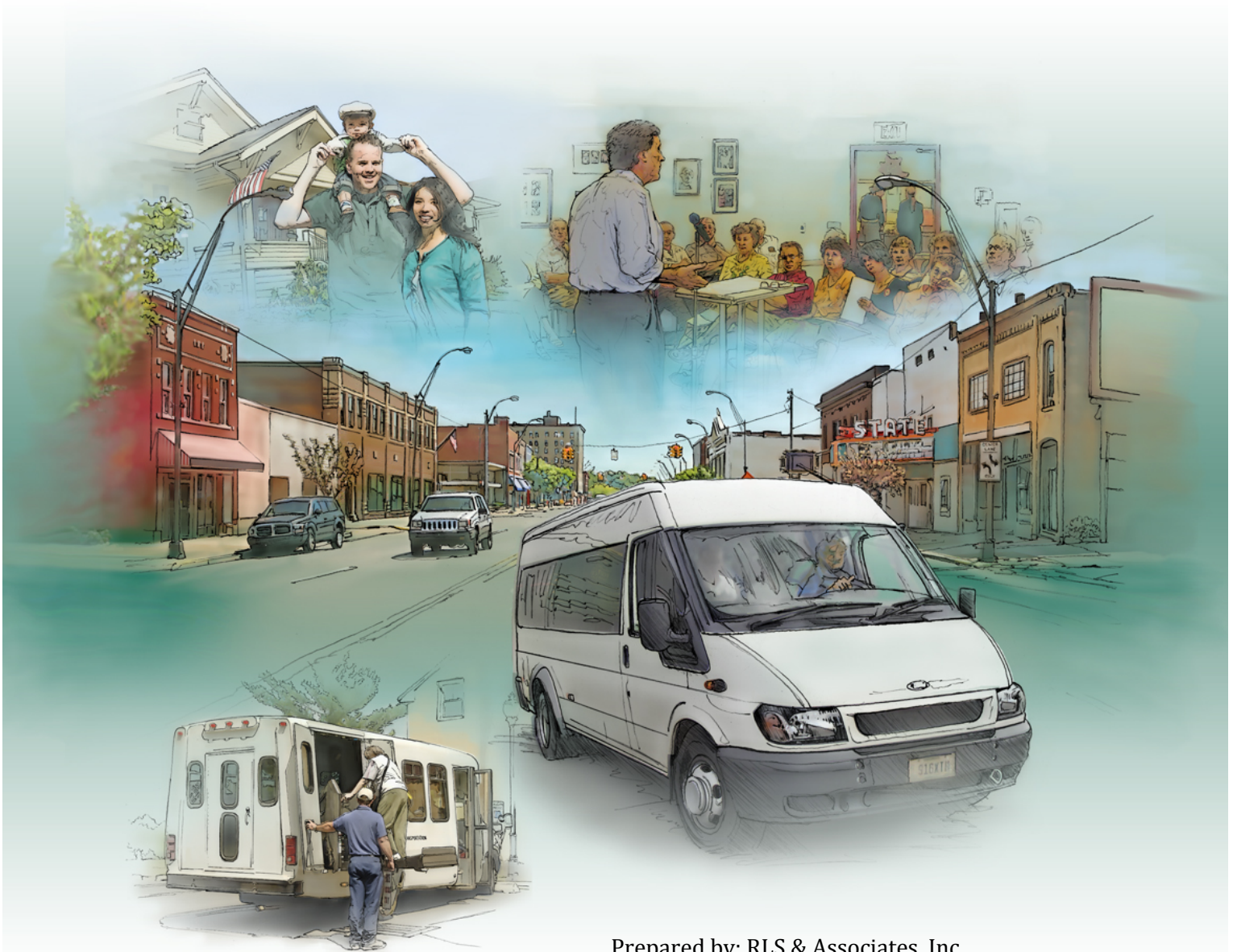




**Region 8
Coordinated Public Transit-Human Services
Transportation Plan Update**

Final Report

September, 2015



Prepared by: RLS & Associates, Inc.



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HSTP

COORDINATED HSTP UPDATE

INTRODUCTION

The Region 8 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 21st 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 8 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

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 21st Century

Mobility Management (MM): Mobility management is a strategic approach to service coordination and customer service which enhances the ease of use and accessibility of transportation networks. Mobility management starts with the creation of partnerships among transportation providers in a particular region, so as to expand the range of viable options that communities have for transportation. When implemented, mobility management will move transit agencies toward collaboration with other transportation providers.

LIFE: Legislative Initiative for the Elderly (LIFE) Programs

NEMT: Non-Emergency Medical Transportation

Title III-B: Title III-B of the Older Americans Act. The Older Americans Act is created by the U.S. Department of Aging, and it authorizes grants to States for community planning and services programs.

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

Funding

POTENTIAL COORDINATED TRANSPORTATION FUNDING PROGRAMS

Federal Section 5310 – Enhanced Mobility of Seniors and Individuals with Disabilities: Section 5310 is a formula grant program administered by the West Virginia Department of Transportation/Division of Public Transit. 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 operators 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 operators. 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 operators of public transportation services, including intercity bus service, in rural and small urban areas.

Demographics

DEMOGRAPHIC ANALYSIS

OVERVIEW

West Virginia's Region 8 is comprised of Grant, Hampshire, Hardy, Mineral, and Pendleton Counties. Keyser has an estimated population of 5,375 and is the largest city within Region VIII. The Region 8 Planning and Development Council is the planning organization 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.

