options that have been in operation for months or even years. This next goal outlines a marketing effort to inform the community about existing transportation services in Region VII and how residents can use transportation services to access medical, employment, educational, and recreational needs.

Goal #5: Market Transit Services to All Communities in Region VII.	
Strategy	Region VII transportation service providers will develop a marketing effort to reach seniors, persons with disabilities, employees, employers, and the general public.
Action Steps	1. Identify public events where public transit can present itself as a transportation option through fixed route and demand response service.
	2. Develop marketing materials to be shared with providers in the Region promoting transit as a means to independence, employment, medical access, education, and improvement to quality of life.
	3. Develop special events to bring attention to public transit and its role as a community partner (i.e. stuff the bus, Veterans Appreciation Day, fare-free day).
	4. Work with local retailers to develop joint marketing campaigns to promote sales or events.
Parties Responsible for Leading Implementation	♦ Region VII public and human service transportation providers
Parties Responsible for Supporting Implementation	♦ Region VII transit and human service transportation providers
Resources Needed	♦ Staff time to coordinate participation of transportation providers with community events. ♦ Funding to develop marketing materials, brochure printing and advertising.
Potential Cost Range	♦ Up to \$3,000 for marketing materials
Potential Funding Sources	♦ Existing advertising budget through 5311
Performance Measures or Targets	♦ Increase in ridership tied to marketing campaign and public events.
Needs or Gaps Addressed	♦ Greater knowledge of available transportation options throughout Region VII service area.
Priority Level and Timeline	♦ Moderate priority ♦ Implementation timeframe of 2020 or later

Goal #6: Extend Operating Hours and Service Areas for Transportation Services.

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

providers should collaborate with local stakeholders to discuss opportunities for, and costs associated with, increasing services available in those areas.

Goal #6: Extend Operating Hours and Service Areas for Transportation Services	
Strategy	New and existing transportation service providers will expand service for older adults, individuals with disabilities, and people with low incomes for medical appointments, shopping and errands, employment, education, and other trip purposes.
Action Steps	1. Expand transportation services to more areas of Region VII that offer service to the general public. Existing human service transportation providers can expand client eligibility to include the general public and/or public transportation providers can expand their geographical service areas.
	2. Extend Country Roads Transit service to more communities and/or for more days/hours of service.
Parties Responsible for Leading Implementation	♦ Public transit and human service transportation providers
Parties Responsible for Supporting Implementation	♦ Country Roads Transit ♦ Randolph and Upshur Counties
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 the expanded service
Potential Funding Sources	♦ FTA Sections 5310 and 5311 grant programs ♦ Local match from state, local, or non-US DOT Federal programs ♦ Local businesses, employers, and hospitals that benefit from extended hours or service area ♦ Contract revenue from agencies that use the new service for consumers
Performance Measures or Targets	♦ Number of trips provided annually with the new services ♦ Productive number of passenger trips per mile and/or hour of service during extended hours or on extended routes ♦ Cost per trip for new service as compared to average cost for existing service ♦ Passenger satisfaction as measured through surveys
Needs or Gaps Addressed	♦ Transportation services available to more residences and destinations ♦ Better connectivity between urban/core areas and rural areas for access to medical care, employment, shopping, and other trip purposes ♦ More access to community resources or employment during early morning, evening, or weekend hours
Priority Level and/or Timeframe	♦ High priority ♦ Timeframe will be ongoing because it is highly dependent upon funding cycles and availability.

SUMMARY OF GOALS AND PRIORITIES

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

SUMMARY OF GOALS AND PRIORITIES							
Goals	Needs or Service Gaps Addressed	Implementation Timeline					
		2019	2020	2021	2022	2023	2024
Improve communication among transportation providers (local)	Coordinated planning with partner organizations Awareness of funding needs/opportunities						
Improve communication among transportation providers (statewide)	Coordinated planning with partner organizations Awareness of funding needs/opportunities						
Improve driver recruitment	Shortage of drivers						
Improve Medicaid NEMT trip scheduling and reimbursement	Challenges with brokerage scheduling practices Challenges with trip reimbursement rates						
Use four-wheel drive vehicles	Inability to reach residents located in areas with challenging driveway/roadway conditions						
Market transit services to all communities	Lack of knowledge throughout the community about available transportation services						
Extend operating hours and service areas	Improved access to transportation Improved access for rural residents to urban amenities Expanded transportation options in early morning, evening or weekend hours						

Outreach

APPENDIX A: PUBLIC AND STAKEHOLDER OUTREACH

COORDINATED PLAN CHECKLIST

Focus Groups, Workshops, and Public Meetings

Stakeholder and General Public Meetings

Dates: Meeting 1: November 13, 2018 from 10:00 AM to 11:30 AM
Meeting 2: February 20, 2019 from 2:00 PM to 4:00 PM
Locations: Meeting 1: Upshur County Senior Center
Meeting 2: Upshur County Senior Center

Invitations Distributed

- ✓ Mail/Email: Meeting 1: Date Sent: October 17, 2018
Meeting 2: Date Sent: February 1, 2019
- ✓ Newspaper Notice (list of papers): Record Delta; Barbour Democrat; Weston Democrat; Braxton Citizens News; Braxton Democrat Central; Grant County Press; Moorefield Examiner; Hampshire Review; Mineral Daily News; Pendleton Times; Intermountain; Parsons Advocate
- ✓ 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: 11
Meeting 2: 8

- ✓ 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: 152

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 **Tuesday, November 13, 2018 from 10:00 AM to 11:30 AM at Upshur County Senior Center, 28 N Kanawha St, Buckhannon, WV 26201**. The meeting will be an opportunity to discuss gaps in transportation service, opportunities, and priorities for addressing the identified gaps through coordinated transportation. Transportation stakeholders will be asked to share their concerns about the challenges to coordinating services. A second, follow-up meeting will be held in the spring of 2019 to prioritize goals and strategies for transportation coordination.

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

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

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

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

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

We look forward to seeing you at the meeting.

Sincerely,



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

Stakeholder Contact List

Name	Organization
Linda Watson	Appalachian Community Health Center
Jeffrey P. Woofter	Barbour Co Family Resource Network
	Barbour Co Schools
Cheryl Wolfe	Barbour County Bureau for Children and Families
Transit Officer	Barbour County Economic Development Authority
Christina Bailey, Director	Braxton County Bureau for Children & Families
David E. Dilly, Superintendent	Braxton County Head Start
Mary Chapman, Director	Braxton County Schools
Wilma Bly	Braxton County Senior Citizens Center
	Braxton County Senior Citizens Center
	Central WV Aging Services
Lolita Astacio	Central WV Community Action Assoc
Vonda Berry	Central WV Community Action Assoc
Dave McCauley, Mayor	City of Buckhannon
Van Broughton, Mayor	City of Elkins
Karen Weaver, City Manager	City of Philippi
Beth Clevenger, Administrator	Cortland Acres Association
Sallie Mathess, Director	Council of Senior Citizens of Gilmer County
Laura Ward, Executive Director	Country Roads Transit
	D&L Limousine
Vance Jackson, President and CEO	Davis Memorial Hospital
	Elkins Workforce WV Center
Nancy Tyler, Chairperson	Fairshake Network
Larry Chapman, President	Gilmer Co Commission
	Gilmer County Bureau for Children & Families
Jeff Campbell	Gilmer County Economic Development Association
Lisa Montgomery Hess, President	Gilmer County Family Resources Network
Patricia A. Lowther, Superintendent	Gilmer County Schools
	Gilmer County Senior Center
Dr. Tracy Pellett, President	Glenville State College
Brenda Wilmoth	Here and There Transit
Cindy Whetsell	LCEDA
Transit Officer	Lewis County Bureau for Children & Families
Dean Hardman, President	Lewis County Chamber of Commerce
	Lewis County Commission
Jacky Weeks	Lewis County Family Resource Network
Dr. Robin Lewis, Superintendent	Lewis County Schools
Dinah Mills, Director	Lewis County Senior Citizens Center
Darlene Crane, Manager	Little Kanawha Transit Authority
Christina Meyer	MTM
Mike Bond	Mountain State Inc.
Director	Mountain Top Senior Center
Michele Hoffman	North Central WV Community Action Barbour County Office
Vicki Geary, Executive Director	North Central WV Community Action Corporate Office
Susan Graham	North Central WV Community Action Randolph County Office
Barbara Simmons	North Central WV Community Action Tucker County Office

Stakeholder Contact List

Jack Holcomb, Executive Director	Parsons Advocate Precision Services, Inc. Randolph County Bureau of Children and Families
Michael Taylor, Commission President	Randolph County Commission
Brenda Pritt	Randolph County Convention and Visitors
Rebecca Vance	Randolph County Family Resource Network
Executive Director	Randolph County Sheltered Workshop
John Daniels, Administrator	Randolph County Technical Center
Scott Gossard, Director	Region III Area Agency on Aging
Shane Whitehair	Region VII Planning and Development Council
Manager	Route 19 Taxi Cab
Cynthia Simmons	Starting Points
Human Resources	Stonewall Jackson Memorial Hospital
	Tucker County Bureau of Children and Families
Diane Hinkle, Commission President	Tucker County Commission
April Miller, Executive Director	Tucker County Family Resource Network
	Tucker County Schools
	Tucker County Senior Citizens, Inc
	Upshur County Bureau of Children and Families
	Upshur County Commission
Charlene Stump	Upshur County Family Resource Network
Sarah Campbell, Director	Upshur County Senior Citizens Opportunity Center
	Upshur Human Resources
David Ervin	VA Office
Jeff Rossiter	VA Office
Manager	VIP Limousine Service LTD
Human Resources	William R Sharpe Jr. Hospital
Toni Boyd	WV DOT
Director	WVU Lewis Co Extension Office
Margy Burns, Executive Director	Youth Health Services, Inc.
Philip Hart	
Anfela Rexroad	
Jo Ann Marsh	
Eugene Everson	
Calvin J Knight	
Robert Conley	
Robert McActee	
Paul Brady III	
Jerry Teter	
Donald Goldizen	
Judy Guye	
Jim Rossi	

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 Barbour, Braxton, Gilmer, Lewis,
Randolph, Tucker and Upshur Counties.

All are invited!

