



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

**Final Report**

**September, 2015**



Prepared by: RLS & Associates, Inc.



## *Moving Public Transportation Into the Future*

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# HSTP

## COORDINATED HSTP UPDATE

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### INTRODUCTION

The Region I Coordinated Public Transit-Human Services Transportation Plan (HSTP) Update has been developed in response to requirements set forth by Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP-21). MAP-21 is a Federal transportation law that became effective on October 1, 2012, as a reauthorization of surface transportation programs. MAP-21 requires the establishment of a locally developed coordinated public transit-human services transportation plan for all Federal Transit Administration programs in underserved populations. This plan updates the 2011 Region I Coordinated HSTP. It identifies and addresses transportation needs of individuals with disabilities, older adults, individuals with low incomes, and the general public. The plan also provides an overview of local transportation service providers and goals and strategies to address the identified unmet needs and gaps in services, in each geographic area.

### Purpose

The purpose of this plan is to update the 2011 plan and to promote adequate utilization of Federally funded resources to promote mobility of older adults, individuals with disabilities, people with low incomes, and the general public. The coordinated planning effort is intended to result in the elimination of unnecessary service duplications, improved use of local, State, and Federal transportation dollars, and an overall improvement in transportation services provided within the study area.

### Methodology

Local stakeholder and public participation measures were important to the development of the plan. The planning process involved public meetings, a public survey, demographic analysis, and an inventory of available transportation services. All public meetings and the survey were advertised in local newspapers. Invitations were also mailed to community stakeholders. Mailed invitations included flyers to be posted in public places to assist with the outreach and notification process. Transportation stakeholder organizations that were unable to attend the meetings were offered an opportunity to participate in an interview to discuss transportation resources and needs.

Unmet transportation needs and gaps in services were identified through input gathered from public outreach efforts, demographic analysis, and stakeholder inventory. Based on those needs and gaps in services, a series of goals, objectives, and strategies were developed. Local transportation stakeholders prioritized goals and strategies during the second public meeting.

## **ACRONYMS**

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**ADA:** Americans with Disabilities Act

**FTA:** Federal Transit Administration

**HSTP:** Coordinated Public Transit-Human Services Transportation Plan/Update

**MAP-21:** Moving Ahead for Progress in the 21<sup>st</sup> Century

**WV DOT/DPT:** West Virginia Department of Transportation/Division of Public Transit

## **POTENTIAL COORDINATED TRANSPORTATION FUNDING PROGRAMS**

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**Federal Section 5310 – Enhanced Mobility of Seniors and Individuals with Disabilities:** Section 5310 is a formula grant program administered by the West Virginia Department of Transportation/Division of Public Transit. The program is intended to enhance the mobility for seniors 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.

**Federal Section 5311 – Rural Area Program:** Section 5311 is a formula grant program administered by the West Virginia Department of Transportation/Division of Public Transit. Section 5311 funds may be used for eligible planning, capital, and operating expenses needed to provide efficient and coordinated public transportation service in non-urbanized areas. Job Access and Reverse Commute projects are also eligible under the program. Projects must provide for the maximum feasible coordination of public transportation resources assisted under this section with transportation services assisted by other Federal sources, and must provide the maximum feasible participation of private providers. Capital grants require a 20% local match. Operating grants require a 50% 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 5311 program.

**Eligible Recipients:**

- ◆ Designated State agencies and Indian Tribes may apply directly to the Federal Transit Administration (FTA) for grants.
- ◆ Eligible subrecipients may include State agencies, local public bodies and agencies thereof, nonprofit organizations, Indian Tribes, and providers of public transportation services, including intercity bus service, in rural and small urban areas.



## **DEMOGRAPHICS**

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# Demographics

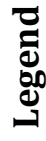
### **OVERVIEW**

West Virginia's Region I is comprised of McDowell, Mercer, Monroe, Raleigh, Summers, and Wyoming Counties. Beckley has an estimated population of 17,653 and is the largest city within Region I. The Region I Planning and Development Council is the planning organizations that oversees transportation planning and development operations within the region. As such, the Planning and Development Council is responsible for coordinating the development of transportation plans and programs in the area. The map in Exhibit II.1 provides a depiction of the region.

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

The data provided in the following section has been gathered from multiple sources including the U.S. Census Bureau's 2013 American Community Survey (ACS) Five-Year Estimates and the State of West Virginia. These sources are used to ensure that the most current and accurate information is presented. It is important to note that the ACS Five-Year Estimates have been used to supplement census data that is not available through the 2010 Census. As a five-year estimate, the data represent a percentage based on a national sample and does not represent a direct population count.

# Coordinated Public Transit- Human Service Transportation Plan Region I



## Interstate

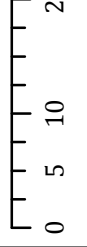
— Highway

— Major Road

Region 1

Cities/Towns

## Rivers

 Lakes

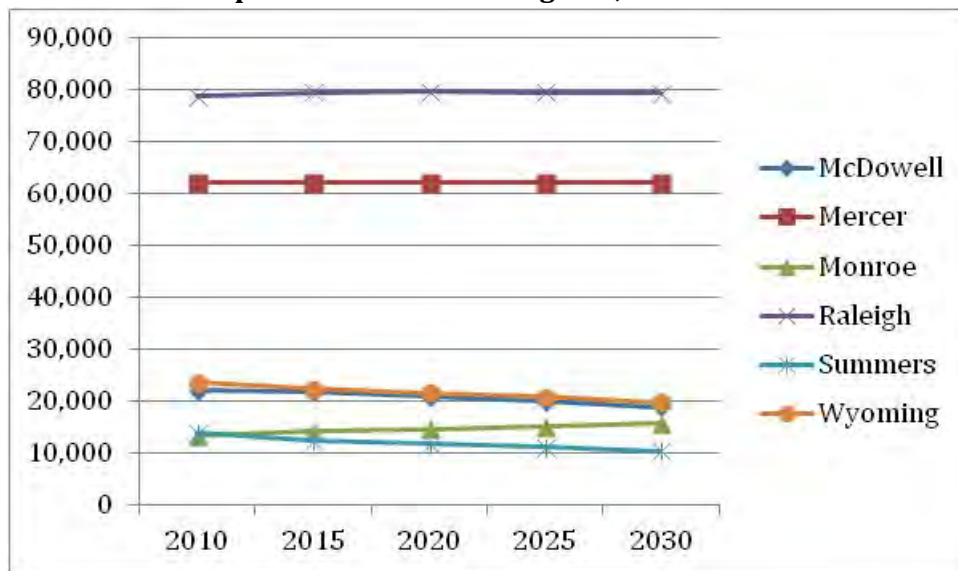
0 5 10 20 Miles



## POPULATION PROJECTIONS

The West Virginia University (WVU) Regional Research Institute projects the region's population will fall to 212,654 by 2015, a decrease of less than one percent from the year 2010 population. The Institute is projecting another 2.8 percent decrease for the region for the next 20 years. The projected population of Region I in 2030 is 206,665. Exhibit II.2 shows population trends between 2010 and 2030 for each county. The population of Monroe and Raleigh Counties are projected to increase slightly by 2030; all other counties in the region will remain steady or experience a slight decline in population.

**Exhibit II.2**  
**Population Trends for Region I, 2010-2030**



Source: WVU Regional Research Institute

## POPULATION DENSITY

Exhibit II.3 illustrates the population density per square mile for the region. As illustrated, population densities are concentrated around Beckley, Princeton, and Bluefield. These areas have the highest population per square mile, with block groups ranging from between 3,385 to 5,641 persons per square mile. Beckley, Princeton, Bluefield, and Oceana have block groups of moderately high population densities ranging from 2,077 to 3,384 people per square mile. The block group in and around Hinton is the only other area that showed an area of at least moderate population density (1,036 to 2,076). The remaining portions in the region have population densities ranging from low (338.4 to 1,035) to very low (9.53 to 338.3).

## **OLDER ADULT POPULATION**

Older adults are most likely to use transportation services 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, transportation services are 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.

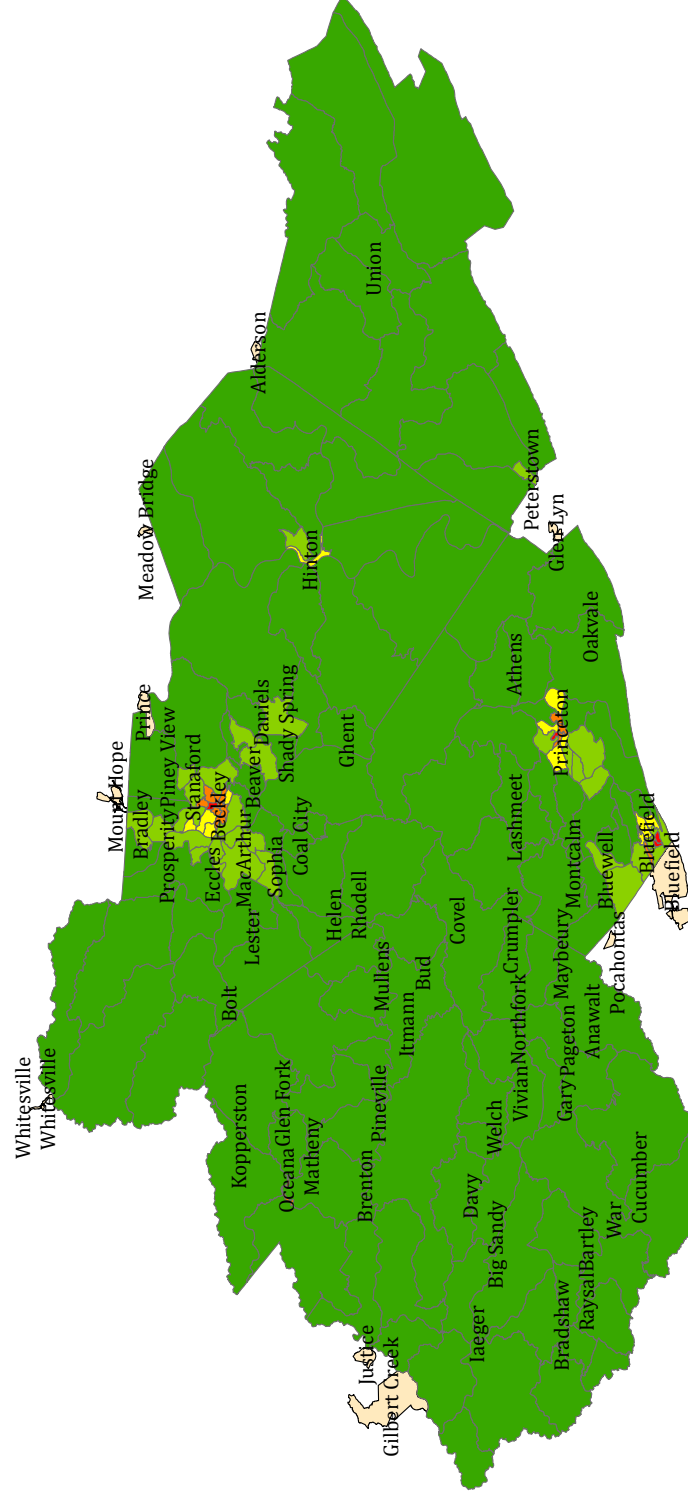
There is a trend occurring in the United States relating to the aging of the population. The two age cohorts with the largest percentage of growth over the last decade were the 50-54 year old cohort and the 45-49 year old cohort. People in these two age groups were primarily born during the post-WWII “baby boom,” era defined by the Census Bureau as persons born from 1946 through 1964. These baby boomers are now reaching the age of 65 and are becoming more likely to use transportation services if they are available.

Further, the Administration on Aging (U.S. Department of Health and Human Services) reports that, based on a comprehensive survey of older adults, longevity is increasing and younger seniors are healthier than in all previously measured time in our history. Quality of life issues and an individual’s desire to live independently will put increasing pressure on existing transit services to provide mobility to this population. As older adults live longer and remain independent, the potential need to provide public transit is greatly increased.

Exhibit II.4 illustrates the population density of persons over 65 years of age by block group. The concentrations of this age group mimic the densities of the overall population. Beckley, Princeton, Bluefield, Oceana, and Hinton had the highest densities of older adults. These block groups with individuals 65 and over have densities higher than 356.6 people per square mile.

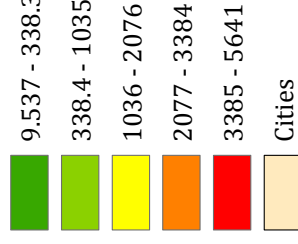
# Exhibit II.3: Region I Population Density

## Coordinated Public Transit- Human Service Transportation Plan Region I



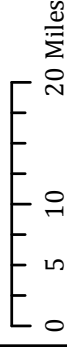
### Legend

#### Region 1 Blockgroups



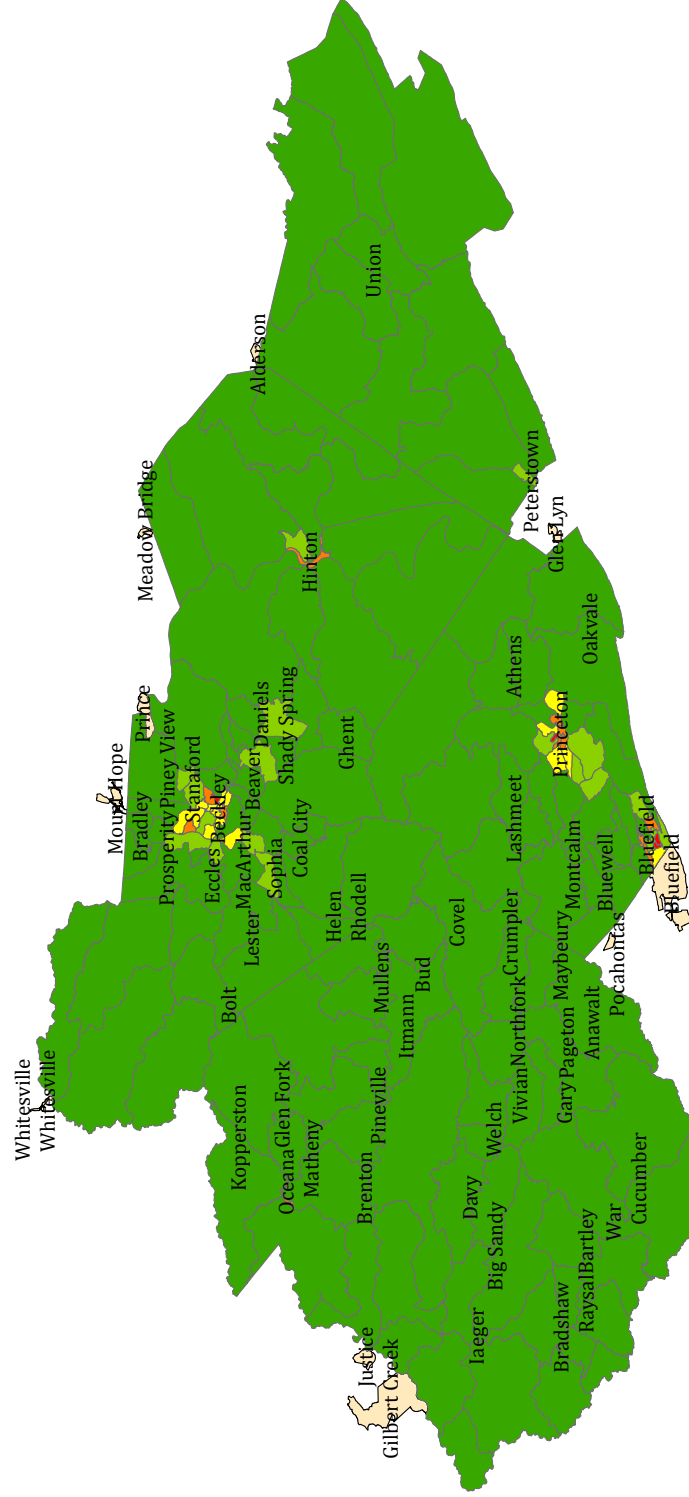
Source: 2013 ACS  
Five-Year Estimates

Population Per  
Square Mile



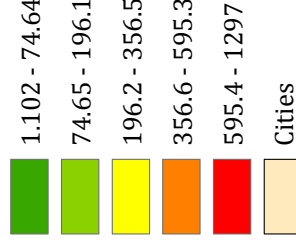
# Exhibit II.4: Region I Older Adult Population Density

## Coordinated Public Transit- Human Service Transportation Plan Region I



### Legend

#### Region 1 Blockgroups



Source: 2013 ACS  
Five-Year Estimates

Population Per  
Square Mile





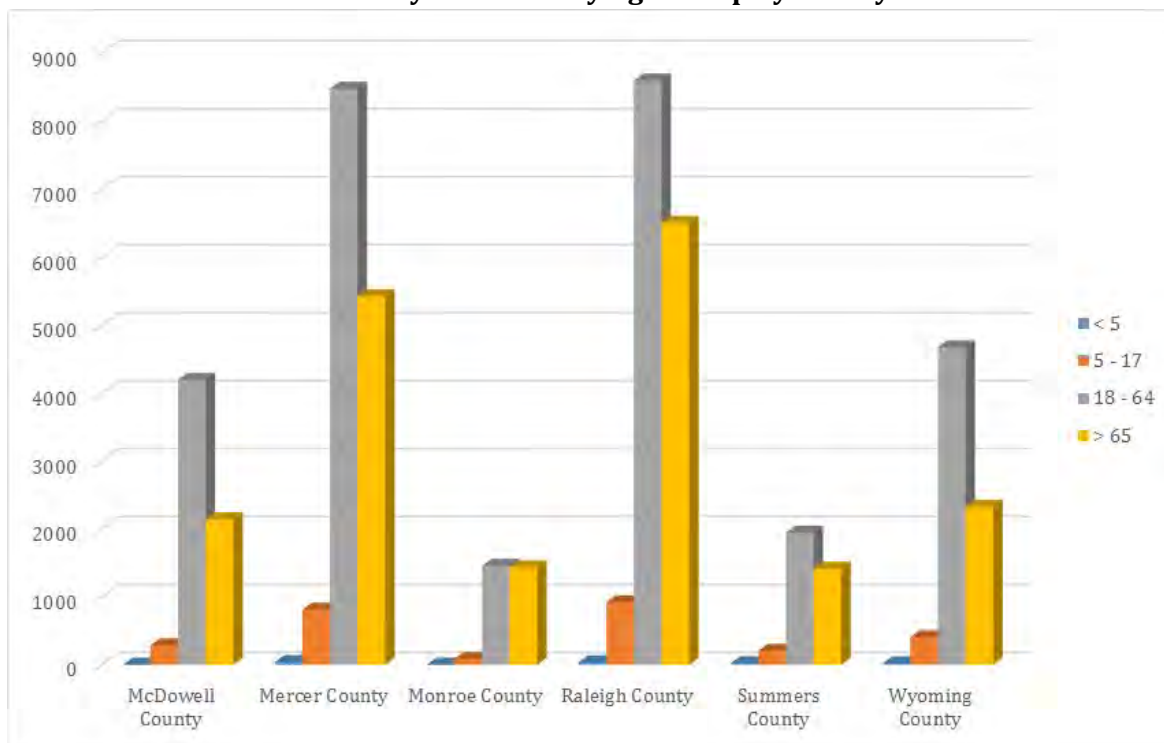
## INDIVIDUALS WITH DISABILITIES

Enumeration of the population with disabilities in any community presents challenges. First, there is a complex and lengthy definition of a person with a disability 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. In short, an individual's capabilities, rather than the mere presence of a medical condition, determine transportation disability.

The U.S. Census offers no method of identifying individuals as having a transportation related disability. The best available data for Region I is available through the 2013 ACS Five-Year Estimates of individuals with a disability. Exhibit II.5 is intended to provide a comparison of the disabled population in each county within the region.

The chart identifies the highest population of individuals with a disability reside in Raleigh County. The total disabled population estimate for the county is 16,054. Mercer County has an estimated 14,750 disabled people while Wyoming County has 7,421. The other counties in the region have between an estimated 2,975 to 6,618 individuals with a disability.

**Exhibit II.5**  
**Disability Incidence by Age Group by County**

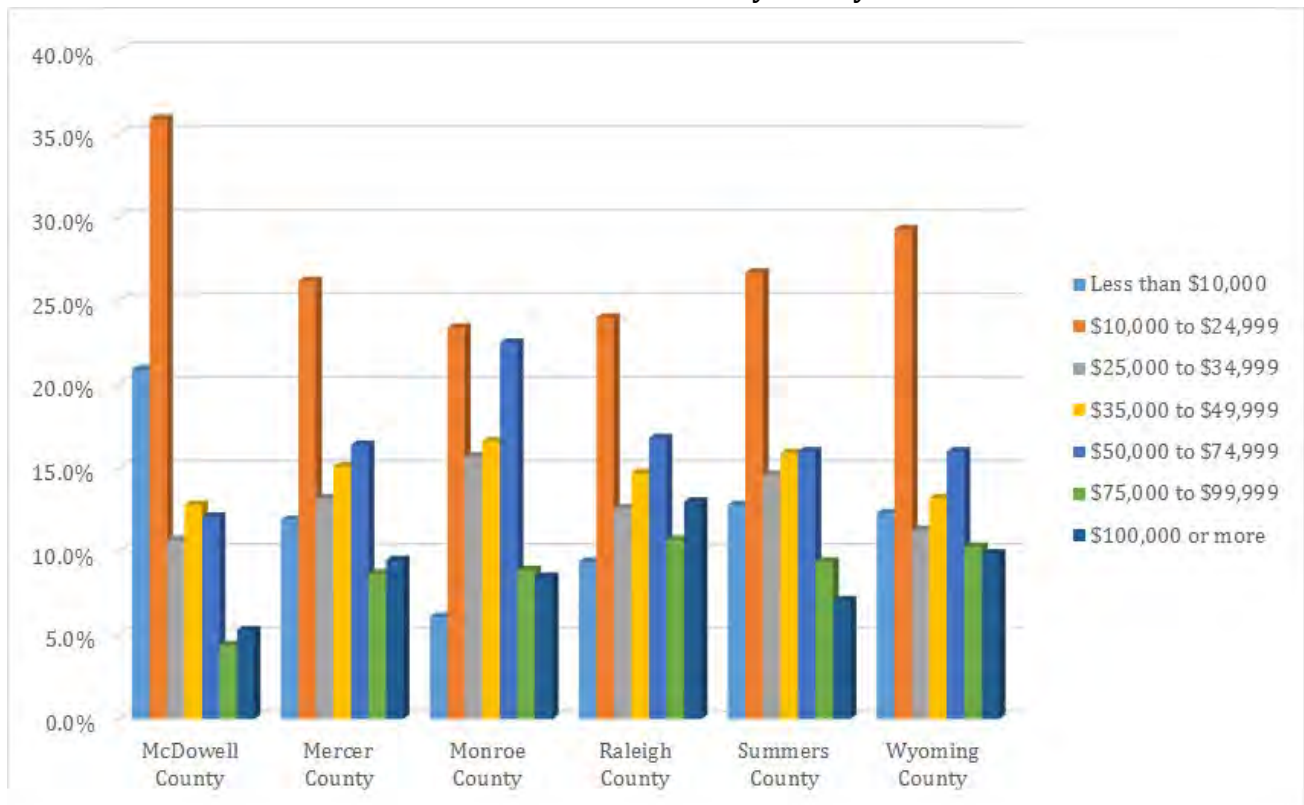


Source: 2013 ACS Five-Year Estimates

## HOUSEHOLD INCOME

Exhibit II.6 illustrates the household incomes for the study area according to the 2013 ACS Five-Year Estimates. According to the survey, there are a total of 85,333 households in Region I. Of those households, about 49 percent earn less than \$35,000 annually. Of the households earning less than \$35,000, some 12 percent earned between \$25,000 and \$34,999. Another 25 percent earned between \$10,000 and \$24,999 and about 11 percent earned less than \$10,000 per year. The median household income for each area is shown in Exhibit II.7.