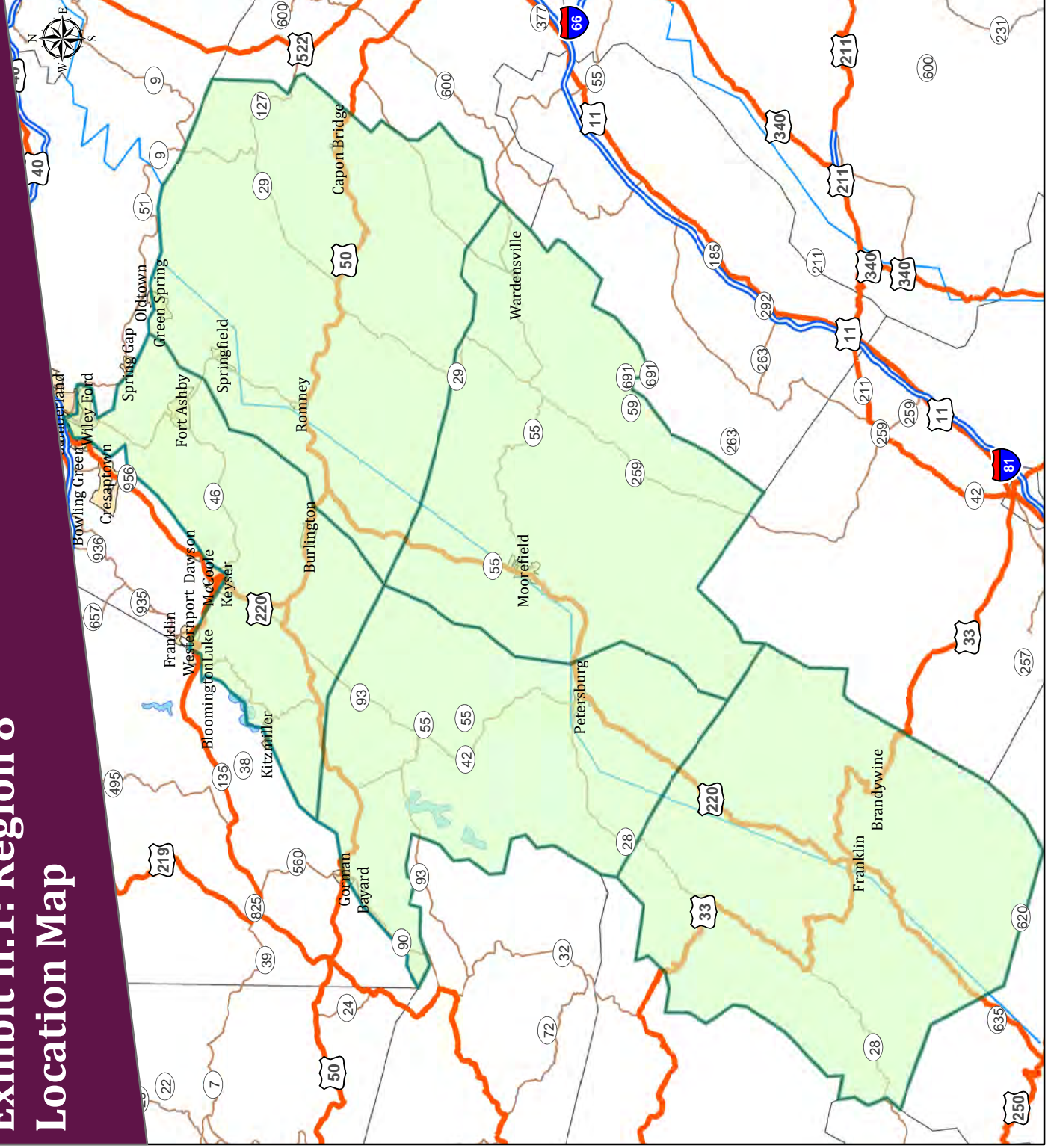
The data provided in the following section has been gathered from multiple sources including the U.S. Census Bureau's 2013 American Community Survey (ACS) Five-Year Estimates and the State of West Virginia. These sources are used to ensure that the most current and accurate information is presented. 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.

Exhibit II.1: Region 8 Location Map

Coordinated Public Transit- Human Service Transportation Plan Region 8

Legend

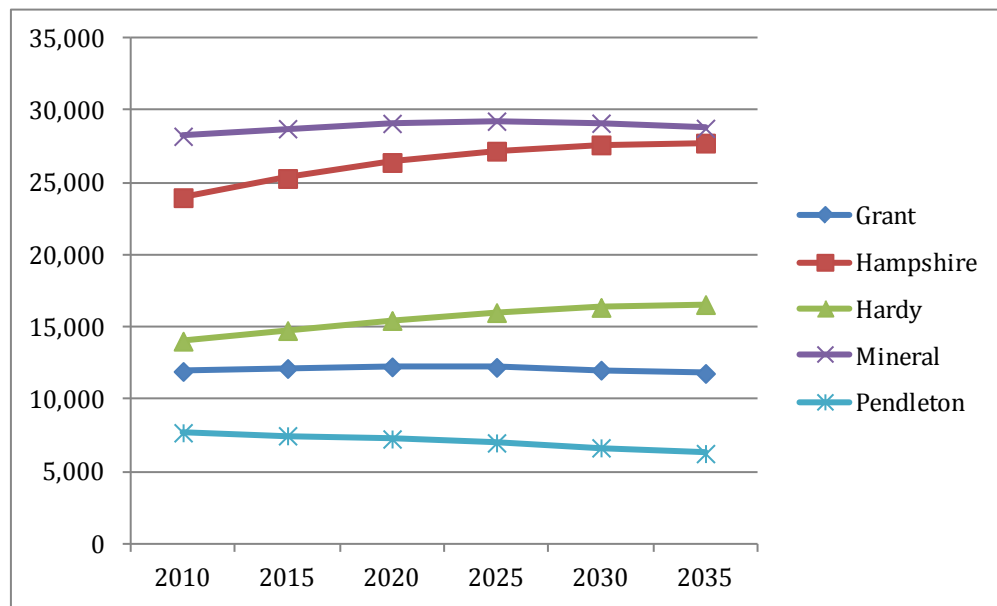
- Region 8
- Interstate
- Highway
- Major Road
- Rivers
- Lakes
- Cities/Towns



POPULATION PROJECTIONS

The West Virginia University (WVU) Bureau of Business and Economic Research, College of Business and Economics projects the Region's population will increase to 90,494 by 2020, a 5.1 percent increase from the year 2010 population. The Bureau is projecting another one percent increase for the Region for the next 15 years (2020 – 2035). The projected population of Region VIII in 2035 is 91,131. Exhibit II.2 illustrates the projected population trends between 2010 and 2035 for each county in Region 8. Hampshire and Hardy Counties are projected to experience the most significant increases in population.

Exhibit II.2
Projected Population Trends for Region VIII, 2010-2035



Source: WVU Bureau of Business and Economic Research

POPULATION DENSITY

Exhibit II.3 on the following page illustrates the population density per square mile for the region. As illustrated, population densities vary throughout the region. The Ridgeley, Petersburg, and Romney areas have the highest population per square mile, with block groups ranging from between 1,170 to 2,794 persons per square mile. Portions of Grant, Hardy, and Mineral Counties have block groups of moderately high population densities ranging from 528 to 1,169 people per square mile. These moderately high densities are located around Petersburg, Keyser, and Carpendale. The remaining portions in the region have population densities below 527.9 persons per square mile.