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

Tuesday, November 13, 2018 10:00 AM to 11:30 AM Upshur County Senior Center 28 N. Kanawha Street, Buckhannon, WV 26201

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

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

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

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

For Immediate Release

Date: November 1, 2018

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

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

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

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

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

Coordinated Plan Input Meeting for Barbour, Braxton, Gilmer, Lewis, Randolph, Tucker and Upshur Counties (Region VII)

Tuesday, November 13, 2018, 10:00 AM to 11:30 AM

Upshur County Senior Center
28 N. Kanawha St.
Buckhannon, WV 26201

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 1 PowerPoint



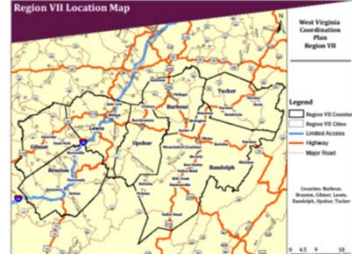
Moving Public Transportation
Into the Future

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

Presented November 13, 2018
By Kelly Shawn, Senior Associate RLS & Associates, Inc.
3131 Dixie Hwy. Suite 545 Dayton, OH 45439

www.rlsandassoc.com

Planning Area



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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Access and Mobility Partnership

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

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Human Services Coordination Research (HSCR) Grants

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

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Human Services Coordination Research (HSCR) Grants

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

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Recent History of WV Coordinated Plans

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

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Stakeholder Participation Goal in the 2019 Plan Update

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

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Potential Regional Participants

Appalachian Community Health Center	Elmer County Economic Development Association	Randolph County Convention and Visitors
Barbour Co Family Resource Network	Elmer County Family Resources Network	Randolph County Family Resource Network
Barbour Co Schools	Elmer County Schools	Randolph County Southern Workshop
Barbour County Bureau for Children and Families	Elmer County Senior Center	Randolph County Technical Center
Barbour County Economic Development Authority	Kennett State College	Region III Area Agency on Aging
Barbour County Bureau for Children & Families	Here and There Transit	Region VII Planning and Development Council
Braxton County Head Start	LCSEA	Route 19 Taxi Cab
Braxton County Schools	Jewett County Bureau for Children & Families	Starting Points
Braxton County Senior Citizens Center	Jewett County Chamber of Commerce	Stonewall Jackson Memorial Hospital
Braxton County Senior Citizens Center	Jewett County Commission	Tucker County Commission
Central WV Aging Services	Jewett County Family Resource Network	Tucker County Bureau of Children and Families
Central WV Community Action Assoc	Jewett County Schools	Tucker County Family Resource Network
Central WV Community Action Assoc	Jewett County Senior Citizens Center	Tucker County Schools
City of Buckhannon	Little Kanawha Transit Authority	Tucker County Senior Citizens, Inc.
City of Elkins	MTA	Upshur County Bureau of Children and Families
City of Phillips	Mountain State Inc.	Upshur County Commission
Conland Area Association	Mountain Top Senior Center	Upshur County Family Resource Network
Council of Senior Citizens of Elmer County	North Central WV Community Action Barbour County Office	Upshur County Senior Citizens Opportunity Center
Country Roads Transit	North Central WV Community Action Corporate Office	Upshur Human Resources
DNC, Lonsdale	North Central WV Community Action Randolph County Office	VA Office
Davis Memorial Hospital	North Central WV Community Action Tucker County Office	VA Office
Elmer Workforce WV Center	Parsons Advocate	VIP Limestone Service LTD
Emmeline Network	Precision Services, Inc.	William H. Sharpe Jr. Hospital
Elmer Co Commission	Randolph County Bureau of Children and Families	WVDRIT
Elmer County Bureau for Children & Families	Randolph County Commission	WVU Lewis Co Extension Office
		Youth Health Services, Inc.

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UPDATE OF CURRENT RESOURCES AND UNMET NEEDS

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Unmet Transportation Needs And Gaps In Services

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



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

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2014-2015 Goals Summary

- Goal 1:** Expand the Hours and Days of Transportation Throughout the Region
- Goal 2:** Improve Access to Transportation and Community Resources from Outlying Rural Areas
- Goal 3:** Have Affordable Resources to Meet All Transportation Demand
- Goal 4:** Remove Barriers of Eligibility, Accessibility, and Affordability from the Transportation Network

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Goal 1: Expand the Hours and Days of Transportation Throughout the Region

UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED

- ❑ Early Morning and Later Evening (after 6PM) Transportation is Needed
- ❑ Weekend Transportation is Needed for Shopping, Dialysis, Employment, Church, and Other Purposes
- ❑ Transportation is needed for Dialysis Appointments on Saturdays
- ❑ Transportation is needed for Medical Appointments on Weekends and Weekdays After 3:00 PM

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Goal 2: Improve Transportation Service in Outlying Rural Areas

UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED

- ❑ Service in Rural Areas Results in Low Productivity for Transportation Providers – Cost-Effective Options are Needed
- ❑ Need More Options for Trips Between Neighboring Communities
- ❑ No Public Transportation Suitable for Transporting People from Outlying Areas to Work – Daily Basis

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Goal 3: Have Available Resources to Meet All Transportation Demand

UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED

- ❑ There is Limited Transportation Available for Young Adults
- ❑ Group Trips are Needed but Public Transportation Service Providers are Hindered by Federal Charter Regulations
- ❑ Options are Needed for Last-Minute Trip Requests

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Goal 3: Have Available Resources to Meet All Transportation Demand

UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED

- ❑ Safe Transportation Service that is Appropriate for Children without Adult Supervision is Needed
- ❑ Transportation for Long-Distance Trips is Needed
- ❑ Consequences of the Statewide NEMT Broker are Unknown at this Time
- ❑ Public Transportation is Needed in Braxton County

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Goal 4: Remove Barriers of Eligibility, Accessibility, and Affordability from Transportation

UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED

- ❑ Transportation for Individuals with Low-Incomes who are Searching for Employment is Needed
- ❑ Wheelchair Accessible Vehicles, both New and Replacement, are Needed throughout the Region to Sustain or Improve the Level and Quality of Transportation Available

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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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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

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Update Inventory and Needs Assessment

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

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Public Meeting #2

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

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Questions?

FOLLOW UP QUESTIONS:

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

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West Virginia Coordinated Plan Update

Date: 11-13-18

Input Meeting Sign-In Sheet

Location: Region 7

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Sallie h. Mathess	Gilmer Co. Senior Center 720 North Lewis St. Gilmer, WV 26351	304-462-5761	gilmerseniors@yahoo.com
Kevin L Critchfield	Upshur County Senior Center 28 N Kanawha St Buchanan WV 26201	304 472 0528	scampbell@upwvsc.org
Tammie Rizzio	Youth Health Service, Inc. 971 Harrison Ave. Elkins, WV 26241	804-650-9450	tammierizzio@youth-health.org
Darlene Crane	Little Kanawha Transit PO Box 387 Grantsville WV 26147	304-354-6216	darlene.crane@littlekanawhatransit.com
Paul Norko	Upshur County Public Library 1150 Rt. 20 South Rd Buchanan	304-473-4219 x11	paul.norko@clark.lib.wv.us
Beth Rogers	Upshur County Public Library 1150 Rt. 20 South Rd Buchanan, WV 26201	304-473-4219 x12	beth.rogers@clark.lib.wv.us
Bill Robinson	WV DPT 1900 Kanawha Blvd E Charleston, WV 25305	304-558-0128	bill.c.robinson@wv.gov
Shannon Cunningham-Snead	Central WV Community Action 106 Frederick St Clarksburg, WV 26301	304-622-8495	Director@cwvcaa.org transportation@cwvcaa.org
Jay Hollen	City of Buchanan 70 E. Main St, 26201	304-472-1651, x1004	jay.hollen@buchananwv.org
Mary Chapman	Braxton Co Senior Citizens Center, Inc.	(304) 765-4090	dirbcsc@frontier.com
GARY REXROAD	BRAXTON Co Senior Citizens	304 765-4090	grbcsc@Frontier.com

For Immediate Release

Date: February 6, 2019

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

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

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

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

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

Coordinated Plan Input Meeting for Barbour, Braxton, Gilmer, Lewis, Randolph, Tucker and Upshur Counties (Region VII)

Wednesday, February 20, 2019, 2:00 PM to 4:00 PM

Upshur County Senior Center
28 N. Kanawha St.
Buckhannon, WV 26201

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

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



**Moving Public Transportation
Into the Future**

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

Presented on February 20, 2019
by Kelly Shawn, Senior Associate, RLS & Associates, Inc.
3131 South Dixie Hwy., Suite 545 Dayton, Ohio
(703)919-9237

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Meeting Objectives

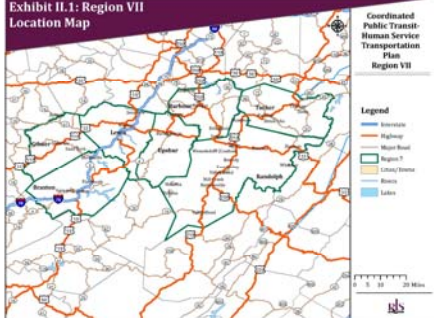
- Review Purpose of the Plan
- Review of Transportation Needs Assessment & Goals
- Select Coordinated Transportation Strategies
- Rate or Prioritize Strategies
- Next Steps

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Region VII

Exhibit II.1: Region VII
Location Map



Coordinated
Public Transit-
Human Service
Transportation
Plan
Region VII

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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

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Coordination Components



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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:

- ♦ **Goal 1: Expand the Hours and Days of Transportation – All Counties**
- ♦ Strategy 1.1: Section 5310 providers will seek to coordinate with or contract with other providers to secure the necessary 20% local match for Section 5310 operating dollars
- ♦ Mid Term

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Goals from the 2015 Plan

Goal 1: Expand the Hours and Days of Transportation – All Counties

- ♦ Strategy 1.2: Negotiate with local employers to encourage them to supplement the cost of transportation for employees using public transit. Use funds as local match.
- ♦ Offer an Advertisement Opportunity in Exchange for Funds (“ABC Inc. is fueling this vehicle”)
- ♦ Immediate

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Goals from the 2015 Plan

Goal 1: Expand the Hours and Days of Transportation – All Counties

- ♦ Strategy 1.3: Negotiate with Local or Regional Medical Facilities or Groups of Doctors to Fill the Gap in Operating Funds Needed for the Extra Hours of Operation
- ♦ Immediate

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Goals from the 2015 Plan

Goal 1: Expand the Hours and Days of Transportation – All Counties

- ♦ Strategy 1.4: Contract with Private Taxi for More Cost-Effective Service During Extra Hours or Days
- ♦ Long Term

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Goals from the 2015 Plan

- ♦ **Goal 2: Improve Access from Outlying Rural Areas**
- ♦ Strategy 2.1: Transportation Operators will Analyze Current Trip Demand and Consider Zone Service
- ♦ For Example: Serve the Northern Portion of a County on M, W, F and the Southern Half on T, Th, Sat. Continue to Serve the Core Areas Daily
- ♦ Immediate

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Goals from the 2015 Plan

- ♦ **Goal 2: Improve Access from Outlying Rural Areas**
- ♦ Strategy 2.2: Investigate the Potential of Implementing a Ride-Share Program – Start by Organizing the Program through an Employer that has Employees in Outlying Areas – or An Employer that is Always Hiring and Needs a Steady Workforce
- ♦ Near Term

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Goals from the 2015 Plan

- ♦ **Goal 2: Improve Access from Outlying Rural Areas**
- ♦ Strategy 2.3: All Transportation Providers will Conduct a Cost-Benefit Study to Determine the Most Cost-Efficient Service Structure for Outlying Areas – while Protecting Customer Service Standards
- ♦ Develop Inter-Agency Agreements to Coordinate these Trips
- ♦ Near Term

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Goals from the 2015 Plan

- ♦ **Goal 2: Improve Access from Outlying Rural Areas**
- ♦ Strategy 2.4: Transportation Operators Conduct a Feasibility Study and Needs Assessment
- ♦ Based on Need and Demand – Design Appropriate Routes and Fare Structures, Secure Funding, Implement Service.
- ♦ Mid Term

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Goals from the 2015 Plan

- ♦ **Goal 3: Have Available Resources to Meet All Transportation Demand**
- ♦ Strategy 3.1: Advertise Public Transit as being Open to the Public. It is Common for People to Perceive Transportation in Rural Areas as having Eligibility Requirements
- ♦ Immediate (Already doing it)