**Exhibit II.6**  
**Household Income by County**



Source: 2013 ACS Five-Year Estimates



**Exhibit II.7  
Median Household Income**

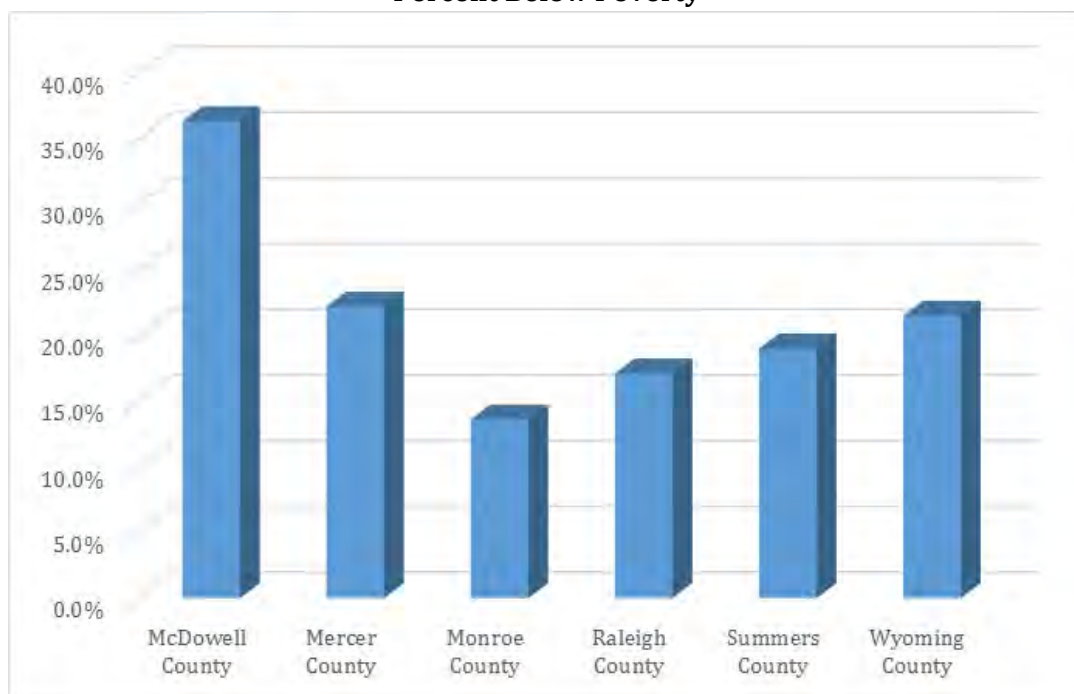
County	Median Income
<b>McDowell</b>	\$22,252
<b>Mercer</b>	\$34,842
<b>Monroe</b>	\$41,234
<b>Raleigh</b>	\$40,758
<b>Summers</b>	\$33,784
<b>Wyoming</b>	\$34,454

Source: 2013 ACS Five-Year Estimates

## **POVERTY STATUS**

Exhibit II.8 illustrates the percentage of the population in each County that is living below the poverty level. McDowell County has the highest percent of population living below the poverty level with 36.3 percent. The remaining Counties had between 13.6 and 22.2 percent of the population living below the poverty level.

**Exhibit II.8  
Percent Below Poverty**

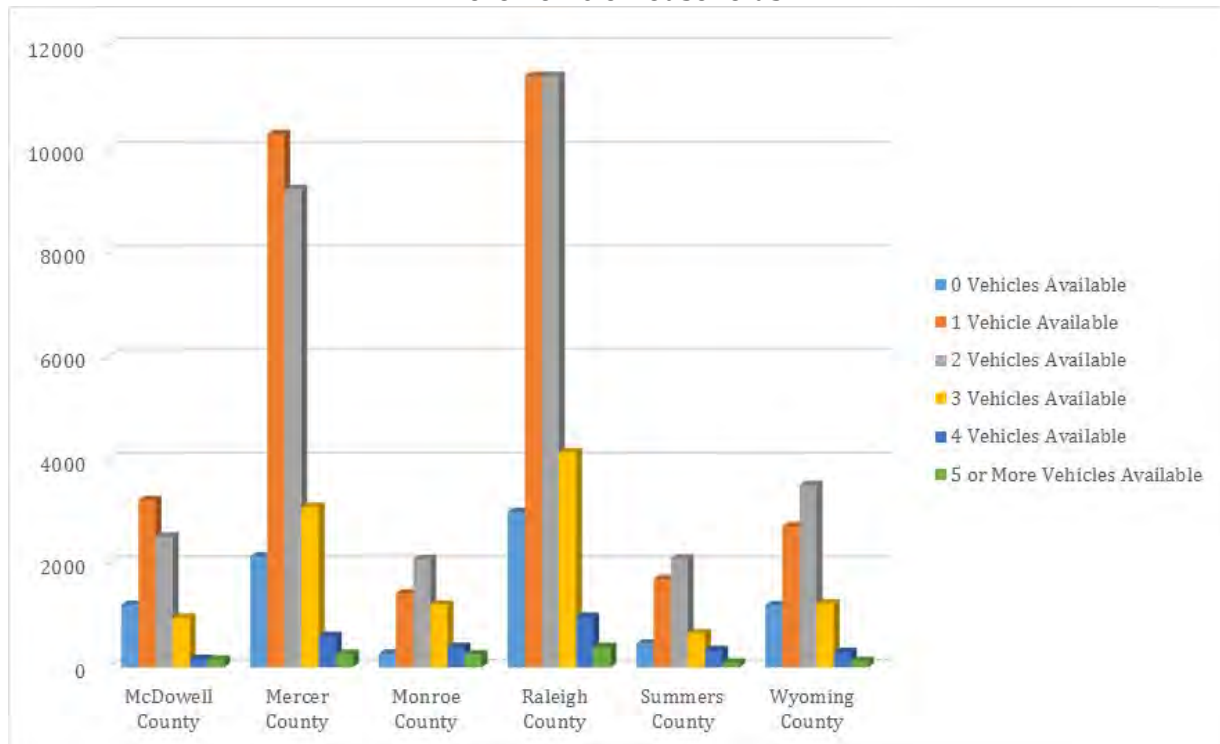


Source: 2013 ACS Five-Year Estimates

## ZERO VEHICLE HOUSEHOLDS

The number of vehicles available to a housing unit is also used as an indicator of demand for transit service. There are 8,271 households in the region that have no available vehicle. This is 9.7 percent of all the households in the region. An additional 30,794 or 36.1 percent of households in the region have only one vehicle. Exhibit II.9 shows vehicle availability by the number of households in each county.

**Exhibit II.9**  
**Zero Vehicle Households**



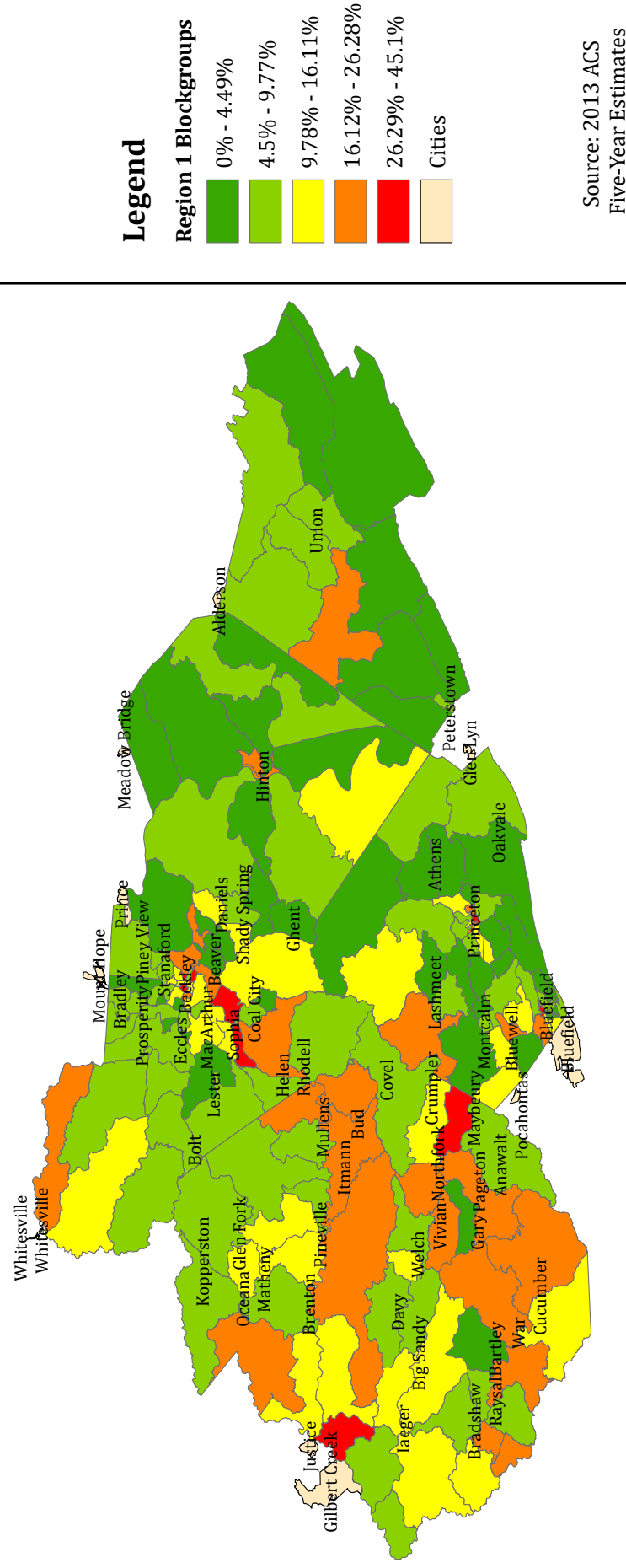
Source: 2013 ACS Five-Year Estimates

Exhibit II.10 illustrates the percentage of housing units that have no available vehicle, according to 2013 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are around Beckley, Sophia, Mayberry, Princeton, and Southwest Wyoming County. Over 26.29 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 16.12 to 26.28 percent of zero vehicle households can be found throughout all of the Counties in Region 1. Block groups with moderate percentages (9.6 to 16.9 percent) can also be found within all counties in the region.

# Exhibit II.10: Region I Zero Vehicle Households



## Coordinated Public Transit- Human Service Transportation Plan Region I



## LIMITED ENGLISH PROFICIENCY (LEP) POPULATION

At the time of the 2013 ACS Five-Year Estimates, Region I had a total population of 213,691, of which 201,254 were individuals age 5 years and older. Of this population, 97 percent speak only English, while the remaining 3 percent speak other languages, either in addition to or instead of English. People who speak English “not well” or “not at all,” which represent the LEP population, accounted for 0.8 percent of Region I’s total population. This compares to the State of West Virginia LEP population of 0.3 percent. Exhibit II.11 shows the amount of LEP population in each County.

**Exhibit II.11**  
**LEP Population**

County	Population 5 and Over	Speak Only English	Total LEP	Percent LEP
McDowell County	20,438	20,240	87	0.4%
Mercer County	58,521	56,782	498	0.9%
Monroe County	12,804	12,562	0	0.0%
Raleigh County	74,158	70,977	1,046	1.4%
Summers County	13,181	12,704	23	0.2%
Wyoming County	22,152	21,938	55	0.2%
<b>Region I Total</b>	<b>201,254</b>	<b>195,203</b>	<b>1,709</b>	<b>0.8%</b>

Source: 2013 ACS Five-Year Estimates

Much like West Virginia overall, the largest share of the population that speak a language other than English in Region I speak Spanish as their primary language. Statewide, 0.3 percent of the LEP population ages five (5) and older are Spanish-speaking. In Region I, 0.7 percent of the population ages five (5) and older speak Spanish as their primary language. Exhibit II.12 shows the top 5 languages spoken in Region I other than English.

**Exhibit II.12**  
**Languages Spoken at Home**

County	Population 5 and Over	Top 5 Languages Spoken Other Than English				Other Indic Languages
		Spanish or Spanish Creole	French	Arabic	German	
McDowell County	20,438	98	4	0	0	0
Mercer County	58,521	273	77	159	42	0
Monroe County	12,804	0	0	0	0	0
Raleigh County	74,158	966	162	16	127	151
Summers County	13,181	51	0	0	0	0
Wyoming County	22,152	61	0	0	0	0
<b>Region I Total</b>	<b>201,254</b>	<b>1,449</b>	<b>243</b>	<b>175</b>	<b>169</b>	<b>151</b>

Source: 2013 ACS Five-Year Estimates

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## EXISTING SERVICES

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### OVERVIEW

The inventory of service provider capabilities and the structure of transportation resources provide coordinated transportation planners with the necessary foundation for designing changes that will complete and improve the network of transportation resources. Multiple components of community outreach activities were utilized to encourage public and human service agency transportation providers to participate in the inventory aspects of this Plan, which included focus groups and one-on-one interviews.

An understanding of existing resources, vehicle utilization, and financial information is necessary prior to implementation of new coordinated approaches to service for older adults, individuals with disabilities, people with low incomes, and the general public. The summary and vehicle utilization tables at the end of this chapter provide an overview of the vehicle inventories and utilization, hours of service, and passenger eligibility for each of the participating organizations (where information was provided by those organizations).

The ultimate goal for organizations in Region I that provide, purchase, or use transportation for older adults, individuals with disabilities, people with low incomes, and the general public is to improve upon the existing network of services to create new efficiencies so programs can provide additional service with the existing level of funding. If services are to be expanded in the future, additional funding will be necessary.

Certain coordinated transportation stakeholders are eligible for additional funding through the Federal Transit Administration's (FTA) Section 5310 Program, Enhanced Mobility for Seniors and Individuals with Disabilities and Section 5311 Program, Rural Area Formula Grants. Criteria for eligible applicants to the Section 5311 program are as follows:

- ◆ Public entities providing public transit services; or
- ◆ Private, non-profit entities designated by local government to provide public transit services.

Criteria for eligible applicants to Section 5310 are as follows:

- ◆ Private, non-profit 501(c)(3) corporations;
- ◆ Public bodies identified by the state as lead agencies in a coordination project; or
- ◆ Public bodies that certify that no private, non-profit corporations exist within their jurisdiction for the provision of elderly and disabled transportation.

Organizations that are not eligible applicants for Section 5310 may still benefit from the program through agreements with eligible organizations, and should seek partnerships and formal contractual agreements with an eligible applicant in order to achieve the coordinated transportation goals.

Key public and human service agency transportation stakeholders in Region I were invited to participate in public stakeholder/general public meetings with the West Virginia Division of Public Transit and RLS consulting team to discuss the existing transportation resources utilized for their consumers. In the Appendix is a list of stakeholder organizations that were invited to participate in the interviews and stakeholder/public meetings. A list of organizations that were represented at the stakeholder/public meeting is also provided in the Appendix.

The consulting team used the West Virginia Division of Public Transit Survey for updating of the West Virginia Transportation Providers Directory as well as a standard set of questions for individual stakeholder one-on-one interviews (email, phone call, face-to-face) to promote consistency in the findings. Stakeholders that provide transportation services described their programs and resources. Other organizations that purchase trips from a third party provider or arrange transportation on behalf of their consumers expressed several common interests regarding the unmet transportation needs of their consumers and the general public in Region III.

The following paragraphs describe the transportation provided by each of the participating organizations. The organizations that participated in the survey and/or interview with the consulting team are listed below:

- ◆ Raleigh County Community Action Association (RCCAA)
- ◆ Bluefield Area Transit (BAT)
- ◆ Council on Aging, Inc. Wyoming
- ◆ FMRS Health Systems, Inc.
- ◆ Summers County Council on Aging, Inc.
- ◆ S.A.F.E., Inc.
- ◆ New River Taxi
- ◆ Integrated Resources, Inc.
- ◆ McDowell County Commission on Aging (MCCOA)
- ◆ CASE WV Commission on Aging
- ◆ Southern Highlands Community Mental Health Center
- ◆ Raleigh County Commission on Aging, Inc.
- ◆ Monroe County Council on Aging
- ◆ Princeton Rescue Squad
- ◆ Princeton Community Hospital
- ◆ West Virginia Department of Transportation/Division of Public Transit

## **INVENTORY OF SERVICES AND KEY STAKEHOLDERS**

Key public and human service agency transportation stakeholders from all counties in Region I were invited to participate in a one-on-one interview with a representative from the RLS consulting team to discuss the existing transportation resources utilized for their consumers, and/or a meeting with all stakeholders and the general public. A list of the 99 stakeholder organizations and individuals that were invited to participate in the interviews and stakeholder meetings is included in the Appendix. In addition to the list of organizations the general public, individuals with disabilities, and

older adults were encouraged to attend the meetings and contribute to the identification of unmet transportation needs, goals, and strategies for coordination.

Descriptions of the transportation-related services provided by these organizations are provided on the following pages.

### **Bluefield Area Transit (BAT)**

Bluefield Area Transit (BAT) provides public transportation services in Mercer and McDowell counties with routes into Bluefield, Princeton, Athens and Welch. Weekend service to Athens is available when Concord University is in session. Bluefield Area Transit is now providing rides for non-emergency medical services. Medicaid eligible individuals can schedule medical transportation through MTM, the statewide Medicaid transportation broker. Non-Medicaid eligible individuals can schedule non-emergency medical trips directly with BAT.

BAT operates a fleet of 26 vehicles to provide transit services.

Information regarding BAT services is available on their website: [www.ridethebatbus.com](http://www.ridethebatbus.com).

BAT's ridership averages about 183,000 per year.

<b>Bluefield Area Transit (BAT)</b>	
<b>Programs:</b>	Public Transportation, Non-Emergency Medical Transportation Provider
<b>Client Eligibility:</b>	General Public
<b>Hours/Days of Service:</b>	Mercer County: 7:00 AM – 6:00 PM, Monday – Friday McDowell County: 7:50 AM – 6:00 PM, Monday – Friday 11:00 AM to 7:00 PM Saturday/Sunday in the Athens area during the school year
<b>Mode of Services:</b>	Route Deviated Service and Curb-to-Curb
<b>Transportation Staff:</b>	1 Full-Time Manager 1 Full-Time Clerical 1 Part-Time Clerical 10 Full-Time Drivers 10 Part-Time Drivers 2 Full-Time Maintenance 2 Part-Time Dispatchers/Schedulers



<b>Annual Trips Provided:</b>	Approximately 212,000
<b>Annual Transportation Cost:</b>	\$1,372,391 (FY 2013)
<b>Cost per Passenger Trip</b>	\$6.47
<b>Funding Sources for Transportation:</b>	Section 5311, Local Support from Cities of Bluefield and Princeton, and Medicaid NEMT

### **Schedule and Service Area**

All but three of the BAT-owned vehicles are equipped with wheelchair lifts. Drivers can assist passengers with packages on a limited basis (will set packages in a safe area at destination). Additionally, BAT welcomes personal care attendants (PCAs) to travel with passengers who may need assistance either with their transportation or at their destinations.

BAT provides two types of services, route deviated service and curb-to-curb demand response. Passengers can catch the bus anywhere along the route by flagging it down. Each service type is described in more detail below.

### **Route Deviated Service**

BAT provides the following routes and schedules ([www.ridethebus.com/schedules](http://www.ridethebus.com/schedules)):

- ◆ Bluefield to Princeton
- ◆ Bluefield to Welch
- ◆ Cumberland Road
- ◆ Princeton
- ◆ Princeton/Concord
- ◆ Princeton to Bluefield
- ◆ South Bluefield
- ◆ Welch to Big Four, Premier
- ◆ Welch to Bluefield
- ◆ Welch to Gary

Vehicles will deviate up to  $\frac{3}{4}$  of a mile in each direction of the main route. To schedule a deviated trip, passengers may call at least 24 hours in advance. Hours of operation are Monday through Friday 7:00 AM to 5:59 PM (schedule varies by route). Weekend service to Athens is available when Concord University is in session.

### **Fare Structure**

Bluefield Area Transit fares vary depending on the passenger's location and destination. Monthly passes are available for \$30.00. Discount passes are available to senior citizens, persons with disabilities, and students for \$25.00. Individual cash fares are available as follows:

#### **Route Deviated Service**

- \$1.25 – Bluefield - Downtown
- \$1.25 – Bluefield to Princeton (Mercer Mall)
- \$1.50 – Bluefield to Princeton (Green Valley)
- \$2.25 – Bluefield to Princeton (Princeton)
  
- \$1.25 – Princeton Downtown
- \$1.50 – Princeton to Bluefield (Green Valley)
- \$1.75 – Princeton to Bluefield (Mercer Mall)
- \$2.25 – Princeton to Bluefield (Bluefield)

### **Curb-to-Curb Demand Response Service**

Non-emergency medical transportation (NEMT) services is provided with advance reservation as a curb-to-curb services. Medicaid eligible individuals schedule through MTM, the statewide brokerage.

### **Coordination Activities**

While there is no formal coordination of trips, BAT refers callers to other agencies when appropriate. More importantly, it receives referrals from agencies within its service area to provide transportation services, as needed.

BAT trains drivers in-house. In addition, it has coordinated with the Commissions on Aging in Mercer, Raleigh and Wyoming to train those drivers, as requested.

BAT connects services with Bluefield's VA Graham Transit and Four-County Transit, both of which operate in Virginia. Due to the close proximity of Bluefield to the State of Virginia, people need to travel between the states for various purposes. By coordinating with the Virginia providers, BAT helps passengers reach their final destinations, whether in West Virginia or Virginia.

BAT has opened its maintenance facility to other agencies. It provides lift repair services for the Commissions on Aging mentioned earlier in this section.

Current transportation options available in the Mercer and McDowell area include the BAT services, taxis, human service transportation providers, and school bus service. Family, friends and neighbors also provide transportation for others, when necessary.

The barriers that prevent transportation coordination include insurance issues and agencies' perceived program restrictions on transporting other agency clients. A central provider that

supplements and coordinates with human service agency transportation would be a step toward providing additional transportation services for the citizens of the region.

The BAT Manager indicated that the Bluefield City Manager supports coordinated transportation as do many of the elected officials in the Region. Funding local match requirements becomes a barrier with the state of the current economic atmosphere.

### **Funding**

BAT receives funding from the Federal Transit Administration Section 5311 program via the West Virginia DPT to offset its operating expenses. Other funds received to support BAT services include local funds from the Cities of Bluefield and Princeton, and Medicaid to support non-emergency medical transportation (NEMT).

### **CASE WV Commission on Aging**

CASE WV Commission on Aging is a private, non-profit agency that provides a variety of services for individuals 60 years of age and older in Mercer County. The agency operated as the Mercer County Commission on Aging until October 2008 when it became part of the Community Action South Eastern (CASE) West Virginia agency network. In addition to its transportation program, the agency provides a variety of services such as home delivered meals, in home care and health programs. The agency is located at 600 Trent Street in Princeton.

The agency operates five vehicles, of which two are lift-equipped, for consumer transportation services along with a single vehicle that is equipped for home meal deliveries. One of the vehicles was procured with Section 5310 funds, while the remaining vehicles were obtained using donations.

The transportation program is operated under the agency's Chief of Operations. There are four full-time drivers along with one driver that works a half-time schedule. Volunteers are not used for transportation tasks and there are no staff members that use their personal vehicles for consumer transportation. The vehicles are maintained by a local vendor.

Transportation services are provided in a demand response manner from 7:30 AM to 5:00 PM, Monday through Friday. Weekend service is occasionally provided for social and recreational trips. The peak demand is in the morning and late afternoon, with mid-day being a less busy time. The system provides approximately 40,000 units of service annually. A unit is described as each time a passenger boards a vehicle. For example, a passenger that is picked up at the doctor's office and stops by the pharmacy on the way home would have consumed three trips.

The transportation is provided in a door-to-door manner, but drivers are allowed to assist passengers with taking purchases inside the home. Transportation is provided for eligible consumers to employment, medical, nutrition, shopping, banking, recreational, and social activity sites.