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.

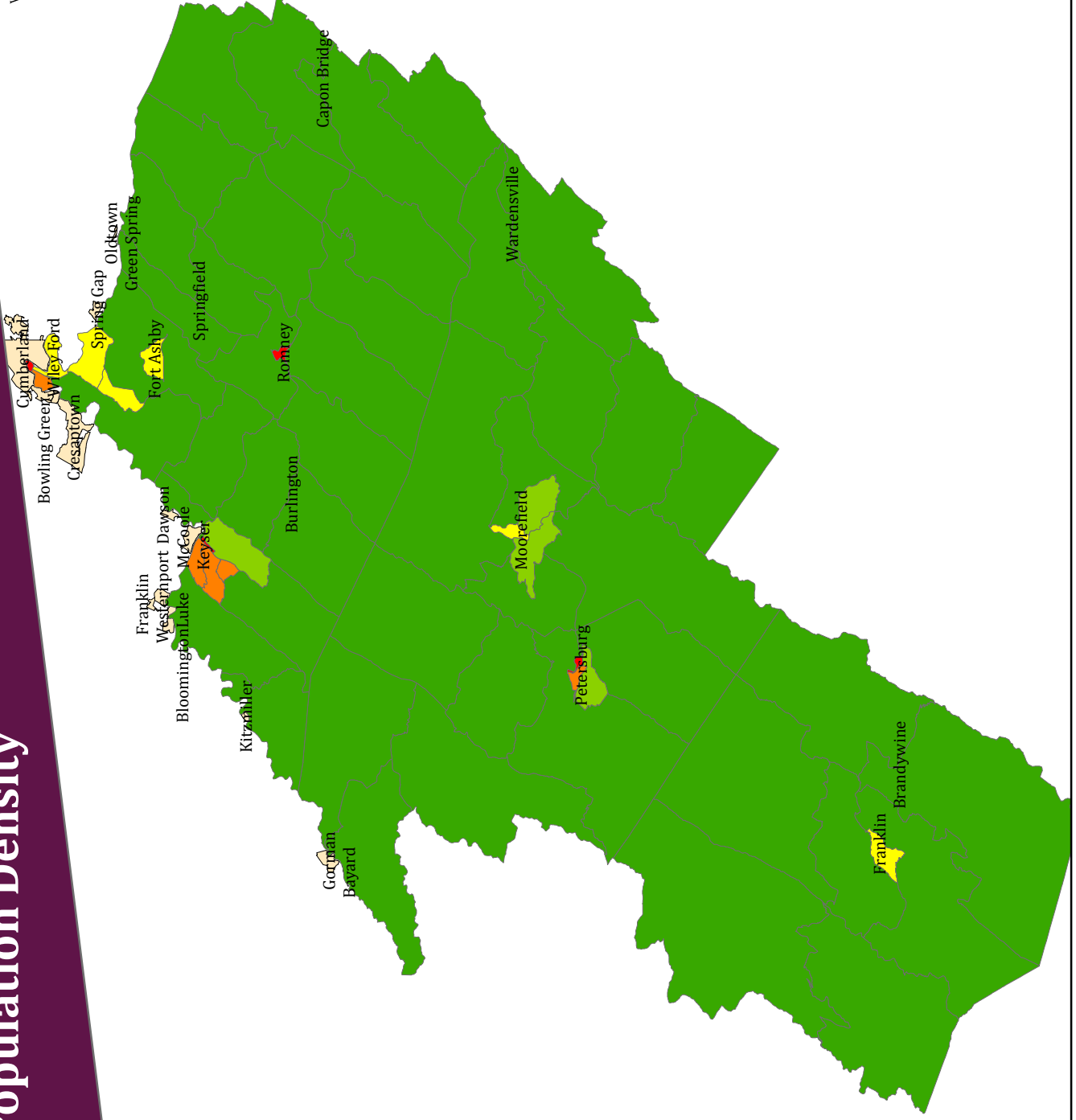
There is a trend occurring in the United States relating to the aging of the population. The two age cohorts with the largest percentage of growth over the last decade were the 50-54 year old cohort and the 45-49 year old cohort. People in these two age groups were primarily born during the post-WWII “baby boom,” era defined by the Census Bureau as persons born from 1946 through 1964. These baby boomers are now reaching age 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 closely mimics the densities of the overall population. Romney, Petersburg, and Ridgeley had the highest densities of older adults. These block groups with individuals 65 and over have densities higher than 193.2 people per square mile. Moorefield and Keyser had moderately high densities of older adults (68.06 to 193.1) while the remaining areas in Region 8 had moderate to very low densities of older adults (less than 68.05 older adults per square mile).

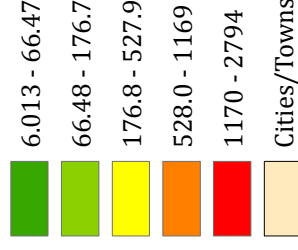
Exhibit II.3: Region 8 Population Density