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Goals from the 2015 Plan

- ♦ **Goal 3: Have Available Resources to Meet All Transportation Demand**
- ♦ Strategy 3.2: Review Agency Regulations and/or Change Regulations to Expand Eligibility Limitations, If Possible.
- ♦ For Example, If at Least 90% of the Trips Provided are for Seniors, 10% of Trips Could be Provided for Young Adults (Maybe Agency Clients)
- ♦ Immediate

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Goals from the 2015 Plan

- ♦ **Goal 3: Have Available Resources to Meet All Transportation Demand**
- ♦ Strategy 3.3: Youth Health Services, Inc. will Provide a Portion of Local Match to a Section 5310 Applicant in Exchange for Use of the Vehicle to Transport Children During Certain Hours or Days
- ♦ Immediate

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Goals from the 2015 Plan

- ♦ **Goal 3: Have Available Resources to Meet All Transportation Demand**
- ♦ Strategy 3.5: Non-Profit and/or For-Profit Entities Implement a New Branch of their Existing Company to Operate Charter Trips (could have a limited service area)
- ♦ Mid Term

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Goals from the 2015 Plan

- ♦ **Goal 3: Have Available Resources to Meet All Transportation Demand**
- ♦ Strategy 3.6: Local Providers should Feed Into/Connect with the I-RIDE 79 Inter-City Service Provided from Morgantown to Charleston (Prices between \$3 and \$15) www.baronsbus.com
- ♦ Immediate

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Goals from the 2015 Plan

- ♦ **Goal 3: Have Available Resources to Meet All Transportation Demand**
- ♦ Strategy 3.7: Request that MTM offer a Statewide Conference for One-on-One Training
- ♦ Immediate

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Goals from the 2015 Plan

- ♦ **Goal 3: Have Available Resources to Meet All Transportation Demand**
- ♦ Strategy 3.8: Conduct or Update the Public Transportation Needs Assessment and Feasibility Study for Public Transportation to Determine Specific Unmet Needs and Transportation Demand. If Results Indicate Service is Needed, Apply for Funding and Set Up Program
- ♦ Near Term (Braxton CWVCA doing now)

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Goals from the 2015 Plan

- ♦ **Goal 4: Remove Barriers of Accessibility and Affordability**
- ♦ Strategy 4.1: Transportation Providers will Negotiate with Local Human Service Agencies and Non-Profit Organizations to Seek Passenger Fare Subsidies for Individuals with Low-Incomes
- ♦ Immediate

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Goals from the 2015 Plan

- ♦ **Goal 4: Remove Barriers of Accessibility and Affordability**
- ♦ Strategy 4.2: Purchase replacement vehicles for the Section 5310 Program
- ♦ Immediate
- ♦ Strategy 4.3: Develop a Regional or Multi-County Vehicle Replacement and Expansion Plan
- ♦ Immediate

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Goals from the 2015 Plan

- ♦ **Goal 4: Remove Barriers of Accessibility and Affordability**
- ♦ Strategy 4.1: Implement a Training Program for Transportation Aides. Organize a Volunteer Program and Schedule Transportation Aides for Any Coordinated Transportation Partner
- ♦ Immediate (CWVCA & Lewis)

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Needs Assessment

- ♦ Top Needs – Identified at Meeting 11/13/18 by Stakeholders
 - Limited alternative options – 1 taxi in Region VII
 - Logisticare – mixed reviews
 - Working well, not working so good
 - Mileage estimations are inaccurate
 - Strict policies
 - Can't serve washed out driveways
 - Limited vehicles after private provider pulled out

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Needs Assessment

- ♦ Top Needs – Identified at Meeting 11/13/18 by Stakeholders
 - Need for 4 wheel drive vehicles
 - Hard to get children in for therapy – Logisticare won't provide service
 - No economically priced alternatives
 - Hard to hire and retain drivers
 - Many riders fall in between cracks – high cost to ride transit but don't qualify for Medicaid

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Needs Assessment

- ♦ Top Needs – Identified at Meeting 11/13/18 by Stakeholders
 - City of Buckannon needs more vehicles to meet growing demand
 - Add more stops
 - Little Kanawha – needs longer hours
 - Dialysis returns are limited due to hours
 - Gilmer County has not public transit
 - Stigma of Public transit – not attracting new riders

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Needs Assessment

- ♦ Top Needs – Identified at Meeting 11/13/18 by Stakeholders
 - No coordination with public events
 - No transit for children in the summer time
 - Harrison Cty. – Centra not able to provide service for second or third shifts

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Needs Assessment

- ♦ Top Needs – Identified during Survey
- ♦ Total Responses: 136 (Gilmer: 34, Randolph: 32, Upshur: 24, Lewis: 17, Braxton: 11, Tucker: 11, Barbour: 7) Question 1 (136/136): 59% drive own vehicle, 42% have family members take them
- ♦ Question 2 (117/136): 74% no transportation limitations, 18% can't run errands
- ♦ Question 8 (124/136): 46% 25-59, 35% 65+
- ♦ Question 9 (120/136): 75% no disabilities, 25% have disabilities

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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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Draft Goal #4

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Draft Goal #5

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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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Attendance – February 20, 2019 Coordinated Plan Update Meeting, Upshur County Senior Center

The following organizations were represented at the meeting:

Upshur County Senior Citizens' Opportunity Center

West Virginia Department of Transportation, Division of Public Transit

Country Roads Transit

Braxton County Senior Citizens Center, Inc.

Youth Health Service, Inc.

Gilmer County Senior Center

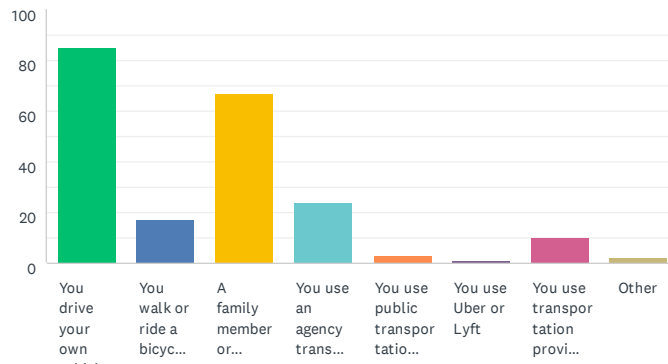
Upshur County Public Library

APPENDIX B: PUBLIC SURVEY DATA

The following pages include public survey results for Region VII.

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

Answered: 152 Skipped: 0

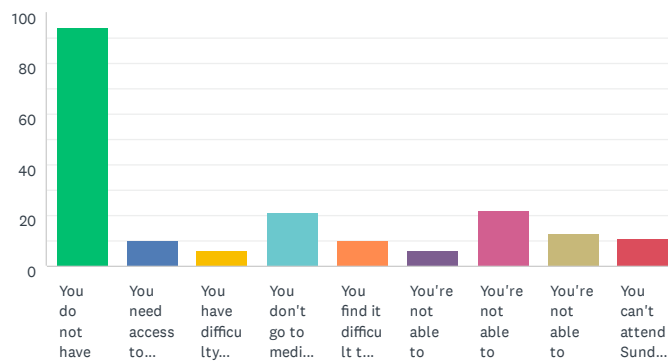


ANSWER CHOICES	RESPONSES	
You drive your own vehicle	55.92%	85
You walk or ride a bicycle (other than for exercise)	11.18%	17
A family member or friend takes you where you need to go	44.08%	67
You use an agency transportation service to take you where you need to go (for example, a senior transportation program)	15.79%	24
You use public transportation to take you where you need to go	1.97%	3
You use Uber or Lyft	0.66%	1
You use transportation provided through Medicaid to get to medical appointments	6.58%	10
Other	1.32%	2
Total Respondents: 152		

#	PLEASE WRITE IN THE NAME OF THE AGENCY OR PUBLIC TRANSPORTATION PROVIDER	DATE
1	Little Kanawha Bus	3/29/2019 10:37 AM
2	Gilmer County Senior Center	2/27/2019 10:33 AM
3	Gilmer County Senior Center	2/27/2019 10:31 AM
4	Gilmer County Senior Center	2/27/2019 10:28 AM
5	Gilmer County Senior Center	2/27/2019 10:14 AM
6	Here and There Transit	2/10/2019 10:32 PM
7	youth health logisticare	2/6/2019 1:36 PM
8	Braxton County Senior Center	2/6/2019 11:27 AM
9	Lewis County Senior Center	1/26/2019 6:29 AM
10	Country Roads Transit	1/23/2019 12:08 PM
11	Senior Center	1/7/2019 2:54 PM
12	Gilmer County Senior Center	1/7/2019 2:41 PM
13	Logisticare	1/7/2019 2:35 PM
14	Gilmer County Senior Center	1/7/2019 2:31 PM
15	Gilmer County Senior Center	1/7/2019 2:30 PM
16	Daughter and grandson	1/5/2019 9:20 AM
17	Country roads transportation	1/3/2019 1:12 PM

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

Answered: 130 Skipped: 22

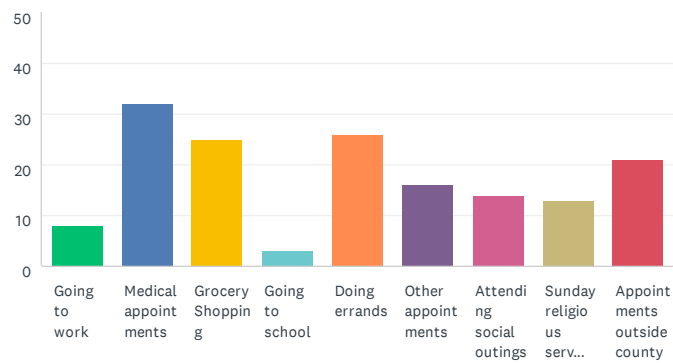


ANSWER CHOICES	RESPONSES	
You do not have transportation limitations	72.31%	94
You need access to wheelchair accessible vehicles	7.69%	10
You have difficulty getting to work because you don't have reliable transportation	4.62%	6
You don't go to medical appointments because you don't have reliable transportation	16.15%	21
You find it difficult to feed yourself or your family because you don't have reliable transportation	7.69%	10
You're not able to further your education because you don't have reliable transportation	4.62%	6
You're not able to do errands because you don't have reliable transportation	16.92%	22
You're not able to go to other appointments (social services, legal, etc.) because you don't have reliable transportation	10.00%	13
You can't attend Sunday religious services because you don't have reliable transportation	8.46%	11
Total Respondents: 130		

#	OTHER (PLEASE SPECIFY)	DATE
1	Poor Vision	2/27/2019 10:36 AM
2	Poor Vision	2/27/2019 10:33 AM
3	Blind	2/27/2019 10:22 AM
4	Needs oxygen 24/7	2/27/2019 10:12 AM
5	Somedays I am in too much pain to drive myself	1/27/2019 10:55 PM
6	But, I have 2 older sisters who can no longer drive due to vision problems and do not gave anyone to drive them.	1/25/2019 7:17 PM
7	Dementia	1/7/2019 2:51 PM

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

Answered: 41 Skipped: 111



ANSWER CHOICES	RESPONSES	
Going to work	19.51%	8
Medical appointments	78.05%	32
Grocery Shopping	60.98%	25
Going to school	7.32%	3
Doing errands	63.41%	26
Other appointments	39.02%	16
Attending social outings	34.15%	14
Sunday religious services	31.71%	13
Appointments outside county	51.22%	21
Total Respondents: 41		