CASE WV Commission on Aging	
<b>Programs:</b>	Transportation, In-Home Assistance, Meal Delivery, Health
<b>Client Eligibility:</b>	Seniors 60 Years and Older and Individuals with Disabilities
<b>Hours/Days of Service:</b>	7:30 AM to 5:00 PM Monday – Friday Occasional weekend service if needed
<b>Mode of Services:</b>	Door-to-Door Demand Response
<b>Transportation Staff:</b>	1 Chief of Operations 1 Transportation Director 4 Full-Time Drivers 1 Part-Time Driver
<b>Annual Trips Provided:</b>	Approximately 40,000
<b>Annual Transportation Cost:</b>	\$350,000
<b>Cost per Passenger Trip:</b>	Varies
<b>Funding Sources for Transportation:</b>	Section 5310 and Title III-B

### **Fare Structure and Eligibility**

The transportation is provided fare free but passengers are encouraged to make a donation. Passengers are provided a sliding scale for donations based on income. An individual must be age 60 or older or disabled to be eligible for the transportation service.

### **Scheduling**

Individuals may schedule a trip by calling the agency at least the day before the trip is needed. Much of the transportation service is provided by subscription for routine riders. These passengers are asked to make a reminder call to the agency the day before the requested trip.

### **Coordination**

CASE WV Commission on Aging has a cooperative agreement with Bluefield Area Transit (BAT) for dialysis trips. This enables each agency to utilize its vehicles more efficiently and effectively.

### **Funding**

The agency is a recipient of FTA Section 5310 funds and anticipates applying for a replacement vehicle during the next round of Section 5310 funding. The agency also receives Older Americans Act Title III-B funds for transportation operations.

### **FMRS Health Systems, Inc.**

FMRS Health Systems, Inc. is a private, non-profit organization that provides supportive services and activities for older adults, individuals with cognitive disabilities, and people with low incomes who are registered with the agency. The office is located at 101 South Eisenhower Drive, Beckley, WV, 25801. Transportation services are provided to and from agency programs (including mental health appointments) and some medical and shopping trips, to which agency staff accompany the consumer.

MISSION STATEMENT: *FMRS Health Systems, Inc. is dedicated to enhancing the emotional and behavioral health of residents of southern West Virginia through advocacy, community involvement and provision of the highest quality diagnostic and professional treatment services.*

FMRS Health Systems, Inc.	
<b>Programs:</b>	Addiction/Substance Abuse Treatment, Mental Health Services, Medicaid, and Other Mental Health Supportive Services. Transportation is Provided to and from Most Agency Programs.
<b>Client Eligibility:</b>	FMRS Registered Consumers Only
<b>Hours/Days of Service:</b>	7:30 AM to 5:00 PM Monday – Friday 1:00 PM to 9:00 PM Saturday and Sunday
<b>Mode of Services:</b>	Door-to-Door or Door-through-Door Route Service as Dictated by the Changing Needs of the Agency Consumers
<b>Transportation Staff:</b>	1 Part-Time (2%) Director 1 Part-Time (50%) Facilities/Vehicles Director 28 Part-Time Drivers Who Are Also Community/Residential Providers 1 Part-Time Dispatcher/Scheduler Who Is Also the Day Treatment Coordinator

<b>Annual Trips Provided:</b>	22,500
<b>Annual Transportation Cost:</b>	\$237,656
<b>Cost per Passenger Trip</b>	\$10.57
<b>Funding Sources for Transportation:</b>	Section 5310, Bureau of Behavioral Health and Health Facilities and Medicaid/MTM

### **Schedule and Service Area**

Agency case managers schedule transportation services for consumers. Case managers schedule trips with the FMRS transportation department only after checking with a family member to determine if other transportation options are available to the consumer. If no other options are apparent, the case manager relays the transportation schedule to the family to assure the consumer is readily available when the FMRS vehicle arrives.

The agency provides transportation services using 30 vehicles that vary in size and age. Four of the vehicles are wheelchair accessible.

Drivers provide door-through-door assistance to passengers, as needed. When grocery shopping, the driver helps passengers put the groceries away and assure the consumer is safe prior to leaving the home. If the consumer was at a medical appointment and new medications were prescribed, this information is communicated with the case manager.

### **Fare Structure and Eligibility**

FMRS does not charge a fare for the transportation services it provides to its consumers. Trips that are eligible are charged to Medicaid/MTM. The cost of transportation services are included in the funding received from the Bureau of Behavioral Health and Health Facilities.

### **Coordination**

While there is no formal coordination of transportation trips, FMRS refers callers to the local public transit provider and other agencies it believes can meet the transportation needs of the caller.

Additionally, FMRS participated in the *2011 Region I Planning and Development Council Coordinated Public Transit - Human Services Transportation Plan*. The current CEO supports coordination of services.

The FMRS staff stated that increasing the public transit services in the area would permit greater mobility to the general public, and ultimately its consumers. While there are human service transportation services available for consumers of those agencies and family and friends can provide transportation, many members of the general public have few transportation options available to them. Improving the transit services and making them available to more rural areas would provide a greater level of mobility to everyone.

A barrier to coordinated transportation for FMRS is that most of its consumers are not self-sufficient and rely on their case managers to assist with their daily needs. However, those consumers who are and become independent could use an enhanced public transportation system.

FMRS must follow strict guidelines as set by its funding sources on the type and manner in which services are provided. Staff indicated that licensure provisions may prevent the agency from participating in the coordination of transportation. In addition, concern was expressed on how insurance (vehicle and liability) would be affected if the agency were to transport other agency consumers or refer their consumers to another transportation provider.

### **Funding**

Transportation services provided by FMRS for their consumers is provided by the funding received from the Bureau of Behavioral Health and Health Facilities and the reimbursement of Medicaid/MTM eligible consumer trips. Funding for vehicles has been provided by Section 5310.

### **Integrated Resources, Inc.**

Integrated Resources, Inc. (IRI) is a private, non-profit organization that provides employment, support and other activities for individuals with disabilities. The IRI offices are located in Maben, West Virginia. Transportation services are provided for IRI clients living in Wyoming County to and from the sheltered workshop located in Maben, WV.

<b>Integrated Resources, Inc.</b>	
<b>Programs:</b>	Employment for Clients, Transportation to and from the Sheltered Workshop (Wyoming County only)
<b>Client Eligibility:</b>	Individuals with Mental and/or Physical Challenges
<b>Hours/Days of Service:</b>	7:00 AM to 9:00 AM 3:00 PM to 5:00 PM Monday – Friday
<b>Mode of Services:</b>	Route Service (Adjusted as necessary)

<b>Transportation Staff:</b>	1 Part-Time (5%) Director 1 Part-Time (2%) Clerical Staff 2 Full-Time (100% each) Drivers
<b>Annual Trips Provided:</b>	7,280
<b>Annual Transportation Cost:</b>	\$55,000
<b>Cost per Passenger Trip</b>	\$7.55
<b>Funding Sources for Transportation:</b>	Agency Funding and Section 5310

### **Schedule and Service Area**

Transportation services are provided on a route that can be altered to meet the needs of clients. For example, if a client is staying at another address, IRI will adjust the schedule to pick up at the alternate address.

Two vans are used to provide transportation services, one of which is accessible. Two additional vans are used as backup vehicles only. Transportation services are provided door-to-door but drivers are encouraged to enter the pickup site if additional assistance is required.

### **Fare Structure and Eligibility**

No fare is charged to the passengers. Only IRI clients are eligible to use the transportation services.

### **Scheduling**

Transportation services are provided in the morning hours from 7:00 AM – 9:00 AM to assure clients arrive at the sheltered workshop in time to begin the day. At 3:00 PM, clients begin their trip home. Vehicles return to the garage by 5:00 PM each evening. IRI follows the local school district schedule for inclement weather.

### **Coordination**

Formal transportation coordination is non-existent in Wyoming County. The IRI does, however, take client referrals from the Wyoming County DARS office.

The IRI would support additional coordination of transportation services as permitted by agency policies. The agency staff believes coordination of fuel purchasing, information and referral, trip sharing, and driver training are potential areas for coordination. A staff member is available to provide PASS driver training. Two staff nurses can provide CPR and first aid training as well.



The IRI staff indicated transportation services open to the general public to the more rural areas of Wyoming County could help people reach employment opportunities and provide improved access to medical facilities. The rural terrain is a barrier to coordination, due to the distances traveled for one or two passengers.

The IRI was actively involved in the *2011 Region I Planning and Development Council Coordinated Public Transit - Human Services Transportation Plan*. The final plan was shared with IRI's governing board. Upon completion of this plan, it will also be shared with the board.

### **Funding**

Funding for IRI transportation services is provided through its general fund and Section 5310.

### **McDowell County Commission on Aging (MCCOA)**

The McDowell County Commission on Aging (MCCOA) is a private, non-profit organization that supports activities for adults age 60 and older, individuals with disabilities, veterans, United Mine Workers of America retirees, and people with low incomes. MCCOA offices are located at 725 Stewart Street, Welch, WV, 24801.

<b>McDowell County Commission on Aging (MCCOA)</b>	
<b>Programs:</b>	Transportation, Senior Nutrition
<b>Client Eligibility:</b>	Senior Citizens 60 and Older, Individuals with Disabilities, People with Low Incomes, Veterans, and United Mine Workers of America Retirees
<b>Hours/Days of Service:</b>	7:30 AM to 4:00 PM Monday – Friday
<b>Mode of Services:</b>	Door-to-Door Demand Response
<b>Transportation Staff:</b>	1 Executive Director 1 Transportation Director 1 Part-Time Director/Manager 1 Part-Time Clerical Staff 8 Full-Time Drivers 1 Full-Time Dispatcher/Scheduler
<b>Annual Trips Provided:</b>	1,429
<b>Annual Transportation Cost:</b>	\$90,887
<b>Cost per Passenger Trip:</b>	\$63.60

<b>Funding Sources for Transportation:</b>	Donations, State and Federal Funding, Medicaid, United Mine Workers of America, and Section 5310
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**Schedule and Service Area**

Transportation services are provided using 15 vehicles, two of which are wheelchair accessible. The hours of transportation are Monday through Friday, 7:30 AM to 4:00 PM. The MCCOA provides door-to-door transportation services to help seniors stay in their home as long as possible. Drivers are permitted to assist passengers with packages. Personal care attendants (PCAs) traveling with consumers are permitted.

The MCCOA consumers are transported to and from meal congregate sites as well as Bluefield, Princeton, Charleston and Beckley for medical appointments.

On occasion, consumers are transported to stores, the post office, the bank and some medical appointments by other MCCOA staff members, when necessary. These trips are not included in the annual trip count in the chart above.

**Fare Structure and Eligibility**

As a non-emergency medical transportation provider, Medicaid reimburses the program for eligible transportation services. Donations from consumers are suggested according to the passenger’s income. Private pay passengers are charged fares based upon their origins and destinations.

**Scheduling**

Passengers are asked to call at least two weeks in advance to make transportation arrangements.

**Coordination**

The MCCOA currently is not coordinating its transportation services. However, when callers need transportation services that cannot be provided in-house, MCCOA refers them to Bluefield Area Transit (BAT) and other transportation providers in the area.

To increase the mobility of McDowell County residents, the MCCOA staff believes greater coordination among area transportation providers is necessary. Expanding the routes, days, and hours of service of BAT to serve more rural areas would be most helpful.

Additionally, removing restrictions imposed by some agency transportation services (serving only agency consumers) could potentially expand transportation opportunities within McDowell County.

The MCCOA has discovered liability, insurance and billing and accounting issues contribute to limiting it from coordinating transportation services. Lack of available coordination funding is also a

factor. Should a more coordinated transportation network be established, MCCOA staff would encourage a billing process that would distribute income according to expenses incurred by the providing agency.

The MCCOA participated in the *2011 Region I Planning and Development Council Coordinated Public Transit - Human Services Transportation Plan*.

The MCCOA staff believes local elected officials, agency administrators and other community leaders need a better understanding of the daily operations of transportation services. By doing so, they may more readily support efforts to improve the transportation options in McDowell County.

### **Funding**

The McDowell County Commission on Aging (MCCOA) receives funding from the Federal Transit Administration Section 5310 Program via the West Virginia Division of Public Transit (DPT) to purchase transportation vehicles and contracted services funding to purchase transportation services for seniors and individuals with disabilities in McDowell County. MCCOA is also funded by consumer donations, State and Federal funds received from the West Virginia Bureau of Senior Services, Medicaid and United Mine Workers of America. If expenses exceed income, other agency programs supplement the transportation department.

### **Monroe County Council on Aging**

The Monroe County Council on Aging (COA) is a private, non-profit organization that provides a variety of services for adults 60 years of age and older and individuals with disabilities in Monroe County. The agency has three senior centers at Lindside, Union and Alderson, with all transportation operated out of the Lindside facility which is located at 8395 Seneca Trail South in Lindside.

The COA primarily provides transportation for medical appointments and to nutrition sites. Transportation to medical appointments requires individuals to make reservations in advance. Medical trips cover a broad area, traveling over much of West Virginia and also often into Virginia and North Carolina. Most of the trips are reimbursed with Title III-B of the Older Americans Act, Section 5310 contracted services, or Medicaid funds. Passengers are encouraged to make donations. Service to nutrition sites is often provided by subscription, removing the need to request each trip individually. Transportation is provided from 8:00 AM to 4:00 PM, Monday through Friday.

The Council on Aging operates eight vehicles, two of which are lift-equipped. Two of the lift-equipped vehicles was purchased with Federal Transit Administration (FTA) Section 5310 funds. One full-time and two part-time drivers are employed by the agency. The agency also utilizes five or six volunteers that are reimbursed for mileage at an established rate, primarily for long-distance medical trips. The drivers report to the Transportation Director. The agency transportation system provides approximately 9,000 trips per year.

The agency spent approximately \$93,000 for transportation operations in 2014, resulting in a cost per passenger trip of over \$10. The staff noted that their primary need was for additional funds to provide expanded transportation service.

Monroe County Council on Aging	
<b>Programs:</b>	Transportation, Nutrition, Health, Recreational
<b>Client Eligibility:</b>	Seniors 60 Years and Older and Individuals with Disabilities
<b>Hours/Days of Service:</b>	8:00 a.m. to 4:00 p.m. Monday – Friday
<b>Mode of Services:</b>	Door-to-Door Demand Response
<b>Transportation Staff:</b>	1 Transportation Director 1 Full-Time Driver 2 Part-Time Drivers
<b>Annual Transportation Cost:</b>	\$93,000
<b>Annual Trips Provided:</b>	Approximately 9,000
<b>Cost per Passenger Trip:</b>	\$10.32
<b>Funding Sources for Transportation:</b>	Title III-B of the Older Americans Act, Medicaid, and Section 5310

### **Fare Structure and Eligibility**

The transportation service is provided for individuals 60 years of age and older and individuals with disabilities. The transportation program has an established fare schedule for trips by buses with an escort and for trips that are not eligible for reimbursement under Title III-B. These demand response trips range in cost from \$2.50 to \$5.00 depending on trip length. The out-of-county/state trips are also demand response and range from a cost of \$8.00 to Hinton and \$50.00 to Morgantown. Passengers whose trip cost is reimbursed with Title III-B funds are asked to make a donation for this service.

### **Scheduling**

Individuals may schedule a trip by calling the agency between the hours of 8:00 AM and 4:00 PM.

### **Coordination**

No existing coordinated transportation activities were identified.

### **Funding**

The Monroe County Council on Aging (COA) receives funding from the Federal Transit Administration Section 5310 Program via the West Virginia Division of Public Transit (DPT) to purchase transportation vehicles and contracted services funding to purchase transportation services for seniors and individuals with disabilities in Monroe County. COA is also funded by Title III-B of the Older Americans Act and Medicaid.

### **Mountain State Centers for Independent Living**

Mountain State Centers for Independent Living (CIL) is a private, non-profit organization that promotes the independence, productivity, and quality of life of individuals with disabilities through empowerment, integration and inclusion. The agency's transportation service operates in Raleigh County and a portion of Fayette County in the Oak Hill area. The agency is located at 329 Prince Street in Beckley.

The CIL operates only a lift-equipped van and a sedan for consumer transportation. The van was procured with Section 5310 funds. Transportation service is limited to transporting individuals to independent living classes and to related events.

Transportation service is provided from 8:00 AM to 5:00 PM, Monday through Friday. Consumers are required to make trip reservations seven days in advance. The service is provided in a curb-to-curb manner and a \$2 fare is charged for each leg of the trip. Donations are not requested but are accepted to assist with facility operating costs.

<b>Mountain State Centers for Independent Living</b>	
<b>Programs:</b>	Transportation, Independent Living Assistance
<b>Client Eligibility:</b>	Individuals with Disabilities
<b>Hours/Days of Service:</b>	8:00 AM to 5:00 PM, Monday – Friday
<b>Mode of Services:</b>	Curb-to-Curb Demand Response
<b>Transportation Staff:</b>	1 Driver
<b>Annual Transportation Costs:</b>	Approximately \$20,000

<b>Annual Trips Provided:</b>	Approximately 2,000
<b>Cost per Passenger Trip:</b>	Approximately \$10.00
<b>Funding Sources for Transportation:</b>	Department of Education, Medicaid, Section 5310

### **Fare Structure and Eligibility**

The transportation service is provided for persons with disabilities with a \$2 one-way fare.

### **Scheduling**

Individuals may schedule a trip by calling the agency seven days before the trip is needed.

### **Coordination**

The agency indicates that it cooperates with other area agencies through information and referral activities to determine the best alternative to meet the individual's transportation need.

### **Funding**

Financial support for the transportation program is provided by the U.S. Department of Education and Medicaid. The agency is a recipient of Section 5310 capital assistance.

### **New River Transit Authority (NRTA)**

New River Transit Authority (NRTA) is a new FTA Section 5307 funded general public transportation service that on June 29, 2015 began service in Raleigh County (Note: one route also operates in Fayette County which is addressed in the plan for Region IV). The Raleigh County Community Action Association (RCCAA) is the service provider under contract to NRTA. (Other transportation provided by RCCAA is described in that section). This new service was initiated as a result of the designation as an urbanized area in the 2010 U.S. Census.

Transportation in Raleigh County is provided via four flex routes. The Gold and Red Routes are operated Monday through Friday, 8:30 AM to 3:00 PM in the City of Beckley; two Raleigh County routes serve the remainder of the County, 8:30 AM to 3:00 PM, on alternating days: Raleigh East on Mondays and Wednesdays, and Raleigh West on Tuesdays and Thursdays. As noted previously, a fifth route is operated in Fayette County. NRTA provides no holiday service.

The flex route service is provided along a fixed route according to a set timetable. Vehicles will stop at designated bus stops at scheduled times, but during the time between two scheduled stops, drivers can pick up and drop off passengers with advance reservations over a dispersed area.

Vehicles may deviate up to  $\frac{3}{4}$  mile from the route to pick up customers at requested locations and deliver customers to requested destinations within  $\frac{3}{4}$  of a mile of the established route. Fares are \$2.50 per boarding, \$2.00 per additional stop; transfers are free.

In addition, demand responsive service is provided in the shared-ride mode between pick-up and drop-off locations according to passenger needs. Passenger trips are generated by calls from passengers or their agents to the transit dispatcher, who then dispatches a vehicle to pick the passengers up and transport them to their destinations. Fares are \$2.50 per boarding plus \$2.00 per additional stop. Hours of operation for this service are 6:00 AM to 12 Midnight, Monday through Saturday. This service requires a 24 hour advance notice to schedule a ride. Rides must be scheduled by noon of the business day prior to the requested trip.

All of the above service is open to the general public.

New River Transit Authority	
<b>Programs:</b>	Transportation
<b>Client Eligibility:</b>	General Public; Medicaid NEMT
<b>Hours/Days of Service:</b>	8:30 AM to 3:00 PM, Monday – Friday, Gold and Red Routes 8:30 AM to 3:00 PM, Monday – Friday, Raleigh Route 6:00 AM to 12:00 AM Monday – Saturday Curb-to-Curb Demand Response and NEMT is by appointment, Monday – Friday No Service on Holidays
<b>Mode of Services:</b>	Flex Route and Curb-to-Curb Demand Response
<b>Transportation Staff:</b>	1 Full-Time Director 1 Part-Time Community Developer (All other staff, i.e., dispatchers, drivers, etc. are provided by the contractor.)
<b>Annual Trips Provided:</b>	Not available at this time
<b>Annual Transportation Cost:</b>	\$760,266*
<b>Cost per Passenger Trip:</b>	Not available at this time

**Funding Sources for Transportation:**

Passenger Fares, CSBG, Medicaid, Local Jurisdiction Revenue (City of Beckley, Raleigh County, and others), and Section 5307

\*Estimated 12-Month Budget

**Fare Structure and Eligibility**

The standard one-way fare is \$2.50 for the deviated fixed routes; the fare is the same for the county demand response service, plus \$2 for each additional stop. There is no transfer charge.

**Scheduling**

Demand response and flex route services are provided. Passengers call in advance to make transportation arrangements to deviate on the fixed routes or to schedule the demand response service. Passengers may board any of the flex routes at designated stops without a reservation. Dispatching/scheduling hours are 7:00 AM to 8:00 PM, Monday through Friday.

**Funding**

Funding sources to support the New River Transit service includes FTA Section 5307, CSBG, Medicaid, and local revenue from the Cities of Sophia, Beckley, and Raleigh County.

**Raleigh County Commission on Aging, Inc.**

Raleigh County Commission on Aging, Inc. (COA) is a private, non-profit organization that provides a variety of services for adults 60 years of age and older in Raleigh County. The agency transports consumers from their homes to adult day care facilities. The agency is located at 1614 South Kanawha Street in Beckley.

The fleet consists of eight vehicles that are used for consumer transportation. One vehicle is lift-equipped and is the only Section 5310 procured vehicle in the fleet. The remaining vehicles in the fleet were purchased with local funding.

The COA employs eight part-time drivers. Each driver works 30-35 hours per week. The drivers report to a Transportation Manager.

The Raleigh County Community Action Association, through a contractual agreement, provides transportation for Raleigh COA consumers to a nutrition site in the Pettus area. The Community Action Association also provides maintenance for the COA vehicles.

Transportation services are provided from 8:00 AM to 4:00 PM, Monday through Friday. Peak demand occurs from 10:00 AM to 2:00 PM. Consumers typically call for service, often on the



morning of their desired trip. Medical related trips require a 24 hour advance reservation. The agency's receptionist takes the calls for transportation requests.

Raleigh County Commission on Aging, Inc.	
<b>Programs:</b>	Transportation, In-Home Assistance, Meal Delivery, Health, Recreational
<b>Client Eligibility:</b>	Seniors 60 Years and Older, Medicaid
<b>Hours/Days of Service:</b>	8:00 AM to 4:00 PM, Monday – Friday Occasional weekend service if needed
<b>Mode of Services:</b>	Door-to-Door Demand Response
<b>Transportation Staff:</b>	1 Transportation Manager 8 Part-Time Drivers
<b>Annual Transportation Costs:</b>	Approximately \$50,000
<b>Annual Trips Provided:</b>	Approximately 8,000
<b>Cost per Passenger Trip:</b>	\$6.25
<b>Funding Sources for Transportation:</b>	Title III-B of the Older Americans Act, Medicaid, Section 5310, and Private Pay

### **Fare Structure and Eligibility**

The COA does not have a formal fare structure but passengers are encouraged to make donations. There is a fare charged for recreational trips, based on distance.

### **Scheduling**

Consumers may schedule a medical trip by calling the COA at least the day before the trip is needed. Other trips require advance notice but same-day requests are readily accepted.

### **Coordination**

The agency contracts with the Raleigh County Community Action Association to provide service to a nutrition site in the Pettus area and to provide maintenance.

### **Funding**

The agency is a recipient of FTA Section 5310 funds and anticipates applying for a replacement vehicle in the next year or so. The agency also receives Title III-B of the Older Americans Act and Medicaid funds for transportation operations.