Coordinated Public Transit- Human Service Transportation Plan Region 8



Legend

Region 8 Blockgroups



Source: 2013 ACS
Five-Year Estimates

Population Per
Square Mile

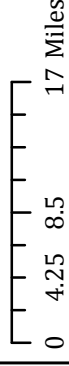
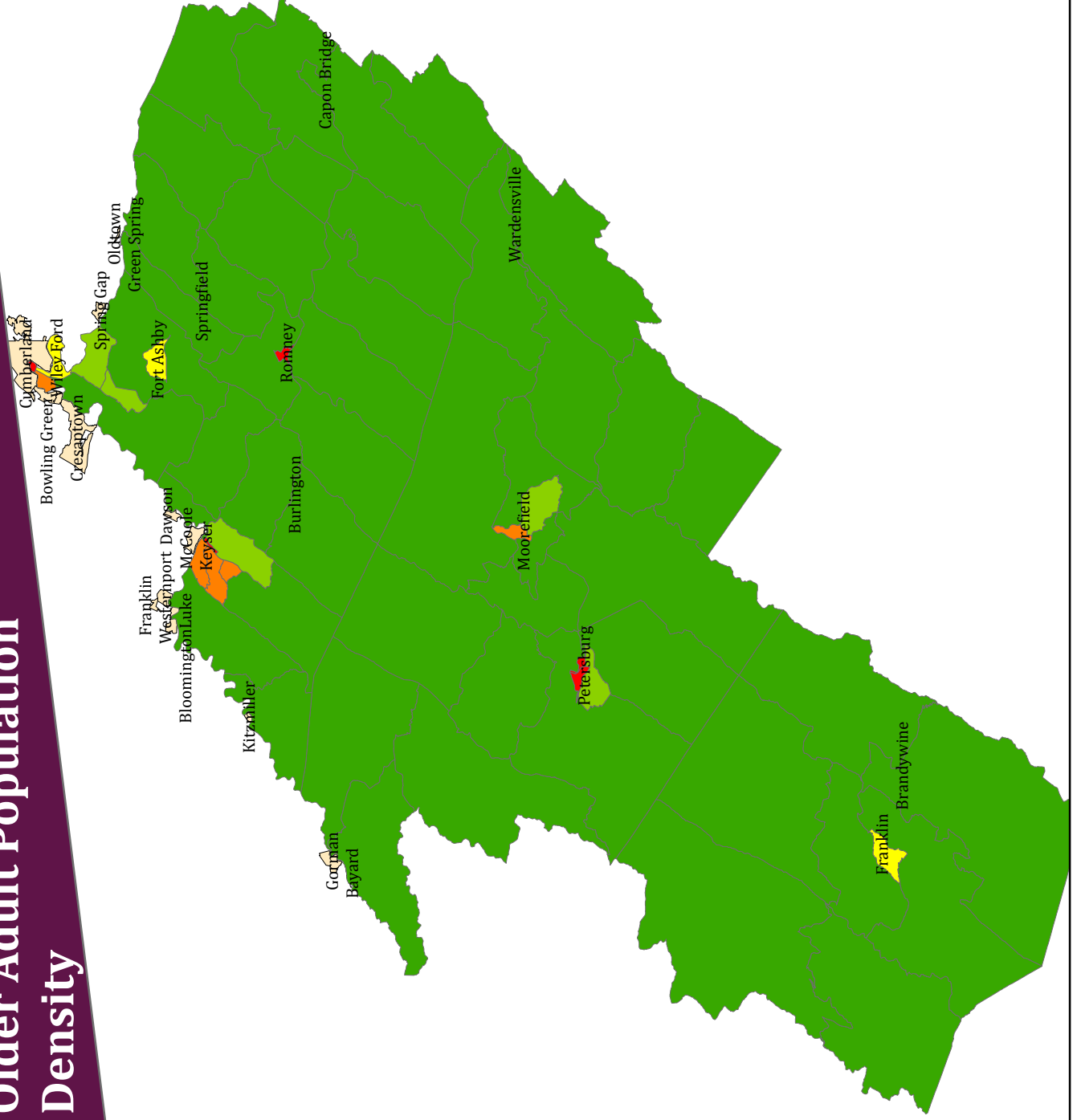


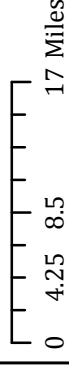
Exhibit II.4: Region 8 Older Adult Population Density

Coordinated Public Transit- Human Service Transportation Plan Region 8



Source: 2013 ACS
Five-Year Estimates

Population Per
Square Mile



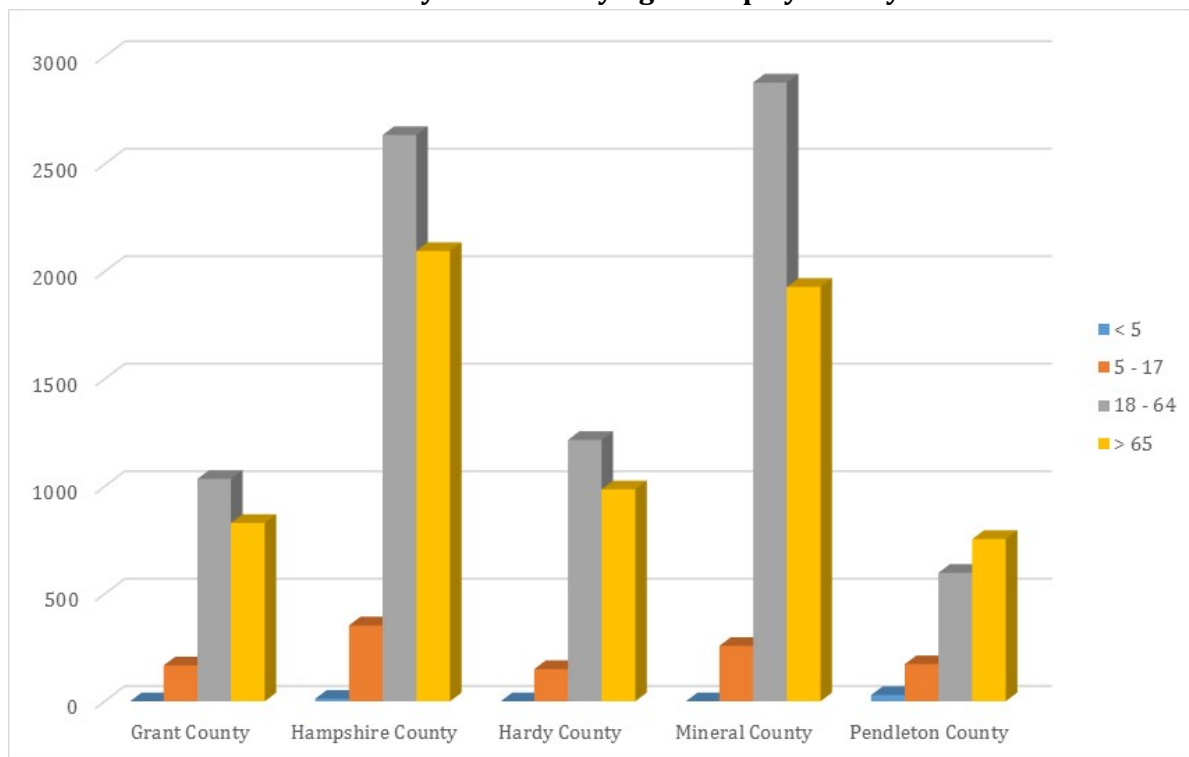
INDIVIDUALS WITH DISABILITIES

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 8 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 Hampshire County. The total disabled population estimate for the county is 5,095. Mineral County has an estimated 5,065 disabled people while Hardy County has 2,352. The other counties in the region have between an estimated 1,555 to 2,032 individuals with a disability.