#	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	Medical appointments, grocery store, and pharmacy in Clarksburg	2/27/2019 10:31 AM
2	Medical Appointments in Morgantown, grocery shopping in Weston	2/27/2019 10:14 AM
3	Medical appointments in Morgantown or Clarksburg; grocery shopping or any general shopping outside of downtown Philippi.	2/10/2019 10:32 PM
4	walmart, colonial place (work), local medical appointments	2/6/2019 1:36 PM
5	i dont need help	2/6/2019 1:25 PM
6	morgantown buckhannon	2/6/2019 1:23 PM
7	church, social events, supplies	2/6/2019 11:22 AM
8	Clarksburg	1/27/2019 10:55 PM
9	Medical appointments in Harrison county. My husband can usually drive me but now is having medical problems of his own.	1/25/2019 7:17 PM
10	Appointments in Morgantown	1/25/2019 6:57 PM
11	I walk to church when I can but I gets rides from people in my church	1/25/2019 6:54 PM
12	I need to go to medical appointments in Morgantown from Buckhannon. I also need to go to Charleston on occasions for meeting. I have a long commute to work from Tallmansville, outside of Buckhannon to and from Elkins daily. I carpool as much as possible.	1/17/2019 10:21 PM
13	Clarksburg - VA + Doctor	1/7/2019 2:52 PM
14	Clarksburg, Morgantown	1/7/2019 2:51 PM
15	to Clarksburg	1/7/2019 2:47 PM
16	Dr. appt in Weston	1/7/2019 2:46 PM
17	Medical Appt. in Weston/Parkersburg. Church in Glenville	1/7/2019 2:41 PM
18	Medical appt. in Bridgeport, Morgantown, Hamilton	1/7/2019 2:36 PM
19	Medical Appts. in Barnsville, bank, pharmacy, grocery store	1/7/2019 2:34 PM
20	Medical Appt. in Weston, Morgantown Going to bank, grocery store, pharmacy, library	1/7/2019 2:31 PM
21	I need help getting groceries because I can't put food in my truck or house	1/7/2019 2:27 PM
22	Medical Appointments in Weston	1/7/2019 2:25 PM
23	Always have to ask family members. Do not want to continually burden them	1/5/2019 9:20 AM
24	To be able to get to any of the above is a chore that often times does not get completed.	11/19/2018 1:39 PM
25	I need to be able to go to medical appointments in Elkins, Clarksburg, and Morgantown.	11/8/2018 12:53 AM

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

Answered: 145 Skipped: 7

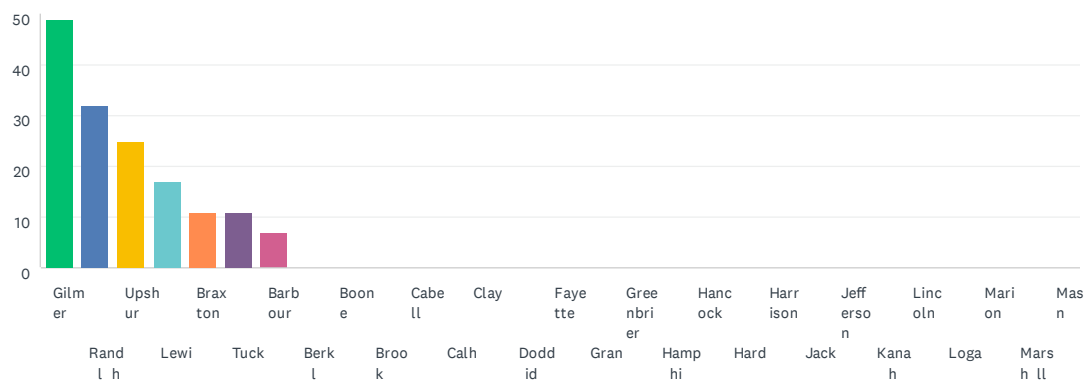
#	RESPONSES	DATE
1	Glenville	3/29/2019 10:37 AM
2	Coxs Mills	2/27/2019 10:36 AM
3	Glenville	2/27/2019 10:36 AM
4	Sandford	2/27/2019 10:33 AM
5	Glenville	2/27/2019 10:31 AM
6	Normantown	2/27/2019 10:29 AM
7	Normantown	2/27/2019 10:29 AM
8	Coxs Mills	2/27/2019 10:28 AM
9	Glenville	2/27/2019 10:27 AM
10	Linn	2/27/2019 10:26 AM
11	Shock	2/27/2019 10:25 AM
12	Glenville	2/27/2019 10:22 AM
13	Tanner	2/27/2019 10:14 AM
14	Glenville	2/27/2019 10:12 AM
15	Glenville	2/27/2019 10:11 AM
16	Philippi	2/10/2019 10:32 PM
17	parsons	2/6/2019 1:37 PM
18	Elkins	2/6/2019 1:36 PM
19	huttonsville	2/6/2019 1:33 PM
20	french creek	2/6/2019 1:32 PM
21	beverly	2/6/2019 1:32 PM
22	elkins	2/6/2019 1:31 PM
23	elkins	2/6/2019 1:30 PM
24	elkins	2/6/2019 1:30 PM
25	buckhannon	2/6/2019 1:30 PM
26	parsons	2/6/2019 1:29 PM
27	Elkins	2/6/2019 1:28 PM
28	buckhannon	2/6/2019 1:28 PM
29	elkins	2/6/2019 1:27 PM
30	buckhannon	2/6/2019 1:26 PM
31	elkins	2/6/2019 1:26 PM
32	Elkins	2/6/2019 1:25 PM
33	elkins	2/6/2019 1:24 PM
34	elkins	2/6/2019 1:24 PM
35	Coalton	2/6/2019 1:23 PM
36	parsons	2/6/2019 1:22 PM
37	parsons	2/6/2019 1:21 PM
38	elkins	2/6/2019 1:21 PM
39	junior	2/6/2019 1:19 PM
40	elkins	2/6/2019 12:57 PM
41	elkins	2/6/2019 11:58 AM
42	elkins	2/6/2019 11:56 AM
43	elkins	2/6/2019 11:53 AM
44	Huttonsville	2/6/2019 11:52 AM
45	elkins	2/6/2019 11:51 AM
46	elkins	2/6/2019 11:51 AM
47	belington	2/6/2019 11:39 AM
48	sutton	2/6/2019 11:28 AM
49	Gassaway	2/6/2019 11:28 AM
50	sutton	2/6/2019 11:27 AM
51	Frametown	2/6/2019 11:22 AM
52	sutton	2/6/2019 11:20 AM
53	ireland	2/6/2019 11:19 AM
54	napier	2/6/2019 11:18 AM

55	sutton	2/6/2019 11:18 AM
56	Weston	1/27/2019 10:55 PM
57	Jane Lew	1/27/2019 2:07 AM
58	Weston	1/26/2019 11:41 AM
59	Jane lew	1/26/2019 10:44 AM
60	Weston	1/26/2019 6:29 AM
61	Jane Lew	1/26/2019 12:51 AM
62	Weston	1/25/2019 10:54 PM
63	Weston, WV	1/25/2019 7:17 PM
64	Weston	1/25/2019 6:57 PM
65	Weston wv	1/25/2019 6:54 PM
66	Weston	1/25/2019 6:50 PM
67	Weston	1/25/2019 6:26 PM
68	Weston	1/25/2019 5:18 PM
69	Wedton	1/25/2019 4:58 PM
70	Roanoke	1/25/2019 4:30 PM
71	Parsons	1/25/2019 1:47 PM
72	Hendricks	1/24/2019 5:05 PM
73	Beverly	1/24/2019 9:05 AM
74	Elkins, WV	1/23/2019 12:08 PM
75	Elkins	1/23/2019 11:42 AM
76	Elkins, WV	1/23/2019 11:30 AM
77	Valley Head	1/21/2019 9:00 AM
78	Canaan Valleye	1/20/2019 12:46 PM
79	Davis WV	1/20/2019 11:39 AM
80	Buckhannon	1/18/2019 11:21 AM
81	Davis	1/18/2019 3:55 AM
82	Buckhannon	1/18/2019 12:04 AM
83	Tallmansville	1/17/2019 10:21 PM
84	Buckhannon	1/17/2019 4:34 PM
85	Buckhannon	1/17/2019 4:28 PM
86	Elkins WV	1/17/2019 2:41 PM
87	Buckhannon	1/17/2019 2:03 PM
88	Philippi	1/17/2019 12:57 PM
89	Burnsville	1/7/2019 2:57 PM
90	Trey	1/7/2019 2:56 PM
91	Alum Bridge	1/7/2019 2:55 PM
92	Glenville	1/7/2019 2:54 PM
93	Sandfork	1/7/2019 2:53 PM
94	Sandfork	1/7/2019 2:53 PM
95	Shock	1/7/2019 2:52 PM
96	Stumptown	1/7/2019 2:51 PM
97	Shock	1/7/2019 2:49 PM
98	Rosedale	1/7/2019 2:49 PM
99	Glenville	1/7/2019 2:47 PM
100	Glenville	1/7/2019 2:46 PM
101	Linn	1/7/2019 2:45 PM
102	Glenville	1/7/2019 2:44 PM
103	Glenville	1/7/2019 2:43 PM
104	Normantown	1/7/2019 2:42 PM
105	Glenville	1/7/2019 2:41 PM
106	Glenville	1/7/2019 2:40 PM
107	Rosedale	1/7/2019 2:38 PM
108	Glenville	1/7/2019 2:37 PM
109	Glenville	1/7/2019 2:36 PM

110	Normantown	1/7/2019 2:35 PM
111	Glenville	1/7/2019 2:34 PM
112	Glenville	1/7/2019 2:32 PM
113	Glenville	1/7/2019 2:31 PM
114	Glenville	1/7/2019 2:30 PM
115	Glenville	1/7/2019 2:29 PM
116	Linn	1/7/2019 2:28 PM
117	Glenville	1/7/2019 2:27 PM
118	Sandfork	1/7/2019 2:27 PM
119	Glenville	1/7/2019 2:25 PM
120	Sandfork	1/7/2019 2:24 PM
121	Tumbling Run	1/7/2019 2:24 PM
122	Grantsville	1/7/2019 2:23 PM
123	Auburn	1/7/2019 2:23 PM
124	Buckhannon	1/6/2019 11:36 PM
125	Weston	1/6/2019 4:46 PM
126	Buckhannon	1/5/2019 9:20 AM
127	Buckhannon	1/4/2019 6:13 PM
128	Buckhannon	1/3/2019 5:23 PM
129	Buckhannon	1/3/2019 1:12 PM
130	Buckhannon	1/3/2019 1:06 PM
131	buckhannon	1/3/2019 12:37 PM
132	Parsons	1/3/2019 12:35 PM
133	Orlando	1/3/2019 12:25 PM
134	Buckhannon	1/3/2019 12:19 PM
135	Buckhannon	1/3/2019 12:12 PM
136	Elkins	1/2/2019 3:32 PM
137	Elkins	1/2/2019 3:29 PM
138	Normantown	12/5/2018 8:05 AM
139	Buckhannon, WV	11/29/2018 8:59 PM
140	Elkins	11/29/2018 3:25 PM
141	Teresa	11/20/2018 7:25 PM
142	Buckhannon	11/20/2018 7:03 PM
143	Buckhannon	11/19/2018 1:39 PM
144	Elkins	11/8/2018 12:53 AM
145	Buckhannon	11/7/2018 12:17 AM

Q5 What county do you live in?