### **Raleigh County Community Action Association (RCCAA)**

The Raleigh County Community Action Association (RCCAA) provides a variety of services for people with low incomes in Raleigh County including Head Start, housing, homeless services, auto repair and limited transportation. RCCAA also provides contracted transportation and is the transportation provider for New River Transit Authority (NRTA). The services provided by RCCAA under contract to NRTA are described in that section.

Raleigh County Community Action Association also operates an auto repair service called Action Auto Repair. The repair service, which is available to the general public and several human service agencies, provides maintenance through RCCAA's general transportation fleet. The agency received American Recovery and Rehabilitation Act (ARRA) Program funds to supply the capital to start the garage. Two full-time mechanics and an office manager work exclusively in the auto repair program.

Raleigh County Community Action Association	
<b>Programs:</b>	Transportation, Head Start, Housing, Auto Repair, Homeless Services
<b>Client Eligibility:</b>	Private Nonprofit Agencies and their Clients
<b>Hours/Days of Service:</b>	8:00 AM to 4:00 PM Monday – Friday 6:00 AM to 12:00 AM Monday – Saturday for New Freedom
<b>Mode of Services:</b>	Curb-to-Curb Demand Response
<b>Transportation Staff:</b>	1 Director* 2 Dispatchers* 10 Drivers*
<b>Annual Trips Provided:</b>	49,200**
<b>Annual Transportation Cost:</b>	\$641,494**
<b>Cost per Passenger Trip:</b>	\$13.03**

**Funding Sources for Transportation:**

CSBG, Head Start, Section 5310,  
Other Programs, and Contract  
Revenue

\*RCCAA's drivers and dispatchers are used to provide all of RCCAA's transportation services, both private nonprofit contracted service and the NRTA service. Their time is tracked and billed by contract.

\*\*Note these figures include service for public transportation in Raleigh County that is now provided under contract to New River Transit Authority.

**Fare Structure and Eligibility**

Contract rates vary among the individual contracting agencies.

**Scheduling**

All service is provided in the demand response mode.

**Coordination**

RCCAA contracts with Raleigh County Commission on Aging to transport its consumers to a nutrition site in an isolated area of Raleigh County. Its Action Auto Repair service provides vehicle maintenance for several agencies. RCCAA participated in this Coordination Plan update. The agency is receptive in furthering coordination efforts in the region.

**Funding**

The agency is a recipient of FTA Section 5310 funds and anticipates continuing to apply for these programs in the future.

**Southern Highlands Community Mental Health Center**

Southern Highlands Community Mental Health Center provides comprehensive community based behavioral health services to the residents of Mercer, McDowell, and Wyoming Counties. The Mental Health Center is located at 20 12<sup>th</sup> Street Extension in Princeton.

The Center's transportation program serves Mercer and Wyoming Counties. There are two group homes in Mercer County with a total of sixteen residents that are transported to the Mental Health Center and to other needed destinations. In addition, consumers live in their own apartment or home and are transported to a day habilitation program every day. Transportation is also provided for the ten bed Substance Abuse Residential Program and three bed Crisis Respite Program. There is also a Mental Health Center in Wyoming County with eight to ten consumers. Most of the transportation service is associated with transporting consumers to the agency's day program and related facilities in Mercer and Wyoming Counties. Very few out-of-county trips are provided. A

single Section 5310 procured vehicle is assigned to this location for transporting residents to the day program from surrounding apartments.

A total of 17 vehicles are operated by the transportation program for its consumers. Ten of the vehicles were procured with Section 5310 funds; six have met their useful life in total vehicle miles. The older vehicles (beyond their useful life) comprise an excessive back-up fleet. The agency last received Section 5310 funding in 2011 and anticipates applying for one Section 5310 vehicle in the next year or so.

A local vendor is used for vehicle maintenance. A total of approximately 2,900 passenger trips were provided in 2014 with the four operable Section 5310 procured vehicles.

Transportation services are provided under the direction of the Residential Director. There is one designated driver, while the remainder of the service is provided by the residential staff that serve as consumer aids in their homes. Staff members use their personal vehicles to transport consumers at small residential sites, such as apartments, where up to two consumers may reside.

The service normally operates from 7:30 AM to 8:00 PM, with the peak demand occurring between 7:30 AM and 8:30 AM and between 3:00 PM and 4:00 PM. All the service is provided by subscription with the consumers not having to call in to make reservations.

Most of the transportation is Medicaid eligible at a reimbursement rate of \$5.95 per trip. Other Federal and State programs absorb the costs for trips that are not eligible for Medicaid reimbursement. All of the agency's consumers meet the requirements for Medicaid eligibility.

Southern Highlands Community Mental Health Center	
<b>Programs:</b>	Transportation, Behavioral Health Services
<b>Client Eligibility:</b>	Mental Illness/Mental Retardation
<b>Hours/Days of Service:</b>	7:30 AM to 8:00 PM Monday – Friday Weekends as needed
<b>Mode of Services:</b>	Door-to-Door with assistance as needed
<b>Transportation Staff:</b>	1 Residential Director serving as Transportation Director 1 Full-Time Driver
<b>Annual Trips Provided:</b>	2,900 with 4 Section 5310 vehicles
<b>Annual Transportation Cost:</b>	Estimated to be about \$52,000 in fuel Estimated \$25,000 for driver salary/fringe Estimated \$10,000 Director's time

	TOTAL: (estimated) \$87,000
<b>Cost per Passenger Trip</b>	Estimated \$30.00 per trip
<b>Funding Sources for Transportation:</b>	Medicaid and Section 5310

### **Fare Structure and Eligibility**

There is no fare charged for the service, with Medicaid absorbing most of the operating costs.

### **Scheduling**

Due to the nature of the service, all trips are provided on a subscription basis with no reservation request needed.

### **Coordination**

The consumers of the Southern Highlands Community Mental Health Center require residential staff attention that minimizes the opportunity of service coordination with other agencies.

### **Funding**

The agency is a recipient of Section 5310 funds. Medicaid provides most of the funding for operating expenses associated with the transportation program.

### **Summers County Council on Aging, Inc.**

Summers County Council on Aging, Inc. (SCCOA) is a private, non-profit organization that supports programs and activities for adults age 60+ and individuals with disabilities of Summers County. The SCCOA office is located at 120 Second Avenue, in Hinton, WV.

SCCOA provides transportation for older adults to the center daily for activities and congregate meals. Transportation is also provided for medical appointments, grocery shopping and recreational trips.

Summers County Council on Aging, Inc.	
<b>Programs:</b>	Personal Care, Waiver, In-Home Respite Care, Lighthouse, FAIR, Housekeeping, Meals, and Transportation

<b>Client Eligibility:</b>	Senior Citizens 60 and older, Individuals with Disabilities, Persons with Low Incomes
<b>Hours/Days of Service:</b>	8:00 AM to 4:00 PM Monday – Friday
<b>Mode of Services:</b>	Route or Door-to-Door Demand Response
<b>Transportation Staff:</b>	1 Transportation Coordinator 3 Full-Time Drivers 1 Part-Time Driver
<b>Annual Trips Provided:</b>	12,386 (FY 2014)
<b>Annual Transportation Cost:</b>	\$133,492 (FY 2014)
<b>Cost per Passenger Trip</b>	\$10.78
<b>Funding Sources for Transportation:</b>	Donations, LIFE, Title III-B of the Older Americans Act, State Programs for the Elderly, Medicaid, and Section 5310

### **Schedule and Service Area**

Transportation services are provided weekdays from the Pipestem/True, Pence Springs/Talcott, Forest Hill/Marie, Sandstone/Meadow Creek, Jumping Branch/Nimitz areas to the center. Transportation for medical appointments is provided daily. Transportation for local shopping is provided on Tuesdays and Thursdays. Additional out of town shopping trips are provided on Fridays twice each month.

Transportation services are provided curb-to-curb and door-to-door, when necessary. Drivers assist passengers as needed. When shopping, drivers assist passengers with packages.

### **Fare Structure and Eligibility**

No fare is charged by SCCOA but a suggested donation is encouraged.

### **Scheduling**

Calls to the center are required each morning for pickup to come into the center. Transportation for medical appointments requires advance notice of three to five days. All Medicaid medical appointments require scheduling through MTM.

### **Coordinated Transportation**

The SCCOA coordinates with other agencies for driver training. Public transportation services are not available in Summers County. Most people living in the county who do not drive either rely on SCCOA, other non-profit human service agencies, school buses, or families and friends to meet their transportation needs.

The SCCOA staff believes public transportation services are needed in Summers County. This service could increase the mobility options for county residents, connecting them to work, education, and medical facilities.

The SCCOA participated in the *2011 Region I Planning and Development Council Coordinated Public Transit - Human Services Transportation Plan*.

### **Funding**

The SCCOA supports its transportation department with passenger donations, Section 5310, West Virginia LIFE funds, Title III-B of the Older Americans Act, State Programs for the Elderly, and Medicaid payments for non-emergency medical transportation (NEMT) through MTM.

### **S.A.F.E. – Stop Abusive Family Environments, Inc.**

S.A.F.E. is an organization that offers transitional housing to homeless women and their children and domestic violence survivors in McDowell County with outreach offices in Mercer and Wyoming Counties. S.A.F.E. provides non-emergency medical transportation to the residents of its transitional housing facility, as well as to the clients of the outreach offices. Transportation services are provided Monday – Friday, 8:30 AM – 4:30 PM utilizing one accessible van.

<b>S.A.F.E. – Stop Abusive Family Environments, Inc.</b>	
<b>Programs:</b>	Housing and Non-Emergency Medical Transportation
<b>Client Eligibility:</b>	S.A.F.E. Housing Residents and Outreach Clients
<b>Hours/Days of Service:</b>	8:30 AM to 4:30 PM Monday – Friday
<b>Mode of Services:</b>	Demand Response
<b>Transportation Staff<sup>1</sup>:</b>	Information Not Provided
<b>Annual Trips Provided:</b>	Information Not Provided

<b>Annual Transportation Cost:</b>	Information Not Provided
<b>Cost per Passenger Trip</b>	Information Not Provided
<b>Funding Sources for Transportation:</b>	WVDHHR, HUD, Section 5310, and Private Donations

### **Schedule and Service Area**

Transportation services are provided for S.A.F.E. housing residents and outreach clients in Mercer and Wyoming Counties, Monday – Friday, 8:30 AM – 4:30 PM with one accessible van.

### **Fare Structure and Eligibility**

No fare is charged by S.A.F.E. for the transportation service. All S.A.F.E. housing residents and outreach clients are eligible for the service.

### **Scheduling**

Trips are scheduled by S.A.F.E. staff as needed for residents and outreach clients.

### **Funding**

S.A.F.E. supports its transportation department with grant funds from WVDHHR, HUD, Section 5310, and private donations.

### **Council on Aging, Inc. (Wyoming)**

Council on Aging, Inc. (COA) is a non-profit organization that supports programs and activities for adults age 60+ and disabled individuals of Wyoming County. Their office is located at 695 Mountaineer Highway, in Mullens, WV.

The COA provides transportation for older adults to the center daily for activities and congregate meals. Transportation is also provided for medical appointments, grocery shopping and recreational trips.

<b>Council on Aging, Inc. (Wyoming)</b>	
<b>Programs:</b>	In-Home Care, Education, Socialization, Meals, Counseling, and Transportation
<b>Client Eligibility:</b>	Senior Citizens 60 and Older and Individuals with Disabilities



<b>Hours/Days of Service:</b>	8:00 AM to 4:00 PM Monday – Friday
<b>Mode of Services:</b>	Route or Door-to-Door Demand Response
<b>Transportation Staff:</b>	1 Dispatch/Scheduler 4 Full-Time Drivers
<b>Annual Trips Provided:</b>	4,900
<b>Annual Transportation Cost:</b>	Information Not Provided
<b>Cost per Passenger Trip</b>	Information Not Provided
<b>Funding Sources for Transportation:</b>	Donations, LIFE, Title III-B of the Older Americans Act, State Programs for the Elderly, and Section 5310

### **Schedule and Service Area**

Transportation services are provided weekdays throughout Wyoming County to the center. Transportation to local grocery stores is provided on Wednesday. Services are provided using four vans, two of which are wheelchair accessible, Monday through Friday 8:00 AM to 4:00 PM. Transportation services are provided curb-to-curb and door-to-door, when necessary. Drivers assist passengers as needed. When shopping, drivers assist passengers with packages.

### **Fare Structure and Eligibility**

No fare is charged by COA except for medical and recreational trips. The fares for trips are based on the time and distance of the trip. A suggested donation is encouraged for other transports.

### **Scheduling**

Passengers must call at least three to four days in advance to schedule transportation services. Personal care attendants are permitted to travel with passengers.

### **Coordinated Transportation**

The COA coordinates with other agencies on driver training. Public transportation services are not available in Wyoming County. Most people living in the county who do not drive rely on COA, other non-profit human service agencies, school buses, or families and friends to meet their transportation needs.

The COA staff believes public transportation services are needed in Wyoming County. This service could increase the mobility options for county residents, connecting them to work, educational, and medical facilities.

The COA participated in the *2011 Region 1 Planning and Development Council Coordinated Public Transit – Human Services Transportation Plan*.

### **Funding**

The Council on Aging, Inc. (Wyoming) receives funding from the Federal Transit Administration Section 5310 Program via the West Virginia Division of Public Transit (DPT) to purchase transportation vehicles and contracted services funding to purchase transportation services for seniors and individuals with disabilities in Wyoming County. Council on Aging, Inc. is also funded by passenger donations, Title III-B, LIFE, and State Programs for the Elderly.

## **OTHER TRANSPORTATION STAKEHOLDERS**

### **Greyhound Lines**

There is one intercity bus route operated by Greyhound Lines that travels through Region I. The route originates in Charleston with stops in Beckley and Bluefield. In Beckley the bus stops at the corner of Third and Neville Streets. The Greyhound station in Bluefield is located at 514 Scott Street. This is a full service station providing ticketing, baggage and express service. More information can be found at [www.greyhound.com](http://www.greyhound.com).

## **VEHICLE UTILIZATION**

From the interviewed transportation providers, a vehicle utilization chart was developed to provide an overview of when services are being provided in Region I. Exhibit III.2 outlines the times when vehicles are being utilized.

## **SUMMARY OF TRANSPORTATION SERVICES**

The matrix in Exhibit III.3 shows the available services by county in Region I. The matrix identifies public transportation, older adult transportation, transportation for individuals with disabilities, and inter-city transportation.

**Exhibit III.3  
Service Matrix**

County	Public Transportation	Senior Transportation	Transportation for Individuals with Disabilities	Veterans	Inter-City Transportation
<b>McDowell</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>
<b>Mercer</b>	<b>x</b>	<b>x</b>	<b>x</b>		
<b>Monroe</b>		<b>x</b>	<b>x</b>		
<b>Raleigh</b>	<b>x</b>	<b>x</b>	<b>x</b>		
<b>Summers</b>		<b>x</b>	<b>x</b>		
<b>Wyoming</b>		<b>x</b>	<b>x</b>		

An inventory of transportation providers was created at the onset of this study. Exhibit III.4 identifies the organizations that provide transportation in Region I. The list includes public, private, and non-profit organizations. Within the table the number of vehicles, the types, of services, the service area, and funding sources are identified for each provider. In some cases, where information is noted as not available, it was not provided.

There are over 145 passenger transportation vehicles in Region I that are operated by 12 public and non-profit agencies, not including private limousine, Greyhound Bus, and taxi companies. The majority of transportation services are available on weekdays between 8:00 AM and 5:00 PM. Weekend and evening transportation is available on a more limited basis. All of the identified vehicles are used to transportation for older adults, people with low incomes, and/or individuals with disabilities, and the general public, many of who are consumers of the organizations identified as transportation stakeholders in Region I. This inventory does not include school buses.

**Exhibit III.4: Region I Transportation Providers**

McDowell County						
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information Funding
<b>Bluefield Area Transit (BAT)</b>	Public Transit	General Public	McDowell, Mercer Counties	Deviated Routes, Demand Response	7:00 AM – 6:00 PM Monday – Friday 11:00 AM – 7:00 PM Saturday and Sunday in Athens During School Year	21 Lift Buses 3 Mini Vans 1 - 4-Wheel Drive Vehicle 1 Accessible Mini Van Section 5311, Local Support (Bluefield and Princeton), and Medicaid
<b>McDowell County Commission on Aging</b>	Human Service Agency	Seniors, Individuals with Disabilities, Low Income, Veterans, United Mine Workers of America Retirees	McDowell County	Demand Response	7:30 AM – 4:00 PM Monday-Friday	2 Vans 2 Lift Vans 5 Mini Vans 6 Cars Donations, State and Federal Funding, Medicaid, United Mine Workers of America, and Section 5310
<b>Southern Highlands Community Mental Health Center</b>	Human Service Agency	Clients, NEMT	Mercer, McDowell, Wyoming Counties	Demand Response	7:30 AM – 8:00 PM Monday-Friday	11 Vans 2 Lift Vans 2 Mini Vans 1 Car 1 - 4-Wheel Drive Vehicle Section 5310 and Medicaid
<b>S.A.F.E. – Stop Abusive Family Environments, Inc.</b>	Human Service Agency	Homeless and Domestic Violence Survivors	McDowell, Mercer, and Wyoming Counties	Demand Response	8:30 AM – 4:30 PM Monday-Friday	1 Accessible Van WV DHHR, HUD, Section 5310, and Private Donations

Mercer County						
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information Funding
<b>Bluefield Area Transit (BAT)</b>	Public Transit	General Public	McDowell, Mercer Counties	Deviated Routes, Demand Response	7:00 AM – 6:00 PM Monday – Friday 11:00 AM – 7:00 PM Saturday and Sunday in Athens During School Year	21 Lift Buses 3 Mini Vans 1 - 4-Wheel Drive Vehicle 1 Accessible Mini Van Section 5311, Local Support (Bluefield and Princeton), and Medicaid
<b>CASE WV Commission on Aging</b>	Human Service Agency	Seniors and Individuals with Disabilities	Mercer County	Demand Response	7:30 AM – 3:30 PM Monday – Friday	2 Lift Vans 3 Mini Vans Title III-B and Section 5310
<b>Southern Highlands Community Mental Health Center</b>	Human Service Agency	Clients, NEMT	Mercer, McDowell, Wyoming Counties	Demand Response	7:30 AM – 8:00 PM Monday – Friday	11 Vans 2 Lift Vans 2 Mini Vans 1 Car 1 - 4-Wheel Drive Vehicle Section 5310 and Medicaid
<b>S.A.F.E. – Stop Abusive Family Environments, Inc.</b>	Human Service Agency	Homeless and Domestic Violence Survivors	McDowell, Mercer, and Wyoming Counties	Demand Response	8:30 AM – 4:30 PM Monday-Friday	1 Accessible Van WV DHHR, HUD, Section 5310, and Private Donations

Monroe County						
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information Funding
<b>FMRS Health Systems, Inc.</b>	Human Service Agency	Clients	Raleigh, Monroe, Summers Counties	Demand Response	7:30 AM – 5:00 PM Monday – Friday 1:00 PM to 9:00 PM Saturday - Sunday	4 Accessible Vans 7 Vans 19 Mini Vans  Bureau of Behavioral Health and Health Facilities, Medicaid/MTM, and Section 5310
<b>Monroe County Council on Aging</b>	Human Service Agency	Seniors, NEMT, and Individuals with Disabilities	Monroe County	Demand Response	8:00 AM – 4:00 PM Monday - Friday	2 Accessible Vans 2 Vans 2 Mini Vans 2 Cars  Section 5310, Title III-B, and Medicaid

Raleigh County						
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information Funding
<b>Raleigh County Community Action Association</b>	Human Service Agency	Seniors, Individuals with Disabilities, and Low Income	Raleigh County	Demand Response	7 Days a Week as Needed 8:00 AM – 5:00 PM; Other Hours As Needed	6 Vehicles (3 Are Accessible)  Contract Revenue and Section 5310
<b>FMRS Health Systems, Inc.</b>	Human Service Agency	Clients	Raleigh, Monroe, Summers Counties	Demand Response	7:30 AM – 5:00 PM Monday – Friday 1:00 PM to 9:00 PM Saturday - Sunday	4 Accessible Vans 7 Vans 19 Minivans  Bureau of Behavioral Health and Health Facilities, Medicaid/MTM, and Section 5310
<b>Mountain State Centers for Independent Living</b>	Human Service Agency	Individuals with Disabilities	Raleigh, Fayette County	Demand Response	8:00 AM – 5:00 PM Monday – Friday	1 Accessible Van 1 Car  Section 5310, Department of Education, and Medicaid
<b>Raleigh County Commission on Aging, Inc.</b>	Human Service Agency	Seniors	Raleigh County	Demand Response	8:00 AM – 4:00 PM Monday - Friday	1 Accessible Bus 4 Buses 3 Mini Vans 3 - 4-Wheel Drive Vehicles  Section 5310, Title III-B, Medicaid, and Private Pay

Raleigh County						
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information Funding
<b>New River Transit Authority</b>	Public Transportation	General Public	Raleigh County	Flex Routes and Demand Response	8:30 AM – 3:00 PM	12 Vehicles (provided by Contractor, RCCAA)
					Monday – Friday, City of Beckley	Sections 5307, CSBG, Medicaid, Local Support (Cities of Beckley, Sophia, and Raleigh County
					Red and Gold Routes	
					8:30 AM – 3:00 PM, Mondays/Wednesdays	
					Raleigh County East Route	
					Tuesdays/Thursdays	
					Raleigh County West Route	
					6:00 AM – 12:00 AM, Monday – Saturday, Raleigh	
					County Curb-to Curb Demand Response	
					No Holiday Service	



Summers County						
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information Funding
<b>FMRS Health Systems, Inc.</b>	Human Service Agency	Clients	Raleigh, Monroe, Summers Counties	Demand Response	7:30 AM – 5:00 PM	4 Lift Vans Bureau of Behavioral Health
					Monday – Friday	7 Vans and Health Facilities,
					1:00 PM to 9:00 PM	19 Mini Vans Medicaid/MTM, and Section 5310
					Saturday - Sunday	
<b>Summers County Council on Aging, Inc.</b>	Human Service Agency	Seniors, Individuals with Disabilities, and Low Income	Summers County	Demand Response and Route	8:00 AM – 4:00 PM	2 Lift Vans Section 5310, Title III-B, LIFE,
					Monday - Friday	3 Vans Medicaid, State Program for the Elderly, and Donations
						2 Mini Vans

Wyoming County						
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information Funding
<b>Council on Aging, Inc.</b>	Human Service Agency	Seniors and Individuals with Disabilities	Wyoming County	Demand Response	6:00 AM – 6:00 PM Monday - Friday	1 Lift Van 4 Vans 1 Mini Van 1 Accessible Mini Van LIFE, Title III-B, Section 5310, and Medicaid
<b>Integrated Resources, Inc.</b>	Human Service Agency	Individuals with Disabilities	Wyoming County	Route Based on Client Needs	7:00 AM – 9:00 AM 3:00 PM – 5:00 PM Monday - Friday	1 Lift Van 3 Vans Agency General Fund and Section 5310
<b>Southern Highlands Community Mental Health Center</b>	Human Service Agency	Clients, NEMT	Mercer, McDowell, Wyoming Counties	Demand Response	7:30 AM – 8:00 PM Monday-Friday	11 Vans 2 Lift Vans 2 Minivans 1 Cars 1 - 4-Wheel Drive Vehicle Section 5310 and Medicaid
<b>S.A.F.E. – Stop Abusive Family Environments, Inc.</b>	Human Service Agency	Homeless and Domestic Violence Survivors	McDowell, Mercer, and Wyoming Counties	Demand Response	8:30 AM – 4:30 PM Monday-Friday	1 Accessible Van WV DHHR, HUD, Section 5310, and Private Donations







# Needs & Gaps

## **ASSESSMENT OF UNMET NEEDS AND GAPS IN SERVICES**

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### **INTRODUCTION**

This chapter provides documentation of the needs assessment and gaps analysis procedures that were conducted for the planning process. Needs assessment activities were targeted to the general public through a public survey process. The general public, organizations that serve individuals with disabilities, older adults, and people with low incomes, and the clients of those organizations were invited to participate in two public meetings facilitated during the planning process. Outreach activities included the following:

Two general public and stakeholder meetings advertised through mail, email, word-of-mouth, meetings, and newspaper announcements:

- ◆ September 16, 2014 at Bluefield Area Transit
- ◆ October 16, 2014 at Bluefield Area Transit

Standardized interviews with stakeholders to update inventory data and information about unmet needs and changes in service since the previous coordination plan.