Exhibit II.5
Disability Incidence by Age Group by County

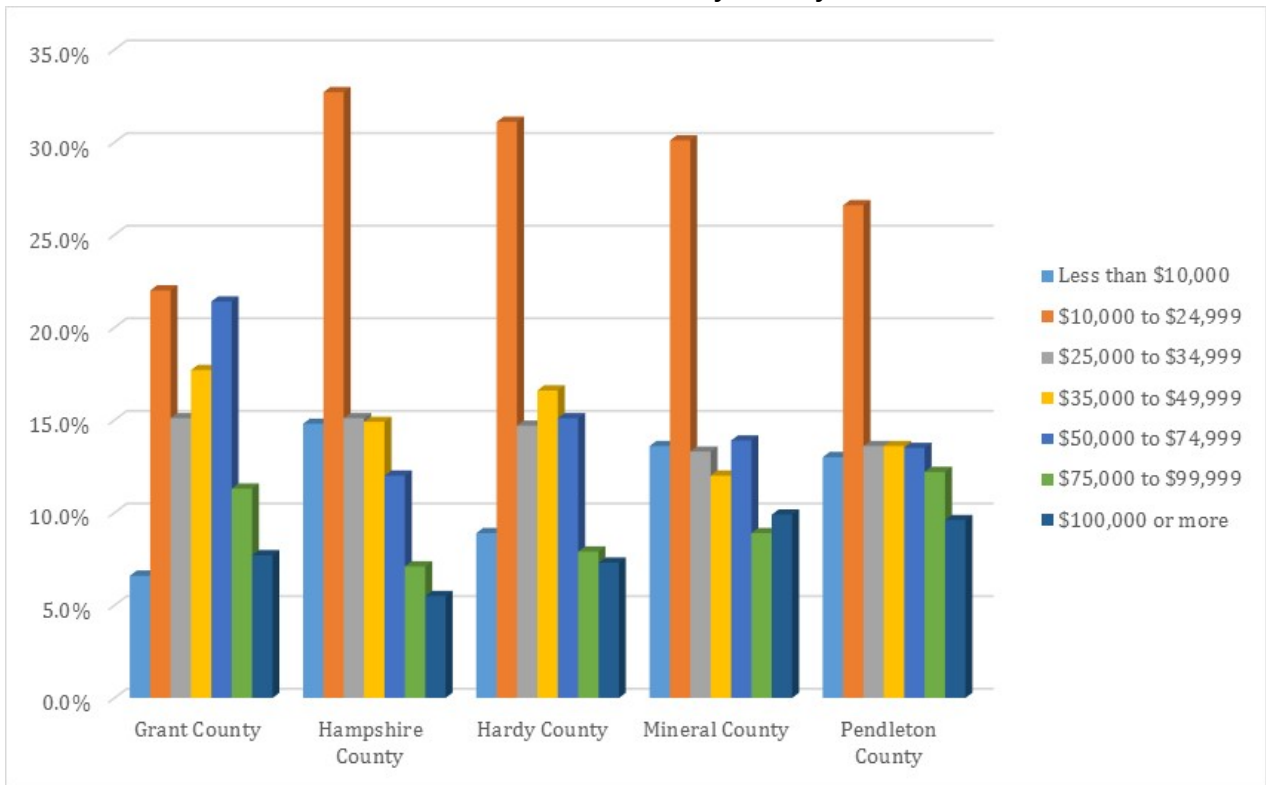


Source: 2013 ACS Five-Year Estimates

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 34,493 households in Region 8. Of those households, about 56 percent earn less than \$35,000 annually. Of the households earning less than \$35,000, some 14 percent earned between \$25,000 and \$34,999. Another 30 percent earned between \$10,000 and \$24,999 and about 12 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**

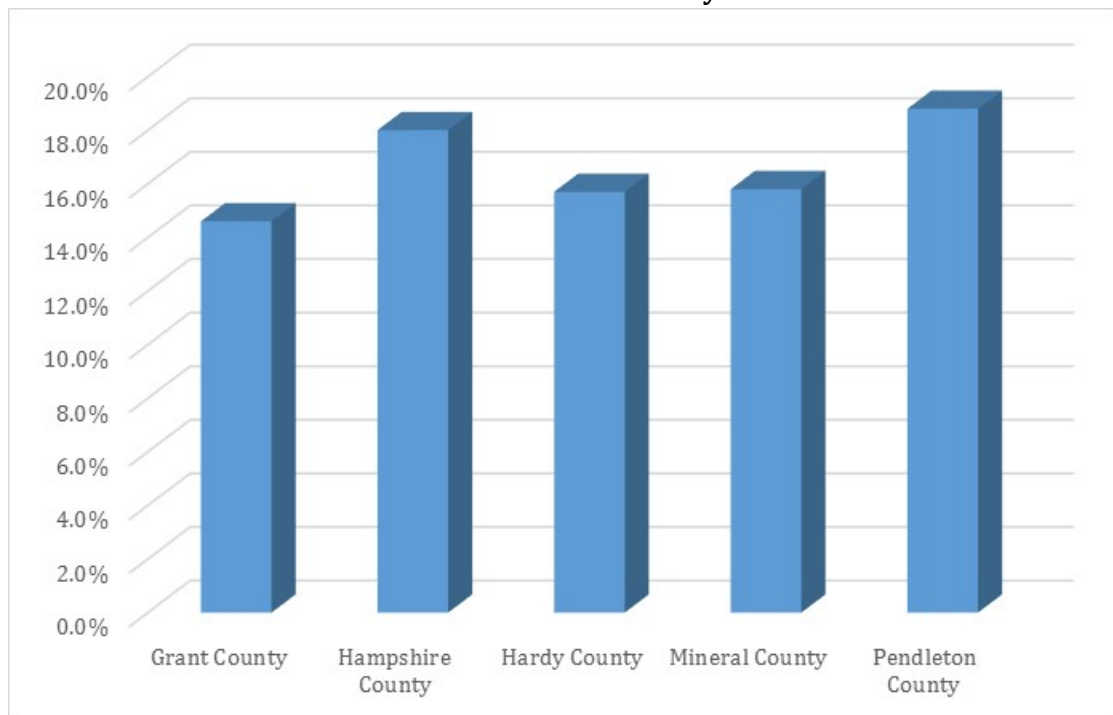
County	Median Income
Grant	\$41,368
Hampshire	\$27,766
Hardy	\$32,723
Mineral	\$31,163
Pendleton	\$34,175

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. Pendleton County has the highest percent of population living below the poverty level with 18.8 percent. The remaining Counties had between 14.6 and 18 percent of the population living below the poverty level.