Answered: 152 Skipped: 0

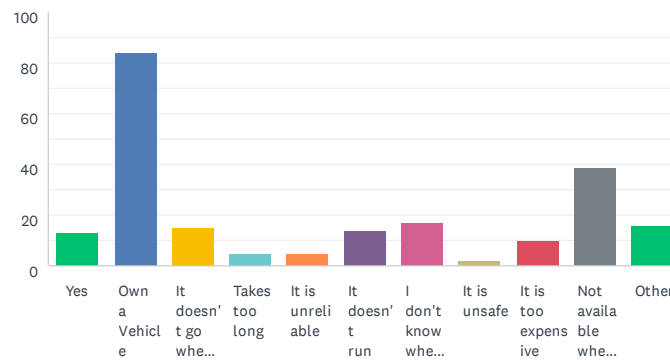


ANSWER CHOICES	RESPONSES	
Gilmer	32.24%	49
Randolph	21.05%	32
Upshur	16.45%	25
Lewis	11.18%	17
Braxton	7.24%	11
Tucker	7.24%	11
Barbour	4.61%	7
Berkeley	0.00%	0
Boone	0.00%	0
Brooke	0.00%	0
Cabell	0.00%	0
Calhoun	0.00%	0
Clay	0.00%	0
Doddridge	0.00%	0
Fayette	0.00%	0
Grant	0.00%	0
Greenbrier	0.00%	0
Hampshire	0.00%	0
Hancock	0.00%	0
Hardy	0.00%	0
Harrison	0.00%	0
Jackson	0.00%	0
Jefferson	0.00%	0
Kanawha	0.00%	0
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

ANSWER CHOICES	RESPONSES	
Mineral	0.00%	0
Mingo	0.00%	0
Monongalia	0.00%	0
Monroe	0.00%	0
Morgan	0.00%	0
Nicholas	0.00%	0
Ohio	0.00%	0
Pendleton	0.00%	0
Pleasants	0.00%	0
Pocahontas	0.00%	0
Preston	0.00%	0
Putnam	0.00%	0
Raleigh	0.00%	0
Ritchie	0.00%	0
Roane	0.00%	0
Summers	0.00%	0
Taylor	0.00%	0
Tyler	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		152

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

Answered: 135 Skipped: 17

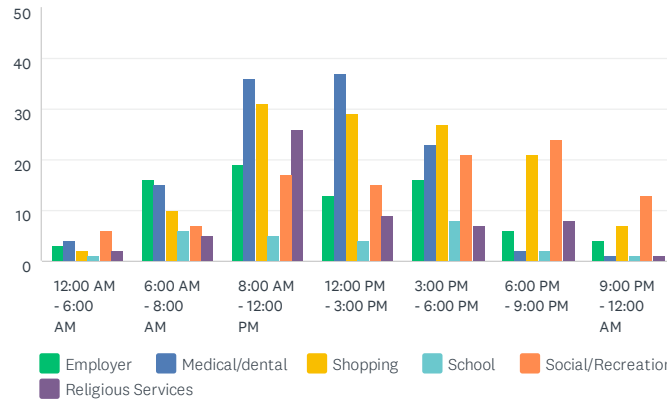


ANSWER CHOICES	RESPONSES	
Yes	9.63%	13
Own a Vehicle	62.22%	84
It doesn't go where I need to go	11.11%	15
Takes too long	3.70%	5
It is unreliable	3.70%	5
It doesn't run frequently/often enough	10.37%	14
I don't know where it goes or how it works	12.59%	17
It is unsafe	1.48%	2
It is too expensive	7.41%	10
Not available where I live	28.89%	39
Other	11.85%	16
Total Respondents: 135		

#	OTHER (PLEASE SPECIFY)	DATE
1	Daughter takes me	2/27/2019 10:36 AM
2	Family members transport	2/27/2019 10:27 AM
3	Care giver takes me where I need to go	2/27/2019 10:26 AM
4	I live with my daughter	2/27/2019 10:25 AM
5	no public transportation in elkins or taxis	2/6/2019 1:36 PM
6	family or friend takes me where I need to go	2/6/2019 1:33 PM
7	My family drives me any where I need to go	1/25/2019 6:54 PM
8	I use when I can but doesnt hit rural areas well	1/17/2019 10:21 PM
9	Friends take me	1/7/2019 2:53 PM
10	Family and friends	1/7/2019 2:53 PM
11	Dementia	1/7/2019 2:51 PM
12	Family, Senior Center	1/7/2019 2:23 PM
13	My wife and I are extremely hard of hearing and cannot communicate our needs / directions well. Or use telephones	1/5/2019 9:20 AM
14	There are no regular, general local routes. All routes are point-to-point (and very necessary); however, they do not allow the flexibility to use transit for general travel around town.	1/3/2019 5:23 PM
15	Requires 24 hrs notice to schedule wheelchair can and closes at 3:30 PM.	11/8/2018 12:53 AM
16	most of my travel is irregular schedule	11/7/2018 12:17 AM

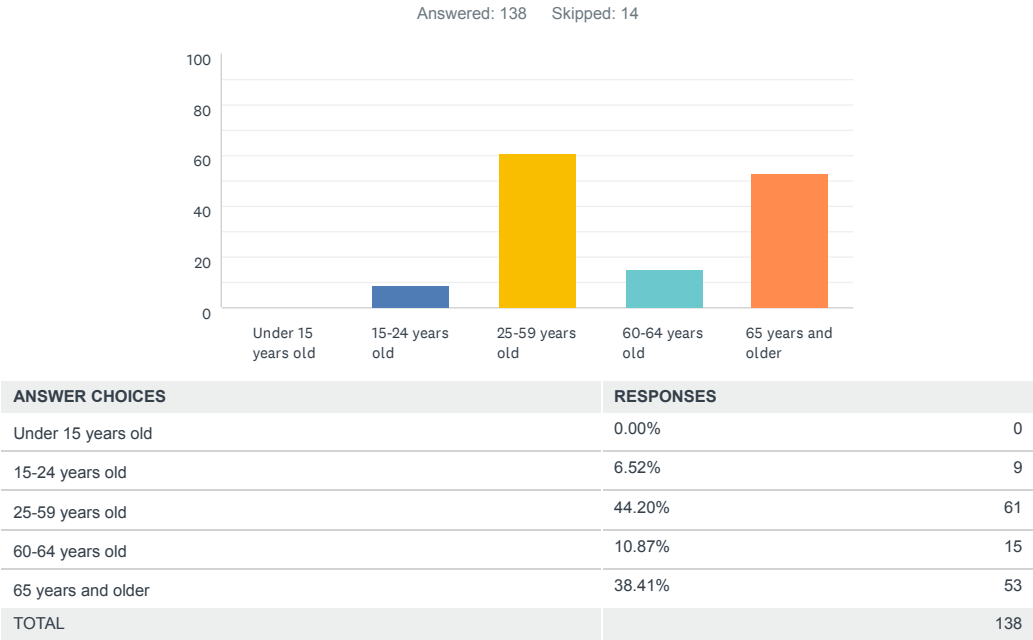
Q7 When do you need transportation for each of the following purposes?Select all that apply.

Answered: 72 Skipped: 80



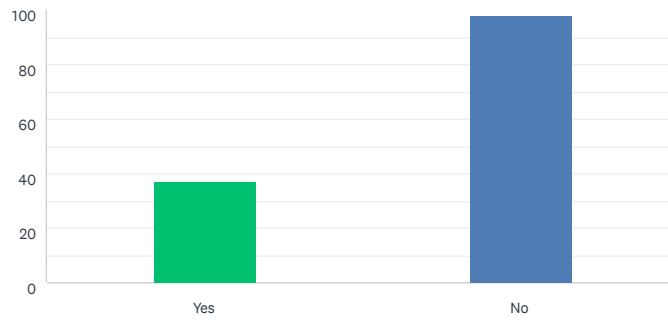
	EMPLOYER	MEDICAL/DENTAL	SHOPPING	SCHOOL	SOCIAL/RECREATION	RELIGIOUS SERVICES	TOTAL RESPONDENTS
12:00 AM - 6:00 AM	25.00% 3	33.33% 4	16.67% 2	8.33% 1	50.00% 6	16.67% 2	12
6:00 AM - 8:00 AM	53.33% 16	50.00% 15	33.33% 10	20.00% 6	23.33% 7	16.67% 5	30
8:00 AM - 12:00 PM	30.65% 19	58.06% 36	50.00% 31	8.06% 5	27.42% 17	41.94% 26	62
12:00 PM - 3:00 PM	25.49% 13	72.55% 37	56.86% 29	7.84% 4	29.41% 15	17.65% 9	51
3:00 PM - 6:00 PM	37.21% 16	53.49% 23	62.79% 27	18.60% 8	48.84% 21	16.28% 7	43
6:00 PM - 9:00 PM	20.00% 6	6.67% 2	70.00% 21	6.67% 2	80.00% 24	26.67% 8	30
9:00 PM - 12:00 AM	22.22% 4	5.56% 1	38.89% 7	5.56% 1	72.22% 13	5.56% 1	18

Q8 Please tell us your age.



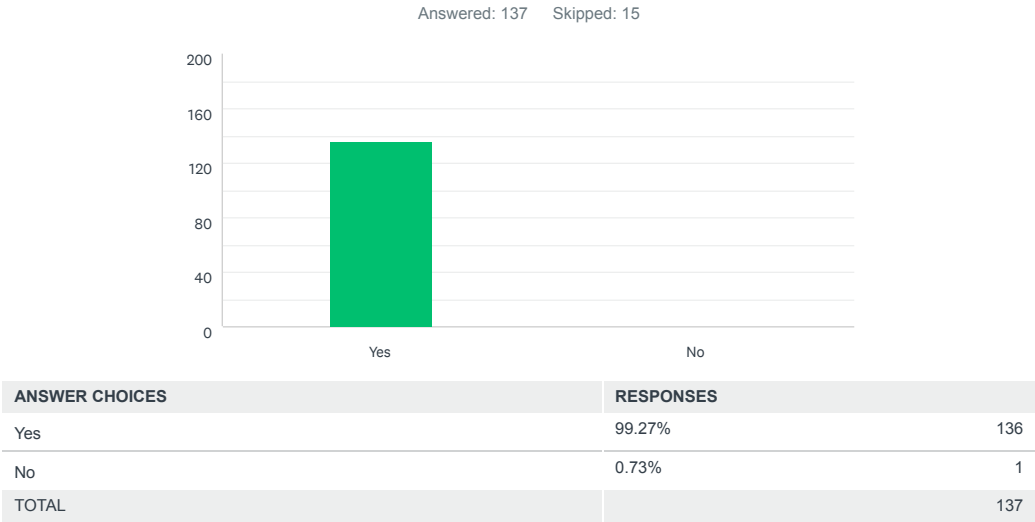
Q9 Is there someone in your household with a disability that limits his or her mobility, or ability to drive or use other available transportation services?

Answered: 135 Skipped: 17



ANSWER CHOICES	RESPONSES	
Yes	27.41%	37
No	72.59%	98
TOTAL		135

Q10 Is English your first or primary language?