Public surveys available at public libraries in each county and on-line. The public survey opportunity was also advertised in newspaper announcements.

### **PUBLIC AND STAKEHOLDER INVOLVEMENT**

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

Ninety-four individuals representing public, private, non-profit, and faith-based organizations were invited to attend the meetings. Meetings were also announced in local newspapers. Seventeen organizations attended the workshops. Participants included public transportation providers, human service agencies, and healthcare organizations. Organizations represented at the meetings are listed below:

- ◆ Summers County Council on Aging, Inc.
- ◆ Princeton Rescue Squad
- ◆ New River Transit Authority
- ◆ Raleigh County Community Action Association
- ◆ McDowell County Commission on Aging
- ◆ Council on Aging, Inc. (Wyoming)
- ◆ Raleigh County Commission on Aging, Inc.
- ◆ CASE WV Commission on Aging
- ◆ Integrated Resources, Inc.
- ◆ FMRS Health Systems, Inc.

- ◆ Princeton Community Hospital
- ◆ Southern Highlands Community Mental Health Center
- ◆ Bluefield Area Transit
- ◆ S.A.F.E., Inc.
- ◆ New River Taxi
- ◆ Monroe County Council on Aging
- ◆ West Virginia Department of Transportation, Division of Public Transit

During the first meeting, the facilitator dedicated a portion of the time to defining coordinated transportation and explaining its potential benefits. Basic coordinated transportation aspects were outlined for stakeholders who were becoming involved for the first time, as well as a discussion of the successful results and challenges experienced during and after the 2011 Coordinated Public Transit-Human Services Transportation Plan.

Following the introductory presentation, the workshop members were asked to identify unmet transportation needs, gaps in service, and mobility issues for McDowell, Mercer, Monroe, Raleigh, Summers, and Wyoming Counties. Discussions focused on transportation for the general public, including older adults, individuals with disabilities, and people with low incomes. Participants were asked to identify unmet transportation needs, progress since the previous plan was developed, and new goals to meet the identified needs. Transportation unmet needs, gaps, duplications, and challenges discussed during the meeting are included in the summary of unmet needs and gaps in services.

### **Public Survey**

In addition to the local meetings which were advertised and open to the public, the study also included distribution of surveys at each County Public Library and online. Paper surveys were available for a minimum of two months. Online surveys were available for six months. The survey opportunity was advertised through announcements at local libraries and postings in local newspapers. A copy of the public survey questions is provided in the Appendix.

In total, 8 individuals from Region I participated in the public survey.

**Table IV.1: Public Survey Results Summary**

Topic	County					
	McDowell	Mercer	Monroe	Raleigh	Summers	Wyoming
Total Surveys Received by County:	2	0	3	3	0	0
How do you manage your transportation needs?						
Drive your own car	100%	N/A	67%	0%	N/A	N/A
Walk or ride a bicycle	50%	N/A	0%	33%	N/A	N/A
Ride with family or friends	0%	N/A	33%	100%	N/A	N/A
Use an agency transportation service	0%	N/A	0%	0%	N/A	N/A
Use public transportation	0%	N/A	0%	0%	N/A	N/A
What do you need but cannot do because you do not have transportation?						
Go to Work	0%	N/A	0%	100%	N/A	N/A
Go to Medical Appointments	0%	N/A	0%	100%	N/A	N/A
Shop to Feed Yourself or Family	0%	N/A	0%	50%	N/A	N/A
Go to School (Vocational or College)	0%	N/A	0%	0%	N/A	N/A
Do Errands (Shopping or Other)	0%	N/A	100%	50%	N/A	N/A
Go to Appointments	0%	N/A	100%	50%	N/A	N/A
Attend Social Outings	0%	N/A	100%	0%	N/A	N/A
Attend Sunday Religious Functions	0%	N/A	0%	0%	N/A	N/A



Topic	County					
	McDowell	Mercer	Monroe	Raleigh	Summers	Wyoming
Do you have any transportation Limitations?						
No	100%	N/A	33%	33%	N/A	N/A
Yes. Need access to wheelchair accessible vehicles	0%	N/A	0%	0%	N/A	N/A
Is there someone with a disability in your household that limits his or her mobility?						
No	50%	N/A	100%	100%	N/A	N/A
Yes	50%	N/A	0%	0%	N/A	N/A
Would you utilize any of the following resources for updates on this topic in the future?						
Twitter	0%	N/A	33%	0%	N/A	N/A
Facebook	100%	N/A	100%	100%	N/A	N/A
WV Department of Transportation/DPT	0%	N/A	33%	0%	N/A	N/A
Local Agency or Transit System Website	0%	N/A	33%	0%	N/A	N/A
Text Messages	0%	N/A	0%	0%	N/A	N/A
Email	0%	N/A	33%	0%	N/A	N/A
Other Social Media (Instagram)	0%	N/A	33%	0%	N/A	N/A

**Table IV.2: Demographic Breakdown of Survey Results**

Topic	County					
	McDowell	Mercer	Monroe	Raleigh	Summers	Wyoming
Total Surveys Received by County:	2	0	3	3	0	0
Age						
Under Age 15	0%	N/A	0%	0%	N/A	N/A
15 – 24 Years	0%	N/A	33%	0%	N/A	N/A
25 – 64 Years	100%	N/A	67%	100%	N/A	N/A
65 Years or Older	0%	N/A	0%	0%	N/A	N/A
Which of the following best represents your heritage?						
White (non-Hispanic)	100%	N/A	100%	100%	N/A	N/A
Black or African American	0%	N/A	0%	0%	N/A	N/A
Latino or Hispanic	0%	N/A	0%	0%	N/A	N/A
East Asian or Asian American	0%	N/A	0%	0%	N/A	N/A
South Asian or Indiana American	0%	N/A	0%	0%	N/A	N/A
Middle Eastern or Arab American	0%	N/A	0%	0%	N/A	N/A
Native American or Alaska Native	0%	N/A	0%	0%	N/A	N/A
Approximate Annual Household Income						
Less than \$10,000	0%	N/A	33%	67%	N/A	N/A
\$10,000 - \$15,000	0%	N/A	0%	33%	N/A	N/A
\$15,000 - \$20,000	0%	N/A	0%	0%	N/A	N/A
\$20,000 - \$30,000	0%	N/A	0%	0%	N/A	N/A
\$30,000 - \$40,000	0%	N/A	0%	0%	N/A	N/A

Topic	County					
	McDowell	Mercer	Monroe	Raleigh	Summers	Wyoming
\$50,000 - \$60,000	0%	N/A	0%	0%	N/A	N/A
\$60,000 - \$85,000	100%	N/A	0%	0%	N/A	N/A
\$85,000 or More	0%	N/A	67%	0%	N/A	N/A
Is English your primary language?						
Yes	100%	N/A	100%	100%	N/A	N/A
No	0%	N/A	0%	0%	N/A	N/A

### **Summary of Unmet Needs and Gaps in Services**

- ◆ There is a lack of highway access in Wyoming County.
- ◆ All counties need public transit on holidays and for personal, recreational, and shopping purposes.
- ◆ All counties need efficient and productive transportation services.
- ◆ Raleigh County and parts of McDowell County do not provide public transportation.
- ◆ Three deviated routes service Raleigh County, and more routes are needed as well as extended service hours.
- ◆ Extended service hours are needed for employment and for students in extra-curricular activities.
- ◆ Advocacy efforts to educate the public and public officials are needed to increase the understanding of the importance of transportation to the community.
- ◆ Non-emergency medical transportation is needed for those individuals who do not qualify for Medicaid.
- ◆ Funding options are limited, and more revenue streams are needed.
- ◆ Increased coordination is needed with medical facilities and healthcare professionals to ease the burden on transit when providing medical appointment transportation.
- ◆ More efficient ways of providing out-of-county medical appointments are needed.
- ◆ Employers in the region find it difficult to find and keep qualified employees due to lack of transportation.
- ◆ The region experiences a lack of maintenance professionals and keeping up with maintenance of the vehicles has proven difficult.
- ◆ The region requires more ADA-accessible vehicles to accommodate the changes in mobility devices. Additional vehicles are also needed as many agencies do not have spare vehicles.
- ◆ The geography and terrain in rural areas often causes failure of the communication systems used to communicate with drivers.
- ◆ Driver trainings are not available at the frequency needed.

In the second regional meeting on October 16, 2014, participants focused on prioritization of transportation goals and refinement of implementation objectives and strategies to address those goals over a four-year planning period. The results of that discussion are included in the Goals and Priorities Chapter of this plan.

### **Coordinated Transportation Challenges**

- ◆ Limited funding and operating revenue were considered to be the primary challenges to addressing the needs identified during this planning process. Transportation providers, in particular, indicated that they could work together to implement solutions to limited transportation options for medical, employment, education, and any other purpose, if additional funding were available to expand and enhance their current levels of service.
- ◆ With busy schedules, coordination is not typically a top priority.
- ◆ Outreach to involve all possible stakeholders and keep information current is time consuming and is often forgotten.
- ◆ Eligibility restrictions in place at many agencies cause barriers to coordination.
- ◆ A lack of spare vehicles makes vehicle or ride sharing difficult.

# Priorities & Goals

## **COORDINATED TRANSPORTATION PRIORITIES AND GOALS**

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### **PROGRESS SINCE 2011 COORDINATION PLAN**

Since the 2011 Coordinated Public Transit-Human Services Transportation Plan Update, Bluefield Area Transit and the Wyoming County Council on Aging have expanded their fleets. Region I has increased the number of agencies receiving Section 5310 funds to fund contracted services, and operating costs have stayed stable.

While Region I can be lauded in their accomplishments, recurring unmet needs still stand. Communication between coordination partners is still minimal. Summers and Wyoming Counties still do not provide public transportation. The elderly population is increasing in the region and current transportation providers are not able to meet the demand.

The level of service by transportation providers has been maintained or increased since 2011, and while public transportation still does not exist in the counties which had none, new 5310 funding to expand contracted services was obtained. A goal going forward will be meeting all of the transportation demand in the region, and Summers and Wyoming Counties are exploring the transit need and feasibility study required by WVDOT to be eligible for Section 5311 public transportation funding.

Moving forward, Region I will focus on decreasing transportation unmet needs and gaps by eliminating eligibility requirements, bringing in community partners to alleviate funding and scheduling burdens, and by planning and coordinating transportation to underserved areas and populations.

### **UPDATED COORDINATED TRANSPORTATION GOALS – 2015 THROUGH 2019**

The general concept of coordination for the counties in Region I has support from local human service agencies, senior centers, and public transportation providers. Bringing new levels of coordination into reality, however, will require these supporters to take action. By coordinating the existing resources and implementing new projects that will fill the identified unmet needs and gaps in service, stakeholders can improve access to jobs, education, and medical appointments and treatments. Coordinated transportation may not reduce the cost of operating transportation, but it is likely to result in more transportation options within the limits of the existing financial resources and improvement of the overall quality of life for the people who live in the region and the state.

Opportunities for improving transportation services must nurture a trusting relationship between participating organizations by clarifying objectives and costs, ultimately guiding the participants toward a more coordinated approach to transportation and mobility throughout the counties, the region, and the state. Furthermore, one organization or a team of organizations must take the lead

by implementing coordinated transportation activities and accomplishing the goals stated in this plan and any future amendments.

Seven goals are listed below. Each goal and priority is supported by the input provided by participating stakeholders, including seniors, individuals with disabilities, the general public, public transportation providers, local stakeholders, the WV DOT/DPT, and participating human service agencies and senior centers. The goals are not listed in order of priority, but the priority level is assigned to sub-categories within each goal.

Goals identified in this chapter must align with the identified unmet transportation needs and gaps in services for the geographic area included in this plan. Requests for funding through the programs encompassed in MAP-21 or future reauthorizations must align with the goals and strategies identified in this chapter. Additional goals or strategies may be added through an amendment to this plan. Furthermore, organizations that did not have an opportunity to participate in this plan may be added through an amendment. Plan amendments may be facilitated at the regional level; however, West Virginia DOT/DPT has the authority to override regional decisions regarding addition of goals or participants to the plan.

Table V.1 on the following page provides a matrix relating each goal to the identified unmet transportation needs and gaps in service. A description of each goal and the identified unmet needs that correspond to the goals is provided in the paragraphs that follow the matrix.

Table V.1: Goals and Needs Matrix

Goals	Categories of Unmet Transportation Needs/Gaps					
	Access to Transportation (Geographic)	Non-Emergency Medical Trips	Capital Resources & Capacity Limits	Service Hours	Passenger Eligibility	Improve Public Education
Goal #1 Improve Communication Among Transportation Providers	X	X	X	X	X	X
Goal #2 Sustain and Improve Transportation for Target Populations	X	X	X	X		
Goal #3 Continue to Control Costs and Address Lack of Funding	X	X	X	X	X	
Goal #4 Pool Resources and Eliminate Duplication of Services	X		X			
Goal #5 Determine Need and Feasibility for Public Transportation in Summers and	X		X	X	X	



Wyoming Counties								
Goal #6 Expand Hours, Days, and Area of Services and Expand Eligibility Requirements	X	X	X	X	X	X	X	
Goal #7 Implement a Broad Public Education Campaign								X

In addition to the goals listed below, Region I participants would like to see the West Virginia DOT/DPT keep enhancements and expansions of the Section 5310 program as a goal. This includes purchasing replacement and expansion vans, communication equipment, and the purchase of transportation services under the contracted services program.

**Goal #1: Improve Communication Among Transportation Providers.**

Objectives:

- ◆ Provide continued discussions and evaluations of transportation needs, gaps, issues, and solutions in the region.
- ◆ Provide information to health and human service agencies of the transportation resources available to them.

**Goal #2: Sustain and Improve Transportation for Older Adults, Individuals with Disabilities, and People with Low Incomes.**

Objectives:

- ◆ Provide solutions to communication system challenges experienced by transportation providers.
- ◆ Provide the region with more specialized ADA-accessible vehicles to accommodate changes to mobility devices.
- ◆ Provide replacement and expansion vehicles for programs serving older adults, individuals with disabilities, people with low-incomes, and the general public.

**Goal #3: Continue to Control Operating and Capital Costs and Address Lack of Funding.**

Objectives:

- ◆ Address poor efficiency and low productivity in providing transit service.
- ◆ Provide service for residents under age 55 in hard to serve rural parts of McDowell County.
- ◆ Provide new funding sources.
- ◆ Consider alternative fuel vehicles for passenger transportation.
- ◆ Coordinate medical appointments with transportation.

**Goal #4: Coordinate or Pool Resources and Eliminate Duplication of Services and Functions.**

Objectives:

- ◆ Provide qualified transportation employees.
- ◆ Provide a solution to the lack of vehicle maintenance providers in the region.
- ◆ Allow for out-of-county service without interfering with local service.

**Goal #5: Determine if Public Transportation Is Needed and Feasible for Summers and Wyoming Counties and Initiate Service If Needed.**

Objectives:

- ◆ Provide insight into the transportation needs of Summers and Wyoming Counties.
- ◆ Implement public transportation services if data indicates the need and feasibility.

**Goal #6: Expand Hours, Days, and Area of Transportation Services & Expand Eligibility Requirements to Include Age 55 and Under.**

Objectives:

- ◆ Provide public transportation options on holidays.
- ◆ Provide public transportation for personal, recreational, or shopping trips.
- ◆ Provide non-emergency medical transportation to non-Medicaid eligible individuals.
- ◆ Expand public transportation in Raleigh County.
- ◆ Expand evening service hours.

**Goal #7: Implement a Broad Public Education Campaign about Transportation Services.**

Objectives:

- ◆ Educate the public and/or public officials about transportation in all counties of the region.

## **GOALS AND STRATEGIES**

Goals, objectives, and implementation strategies are offered in this report as a guideline for local/regional leaders in the coordinated transportation effort as well as the specific organizations that provide or purchase transportation.

Administrative amendments to the plan are possible should new opportunities or stakeholder organizations present themselves after it is adopted. If amendments cannot be resolved at the local/regional level, parties may appeal to the West Virginia DOT/DPT. Appeals to the DOT/DPT must be made only if an issue cannot be resolved at the local level.

The Coordination Strategies section in the following chapter offers a detailed description of strategies, implementation timeframes, responsible party(ies), performance measure(s), and priority for implementation of each of the above noted goals. The implementation timeframes/milestones are defined as follows:

- ◆ Near-term – Activities to be achieved within 12 to 24 months.
- ◆ Long-term – Activities to be achieved within 2 to 4 years.
- ◆ On-Going – Activities to be developed on a continuous basis.

## ACTION STEPS

### **Goal #1: Improve Communication Among Transportation Providers.**

#### **Action Steps:**

**Step 1: Begin quarterly coordination meetings.** Regional stakeholders will participate in quarterly coordination committee meetings. The initial stakeholders will be the participants in this plan and gradually expand if needed. The committee will name a lead entity and leadership will rotate annually or biennially.

**Step 2: Distribute this plan.** Participants in this plan will distribute the plan to stakeholders who use and/or operate transportation, especially those who serve older adults, individuals with disabilities, and people with low incomes. Outreach should include individuals with Limited English Proficiency (LEP).

**Step 3: Create an information and referral system.** Transportation providers will create an information and referral system for use by agency consumers and the general public. Initially one agency must take the lead and provide the service, but will potentially hire a Mobility Manager to manage the project.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Quarterly Coordination Meetings	Regional transportation stakeholders	Near-Term	<ul style="list-style-type: none"><li>▪ Number of meetings held.</li><li>▪ Number of active participants.</li><li>▪ Unmet needs and solutions identified.</li></ul>
Step 2: Distribute the Plan	Participants in this plan	Mid-Term	<ul style="list-style-type: none"><li>▪ Number of plans distributed.</li><li>▪ Increased regional knowledge of transportation services provided.</li></ul>
Step 3: Information and Referral System	All transportation providers	Near-Term	<ul style="list-style-type: none"><li>▪ Number of calls received.</li><li>▪ Percentage of ridership increase for all providers.</li><li>▪ Funds obtained for Mobility Management.</li><li>▪ Consumer and agency satisfaction.</li></ul>

**Goal #2: Sustain and Improve Transportation for Older Adults, Individuals with Disabilities, and People with Low Incomes.**

**Action Steps:**

**Step 1: Identify communication solutions.** Transportation providers will identify methods of communication that would allow constant or close to constant communication with drivers. Current methods are not 100% effective in all areas.

**Step 2: Identify resources for vehicle replacement and expansion.** Transportation providers will work with WV DPT to identify resources for replacement and expansion vehicles through the Section 5310 Program or others. Local providers receiving vehicles will secure the necessary local match (20%).

**Step 3: Implement driver training.** Transportation providers will implement driver training which will be open to multiple agencies needing training. The cost will be shared between all agencies participating in the trainings.

**Step 4: Coordinate vehicle replacement schedules.** Section 5310 providers will coordinate or contract with other providers when developing replacement vehicle schedules to prevent unnecessary duplication while building the necessary fleet sizes for adequate spare vehicles in the region.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Communication Solutions	Transportation providers	Mid-Term	<ul style="list-style-type: none"><li>▪ Data indicating the best option for continual communication.</li><li>▪ Increased safety of drivers and passengers.</li></ul>
Step 2: Resources for Vehicle Purchases	Transportation providers	Mid-Term	<ul style="list-style-type: none"><li>▪ Grant funding secured.</li><li>▪ Local match secured.</li><li>▪ Number of vehicles added to the regional fleet.</li></ul>
Step 3: Driver Training	Transportation providers	Near-Term	<ul style="list-style-type: none"><li>▪ Number of trainings provided.</li><li>▪ Number of drivers trained.</li><li>▪ Increased safety of drivers and passengers.</li></ul>
Step 4: Vehicle Replacement Schedules	Section 5310 providers	Near-Term	<ul style="list-style-type: none"><li>▪ Up-to-date vehicle replacement schedules.</li><li>▪ Most efficient use of federal funds.</li><li>▪ Most appropriate fleet for the region.</li></ul>

### **Goal #3: Continue to Control Operating and Capital Costs and Address Lack of Funding.**

#### **Action Steps:**

**Step 1: Discuss and solve inefficiencies.** Transportation providers will discuss their most inefficient services and/or service areas and coordinate solutions to improve efficiency.

**Step 2: Decrease eligibility limitations.** Transportation providers will review agency policies and regulations to determine if eligibility restrictions can be lifted or lessened to allow more of the public to benefit from the services provided.

**Step 3: Coordinate medical trips with medical facilities.** Transportation providers will continue to work with medical offices to coordinate medical appointments with transportation availability.

**Step 4: Consider alternatively fueled vehicles.** Section 5310 and Section 5311 transportation providers will identify resources in their county to support alternatively fueled vehicles and look at cost/benefit of using alternatively fueled vehicles.

**Step 5: Coordinate increased service to McDowell County.** The McDowell County Commission on Aging, Inc. and Bluefield Area Transit will seek opportunities to share trips in the outlying areas of McDowell County. This area is currently not served by any transportation provider for any purpose.

**Step 6: Research funding options with the Veterans Administration.** The McDowell County Commission on Aging, Inc. will contact the Veterans Administration to research potential funding opportunities for veteran transportation. Coordination opportunities may also be available if public transit transports veterans.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Discuss and Solve Inefficiencies	Transportation providers	Near-Term	<ul style="list-style-type: none"><li>Improved customer satisfaction.</li><li>Percentage of increase in ridership.</li><li>Percentage of decrease in unmet needs outlined in this plan.</li><li>Trips per hour.</li><li>Cost per trip.</li></ul>
Step 2: Decrease Eligibility Limitations	Transportation providers	Near-Term	<ul style="list-style-type: none"><li>Percentage of increase in ridership.</li><li>Percentage of decrease in unmet needs outlined in this plan.</li><li>Trips per hour.</li></ul>
Step 3: Coordinate	Transportation providers	Mid-Term	<ul style="list-style-type: none"><li>Increased efficiency.</li><li>Decreased unmet need.</li></ul>

with Medical Facilities			<ul style="list-style-type: none"> <li>Number of trips provided for medical appointments.</li> </ul>
Step 4: Alternatively Fueled Vehicles	Section 5310 and Section 5311 transportation providers	Long Term	<ul style="list-style-type: none"> <li>Decreased fuel costs.</li> <li>Cost per trip.</li> </ul>
Step 5: Increase McDowell County Service	McDowell County Commission on Aging, Inc. and Bluefield Area Transit (BAT)	Long Term	<ul style="list-style-type: none"> <li>Decreased unmet need.</li> <li>Number of trips provided to outlying areas.</li> <li>Trips per hour to outlying areas.</li> </ul>
Step 6: McDowell County Veterans Transportation	McDowell County Commission on Aging, Inc. and Bluefield Area Transit (BAT)	Mid-Term	<ul style="list-style-type: none"> <li>Increased funding for McDowell County transportation.</li> <li>Number of trips provided to veterans.</li> </ul>

**Goal #4: Coordinate or Pool Resources and Eliminate Duplication of Services and Functions.**

**Action Steps:**

**Step 1: Establish a pool of back-up vehicles.** Section 5310 and Section 5311 transportation providers will share fleet information and schedules with all other provider. This will allow the region to establish a pool of vehicles that can be shared for back-up vehicles, as needed. All vehicle sharing agreements must include insurance requirements.