**Exhibit II.8
Percent Below Poverty**

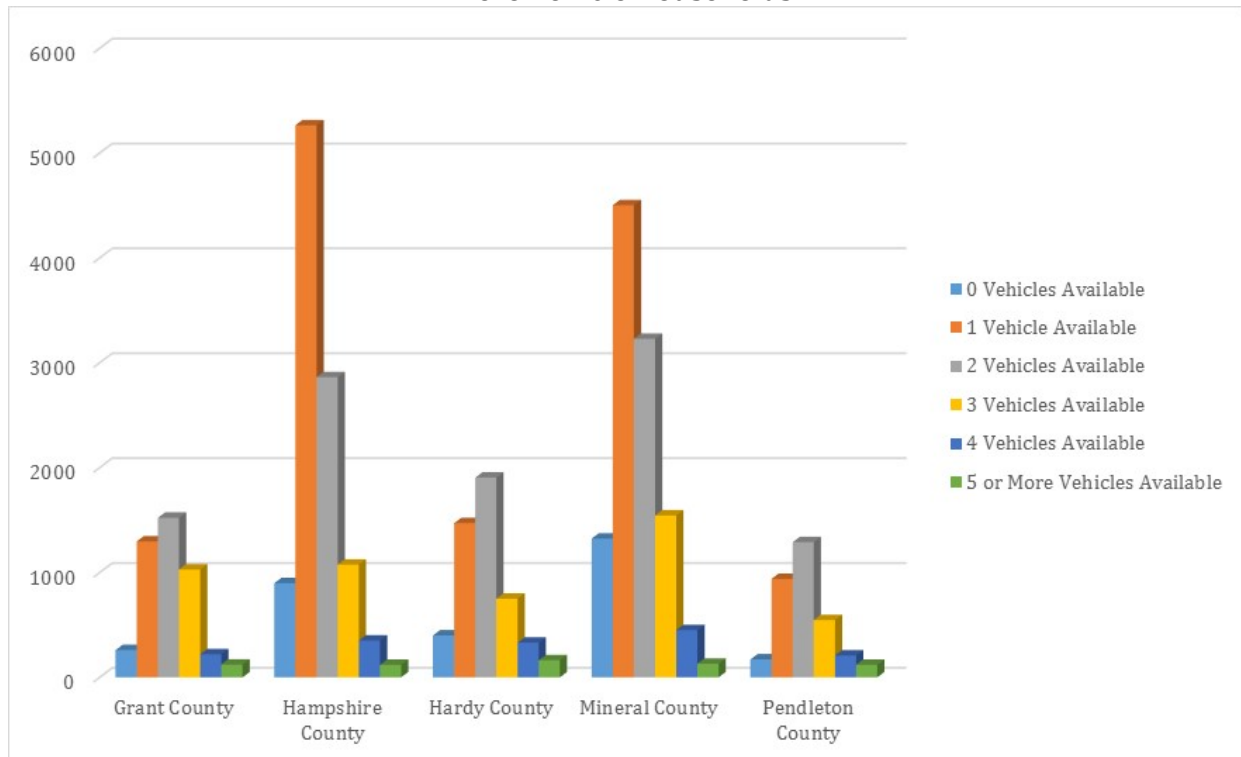


Source: 2013 ACS Five-Year Estimates

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 3,052 households in the region that have no available vehicle. This is 8.8 percent of all the households in the region. An additional 13,475 or 39.1 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