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

Answered: 1 Skipped: 151



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: 25 Skipped: 127

#	RESPONSES	DATE
1	We have a wonderful transit system, but unfortunately they do not run outside of regular working hours - there is no transportation on evenings and weekends. Also, if you do not have Medicaid, or are part of a lower income class, medical transport can get extremely pricey (as in \$100 for a trip to Morgantown). Additionally, there are no transportation for connections to bus stations or airport in Clarksburg.	2/10/2019 10:32 PM
2	elkins as no bus services or taxi service. logisticare through medicaid only provides transport to drs. appts. so I have to pay neighbors between 5 and 10 dollars per ride to walmart to shop for groceries and 20 to 25 dollars per week to get rides back and forth to work every day.	2/6/2019 1:36 PM
3	We do not have public transportation here in Lewis County. Myself, there are days in which I am not mobile enough to go to the store or even keep an appointment, because I am in no shape to drive myself then - so I put things off that I could do if public transportation were available.	1/27/2019 10:55 PM
4	I feel a lack of public transportation in my county is a definite handicap for 50% of population.	1/26/2019 12:51 AM
5	I'm from the Northern Virginia DC area where transportation options are numerous. Here in this small town large scale public transportation wouldn'y be practical or economically feasible, however a clean and affordable shuttle bus operation running on say an hourly schedule would, I think, work well. Most people here drive for themselves or have to walk extended distances, often having to pay for the towns dirty and very expensive taxi. Even I would be willing to get out of my car and take a shuttle bus that ran stops thru town and the immediate shopping areas on a regular schedule during the day.	1/25/2019 10:54 PM
6	My family helps me when I need to get to doctors and to church but if it's snowing really bad they can't get out and neither can I	1/25/2019 6:54 PM
7	My elderly friends in Tucker County can ask the Senior Center for transportation to physician appointments. More funding of the Senior Center would help keep this option available.	1/24/2019 5:05 PM
8	Public transportation should be available into the evenings, weekends, holidays, and especially election day. Seniors should be able to ride for free.	1/23/2019 11:42 AM
9	I work at the Randolph County Senior Center and see how important public transportation is for our seniors and those with disabilities. If funding is an issue to keep these programs going, I encourage those making the decisions about funding to visit any public transportation service and see its importance and need.	1/23/2019 11:30 AM
10	This survey is difficulty to fill out, because there are no public transportation services in the area that I live, mandating me to have to have a car in order to work.	1/21/2019 9:00 AM
11	I would use transportation under certain circumstances if it were available.	1/20/2019 12:46 PM
12	I've saw that Baron's bus line runs from Weston to Clarksbug and Morgantown and Charleston but their schedule would require me to stay overnight in cities. I hooe this can change.	1/17/2019 10:21 PM
13	The only way I can get to Dr. or shopping is my daughter	1/7/2019 2:56 PM
14	My family lives many miles from me and they aren't always available to provide transportation to and from my medical appointments	1/7/2019 2:52 PM
15	There aren't any services here	1/7/2019 2:49 PM
16	The roads are really bad, it takes a long time to get anywhere I need or want to go	1/7/2019 2:23 PM
17	I personally have transportation but I know that there is a great need for public transportation in Lewis County.	1/6/2019 4:46 PM
18	There is no public transportation available!	1/3/2019 12:35 PM
19	We would like to see Uber more available throughout WV.	1/3/2019 12:19 PM
20	I would love to see a public transportation network that would eliminate the need for personal vehicles, within the cities and towns and interconnecting them. I would be willing to adjust my schedule to utilize public transportation for my activities rather than drive.	1/3/2019 12:12 PM
21	I am not a person who needs to use public transportation, but for individual's who need those services, I am unsure if Elkins (Randolph County) provides them. I only know of one shuttle type of bus but I feel like that may not even be enough. We also have 2 Uber drivers now, but that could be a limitation for individual's who do not have a lot of money to cover that expense.	1/2/2019 3:29 PM
22	If I was to need transportation in my county it would be difficult to impossible on weekends.	11/29/2018 3:25 PM
23	I wish Upshur County wheel chair accessible transportation that would go to the malls or a c Moore which is in Harrison county.	11/20/2018 7:25 PM
24	Currently Country Roads Transit hours are 8-3 but will not pick up anyone until 830 and stops picking up before 3. My work day is typically from 7a-3p. So many times regardless of the weather I walk to work which is around 2 miles each way. I walk it because I need to work and that is the only choice I have. A regular bus/van route with set times is needed.	11/19/2018 1:39 PM
25	Why not combine public transportation with school bus operations. They have excellent maintenance and a lot of down time during the day, being busy only about three hours a day..	11/7/2018 12:17 AM

APPENDIX C: TRANSPORTATION PROVIDER INVENTORY

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

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

Country Roads Transit	
Transportation Service Type	Route Deviation and Demand Response
Other Services Provided/Agency Mission	Public Transportation
Contact Information	(304) 636-6472 tthompson@rcscwv.org
Hours	8:00 AM – 4:00 PM, Monday – Friday
Service Area	Randolph and Upshur Counties
Eligibility Requirements	General Public
Website	https://countryroadstransit.com

Here and There Transit	
Transportation Service Type	Route Deviation and Demand Response
Other Services Provided/Agency Mission	Public Transportation
Contact Information	(304) 457-1818 bcsc@bcscwv.org
Hours	7:30 AM – 4:00 PM, Monday – Friday
Service Area	Barbour County and Medical/Shopping Destinations in Buckhannon, Clarksburg, Elkins, Grafton, Fairmont, Morgantown, and Weston
Eligibility Requirements	General Public
Website	http://www.hereandtheretransit.com

Little Kanawha Bus	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Public Transportation
Contact Information	(304) 462-5761 contact_us@littlekanawhabus.com
Hours	8:00 AM – 4:00 PM, Monday – Friday
Service Area	Calhoun, Jackson, Gilmer, and Roane Counties
Eligibility Requirements	General Public
Website	http://www.littlekanawhabus.com

Braxton County Senior Citizens Center	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Senior Citizens' Services
Contact Information	(304) 765-4090 bcsc@frontier.com
Hours	8:00 AM – 4:30 PM, Monday – Friday
Service Area	Braxton County; Morgantown and Charleston for medical appointments and group outings
Eligibility Requirements	60+ and Individuals with Disabilities
Website	https://www.facebook.com/Braxton-County-Senior-Citizens-Center-371948306158785/

Council of Senior Citizens of Gilmer County	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Senior Citizens' Services
Contact Information	(304) 462-5761 gilmerseniors@yahoo.com
Hours	8:00 AM – 4:00 PM, Monday – Friday
Service Area	Gilmer County
Eligibility Requirements	60+ and Individuals with Disabilities
Website	None

Lewis County Senior Citizens Center	
Transportation Service Type	Lewis County Senior Citizens Center
Other Services Provided/Agency Mission	Senior Citizens' Services
Contact Information	(304) 269-5738 lcsc.info@lcseniorcenter.org
Hours	7:00 AM – 4:30 PM, Monday – Friday
Service Area	Lewis County
Eligibility Requirements	60+ and Individuals with Disabilities
Website	http://lcseniorcenter.org/n/

Tucker County Senior Citizens	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Senior Citizens' Services
Contact Information	(304) 478-2423 Sully0818@yahoo.com
Hours	7:00 AM – 4:00 PM, Monday – Friday (Exceptions are made for early morning/late afternoon medical appointments)
Service Area	Tucker County; Medical transportation is provided to surrounding communities as far away as Morgantown
Eligibility Requirements	General Public
Website	N/A

Precision Services	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Employment Services for Individuals with Disabilities
Contact Information	(304) 765-4090
Hours	8:00 AM – 4:30 PM, Monday – Friday
Service Area	Braxton County
Eligibility Requirements	Individuals with Disabilities
Website	http://www.psiwv.com/

Upshur Human Resources	
Transportation Service Type	Head Start Transportation
Other Services Provided/Agency Mission	Head Start
Contact Information	(304) 472-2016
Hours	7:00 AM – 4:30 PM, Monday – Friday
Service Area	Upshur County
Eligibility Requirements	Enrolled in Head Start
Website	None

Youth Health Service	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Behavioral Health Services for Children, Youth, and Families
Contact Information	(304) 636-9450 tammierizzio@youth-health.org
Hours	8:00 AM – 5:00 PM, Monday – Friday
Service Area	Randolph County and surrounding counties
Eligibility Requirements	Behavioral Health clients and their families
Website	https://www.youth-health.org

ORGANIZATIONAL CHARACTERISTICS

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

Agency	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (if Yes, Who?)	Legal Authority (Private Non Profit, Private For Profit, Public Non Profit,)	Are Vehicles Only Available for Human Service Agency Clients? (Y/N)
Country Roads Transit	Yes	No	Private Non-Profit	No
Here and There Transit	Yes	No	Private Non-Profit	No
Little Kanawha Bus	Yes	No	Private Non-Profit	No
Braxton County Senior Citizens Center	Yes	No	Private Non-Profit	No
Council of Senior Citizens of Gilmer County	Yes	No	Private Non-Profit	No
Lewis County Senior Citizens Center	Yes	No	Private Non-Profit	No
Tucker County Senior Citizens	Yes	No	Private non-Profit	No
Precision Services	Yes	No	Private Non-Profit	Yes
Upshur Human Resources	Yes	No	Private Non-Profit	Yes
Youth Health Service	Yes	No	Private Non-Profit	Yes

FLEET, SERVICE AND BUDGET CHARACTERISTICS

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

Agency	Accessible Vehicles?	Number of Vehicles	Number of Drivers	Annual Expenses	Items included in Annual Expenses
Country Roads Transit	Yes	14	19 (3 Full-time and 16 Part-time)	\$551,5000	Expenses Eligible for Reimbursement through Section 5311
Here and There Transit	Yes	11	Not provided	\$413,000	Expenses Eligible for Reimbursement through Section 5311
Little Kanawha Bus	Yes	9	Not provided	\$638,873	Expenses Eligible for Reimbursement through Section 5311
Braxton County Senior Citizens Center	Yes	Not provided	8 Full-time and Part-time	\$140,000 (for three programs)	Not provided
Council of Senior Citizens of Gilmer County	Yes	Not provided	4 Full-time and Part-time	Not provided	Not provided
Lewis County Senior Citizens Center	Yes	Not provided	Not provided	Not provided	Not provided
Tucker County Senior Citizens	Yes	9	8 Full-time and Part-time	\$159,900	Driver wages, Fuel, Maintenance, and Insurance
Precision Services	Yes	1	2 Part-time	Not provided	Not provided
Upshur Human Resources	Not provided	6	Not provided	Not provided	Not provided
Youth Health Service	No	4	1 Full-time and 3 Part-time	Not provided	Driver wages, Fuel, Maintenance, and Insurance