**Step 2: Institute a driver training course.** Transportation providers will institute a driver training or “transportation” course at local or regional community colleges. Employing qualified personnel is a challenge faced by many providers in the region.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Back-Up Vehicle Pool	Section 5310 and Section 5311 transportation providers	Near-Term	<ul style="list-style-type: none"> <li>Number of back-up vehicles identified.</li> <li>Number of vehicle sharing agreements in place.</li> </ul>
Step 2: Driver Training Course	Transportation providers	Long Term	<ul style="list-style-type: none"> <li>Creation of course.</li> <li>Number of completed courses.</li> <li>Number of qualified drivers hired.</li> </ul>

**Goal #5: Determine if Public Transportation is Needed/Feasible in Summers & Wyoming Counties.**

**Action Steps:**

**Step 1: Determine the unmet need and demand.** Stakeholders in Summers and Wyoming Counties will separately conduct or update the county needs assessment and feasibility study for public transportation to determine the demand and need in their county. If the results demonstrate a need and feasibility for public transportation, stakeholders will use the results to demonstrate the need to local funders.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Needs Assessment and Feasibility Study	Summers and Wyoming County transportation stakeholders	Long-Term	<ul style="list-style-type: none"><li>▪ Data which identifies the need and feasibility for public transportation.</li><li>▪ Federal funding secured.</li><li>▪ Local funding secured.</li></ul>

**Goal #6: Expand Hours, Days, and Area of Transportation Services & Expand Eligibility Requirements to Include Age 55 and Under.**

**Action Steps:**

**Step 1: Secure local match funds.** Section 5310 providers will seek to coordinate and/or contract with other providers to secure the necessary 20% local match for Section 5310 dollars.

**Step 2: Contract with private operators.** Transportation providers will contract with private taxi services or non-profit agencies for cost-effective transportation provided during extended hours of service.

**Step 3: Seek grants to fund after-school transportation.** Transportation providers will seek grants and other funding opportunities from local businesses and organizations to subsidize after-school trips.

**Step 4: Analyze current trip demand in Raleigh County.** Transportation providers in Raleigh County will analyze current trip demand and consider implementing additional deviated routes or demand response services if trip demand dictates a need. If a need is indicated, providers will seek local match from businesses and communities which will benefit from the expansion.



Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Secure Local Match Funds	Section 5310 transportation providers	Immediate	<ul style="list-style-type: none"> <li>Increased eligibility for Section 5310 funds.</li> <li>Implementation of expanded services</li> <li>Improved customer satisfaction.</li> <li>Decreased unmet need.</li> <li>Number of expanded service trips provided.</li> </ul>
Step 2: Contract with Private Operators	Transportation providers	Near-Term	<ul style="list-style-type: none"> <li>Percentage of increase in ridership.</li> <li>Percentage of decrease in unmet needs.</li> <li>Trips per hour in extended hours.</li> </ul>
Step 3: After-School Transportation Funding	Transportation providers	Mid-Term	<ul style="list-style-type: none"> <li>Decreased unmet need.</li> <li>Number of trips provided for after-school purposes.</li> <li>Number of businesses/organizations providing subsidies.</li> </ul>
Step 4: Analyze Trip Demand in Raleigh County	Raleigh County transportation providers	Mid-Term	<ul style="list-style-type: none"> <li>Data indicating trip demand.</li> <li>Implementation of new service.</li> <li>Local funding acquired.</li> <li>Trips per hour.</li> <li>Cost per trip.</li> </ul>

**Goal #7: Implement a Broad Public Education Campaign about Transportation.**

**Action Steps:**

**Step 1: Establish goals to improve outreach.** During coordination committee meetings, members of the committee will establish incremental goals to improve outreach to the general public and to public officials in each county. An example of a goal would be for committee members to take the Transportation Resource Table and present it at other community meetings attended.

**Step 2: Create a brochure.** Transportation providers will create a brochure including transportation providers, service information, and contact information. These brochures will be distributed at health and human service agencies, medical facilities, and public gathering places.

**Step 3: Develop a regional marketing study.** Transportation providers will coordinate to develop a regional marketing study and program to promote the availability of public transportation.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Establish Outreach Goals	Coordination Committee members	Immediate	<ul style="list-style-type: none"> <li>Increased community knowledge of transportation options.</li> <li>Potential for funding opportunities.</li> <li>Decreased unmet need.</li> </ul>
Step 2: Create a Brochure	Transportation providers	Near-Term	<ul style="list-style-type: none"> <li>Increased community knowledge of transportation options.</li> <li>Percentage of increase in ridership.</li> <li>Decrease in unmet need.</li> </ul>
Step 3: Regional Marketing Study	Transportation providers	Mid-Term	<ul style="list-style-type: none"> <li>Data indicating marketing strategies.</li> <li>Percentage of increase in ridership.</li> </ul>

## POTENTIAL FUNDING SCENARIOS

Continuation of current transportation funding from Federal, State, and local transportation services is important for sustaining the existing level of services. Operating dollars provided through Federal Transportation Administration (FTA) Sections 5311 program requires a 50 percent local match. Capital funding from these programs requires a 20 percent local match. This includes the purchase of transportation services (contracted services) funding eligible under the Section 5310 program. It is noted that Mobility Management is considered a capital expense and is eligible for Federal funding at 80 percent. Local match for operating and capital expenses may be derived from any non-U.S. Department of Transportation program, including Federal, State, and local programs and contributions.

The contributions for transportation activities, such as transportation to employment, may also be derived from local and regional businesses that will benefit from the program. Similarly, funding to support recurring trips, such as dialysis, may be derived in part or in total from local hospitals and treatment clinics, among other sources. The Veterans Administration funds transportation for veterans and could provide another potential funding source.

# Conclusions

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Inventory results indicate that there are transportation operators that serve older adults and individuals with disabilities throughout each county in the region. However, resources for public and intercity transportation are more limited. A coordinated approach involving public, private, and human service agency providers would help to lessen capacity restraints, thereby reducing gaps.

Additionally, human service agency transportation providers are encouraged to consider the impact and possibility of working with private transportation providers through contractual agreements as a cost-effective manner to expand the service area and days/hours for public transportation.

Continued participation in the effort through an active Regional Transportation Coordination Committee is recommended. Also recommended is participation in Statewide transit groups to facilitate information sharing and networking.

Additional recommended actions, such as expanding hours of service and acquiring additional vehicles, will require additional funding. That funding may come from a combination of Federal, State, and local dollars. Local support could come from a combination of all participating agencies contributing a small portion to the local match requirement.

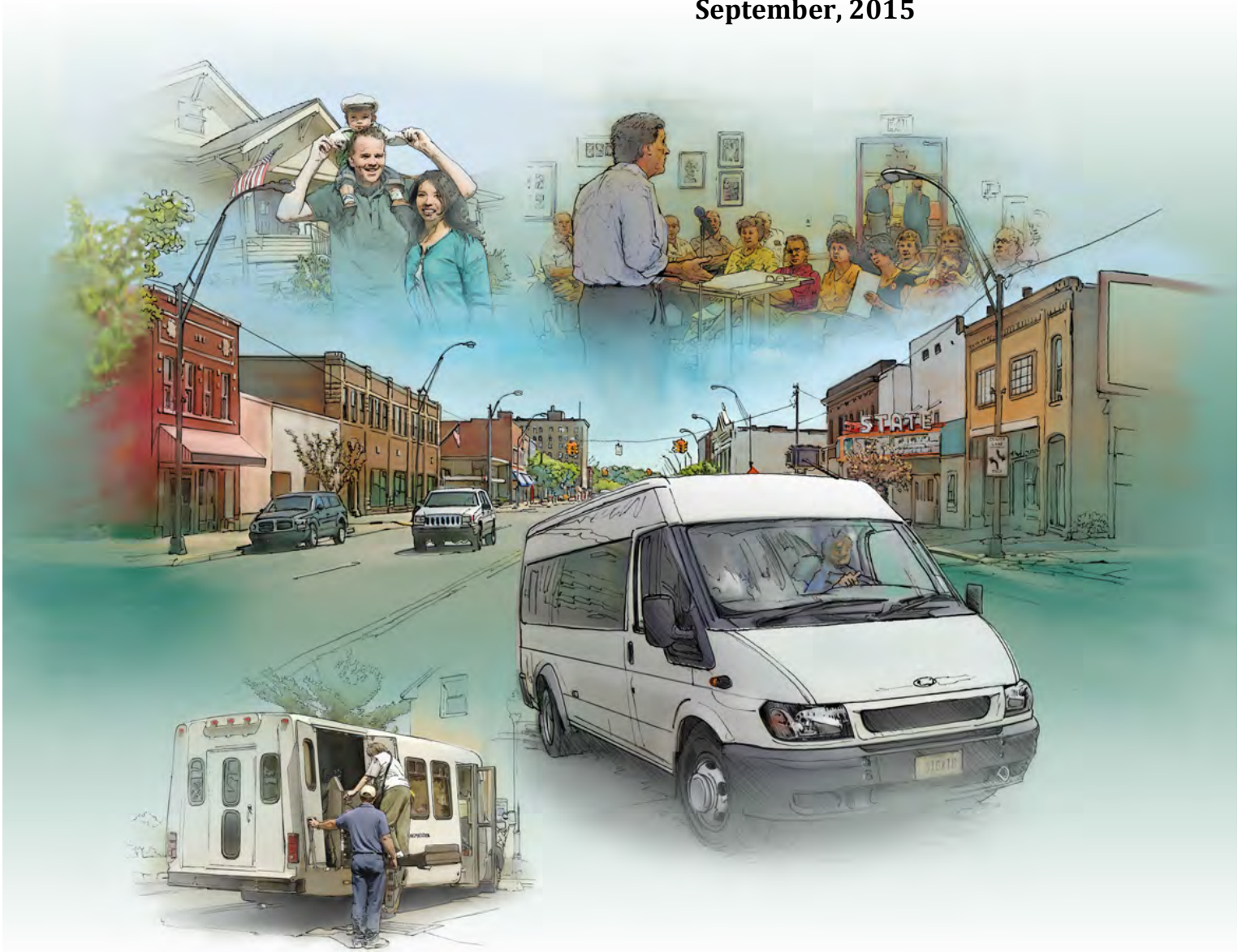
To enable success, there must be a level of flexibility to respond to changes. As circumstances change, this HSTP Update may be amended at the regional level; however, West Virginia DOT/DPT has the authority to override regional decisions regarding addition of goals or participants to the plan. Requests for funding through the programs encompassed in MAP-21 must align with the unmet needs and goals identified in this report. Additional goals or strategies may be added through an amendment to this plan. Organizations that did not have an opportunity to participate in this plan may be added through an amendment.



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

**Prepared for the State of West Virginia  
Department of Transportation,  
Division of Public Transit**

**September, 2015**



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### **Appendix B: Signatures of Adoption**

## **Focus Group**

### *Stakeholder and General Public Meetings*

Date: Meeting 9/16/2014

Location: Bluefield Area Transit

Meeting 2: 10/16/2014

Location: Bluefield Area Transit

### *Invitations Distributed*

☒ U.S. Mail: Meeting 1: 08/22/2014 Meeting 2: 09/28/2014

☒ Email: Invitations emailed to Section 5310 and Section 5311 recipients

☐ Web Posting:

☒ Newspaper Notice: Register-Herald, Bluefield Daily Telegraph, The Monroe Watchman

☐ Radio/TV PSAs:

☐ Other:

☒ Distributed in local community/senior centers, etc.

☒ Information was provided in alternative formats, upon request.

☒ Events were open to all individuals, including hearing impaired.

☒ Information was provided in alternative formats, upon request.

☒ Interpreters provided, upon request.

Number of Attendees (by location & date): Meeting 1: 15

Meeting 2: 14

☒ Invitation letter and mailing list attached.

☒ Copies of flyers, brochures, etc.

☒ Copy of Public Notice from each newspaper in which it appeared

☒ Copy of email invitation and mailing list attached.

☒ Sign-in Sheets attached.

☐ Copy of web posting (if available)

☒ Focus Group Summary Included in Report

## **Surveys**

Date(s) Surveys Were Distributed:

☐ U.S. Mail

☒ Web Posting

☐ E-mail Upon request

☒ Other (please specify): Announced at meetings and posted at Public Libraries

☐ Newspaper Notice:

☐ Radio/TV PSAs:

☒ Distributed in local community/senior centers, etc.

☒ Information was provided in alternative formats, upon request.

Number of Surveys Distributed: 100 paper (approximately) and also available on-line

Number of Surveys Returned: 8

## **Other Outreach Efforts**

☐ Flyers or Brochures in

☒ Senior Centers

- ☐Community Centers
- ☐City/County Offices
- ☒Other: Public Libraries in each county

☒Teleconferences – Consultants called organizations to request follow-up information. Organizations that did not participate, but major transportation providers, were contacted by telephone to verify that they received the invitation/meeting notice.

☐Miscellaneous Meetings, Conferences, etc.:

If other activities include meetings, conferences, etc., please indicate the following information for each event:

## **NEWSPAPER ARTICLE MEEETING 1**

The West Virginia Division of Public Transit is conducting a regional coordinated public transit-human services transportation plan meeting for Mercer, McDowell, Monroe, Raleigh, Summers, and Wyoming Counties. The meeting will be on **September 16, 2014, 1:00 PM to 3:00 PM at Bluefield Area Transit, 3208 John Nash Blvd., Bluefield, WV**. The agenda includes a discussion of the content of the current plan, unmet transportation needs, existing coordination efforts, and an action plan for improving coordination efforts in the region over the next 4 years. The public is strongly encouraged to attend. Please also complete the public survey at <https://www.surveymonkey.com/s/WVMOBILITY> or at your local library. Agencies who receive or intend to receive funding under the Federal Transit Administration, Section 5310 Program must participate in the coordination plan. RSVP by September 15 to 800-684-1458. Light Refreshments served. Facility is accessible. If language translation or transportation to the meeting are needed, please call in advance.



## NEWSPAPER ARTICLE MEEETING 2

The West Virginia Division of Public Transit is conducting a regional coordinated public transit-human services transportation plan meeting for Mercer, McDowell, Monroe, Raleigh, Summers, and Wyoming Counties. The meeting will be on **October 16, 2014, 1:00 PM to 3:00 PM at Bluefield Area Transit, 3208 John Nash Blvd., Bluefield, WV**. The agenda includes a discussion of the content of the current plan, unmet transportation needs, existing coordination efforts, and an action plan for improving coordination efforts in the region over the next 4 years. The public is strongly encouraged to attend. Please also complete the public survey at <https://www.surveymonkey.com/s/WVMOBILITY> or at your local library. Agencies who receive or intend to receive funding under the Federal Transit Administration, Section 5310 Program must participate in the coordination plan. RSVP by October 15 to 800-684-1458. Light Refreshments served. Facility is accessible. If language translation or transportation to the meeting are needed, please call in advance.

Region I Mailing List

Contact	Agency	Address	City	State	Zip
	AARP	300 Summers St. Suite 400	Charleston	WV	25301
	Ambassador Limo & Taxi Service	3058 Harper Road	Beckley	WV	25801
Ramona McNeely-Stanley	Appalachian Area Agency on Aging	1460 Main St., Box 2	Princeton	WV	24740
	Best Ambulance	1801 Robert C Byrd Drive	Beckley	WV	25801
Patrick McKinney, CCTM, Manager	Bluefield Area Transit	PO Box 1838	Bluefield	WV	24701
Sam Pennington, Administrator	Bluefield Rescue Squad	1900 Stadium Drive	Bluefield	WV	24701
	C.A.S.E Headstart	101 Second Street	Hinton	WV	25951
Sandra Graham, Chief of Operations	CASE WV Commission on Aging	307 Federal Street	Bluefield	WV	24701
Tom Cole, Mayor	City of Bluefield	PO Box 4100	Bluefield	WV	24701
Larry Heizer, Mayor	City of Gary	Box 310	Gary	WV	24836
Dennis Robertson, Mayor	City of Keystone	Drawer C	Keyston	WV	24852
Jon McKinney, Mayor	City of Mullens	316 Moran Ave.	Mullens	WV	25882
Timory Ealy, Mayor	City of Princeton	100 Courthouse Rd.	Princeton	WV	24740
Caroline Cempela Mayor	City of War	11701 Highway 16 South	War	WV	24892
Reba Honake, Mayor	City of Welch	88 Howard St.	Welch	WV	24801
	Classis Limousine Service	PO Box 865	Crab Orchard	WV	25827
	Community Action	PO Box 403	Union	WV	24983
Oratta Hubbard, Executive Director	Community Action of SE West Virginia	307 Federal St. Suite 323	Bluefield	WV	24701
Jennifer Gibson, Executive Director	Council on Aging	130 River Road PO Box 130	Itmann	WV	24847
	DHHR	PO Box 678	Union	WV	24963
	DHHR	129 Main St. Suite 307	Beckley	WV	25801
	DHHR	HCR 72 Box 30	Pineville	WV	24874
	DHHR	5401 Virginia St.	Welch	WV	24801
	DHHR	200 Davis St.	Princeton	WV	24740
	DHHR	Suite A, 320 Summers	Hinton	WV	25951
	Faith in Action of Mercer County, Inc.	PO Box 1369	Princeton	WV	24740
	Family Refuge Center	PO Box 249	Lewisburg	WV	24901
Mary Redman, CFO	FMRS Health Systems, Inc.	101 South Eisenhower Drive	Beckley	WV	25801
	Glenwood Park Inc.	1924 Glenwood Park Rd.	Princeton	WV	24701
	Hickory Limo dba JNS Services	600 Neville Street, Suite 201	Beckley	WV	25801
Lesa Morgan, Director of Operations	Integrated Resources, Inc.	PO Box 835	Mullens	WV	25882
Paul Seamann, Director	Jan-Care Ambulance Service, Inc.	PO Box 2414	Beckley	WV	25802
	Macedonia Outreach	111 Randolph St	Beckley	WV	25801
	McDowell Continuous Care Center	PO Box 220 Rt. 103	Gary	WV	24836

Region I Mailing List

Contact	Agency	Address	City	State	Zip
Gordon Lambert	McDowell County Commission	109 Wyoming St.	Welch	WV	24801
Lisa Sanderson, Executive Director	McDowell County Commission on Aging	725 Stewart St	Welch	WV	24801
Kathie Whitt	McDowell County F.A.C.E.S	25 Bank St.	Welch	WV	24801
	McDowell County Head Start	PO Box 253	Kimball	WV	24853
	Mercer Continuous Care Center	Rogers and Pearis St.	Bluefield	WV	24701
Joe Coburn	Mercer County Commission	1501 West Main St.	Princeton	WV	24740
	Monroe County Coalition for Children and Families	PO Box 149	Lindside	WV	24951
Michael Shane Ashley	Monroe County Commission	PO Box 350	Union	WV	24983
Michael Will, Executive Director	Monroe County Council on Aging	PO Box 149	Lindside	WV	24951
	Monroe County Head Start	Box 330	Union	WV	24983
	Mountain Heart Community Services, Inc. Head Start	PO Box 1509	Oceana	WV	24870
Director	Mountain State Center for Independent Living	329 Prince St.	Beckley	WV	25801
	Mullins Manor Assisted Living	Box 302	Mullins	WV	25882
	Open Doors Inc.	211 E. Washington St.	Lewisburg	WV	24901
Heather Poff	Princeton Community Hospital	P. O. Box 1369	Princeton	WV	24740
	Princeton Healthcare Center	315 Courthouse Rd.	Princeton	WV	24740
David Johnston	Princeton Rescue Squad	701 Stafford Drive	Princeton	WV	24740
Jeff Raines	Raleigh County Commission	116 1/2 N. Heber St.	Beckley	WV	25801
Daniel Simmons, Trans. Coordinator	Raleigh County Commission on Aging	1614 South Kanawha Street	Beckley	WV	25801
Andy Austin, Trans. Director	Raleigh County Community Action Association	111 Willow Lane	Beckley	WV	25801
	Raleigh County FRN	407 Neville St.	Beckley	WV	25801
David Cole, Executive Director	Region I Planning & Development Council	1439 E. Main St., Suite 5	Princeton	WV	24740
Shanita Evans, Executive Director	S.A.F.E	PO Box 669	Welch	WV	24801
Judy Akers, CEO	Southern Highlands Community MHC	200 12th St. Extension	Princeton	WV	24740
	Sprinfield Center Nursing Home	Rt. 1 Box 101A	Lindside	WV	24951
	Summers County Case Head Start	101 2nd St.	Hinton	WV	25951
Jerry E. Berry	Summers County Commission	PO Box 97	Hinton	WV	25951
Linville Goins, Executive Director	Summers County Council on Aging	120 2nd Ave.	Hinton	WV	25951
Billy Pantili, President	Taxi One	690 Oakvale Road	Princeton	WV	24740
	They Maybeury Clinic	PO Box 203 Rt. 52	Maybeury	WV	24861
Dorothy Wilson, Mayor	Town of Anawalt	PO Drawer 40	Anawalt	WV	24808
Caorl Bard, Mayor	Town of Athens	PO Box 458	Athens	WV	24712
Lawrence Crigger, Mayor	Town of Bradshaw	PO Box 450	Bradshaw	WV	24817
Louise Stoker, Mayor	Town of Bramwell	PO Box 338	Bramwell	WV	24715
Kenneth Gentry, Mayor	Town of Davy		Davy	WV	24828
Randolph DeLoatch, Mayor	Town of Kimball	PO Box 157	Kimball	WV	24853

Region I Mailing List

Contact	Agency	Address	City	State	Zip
Joe Ford, Mayor	Town of Iaeger	PO Box 254	Iaeger	WV	24844
Kenneth Allen, Mayor	Town of Lester	PO Box 56	Lester	WV	25865
Wayne Houck, Mayor	Town of Mabscott	PO Box 176	Mabscott	WV	25871
Todd Colonna, Mayor	Town of Matoaka	PO Box 528	Matoaka	WV	24736
Marcus Wilkes, Mayor	Town of Northfork	PO Box 760	Northfork	WV	24868
Mary Nelson, Mayor	Town of Oakvale	13601 Ingleside Rd.	Oakvale	WV	24740
John Roach, Mayor	Town of Oceana	PO Box 190	Oceana	WV	24870
Scott Boggess, Mayor	Town of Peterstown	Town Hall	Peterstown	WV	24963
Tim Ellison, Mayor	Town of Pineville	PO Box 220	Pineville	WV	24874
Thomas Blankenship, Mayor	Town of Rhodell	PO Box 5	Rhodell	WV	25915
Danny Barr, Mayor	Town of Sophia	PO Box 700	Sophia	WV	25921
Caroline S. Sparks, Mayor	Town of Union	PO Box 13	Union	WV	24983
Bill O'Brian, Mayor	City of Beckley	PO Box 2514	Beckley	WV	25802
	Tug River Health Association	PO Box 507	Gary	WV	24836
	Veterans Administration Transport	200 Veterans Ave.	Beckley	WV	25801
	War Taxi	Box 14	War	WV	24892
	Welch Emergency Hospital	454 McDowell St.	Welch	WV	24801
	Workforce West Virginia	195 Davis St. Suite 104	Princeton	WV	24740
Toni Boyd, Section 5310 Program Administrator	WV Division of Public Transit	Building 5, Room 906 1900 Kanawha Blvd, East	Charleston	WV	25305
Silas Mullins, Jr.	Wyoming County Commission	PO Drawer 309	Pineville	WV	24874
	Wyoming County FRN	HCR 72 Box 300	Pineville	WV	24874
Christina Meyer	MTM	16 Hawk Ridge Dr.	Lake Saint Louis	MO	63367
Cassandra Hughart	Region 4 Planning and Development Council	885 Broad St, Suite 100	Summersville	WV	26651
	American Cancer Society	101 S Kanawha	Beckley	WV	25801

**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 living below the  
Poverty Level, 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  
Regional Plan.**

**Please come and provide your input and insights to discuss unmet transportation  
needs, gaps in transportation services, and recommended strategies to improve  
transportation and mobility options in and around Mercer, McDowell, Monroe,  
Raleigh, Summers, and Wyoming Counties.**

**All are invited!**

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

**Kelly Shawn from RLS & Associates, Inc. will facilitate the meeting**

**Tuesday, September 16 from 1:00 PM to 3:00 PM at Bluefield Area Transit  
3208 John Nash Blvd., Bluefield, WV**

**Please RSVP to Zach at 800-684-1458 \* Light Refreshments will be served.**

**\*Meeting Facility is Wheelchair Accessible**

**\*If transportation assistance or 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.**

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## WEST VIRGINIA DEPARTMENT OF TRANSPORTATION Division of Public Transit

1900 Kanawha Boulevard East • Building Five • Room 906  
Charleston, West Virginia 25305-0432 • (304) 558-0428  
FAX: (304) 558-0174 • TDD: (800) 742-6991

Dear Transportation Stakeholder:

The West Virginia Department of Transportation, Division of Public Transit (DPT) is initiating updates to the Coordinated Public Transit-Human Services Transportation Plan (December 2011). The update is necessary because of the impact that recent Federal legislation has had on the following Federal Transit Administration (FTA) grant programs:

- FTA Section 5316/Job Access Reverse Commute (JARC) and FTA Section 5317 were eliminated as stand-alone programs.
- FTA Section 5316/JARC was consolidated into FTA Section 5311 and FTA Section 5307, and is now a formula-based allocation.
- FTA Section 5317 was consolidated into FTA Section 5310 and is now a formula-based allocation.
- FTA Section 5310 is now an eligible resource for operating as well as capital dollars; whereas, it was previously only eligible for capital dollars.