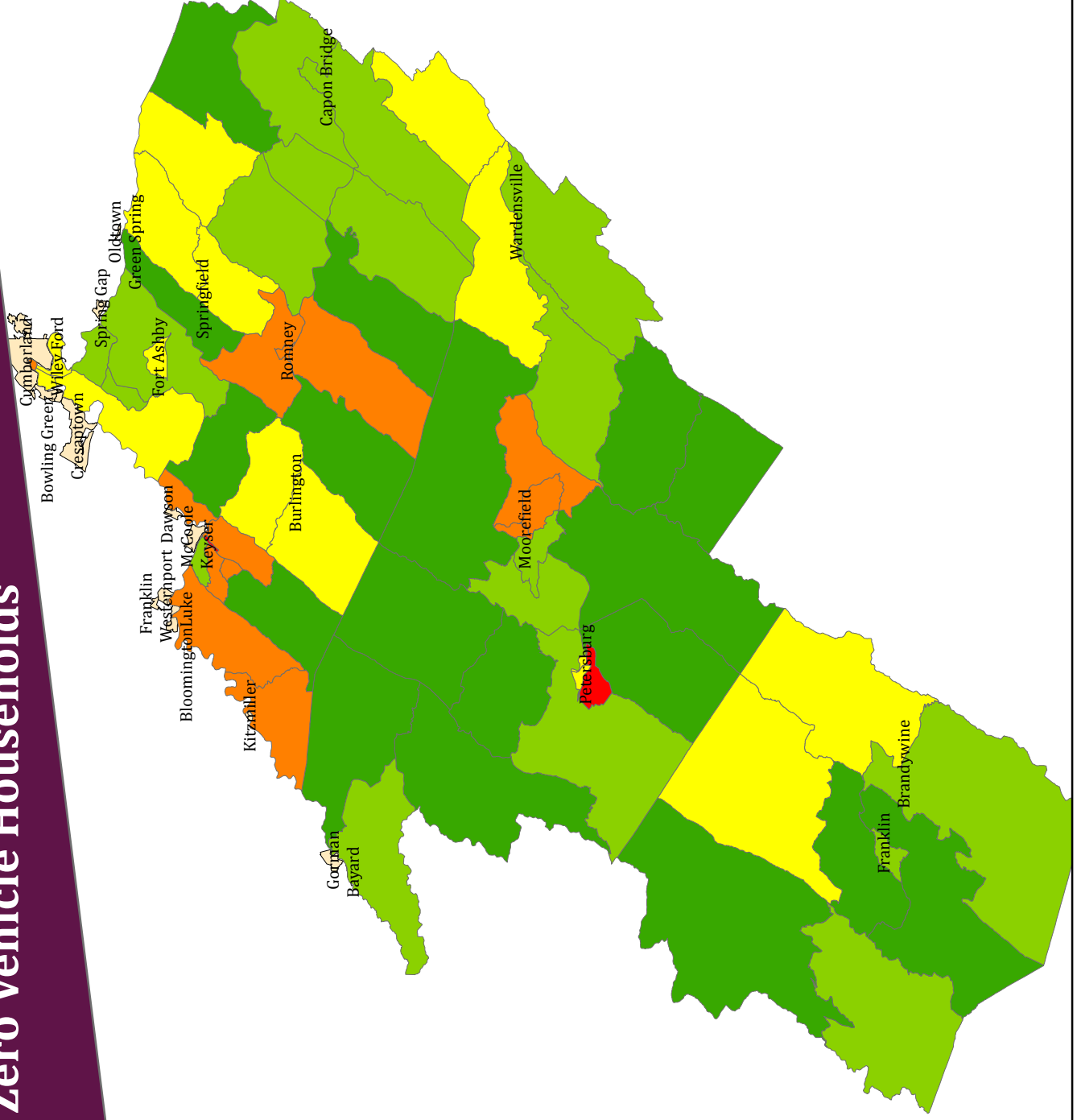


Source: 2013 ACS Five-Year Estimates

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 location with the highest concentration of these households are around Petersburg. Over 26.56 percent of households within this block group has no vehicle available. Areas with a moderately high percentage ranging from 14.26 to 26.55 percent of zero vehicle households can be found throughout Grant, Mineral, Hampshire, and Hardy Counties. Block groups with moderate percentages (7.84 to 14.25 percent) can be found within all counties in the region.

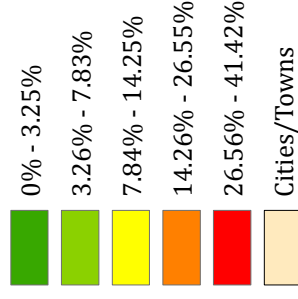
Exhibit II.10: Region 8 Zero Vehicle Households

Coordinated Public Transit- Human Service Transportation Plan Region 8

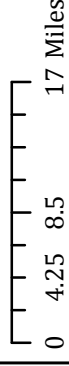


Legend

Region 8 Blockgroups



Source: 2013 ACS
Five-Year Estimates



LIMITED ENGLISH PROFICIENCY (LEP) POPULATION

At the time of the 2013 ACS Five-Year Estimates, Region 8 had a total population of 85,155, of which 80,756 were individuals age 5 years and older. Of this population, 98.1 percent speak only English, while the remaining 1.9 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 0.3 percent of Region 8’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
Grant County	11,264	11,110	29	0.3%
Hampshire County	22,594	22,281	10	0.0%
Hardy County	13,166	12,537	119	0.9%
Mineral County	26,502	26,176	47	0.2%
Pendleton County	7,230	7,144	7	0.1%
Region 8 Total	80,756	79,248	212	0.3%

Source: 2013 ACS Five-Year Estimates

Much like West Virginia overall, the largest share of the LEP population in Region 8 speak Spanish as their primary language. Statewide, 0.3 percent of the LEP population ages five (5) and older are Spanish-speaking. In Region 8, 0.6 percent of the LEP population ages five (5) and older speak Spanish as their primary language. Exhibit II.12 shows the top 5 languages spoken in Region VIII other than English.

Exhibit II.12
Languages Spoken at Home

County	Population 5 and Over	Top 5 Languages Spoken Other Than English				
		Spanish or Spanish Creole	African Language	French	German	Other Asian Languages
Grant County	11,264	76	0	2	2	0
Hampshire County	22,594	10	0	0	13	0
Hardy County	13,166	261	69	33	6	15
Mineral County	26,502	91	0	0	2	0
Pendleton County	7,230	18	0	0	0	0
Region 8 Total	80,756	456	69	35	23	15

Source: 2013 ACS Five-Year Estimates

MAJOR TRIP GENERATORS

The term “trip generator” is used to describe locations where concentrations of people are likely to live (apartment complexes, nursing homes, etc.) or where people are likely to meet their shopping, child care, health care, educational, or employment needs.

The most common trip origins and destinations according to the 2011 Coordinated Public Transit-Human Services Transportation Plan and updated in 2014 are shown in Exhibit II.13.