TRIP SCHEDULING AND RIDERSHIP INFORMATION

The following tables describe what trip purposes are allowed by each service, 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
Country Roads Transit	Any	Call to Request a Ride or Board on Route	25,350	\$21.76
Here and There Transit	Any	Call to Request a Ride or Board on Route	22,900	\$18.03
Little Kanawha Bus	Any	Call to Request a Ride	45,260	\$14.12
Braxton County Senior Citizens Center	Any	Call to Request a Ride	12,500	\$11.20
Council of Senior Citizens of Gilmer County	Any	Call to Request a Ride	Not provided	Not provided
Lewis County Senior Citizens Center	Any	Call to Request a Ride	20,000	Not provided
Tucker County Senior Citizens	Medical Appointments and Shopping/Errands	Call to Request a Ride	5,000	\$38.70
Precision Services	Employment	Arranged by agency	Not provided	Not provided
Upshur Human Resources	Head Start	Not provided	Not provided	Not provided
Youth Health Service	Youth Health Service Programs and Services	Call to Request a Ride or Arrange Ride with Caseworker or Therapist	Not provided	Not provided

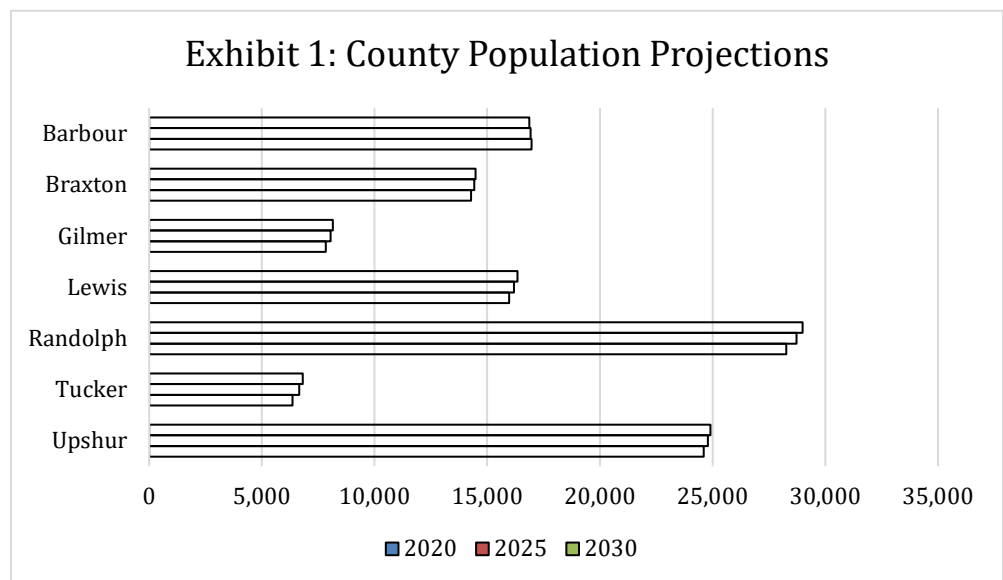
APPENDIX D: DEMOGRAPHICS

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

The data provided in the following section have been gathered from multiple sources, including the U.S. Census Bureau's American Community Survey and the West Virginia University Bureau of Business and Economic Research. Census data are used to ensure 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 are not available through the 2010 Census. As a five-year estimate, the data represent a percentage based on a national sample and do not represent a direct population count.

Population Projections

The population of the Region VII is projected to decrease to 144,304 by 2030, a 1.93% decrease from the 2020 projection. The population of Region VII is projected to only have minor changes. Projected at 0.63%, Barbour County has the only population

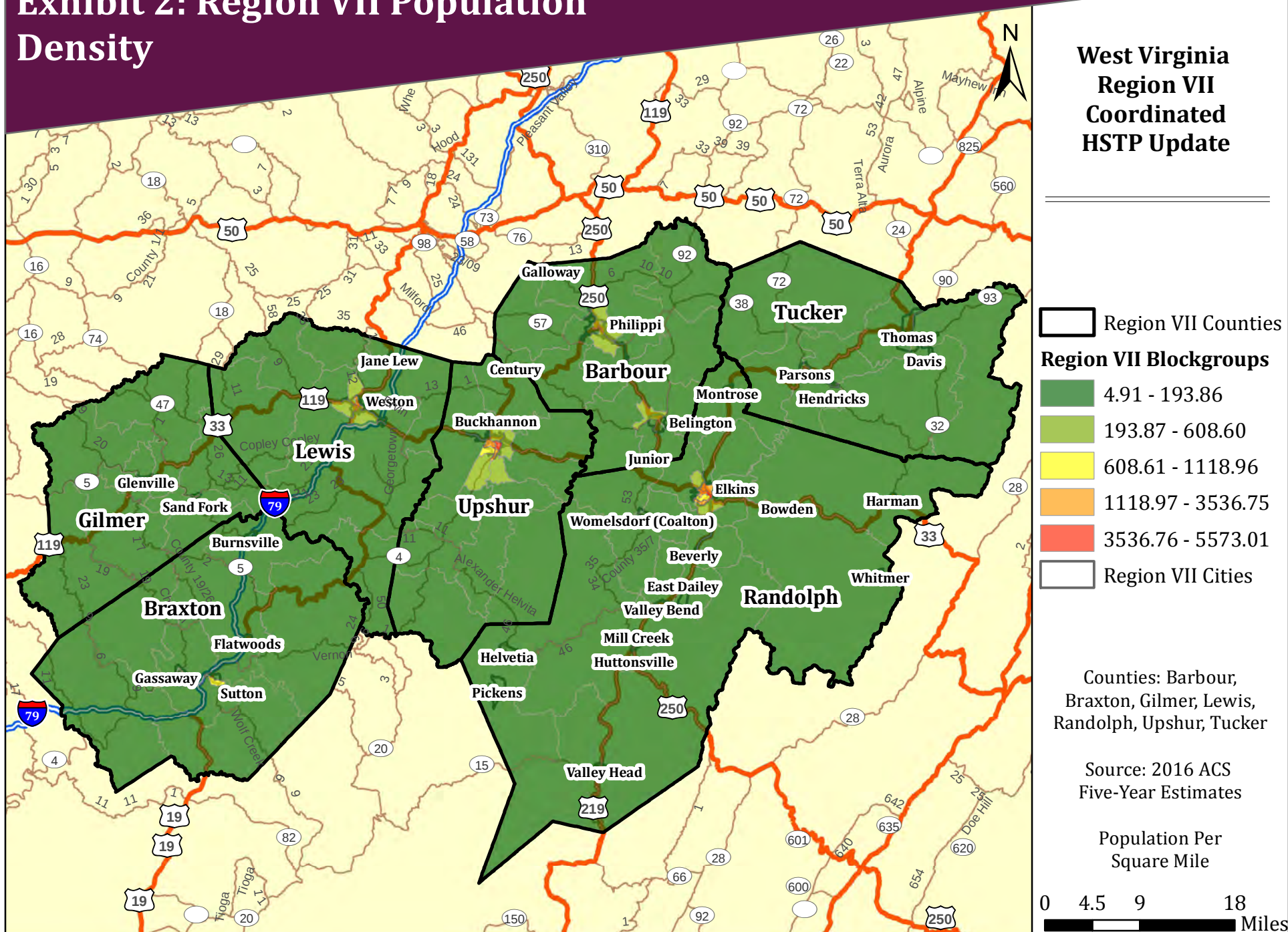


increase. The rest of the Region's counties are projected to decrease in population from 1.21% to 6.73%. Exhibit 1 shows population projections between 2020-2030 for Region VII. (Source: West Virginia Bureau of Business and Economic Research.)

Population Density

Exhibit 2 illustrates a comparison of population densities for Census block groups in Region VII. The most densely populated areas are around the cities of Elkins in Randolph County, and Buckhannon in Upshur County. Other areas of lower densities throughout the Region include Philippi in Barbour County and Weston in Lewis County. Population density is a factor in transportation planning because it helps transportation operators understand the most

Exhibit 2: Region VII Population Density



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

Population Projection for Older Adults

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

Exhibit 3 illustrates the population density of persons over 65 years of age by block group. Concentrations of this age group are focused around certain cities in the Region. Block groups with the highest concentrations are located in Weston, Buckhannon, and Elkins. A few areas of block groups with moderate density are present around Belington, Philippi, Sutton, and Jan Lew.

The population of older adults in the Region is projected to increase in each county by up to 58.46% in Upshur County and as low as 27.91% in Tucker County over the 2010 Census estimates by 2030. An increase in the older adult population will put additional pressure on transportation resources.

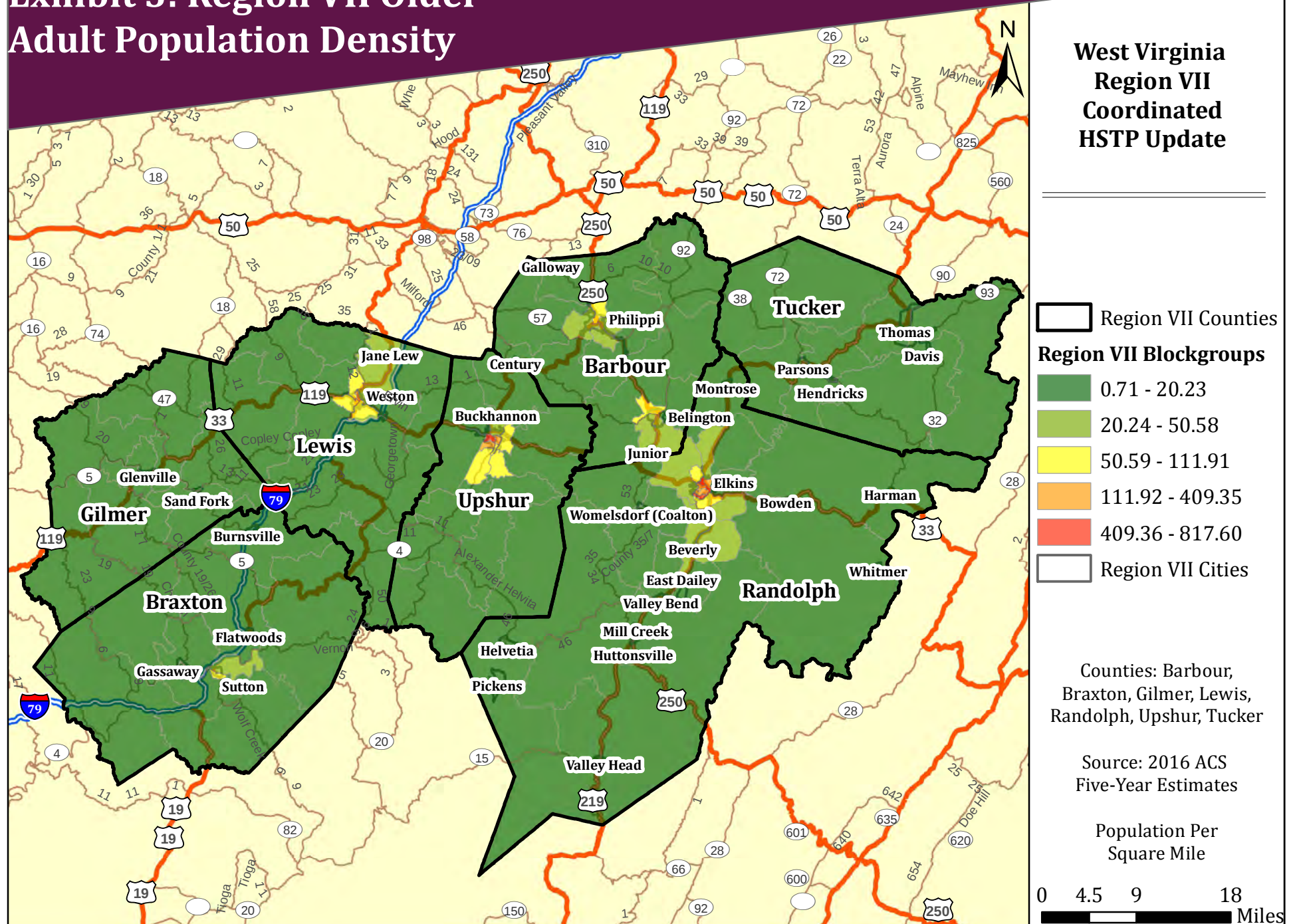
Individuals with Disabilities

Individuals with disabilities are also likely to use public or human service agency transportation services. In Region VII, approximately 15% to 22% 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
Barbour	19.8%
Braxton	18.9%
Gilmer	18.7%
Lewis	20.4%
Randolph	18.9%
Tucker	22.2%
Upshur	15.6%