On July 6, 2012, President Obama signed Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP-21), reauthorizing surface transportation programs through fiscal year (FY) 2014. The reauthorization took effect on October 1, 2012. MAP-21 included significant changes to the FTA grant programs included in your locally developed Coordinated Public Transit-Human Services Transportation Plan. An update to the needs assessment and strategies listed in the plan is necessary to bring the plans into compliance with MAP-21.

The DPT is working with RLS & Associates, Inc. to update the plans. A local meeting is scheduled for **Tuesday, September 16, 2014 from 1:00 p.m. to 3:00 p.m. at Bluefield Area Transit, 3208 John Nash Blvd., Bluefield, WV 24701. All grant applications for Section 5310 that will be submitted now through FY 2018 must be clearly stated in the update. Therefore, your participation in the process is required. If you submit an application for a project not included in the plan, it may not be approved due to the requirements set by MAP-21.** If you represent an agency, please encourage your clients to attend and provide input. If you are unable to attend the meeting, please contact Laura Brown, from RLS & Associates, Inc. at (813) 482-8828 or [lbrown@rlsandassoc.com](mailto:lbrown@rlsandassoc.com).

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. Your attendance is important to ensuring that transportation providers are fully aware of the local transportation needs, and so that those needs and gaps and services are accurately addressed in the coordinated transportation plan update.

We look forward to seeing you at the local meetings.

Sincerely,



Susan O'Connell, Director  
WVDOT, Division of Public Transit





**WEST VIRGINIA DEPARTMENT OF TRANSPORTATION**  
**Division of Public Transit**

**1900 Kanawha Boulevard East • Building Five • Room 906  
Charleston, West Virginia 25305-0432 • (304) 558-0428  
FAX: (304) 558-0174 • TDD: (800) 742-6991**

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The DPT is working with RLS & Associates, Inc. to update the plans. The second of two local public meetings is scheduled for **October 16, 2014 from 1:00 p.m. to 3:00 p.m. at Bluefield Area Transit, 3208 John Nash Blvd., Bluefield, WV**. The meeting will be an opportunity to prioritize the recommended goals and strategies for coordinated transportation, including Section 5310 projects, for the near future. **All grant applications for Section 5310 that will be submitted now through FY 2018 must be clearly stated in the recommended goals and strategies. 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 MAP-21.** If you represent an agency, please encourage your clients to attend and provide input. If you are unable to attend the meeting, please contact Laura Brown, from RLS & Associates, Inc. at (813) 482-8828 or [lbrown@rlsandassoc.com](mailto:lbrown@rlsandassoc.com).

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 strongly recommended that agencies serving older adults and individuals with disabilities encourage your clients to attend the meeting. Please do so by personal invitation, as well as, posting the enclosed flyer in places where the public and/or your clients gather. Participation is important to ensuring that transportation providers are fully aware of the local transportation needs, so that those needs, gaps and services are accurately addressed in the coordinated transportation plan update.

We look forward to seeing you at the local meetings.

Sincerely,



Susan O'Connell, Director  
WVDOT, Division of Public Transit

# Coordinated Transportation Plan for West Virginia Region I

September 16, 2014  
Sign-In-Sheet

Please Print

Name & Agency	Agency Address	Telephone	E-Mail
Toni Boyd, WV DPT	Bldg 5, Room 906 1900 Kan Blvd E Charleston, WV 25305	304-538-0428	Toni.R.Boyd@wv.gov
Donald Eugene Williams SUMMERS C.O.R.	120 Second Ave Hinton WV 25950	304-466-4019	
David Johnston Princeton Rescue Squad	701 Stafford Dr Princeton WV 24740	(304) 425-3914	davejohnston@princetonrescue.com
Pamela Lemon RCCA Transportation	111 Willow Lane Beckley, WV 25801	304-252-6396	rene.lemon@rcca.org
Deidre Spencer Raleigh County Community Action	111 Willow Lane Beckley WV	304 252-6396	dee@rcca.org
Michelle Monte McDowell Co. Commission on Aging	725 Stewart St Welch WV 24801	304-436-6588	michelle@mcowellco.org
Daniel Simmons Tammy Trent Raleigh County Commission on Aging	1614 South Kennewick St Beckley WV 25801 PO Box 130 Irtmann WV 24847	304-255-1397	daniel.simmons@raleighseniors.org tammy.trent@raleighseniors.org
Jennifer G. Giam Council on Aging - Wyoming	PO Box 130 Irtmann WV 24847	304-294-8800	jibsnj@wccad.com
Sandra B. Graham CASEWU Commission on Aging	PO 1507 Princeton, WV 24746	(304) 425-7111	Sbgraham@casewu.org



# Coordinated Transportation Plan for West Virginia Region I

September 16, 2014  
Sign-In-Sheet

Please Print

Name & Agency	Agency Address	Telephone	E-Mail
Ed Walker Integrated Resources Inc	PO Box 835 Mullens WV 25882	304-294-5610	ewalker@citynet.net
Martha Cook Integrated Resources	PO Box 835 Mullens WV 25882	304-294-5610	mcook@citynet.net
MARY REDMAN FMRS HEALTH SYSTEMS INC	101 S. EISENHOWER DR. Beckley WV 25801	204-256-7100	mredman@fhrs.org
Heather Poff Princeton Community Hospital	PO Box 1369 Princeton WV 24740	304-431-5278	hpoff@pchonline.org
Melissa Shinault Southern Highlands	200 12th St. Ext Princeton WV 24740	304-425-9541	melissa.shinault@shcmh.com
Kerry Franklin Southern Highlands	200 12th St. Ext Princeton WV 24740	304-425-9541	kerry.franklin@shcmh.com
Patricia McKinney Bluefield Area Transit	3200 John Nash Blvd Bluefield WV	304-327-8419	pmckinney@ride-the-bus.com

# Coordinated Transportation Plan for West Virginia Region I

October 16, 2014  
Sign-In-Sheet

Please Print

Name & Agency	Agency Address	Telephone	E-Mail
Andy Austin RCCAA	111 Willow Lane Beckley WV 25801	304-575-5084	andy@rccaa.org
Tammy Bennett	3208 John Nash Blvd Bluefield WV 24701	304.327.8418	tbennett@ridethebatbus.com
Jennifer Gibson Council on Aging, Inc. - Wayne	PO Box 130 Itmann WV 24849	304-294-8800	gibsonj@wccwa.com
Donald Eugene Milam Summers COA	120 Second Ave Hinton WV 25951	(304) 466-4019	jimmilam2000@yahoo.com
Joe Musick S.A.F.E Inc.	Box 669 Welch wva 24801	(304) 436-8117	joemusick75@aol.com
Don Abner New River Txi	3058 Herpor Rd Beckley WV 25801	304 673-0890	

\*

\* Surveys

# Coordinated Transportation Plan for West Virginia Region I

October 16, 2014  
Sign-In-Sheet

Please Print

Name & Agency	Agency Address	Telephone	E-Mail
Maura Cook Integrated Resources	PO Box 835 Mullens WV 25882	304-294-5610	MCook@int-res-inc.com
Ed Walker Integrated Resources Inc	PO Box 835 Mullens WV 25882	304-294-5610	edwalker@citynet.net
Michelle Monte McDowell County Commission on Aging	725 Stewart St Welch WV 24801	304-436-6588	Michelle@mcdoellco4.org



# Coordinated Transportation Plan for West Virginia Region I

October 16, 2014

Sign-In-Sheet

Please Print

Name & Agency	Agency Address	Telephone	E-Mail
Debbie Richardson for Sandy Graham CASE Commission on Aging	P.O. Box 1507 600 Trent Street Princeton WV 24740	304-425-7111	Sbgraham@casewv.org drichardson_3@hotmail.com
Carl Pennington Southern Highlands Council	200 12th St. Ext. Princeton, WV 24740	304-425-9541	carlpennington@shcmhc.com
Daniel Simmons Raleigh County Commission Aging, Inc.	1617 South Kanawha Street Beckley, WV 25801	304-255-1397	daniel_simmons@raleigh-seniors.org
Bruce L. Power SE Monroe County Council on Aging	P.O. Box 149 Landside WV 24951	304-753-4384	blpower54@gmail.com bruce.power@MCCOA.WV.org
Toni Boyd WV Div of Public Transit Bldg 5 Room 906 1900 Kan Blvd E, Chas, WV 25305		304-338-0428	Toni.R.Boyd@wv.gov



**RLS**  
Associates, Inc.

**Moving Public Transportation  
Into the Future**

**2014 West Virginia Region I  
Coordinated Public Transit-Human  
Services Transportation Plan Update**

Presented September 16, 2014  
by Kelly Shawn, Senior Associate RLS & Associates, Inc.  
1018 Duke St. Alexandria, VA 22314

[www.rlsandassoc.com](http://www.rlsandassoc.com)

[illegible]

# Meeting Objectives

- Review MAP-21
- Review Regional Coordination Progress Since 2010
- Update List of Unmet Transportation Needs & Gaps
- Develop Inventory of Transportation Resources
- Discuss Suggested Coordination Strategies

3

# Why Do We Do Coordination Plans?

## Why Were Plans Developed?

- ♦ Aim to Improve Transportation for People with Disabilities, Older Adults, and Individuals with Low Incomes
- ♦ The 2011 Plan is Out of Date with New Legislation and Must be Updated
- ♦ MAP-21 (Moving Ahead for Progress in the 21<sup>st</sup> Century) Requires that a Plan for Certain Funding Programs
  - FTA Section 5310

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## Recent History of Coordinated Transportation Plans

- ♦ Regional Plans were Last Updated in 2011 to Satisfy SAFETEA-LU Legislation Requirements
  - Your Plan is Available for Download at <http://www.transportation.wv.gov/publictransit/Documents/Region%201%20Final%20Report.pdf>

5

## Recent History of Coordinated Transportation Plans

### Participants in the 2011 Region I Plan

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>♦ Bluefield Area Transit (BAT)</li> <li>♦ CASE WV Commission on Aging</li> <li>♦ FMRS Health Systems, Inc.</li> <li>♦ Integrated Resources, Inc.</li> <li>♦ McDowell County Commission on Aging</li> <li>♦ Monroe County Council on Aging</li> <li>♦ Mountain State Centers for Independent Living</li> <li>♦ Raleigh County Commission on Aging</li> </ul> | <ul style="list-style-type: none"> <li>♦ Raleigh County Community Action Association</li> <li>♦ Southern Highlands Community Mental Health Center</li> <li>♦ Summers County Council on Aging, Inc.</li> <li>♦ Wyoming County Council on Aging, Inc.</li> <li>♦ Greyhound Lines</li> </ul> |
|--|---|

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## Recent History of Coordinated Transportation Plans

- ♦ MAP-21 was Signed into Law on July 6, 2012; Effective October 1, 2012
  - Authorizes Programs through September 30, 2014

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

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

8

## Important Note About MAP-21 Program Changes

- ♦ The Elimination of Discretionary Programs (i.e., Section 5316 and 5317) Underscores the Need for Grantees to Carefully Prioritize the Needs of Their Systems and Align their Plans with the New Funding Streams for Formula Assistance Under MAP-21

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## Why it is Important to Participate

- ♦ #1 - To Stay Current on Unmet Transportation Needs and Prioritize Effective Solutions
- ♦ Recipients of Section 5310 Funding Must Certify that Projects Selected Are Included in the Locally Developed, Coordinated Public Transit-Human Services Transportation Plan

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## Current Section 5310 Funding Recipients in Region I

### Section 5310

- FMRS Health Systems, Inc.
- McDowell County Commission on Aging
- Monroe County Council on Aging
- Mountain State Centers for Independent Living
- Raleigh County Community Action Association
- Southern Highlands Community MH Center
- Stop Abusive Family Environments, Inc. (SAFE)
- Summers County Council on Aging

11

## Why it is Important to Participate

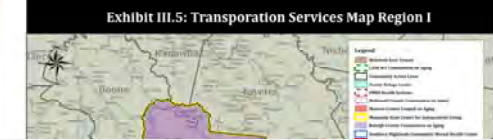
- ♦ Other Stakeholders (not Receiving Section 5310 funds) are Reminded that Local Match is Required for FTA Funded Programs
  - Local Match May be Derived from Non-DOT Transportation Funding Sources (i.e., DHHS, Veteran's Affairs, Local Government, Local Businesses, Non-Profits, and Others)

12

## Stakeholder Participation Goal in the 2014 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

13



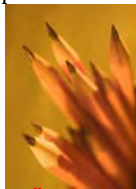
## UPDATE OF CURRENT RESOURCES AND UNMET NEEDS



14

## 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"**

15

## Existing Resources

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

**Mercer**

McDowell

Monroe

Raleigh

Summers

Wyoming

16

## A Review of Goals from the 2011 Plan

1. Improve Communication Among Public Transportation Providers, Non-Profits, For-Profits with the Intent to Fill Gaps and Reduce Unnecessary Duplication in Each County
2. Improve transportation opportunities for older adults, individuals with disabilities and people with low incomes.

17

## Goals from the 2011 Plan (Continued)

3. Ensure adequate number of vehicles to enable providers to use an appropriately sized vehicle to meet rider's needs while minimizing costs and provide a volume of lift-equipped vehicles that will continue to meet the transportation needs of the ever-increasing older adult population.

18

## Goals from the 2011 Plan (Continued)

4. Control Operating Costs and address lack of funding
5. Coordinate/Pool resources whenever possible and eliminate duplication of services and functions
6. General public transportation service should be initiated in Summers and Wyoming Counties

19

## New Goals and Priorities

- ♦ What Progress Was Made On the 2011 Plan Goals?
  - Replacement Vehicles?
  - New Vehicles/Expanded Fleets?
  - Diversified Funding Sources?
  - Other?
- ♦ What are Preliminary Coordinated Transportation Goals and Priorities that You would Recommend for 2014-2018?

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## NEXT STEPS FOR THE PLANNING PROCESS

21

## Update Inventory and Needs Assessment

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

22

## Public Meeting #2


- ♦ Date: Week of October 16????
- ♦ Location: tbd
- ♦ Agenda: Discuss Proposed Strategies and Priorities
  - The Refined Priorities will go into the Final Plan

23

## Participation Reminder

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

24



## Questions?

**FOLLOW UP QUESTIONS:**

- RLS & Associates, Inc.  
1-800-684-1458 Phone  
(937) 299-1055 Fax  
–[lbrown@rlsandassoc.com](mailto:lbrown@rlsandassoc.com)  
–[kshawn@rlsandassoc.com](mailto:kshawn@rlsandassoc.com)

25  
www.rlsandassoc.com



**RLS**  
Associates, Inc.

Moving Public Transportation  
Into the Future

**2014 West Virginia Region I  
Coordinated Public Transit-Human  
Services Transportation Plan Update**

Presented October 16, 2014  
by Kelly Shawn, Senior Associate, RLS & Associates, Inc.  
3131 South Dixie Hwy, Suite 545 Dayton, Ohio  
(937) 299-5007

1  
www.rlsandassoc.com



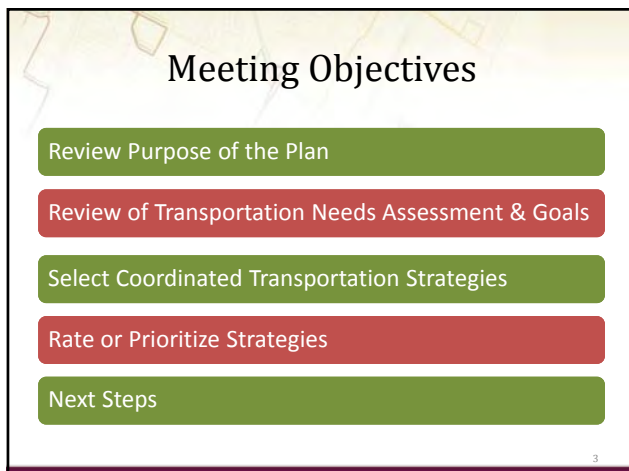
## Planning Area

**Exhibit II.1: Location Map Region I**



COORDINATED PUBLIC TRANSIT HUMAN SERVICES TRANSPORTATION PLAN UPDATE - REGION I

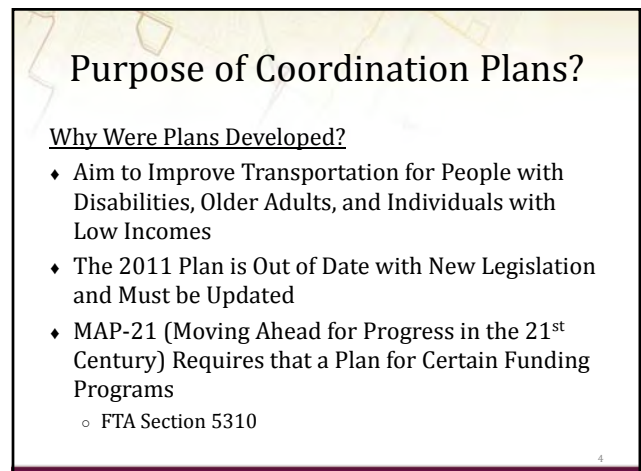
6



## Meeting Objectives

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

3



## Purpose of Coordination Plans?

Why Were Plans Developed?

- ♦ Aim to Improve Transportation for People with Disabilities, Older Adults, and Individuals with Low Incomes
- ♦ The 2011 Plan is Out of Date with New Legislation and Must be Updated
- ♦ MAP-21 (Moving Ahead for Progress in the 21<sup>st</sup> Century) Requires that a Plan for Certain Funding Programs
  - FTA Section 5310

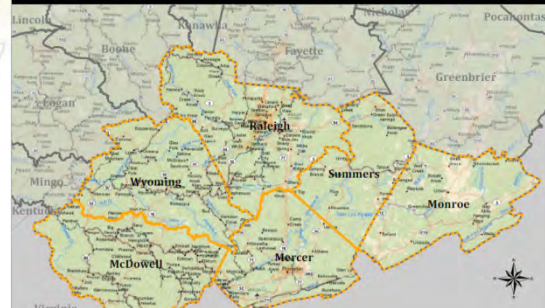
4

## Recent History of Coordinated Transportation Plans

- ◆ Regional Plans were Last Updated in 2011 to Satisfy SAFETEA-LU Legislation Requirements
  - Your 2011 Plan is Available for Download at <http://www.transportation.wv.gov/publictransit/Pages/PublicTransit-HumanServicesTransportationPlans.aspx>

5

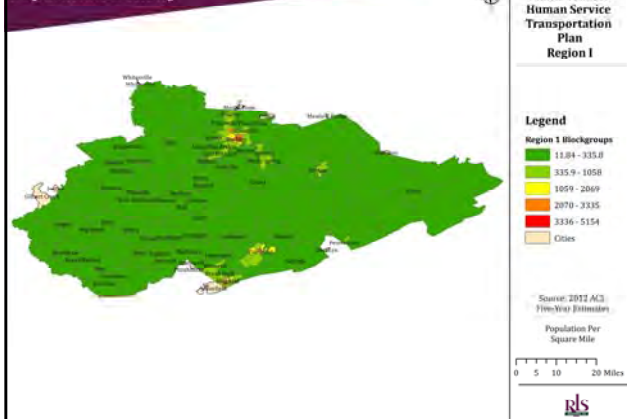
### Exhibit II.1: Location Map Region I



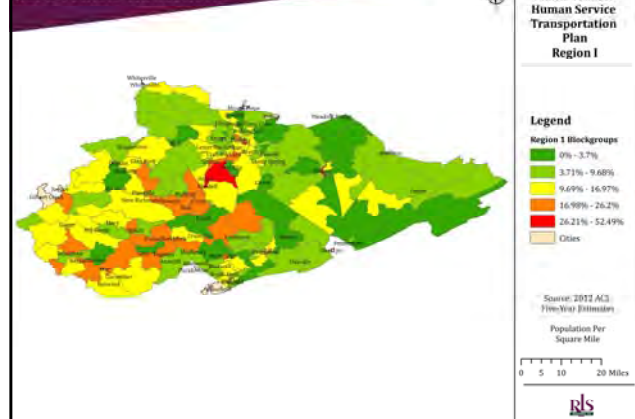
## UPDATE OF CURRENT DEMOGRAPHICS

6

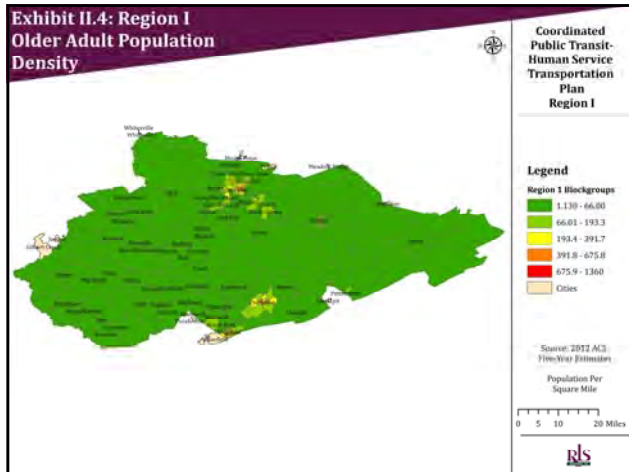
### Exhibit II.3: Region I Population Density



### Exhibit II.10: Region I Zero Vehicle Households







## COORDINATED TRANSPORTATION UNMET NEEDS/GAPS, GOALS

### Purpose

- **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**

11

### Goals Summary

- Goal 1:** Improve Communication Among Transportation Providers (*continued from 2011*)
- Goal 2:** Sustain and Improve Transportation for Older Adults, Individuals with Disabilities, and People with Low Incomes (*continued from 2011*)
- Goal 3:** Continue to Control Operating & Capital Costs and Address Lack of Funding (*continued from 2011*)

12

## Goals Summary

**Goal 4:** Coordinate or Pool Resources and Eliminate Duplication of Services and Functions (*continued from 2011*)

**Goal 5:** Determine if Public Transportation is Needed and Feasible for Summers and Wyoming Counties and Initiate Service if Needed (*continued from 2011*)

13

## Goals Summary

**Goal 6:** Expand Hours, Days, Area of Transportation Service & Expand Eligibility Requirements to Include Age 55 and Under

**Goal 7:** Use Alternative Fuel Vehicles for Passenger Transportation

14

## Goal 1: Improve Communication Among Transportation Providers

### UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED

- ❑ Need to Communicate Regularly About Transportation Needs, Gaps, Issues, and Solutions in the Region
- ❑ Need to Ensure that all Human Service Agencies are Aware of the Transportation Services Available from Various Providers

15

## Goal 2: Sustain and Improve Transportation for Older Adults, Individuals with Disabilities, Low Incomes, and General Public

### UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED

- ❑ Need to Pursue Solutions to Communication Systems Challenges for Transportation Providers
- ❑ Growing Need for More Specialized ADA Vehicles to Accommodate Changes in Mobility Devices
- ❑ Need to Continue Replacement and Expansion of Vehicle Fleets for Programs Serving Older Adults, Individuals with Disabilities, People with Low Incomes, and the General Public

16

### **Goal 3: Continue to Control Operating & Capital Costs & Address Lack of Funding**

#### **UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED**

- ❑ Need to Address Poor Efficiency and Low Productivity in Providing Transit Service
- ❑ Need to Provide Service for Residents Under Age 55 in Hard to Serve Rural Parts of McDowell County
- ❑ Other than NEMT and EMS there is a Lack of Funding for Transportation
- ❑ Need to Consider Alternative Fuel Vehicles for Passenger Transportation
- ❑ Coordinate Medical Appointments with Transportation

17

### **Goal 4: Coordinate or Pool Resources and Eliminate Duplication of Services & Functions**

#### **UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED**

- ❑ Out-of-County Medical Trips Take Away from Local Service
- ❑ Vehicle Maintenance is Hard Due to Lack of Shops and No Spare Vehicles
- ❑ Need more Qualified Transportation Employees

18

### **Goal 5: Determine if Public Transportation is Needed & Feasible for Summers & Wyoming Counties, Initiate Service**

#### **UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED**

- ❑ Challenge of No Major Highway Access in Wyoming County
- ❑ The Extent of the Need for Public Transportation in Summers and Wyoming Counties is Unknown but may be a Challenge for Residents

19

### **Goal 6: Expand Hours, Days, Area of Transportation Service & Expand Eligibility**

#### **UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED**

- ❑ Need Public Transportation Options on Holidays
- ❑ Need Public Transportation Options for Personal, Recreation, or Shopping Trips
- ❑ Need NEMT Transportation for Non-Medicaid Eligible Riders

20

## **Goal 6: Expand Hours, Days, Area of Transportation Service & Expand Eligibility**

### **UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED**

- ❑ Expand Public Transportation in Raleigh County by adding Hours of Service and Routes
- ❑ Need Evening Service between 6:00 PM and 8:00 PM
- ❑ Need After School Transportation for Extracurricular Activities

21

## **Goal 7: Implement a Broad Public Education Campaign about Transportation Services**

### **UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED**

- ❑ Need Marketing or Education of Public and/or Public Officials about Transportation in All Counties of the Region

22

# **COORDINATED TRANSPORTATION GOALS AND STRATEGIES**

## **Purpose**

- **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)

24

## Goal 1: Improve Communication Among Transportation Providers

**NEED/GAP:** Need to Communicate Regularly About Needs, Gaps, Solutions & Challenges

**CHALLENGE:**  
EVERYONE HAS A BUSY SCHEDULE – COORDINATION NOT ALWAYS A TOP PRIORITY

**Strategy 1.1:** Begin Quarterly Coordination Committee Meetings in the Region. Start with the Participants in this Planning Process and Gradually Expand, if Needed

Name a Lead Entity and Rotate Leadership Annually or Bi-Annually

**IMMEDIATE**

25

## Goal 1: Improve Communication Among Transportation Providers

**NEED/GAP:** Ensure All Human Service Agencies are Aware of Transportation Resources Available

**CHALLENGE:**  
OUTREACH AND KEEPING INFORMATION CURRENT IS TIME CONSUMING

**Strategy 1.2:** Following Local Adoption of the Plan, Distribute it to Stakeholders who Use and/or Operate Transportation, Especially Those serving Older Adults, Individuals with Disabilities, and People with Low Incomes. Include Outreach to People with Limited English Proficiency

**MID TERM**

26

## Goal 1: Improve Communication Among Transportation Providers

**NEED/GAP:** Ensure All Human Service Agencies are Aware of Transportation Resources Available

**CHALLENGE:**  
OUTREACH AND KEEPING INFORMATION CURRENT IS TIME CONSUMING

**Strategy 1.3:** Create an Information & Referral System for Use by Agency Consumers and the General Public. Eventually Hire a Mobility Manager to Facilitate

**NEAR TERM**

27

## Goal 2: Sustain and Improve Transportation

**NEED/GAP:** Pursue Solutions to Communication Systems Challenges

**CHALLENGE:**  
GEOGRAPHY AND TERRAIN MAKE LINE OF SITE COMMUNICATION DIFFICULT

**Strategy 2.1:**

Identify methods of communication that would allow constant or close to constant communication with drivers.

**MID TERM**

28

## Goal 2: Sustain and Improve Transportation

**NEED/GAP:** More Specialized Vehicles to Accommodate Changes in Mobility Devices

**CHALLENGE:** AVAILABILITY OF VEHICLES, TRAINING, AND/OR FUNDING

**Strategy 2.2:** Providers will Work with WV DPT to Identify Resources for Replacement and Expansion Vehicles through the Section 5310 Program or Others. Local Providers will Secure Necessary Local Match (20%)

**MID TERM**

29

## Goal 2: Sustain and Improve Transportation

**NEED/GAP:** More Specialized Vehicles to Accommodate Changes in Mobility Devices

**CHALLENGE:** AVAILABILITY OF VEHICLES, TRAINING, AND/OR FUNDING

**Strategy 2.3:** Implement Driver Training to Ensure All Drivers are Appropriately Trained to Secure Mobility Devices

**SHORT TERM**

30

## Goal 2: Sustain and Improve Transportation

**NEED/GAP:** Continue Replacement and Expansion of Vehicle Fleets for Programs Serving Older Adults and Individuals with Disabilities, and the General Public

**CHALLENGE:** AVAILABILITY OF RESOURCES AND PASSENGER SAFETY

**Strategy 2.4:** Section 5310 Providers should seek to Coordinate or Contract with Other Providers when Developing Replacement Vehicle Schedules to Prevent Unnecessary Duplication While Building the Necessary Fleet Sizes for Adequate Spare Vehicles in the Region

**NEAR TERM**

31

## Goal 3: Continue to Control Operating & Capital Costs & Address Lack of Funding

**NEED/GAP:** Poor Efficiency and Low Productivity in Providing Transit Service

**CHALLENGE:** MEETING TRANSPORTATION NEEDS/DEMAND WITHIN AVAILABLE OPERATING DOLLARS

**Strategy 3.1:** Transportation Operators will Discuss their Most Inefficient Services/Service Areas and Coordinate Solutions to Improve Efficiency.

Example: (1) Trip-Sharing (2) Zone Service Structures (3) Coordinated Scheduling

**NEAR TERM**

32

### Goal 3: Continue to Control Operating & Capital Costs & Address Lack of Funding

**NEED/GAP:**  
Transportation for People Under Age 55

**CHALLENGE:**  
ELIGIBILITY REQUIREMENTS OF NON-PUBLIC TRANSPORTATION PROVIDERS

**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)

**NEAR TERM**

33

### Goal 3: Continue to Control Operating & Capital Costs & Address Lack of Funding

**NEED/GAP:** Limited Funds for non-Medicaid or EMS Transportation

**CHALLENGE:**  
COST TO MEET THE DEMAND FOR SERVICE IS GREATER THAN AVAILABLE FINANCIAL RESOURCES

**Strategy 3.3:**  
Transportation Providers will Continue to work with Medical Offices to Coordinate Medical Appointment with Transportation Availability

**MID TERM**

34

### Goal 3: Continue to Control Operating & Capital Costs & Address Lack of Funding

**NEED/GAP:** Need to Consider Alternative Fuel Vehicles for Passenger Transportation

**CHALLENGE:**  
REFUELING CAPACITY AND MAINTENANCE ON VEHICLES MAY BE COST PROHIBITIVE

**Strategy 3.4:**  
Transit systems will identify resources in their county to support alternative vehicles and look at cost/benefit of using alternative vehicles.

**LONG TERM**

35

### Goal 3: Continue to Control Operating & Capital Costs & Address Lack of Funding

**NEED/GAP:** Need to serve Rural McDowell County

**CHALLENGE:**  
DIFFICULT TO ACCESS THIS VERY RURAL AREA SAFELY AND EFFICIENTLY

**Strategy 3.5:** Public Transit and McDowell County COA Seek Opportunities to Share Trips in the Local Area or Out-of-Area.

**LONG TERM**

36

### Goal 3: Continue to Control Operating & Capital Costs & Address Lack of Funding

**NEED/GAP:** Need for Transportation in Rural McDowell County

**CHALLENGE:**  
DIFFICULT TO ACCESS THIS VERY RURAL AREA SAFELY AND EFFICIENTLY

Strategy 3.6: COA or BAT  
Contact the Veterans Administration to Research Potential Funding Opportunities for Veteran Transportation (or Coordination Opportunities if Public Transit Transports Veterans

**MID TERM**

37

### Goal 4: Coordinate or Pool Resources & Eliminate Duplication of Services & Functions

**NEED/GAP:** Long-Distance Trips

**CHALLENGE:**  
LONG DISTANCE TRIPS ARE NOT COST EFFECTIVE FOR LOCAL OPERATORS

Strategy 4.1: 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](http://www.baronsbus.com)

**REMOVE AS GOAL**

38

### Goal 4: Coordinate or Pool Resources & Eliminate Duplication of Services & Functions

**NEED/GAP:** Challenge to Keep Up with Vehicle Maintenance

**CHALLENGE:**  
LACK OF MAINTENANCE SHOPS AND NO SPARE VEHICLES

Strategy 4.2:  
Transportation Providers Share Fleet Information and Schedules. Establish a Pool of Vehicles that Can be Shared for Back-Up Vehicles, as Needed.

Vehicle Sharing Agreements must Cover Insurance Requirements

**NEAR TERM**

39

### Goal 4: Coordinate or Pool Resources & Eliminate Duplication of Services & Functions

**NEED/GAP:** More Qualified Transportation Employees

**CHALLENGE:**  
NOT ENOUGH QUALIFIED PEOPLE AVAILABLE FOR EMPLOYMENT

Strategy 4.3: Institute a Driver or "Transportation" Course at Local or Regional Community Colleges

**LONG TERM**

40



#### Goal 4: Coordinate or Pool Resources & Eliminate Duplication of Services & Functions

**NEED/GAP:** More Qualified Transportation Employees

**CHALLENGE:** NOT ENOUGH QUALIFIED PEOPLE AVAILABLE FOR EMPLOYMENT

**Strategy 4.4:** If Employees are Interested, Share Qualified Part-Time Drivers and/or Schedulers among Transportation Providers

**REMOVE AS GOAL**

41

#### Goal 5: Determine if Public Transportation is Needed/Feasible in Summers & Wyoming Counties

**NEED/GAP:** Public Transportation in Summers County  
**CHALLENGE:** DEMAND HAS NOT BEEN ESTABLISHED AND LOCAL FUNDING HAS NOT BEEN SECURED

**Strategy 5.1:** Conduct or Update the County Needs Assessment and Feasibility Study for Public Transportation to Determine Demand/Need. If Appropriate, Use Results to Demonstrate Need to Local Funders

**LONG TERM**

42

#### Goal 5: Determine if Public Transportation is Needed/Feasible in Summers & Wyoming Counties

**NEED/GAP:** Public Transportation In and Access to Transportation From Wyoming County

**CHALLENGE:** DEMAND HAS NOT BEEN ESTABLISHED AND LOCAL FUNDING HAS NOT BEEN SECURED

**Strategy 5.2:** Conduct or Update the County Needs Assessment and Feasibility Study for Public Transportation to Determine Demand/Need. If Appropriate, Use Results to Demonstrate Need to Local Funders

**LONG TERM**

43

#### Goal 6: Expand the Hours, Days, Area of Transportation

**NEED/GAP:** Transportation on Holidays, non-Medicaid eligible NEMT Trips, and non-Medical Trips  
**CHALLENGE:** INSUFFICIENT OPERATING REVENUE AVAILABLE

**Strategy 6.1:** 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

**SHORT TERM**

44

## Goal 6: Expand the Hours, Days, Area of Transportation

**NEED/GAP:** Evening Transportation Service between 6:00 and 8:00 PM

Afterschool Transportation

**CHALLENGE:**  
INSUFFICIENT OPERATING REVENUE AVAILABLE FOR PROVIDERS TO EXPAND HOURS/DAYS

Strategy 6.2: Contract with Private Taxi or Non-Profit Agency for Cost-Effective Service During Extra Hours

**NEAR TERM**

Strategy 6.3: Transportation Providers to Seek Grants from Local Businesses and Organizations to Subsidize Afterschool Trips

**MID TERM**

45

## Goal 6: Expand the Hours, Days, Area of Transportation

**NEED/GAP:** Expand Public Transportation in Raleigh County

**CHALLENGE:**  
LIMITED OPERATING REVENUE AVAILABLE

Strategy 6.4:

Transportation Operators will Analyze Current Trip Demand and Consider Implementing Additional Deviated Routes or Demand Response Service, as Appropriate

Seek Local Match from Businesses and Communities to be Served by Expansion

46

## Goal 6: Expand the Hours, Days, Area of Transportation

**NEED/GAP:** Expansion of Vehicle Fleets & Services for Programs Serving Older Adults and Individuals with Disabilities, and the General Public

**CHALLENGE:**  
AVAILABILITY OF RESOURCES AND PASSENGER SAFETY

Strategy 6.5: Section 5310 Providers should seek to Coordinate or Contract with Other Providers to Secure the Necessary 20% Local Match for Section 5310 Operating Dollars Needed for Expansion

47

## Goal 7: Implement a Broad Public Education Campaign about Transportation

**NEED/GAP:** Marketing or Education of Public and/or Officials

**CHALLENGE:**  
LIMITED TIME FOR OPERATORS TO ORGANIZE AND IMPLEMENT AN EDUCATION CAMPAIGN

Strategy 7.1: During

Coordination Committee Meetings Establish Incremental Goals to Improve Outreach

For Example – Step 1 – Use the Summary Table of Transportation Resources and Present it at All Meetings Attended to Discuss Transportation

48

## Goal 7: Implement a Broad Public Education Campaign about Transportation

**NEED/GAP:** Marketing or Education of Public and/or Officials

**CHALLENGE:**

**LIMITED TIME FOR OPERATORS TO ORGANIZE AND IMPLEMENT AN EDUCATION CAMPAIGN**

**Strategy 7.2:** Create a Brochure that Outlines Available Transportation Resources, Operators, and Contact Information  
– Print and Distribute at Agencies, Medical Offices, and Public Gathering Places (i.e., stores, Post Office, etc.)

49

## Goal 7: Implement a Broad Public Education Campaign about Transportation

**NEED/GAP:** Marketing or Education of Public and/or Officials

**CHALLENGE:**

**LIMITED TIME FOR OPERATORS TO ORGANIZE AND IMPLEMENT AN EDUCATION CAMPAIGN**

**Strategy 7.3:**

Transportation Providers Coordinate to Develop a Regional Marketing Study and Program to Promote the Availability of Public Transportation

*(Prior to Increasing Marketing, be Prepared Handle Increased Demand)*

50


## NEXT STEPS

51

## Update Inventory and Needs Assessment

- ♦ RLS Continues Interviews Transportation Providers
- ♦ Distribute/Collect Public Needs Assessment Surveys:
  - Paper Copies Available in Your Community
- ♦ 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

52



## Questions?

**FOLLOW UP QUESTIONS:**

- RLS & Associates, Inc.  
1-800-684-1458 Phone  
(937) 299-1055 Fax  
–[lbrown@rlsandassoc.com](mailto:lbrown@rlsandassoc.com)  
–[kshawn@rlsandassoc.com](mailto:kshawn@rlsandassoc.com)

53  
www.rlsandassoc.com

## 1. Transportation Survey

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

- ☐ You drive your own vehicle
- ☐ You walk or ride a bicycle to get where ever you need to go
- ☐ You have a family member or friend to take you where you need to go
- ☐ You use an agency transportation service to take you where you need to go
- ☐ You use public transportation to take you where you need to go

Please write in the name of the agency or public transportation provider

### 2. What do you need to do but cannot because you do not have transportation?

- ☐ Go to work
- ☐ Go to medical appointments
- ☐ Shop to feed yourself or your family (go to grocery stores, farmers markets, nutrition sites such as food banks, etc...)
- ☐ Go to school (vocational school, college, university, etc...)
- ☐ Do errands (shopping, library, etc...)
- ☐ Go to other appointments (social service, legal, etc...)
- ☐ Attend social outings
- ☐ Attend Sunday religious services

Other (please specify)

# Access to Transportation - WV Coordinated Transportation Plan Update

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

- ☐ You do not have transportation limitations
- ☐ You need access to wheelchair accessible vehicle.
- ☐ You can't work because you don't have reliable transportation
- ☐ You don't go to medical appointments because you don't have reliable transportation
- ☐ You find it difficult to feed yourself or your family because you don't have reliable transportation
- ☐ You're not able to further your education because you don't have reliable transportation
- ☐ You're not able to do errands because you don't have reliable transportation
- ☐ You're not able to go to other appointments (social services, legal, etc...) because you don't have reliable transportation
- ☐ You can't attend Sunday religious services because you don't have reliable transportation

Other (please specify)

## 2. Household Information

### 4. What is the name of the city, village, or town where you live?

### \*5. What county do you live in?

County

West Virginia



### 6. How many people live in your home?

Number of adults

Number of children (under the age of 18)

### 7. Please tell us your age.

- ☐ Under 15 years old
- ☐ 15-24 years old
- ☐ 25-64 years old
- ☐ 65 years and older

# Access to Transportation - WV Coordinated Transportation Plan Update

## 8. Which of the following best represents your ethnic or racial heritage?

- ☐ White (non-Hispanic)
- ☐ Black or African American
- ☐ Latino or Hispanic American
- ☐ East Asian or Asian American
- ☐ South Asian or Indian American
- ☐ Middle Eastern or Arab American
- ☐ Native American or Alaska Native

Other (please specify)

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

- ☐ Yes
- ☐ No

## 10. What is your approximate household income?

- ☐ Less than \$10,000 a year
- ☐ More than \$10,000 but less than \$15,000 a year
- ☐ More than \$15,000 but less than \$20,000 a year
- ☐ More than \$20,000 but less than \$25,000 a year
- ☐ More than \$25,000 but less than \$30,000 a year
- ☐ More than \$30,000 but less than \$35,000 a year
- ☐ More than \$35,000 but less than \$40,000 a year
- ☐ More than \$40,000 but less than \$45,000 a year
- ☐ More than \$45,000 but less than \$50,000 a year
- ☐ More than \$50,000 but less than \$55,000 a year
- ☐ More than \$55,000 but less than \$60,000 a year
- ☐ More than \$60,000 but less than \$65,000 a year
- ☐ More than \$65,000 but less than \$70,000 a year
- ☐ More than \$70,000 but less than \$75,000 a year
- ☐ More than \$75,000 but less than \$80,000 a year
- ☐ More than \$80,000 but less than \$85,000 a year
- ☐ More than \$85,000 a year

## Access to Transportation - WV Coordinated Transportation Plan Update

### 11. Is English your first or primary language?

☐ Yes

☐ No

### 12. If English is not your first language, what language do you speak at home?

☐ Spanish

☐ Korean

☐ Vietnamese

☐ Chinese or Mandarin

Other (please specify)

### 13. Would you utilize any of the following resources for updates on this topic in the future? (Please select all that apply.)

☐ Twitter

☐ Facebook

☐ WV Division of Public Transit Website

☐ Local Agency or Transit System Website

☐ Text Messages

☐ Email

☐ Other Social Media (please specify)

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



**Adoption and Approval of  
Your Regional Coordinated Public Transit-Human Services Transportation Plan  
Region I**

The Regional Coordinated Public Transit-Human Services Transportation Plan Update for the Region I study area, including McDowell, Mercer, Monroe, Raleigh, Summers, and Wyoming Counties, as completed in August 2015 must be locally adopted.

Your signature below indicates that the organization you represent or yourself is a participant in the coordinated transportation plan and that you adopt this Plan for coordinated transportation efforts for 2014-2018.

Name of Plan Participant: LINVILLE GOINS

Title of Plan Participant: EXEC. DIR.

Organization Representing: SUMMERS COUNTY COUNCIL ON AGING

Or Senior, Individual With disability, Low Income or General Public Representative: \_\_\_\_\_

  
\_\_\_\_\_  
Signature

8-4-2015  
\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Adoption and Approval of  
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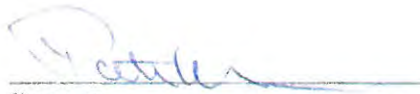
Your signature below indicates that the organization you represent or yourself is a participant in the coordinated transportation plan and that you adopt this Plan for coordinated transportation efforts for 2015 -- 2019.

Name of Plan Participant: Patrick McKinney

Title of Plan Participant: General Manager

Organization Representing: Bluefield Area Transit

Or Senior, Individual With disability, Low Income or General Public Representative: \_\_\_\_\_

  
Signature

10-7-15  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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Your signature below indicates that the organization you represent or yourself is a participant in the coordinated transportation plan and that you adopt this Plan for coordinated transportation efforts for 2015 - 2019.

Name of Plan Participant: Sandra B. Grunum

Title of Plan Participant: Chief Operating Officer / Director Senior Services

Organization Representing: CASE WV

Or Senior, Individual With disability, Low Income or General Public Representative: \_\_\_\_\_

Sandra B. Grunum  
Signature

9/30/15  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Adoption and Approval of  
Your Regional Coordinated Public Transit-Human Services Transportation Plan  
Region I

The Regional Coordinated Public Transit-Human Services Transportation Plan Update for the Region I study area, including McDowell, Mercer, Monroe, Raleigh, Summers, and Wyoming Counties, as completed in August 2015 must be locally adopted.

Your signature below indicates that the organization you represent or yourself is a participant in the coordinated transportation plan and that you adopt this Plan for coordinated transportation efforts for 2015 - 2019.

Name of Plan Participant: Mary M Redman

Title of Plan Participant: Chief Financial Officer

Organization Representing: FMRS Health Systems, Inc.

Or Senior, Individual With disability, Low Income or General Public Representative: \_\_\_\_\_

  
Signature

10/01/2015  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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Name of Plan Participant: BRUCE L. POWELL SR

Title of Plan Participant: DIRECTOR

Organization Representing: MONROE COUNTY COUNCIL ON AGING

Or Senior, Individual With disability, Low Income or General Public Representative: \_\_\_\_\_

  
\_\_\_\_\_  
Signature

9/30/2015  
\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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Name of Plan Participant: MARY TURNER

Title of Plan Participant: EXECUTIVE DIRECTOR

Organization Representing: RALEIGH COUNTY COMMUNITY ACTION

Or Senior, Individual With disability, Low Income or General Public Representative: \_\_\_\_\_

Mary Turner  
Signature

9-30-15  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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Name of Plan Participant: Jack Tanner

Title of Plan Participant: Executive Director

Organization Representing: Raleigh County Commission on Aging, Inc.

Or Senior, Individual With disability, Low Income or General Public Representative: \_\_\_\_\_

  
Signature

September 10, 2015  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



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Region I**

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Name of Plan Participant: Paul Austin

Title of Plan Participant: Director

Organization Representing: New River Transit Authority

Or Senior, Individual With disability, Low Income or General Public Representative: \_\_\_\_\_

  
Signature

9/11/2015  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



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Name of Plan Participant: Michelle Monte

Title of Plan Participant: Transportation Coord.

Organization Representing: McDowell County Commission on Aging

Or Senior, Individual With disability, Low Income or General Public Representative: \_\_\_\_\_

Michelle Monte  
Signature

9/14/15  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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*Ed Walker, Marketing Dir.*

Name of Plan Participant: *Martha Cook*

Title of Plan Participant: *CFO*

Organization Representing: *Integrated Resources, Inc.*

Or Senior, Individual With disability, Low Income or General Public Representative: \_\_\_\_\_

*Martha Cook*  
Signature

*09-15-2015*  
Date

*Ed Walker*  
Signature

*09-15-2015*  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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Name of Plan Participant: Jennifer Gibson

Title of Plan Participant: Exec. Director

Organization Representing: Council on Aging, Inc.

Or Senior, Individual With disability, Low Income or General Public Representative: \_\_\_\_\_

  
Signature

9/11/15  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date