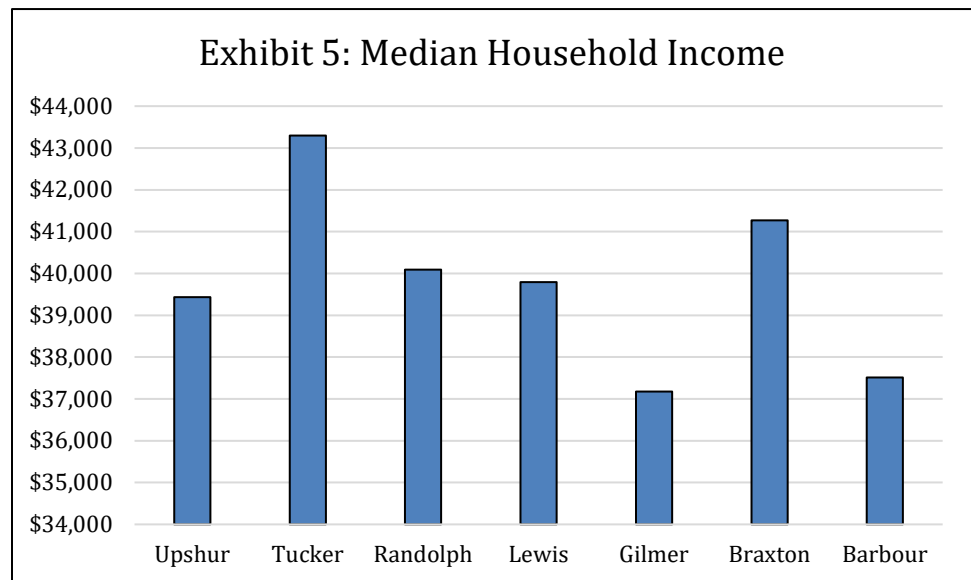
Source: 2013-2017 American Community Survey 5-Year Estimates

Exhibit 3: Region VII Older Adult Population Density



Household Incomes

Exhibit 5 illustrates the household incomes for Region VII. There are approximately 44,763 households in the Region. Of those households, 44.84% earn less than \$35,000 annually. Of the households earning less than \$35,000, 24.99% earned less than \$10,000 per year. (Source: 2013-2017 American Community Survey 5-Year Estimates)



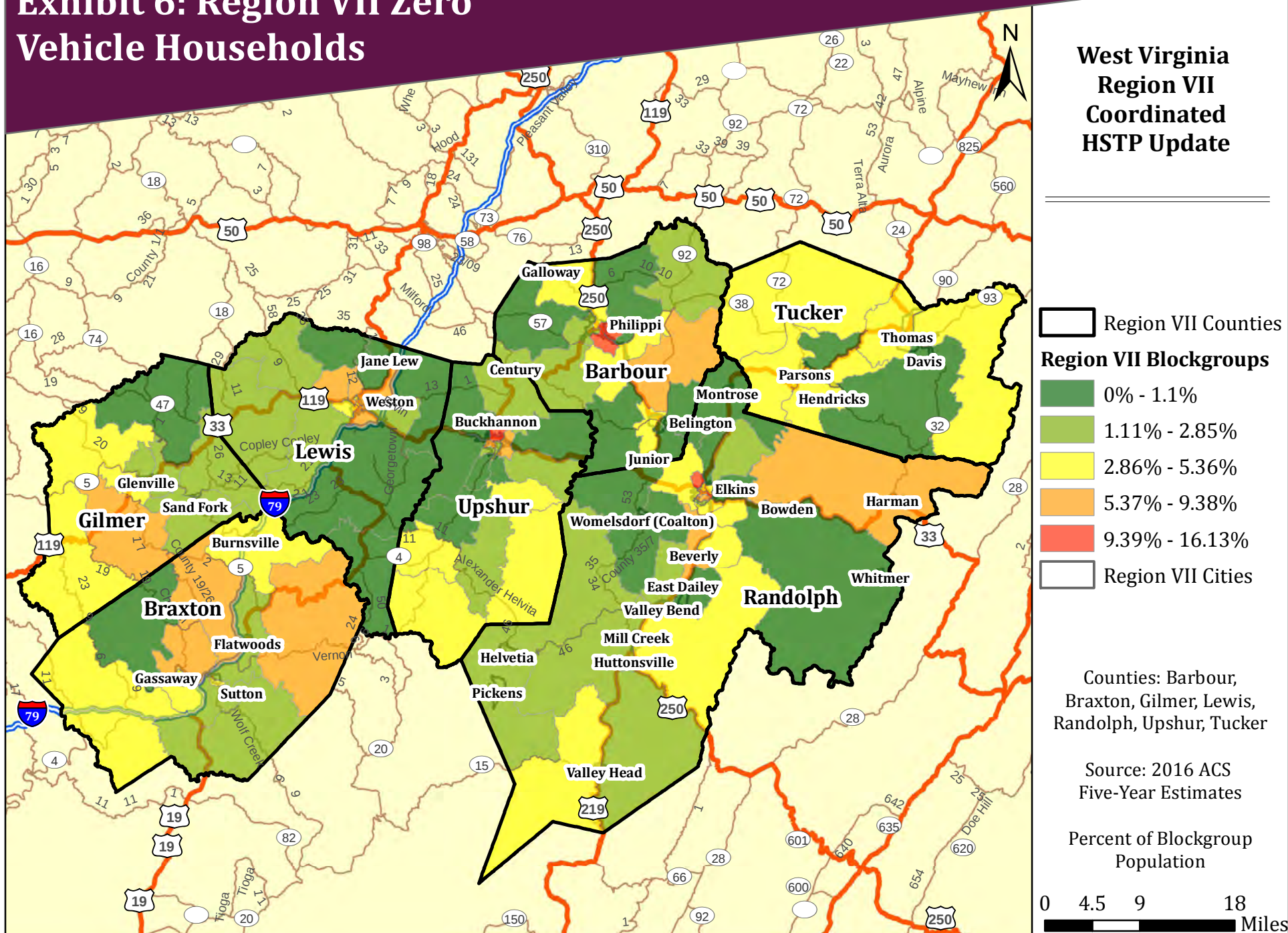
Zero Vehicle Households

The number of vehicles available to a household also is used as an indicator of demand for transit service. There are 3,828 households in the Region that have no available vehicle. This is 8.55% of all households in Region VII.

Exhibit 6 illustrates the total number of households that have no available vehicles. The block groups with the darkest shading have the highest percentage of households with no available vehicles (9.39% - 16.13%). The block group locations with the highest contraction of these households are generally located within or near the cities, the most being Buckhannon, Elkins, and Philippi. Areas with a moderately high density of zero vehicle households can be found spread throughout the rest of Region VII.

Barbour County has the highest percentage of zero-vehicle households with 11.14%, while Upshur County has the lowest percentage of zero-vehicle households with 6.76%.

Exhibit 6: Region VII Zero Vehicle Households



Minority and Limited English Proficiency (LEP) Population

Approximately 80.8% to 97.6% of the population in each county is white (Exhibit 7). African American individuals are the second most common race, followed by individuals of two or more races. The majority of the population speaks only English (Exhibit 8).

Exhibit 7: Race							
Race	Barbour	Braxton	Gilmer	Lewis	Randolph	Tucker	Upshur
White or Caucasian	95.7%	97.1%	80.8%	96.6%	96.1%	97.6%	96.3%
Black or African American	0.9%	0.3%	10.8%	0.2%	1.9%	0.2%	1.3%
Two or more races	1.4%	1.3%	3.6%	1.1%	0.3%	1%	0.7%
Hispanic or Latino (of any race)	0.9%	1%	4.1%	1.3%	0.9%	0.7%	1.2%
American Indian and Alaska Native	0.4%	0.1%	0.1%	0.4%	0.3%	0%	0.2%
Asian	0.7%	0%	0.4%	0.4%	0.5%	0.5%	0.2%
Native Hawaiian and Other Pacific Islander	0%	0.2%	0%	0%	0%	0%	0.1%

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

Exhibit 8: Limited English Proficiency														
Language	Barbour	%	Braxton	%	Gilmer	%	Lewis	%	Randolph	%	Tucker	%	Upshur	%
	16,790		14,345		8,305		16,371		29,152		7,035		24,604	
Speak only English	15,681	98.5	13,450	99.1	7,486	94.8	15,068	98.2	27,351	99	6,663	99.2	22,965	98.8
Spanish or Spanish Creole:	40	0.3	58	0.4	298	3.8	157	1	132	0.5	37	0.6	86	0.4
Speak English less than "very well"	8	0.1	28	0.2	155	2	62	0.4	74	0.3	0	0	34	0.1
Language other than English	231	1.5	127	0.9	408	5.2	280	1.8	287	1	54	0.8	274	1.2
Speak English less than "very well"	59	0.4	33	0.2	174	2.2	150	1	98	0.4	3	0	70	0.3
Indo-European Languages	112	0.7	68	0.5	64	0.8	81	0.5	68	0.2	15	0.2	136	0.6
Speak English less than "very well"	12	0.1	5	0	10	0.1	60	0.4	0	0	3	0	0	0
Asian and Pacific Islander	69	0.4	0	0	17	0.2	42	0.3	50	0.2	0	0	36	0.2
Speak English less than "very well"	39	0.2	0	0	9	0.1	28	0.2	24	0.1	0	0	36	0.2

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

Facts

APPENDIX E: RELEVANT FAST ACT PROGRAMS

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

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

Eligible Recipients:

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

GLOSSARY OF TERMS

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

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

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

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

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

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

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

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

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

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

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

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

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

APPENDIX F: PARTICIPATING ORGANIZATIONS

The following organizations participated in the Coordinated Plan Update:

Braxton County Senior Citizens Center
Central West Virginia Community Action
City of Buckhannon
Country Roads Transit
Gilmer County Senior Center
Little Kanawha Transit
Upshur County Public Library
Upshur County Senior Citizens' Opportunity Center
West Virginia Department of Transportation, Division of Public Transit
Youth Health Service, Inc.

APPENDIX G: RESOLUTION TO ADOPT THE PLAN

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

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

The Coordinated Public Transit-Human Services Transportation Plan Update for the Region VII study area, including Barbour, Braxton, Gilmer, Lewis, Randolph, Tucker and Upshur Counties, as completed on October 8, 2019, must be locally adopted.

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

Name: Shane Whitehair

Title: Executive Director

On Behalf of the Region VII Planning and Development Council.

Shane Whitehair

Signature

10/28/19

Date