Exhibit II.13: Major Trip Generators

Agency	Address	City	State	Zip	Type
Potomac State College	101 Fort Avenue,	Keyser	WV	26726	Education
Mineral County Tech Center	600 Harley O Staggers Sr Drive	Keyser	WV	26726	Education
South Branch Vocational and Technical Center	401 Pierpont St	Petersburg	WV	26847	Education
Eastern Technical and Community College		South Fork	WV	26836	Education
West Virginia School for the Deaf and Blind	301 East Main Street	Romney	WV	26757	Education
WalMart	RR 4 Box 82	Keyser	WV	26726	Employment/Shopping
Automated Packaging	RR 5 Box 846	Keyser	WV	26726	Employment/Shopping
City of Cumberland		Cumberland	MD		Employment/Shopping
Allegheny Wood Products	Johnson Run Rd	Petersburg	WV	26847	Employment/Shopping
Pilgrims Pride	129 Potomac Avenue	Moorefield	WV	26836	Employment/Shopping
American Woodmark	587 Robert C Byrd Ind Park Rd	Moorefield	WV	26836	Employment/Shopping
Summit Financial Group	310 North Main Street	Moorefield	WV	26836	Employment/Shopping
WalMart	11 Harness Rd	Moorefield	WV	26836	Employment/Shopping
Food Lion	2001 Hampshire Square	Romney	WV	26757	Employment/Shopping
Food Lion	599 South Main Street	Moorefield	WV	26836	Employment/Shopping
Downtown Keyser		Keyser	WV	26726	Government
Downtown Petersburg		Petersburg	WV	26847	Government
Downtown Romney		Romney	WV	26757	Government
Harrisonburg Virginia		Harrisonburg	VA		Government
Winchester Virginia		Winchester	VA		Government
Elkins		Elkins	WV		Government
EA Hawse	18086 SR 55	Baker	WV	26801	Health Care
Grant Memorial Hospital	100 Hospital Drive	Petersburg	WV	26847	Health Care
Potomac Valley Hospital	167 South Mineral St	Keyser	WV	26726	Health Care
Hardy County Medical Center	112 Kuykendall Lane	Moorefield	WV	26836	Health Care
Hampshire Memorial Hospital	549 Center Ave.	Romney	WV	26757	Health Care
Davis Memorial Hospital	812 Gorman Avenue	Elkins	WV		Health Care
Pendleton Community Care	314 Pine Street	Franklin	WV	26807	Health Care
North Fork Clinic	Route 28/33	North Fork	WV		Health Care
Winchester Medical Center	1840 Amherst St.	Winchester	VA	22601	Health Care
Grant County Senior Center	111 Virginia Ave	Petersburg	WV	26847	Human Service
DHHR Petersburg	156 Rent St	Petersburg	WV	26847	Human Service
US Social Security Administration	207 North Main Street	Petersburg	WV	26847	Human Service
Moorefield Senior Center	409 Spring Avenue	Moorefield	WV	26836	Human Service
Workforce West Virginia One-Stop Center					Human Service
Grant County Nursing Home	27 Early Ave	Petersburg	WV	26847	Human Service
Potomac Highlands Guild	6 Park St	Petersburg	WV	26847	Human Service
Dawn View Center	Diane Dr	Fort Ashby	WV	26719	Human Service
Pendleton County Nursing Home	141 Maple Ave	Franklin	WV	26807	Human Service
Aging and Family Services of Mineral County	1 South Main St.	Keyser	WV	26726	Human Service
Pendleton County Senior and Family Services	231 Mill Road	Franklin	WV	26807	Human Service
Hampshire County Committee on Aging	24781 Northwestern Pike	Romney	WV	26757	Human Service

Services

EXISTING SERVICES

OVERVIEW

The evaluation of service provider capabilities and the structure of transportation resources in Region VIII 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 and users to participate in the coordination planning efforts, to include 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, and people with low incomes. 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 VIII 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 that programs can provide more service with the existing level of funding. If services are to be expanded in the future, additional funding will be necessary. This document outlines several coordination strategies to be explored that can be accomplished through coordination of existing resources as well as strategies that can only be implemented with additional funding.

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.

INVENTORY OF SERVICES AND KEY STAKEHOLDERS

Key public and human service agency transportation stakeholders in Region VIII 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 VIII.

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:

- ◆ Aging and Family Services of Mineral County
- ◆ Burlington Family Services
- ◆ Commission for the Blind (WVSDD)
- ◆ Grant County Commission on Aging & Family Services
- ◆ Hampshire County Committee on Aging, Inc.
- ◆ Hardy County Committee on Aging
- ◆ Pendleton Senior & Family Services
- ◆ Potomac Highlands Guild
- ◆ Potomac Valley Transit Authority (PVTa)
- ◆ Valley Medical Transport
- ◆ Western Maryland Health Systems
- ◆ West Virginia School for the Blind

Descriptions of the transportation-related services provided by these organizations are provided in this chapter.

AGING AND FAMILY SERVICES OF MINERAL COUNTY

Aging and Family Services of Mineral County provides services to older adults and individuals with disabilities in Mineral County. Approximately 50 percent of trips are for periodic medical

appointments. The second most common trip purpose is for shopping (40 percent). About 10 percent of trips are for social service appointments.

Aging and Family Services of Mineral County	
Programs:	Transportation and Nutrition Services
Client Eligibility:	Adults 60 and Over, Individuals With Disabilities
Hours/Days of Service:	9:00 AM to 3:30 PM, Tuesday – Thursday
Mode of Services:	Door-to-Door Demand Response
Transportation Staff:	1 Executive Director 1 Part Time Driver
Annual Trips Provided:	600
Annual Transportation Cost:	Approximately \$31,000 (This amount includes passenger and meal delivery, therefore, the cost per passenger trip could not accurately be extrapolated.)
Funding Sources for Transportation:	Donations, LIFE, Title III-B

Schedule and Service Area

The agency's transportation service is operated using one vehicle. Tuesday through Thursday, between 9:00 AM and 3:30 PM passengers are transported to/from destinations within Mineral County.

Fare Structure and Eligibility

Aging and Family Services of Mineral County does not charge a fare. Donations are accepted and a sign is posted in the vehicle that a donation is requested.

Scheduling

It is suggested that reservations be made one week in advance.

Coordination

Currently, Aging and Family Services of Mineral County has no formal agreements with other transportation agencies in the Region. Additionally, the Center participated in the 2007, 2011, and 2015 Region 8 Coordinated Public Transit Human Service Transportation Plans.

Funding

Aging and Family Services of Mineral County's transportation program is funded through LIFE, Title III-B of the Older Americans Act, and donations. The operating budget includes fuel, salaries for bus drivers, overhead, and vehicle maintenance.

BURLINGTON FAMILY SERVICES (PATHWAYS YOUTH)

Burlington United Methodist Family Services is a 501 (c) (3) agency that provides services statewide that include Level II and III Residential Treatment, Group Home for adolescent youth with co-existing disorders, transitional living, youth services, home finding, and a wide range of additional services. Their Keyser and Burlington group homes have capacity for seven individuals ages 12 to 18 years, each. There are three Pathways program levels. Level 1 is a home with a capacity for five youth who are transitioning to independence, ages 16 to 21. Phase 2 of the program consists of four youth ages 17 to 21 living in supported apartments. Phase 3 youth have the opportunity to enter scattered site apartments in the community. Phase 3 youth have very limited supervision. All youth in the Pathways program need transportation to/from community service activities, recreation services, employment, job training, and education. Pathways staff provide as much transportation to support the youth, as realistically possible. But, they cannot fill all of the gaps. Youth depend on transportation provided by PVTa, especially for employment and training. The most significant transportation unmet need for Pathways youth is trips from Keyser to Cumberland, Moorefield, and Petersburg. Classes in Moorefield are offered from 10:00 AM to 1:45 PM. Classes in Petersburg are offered twice a day between 3:00 PM and 7:00 PM. Transportation to support attendance at these classes is a significant need for Pathways.

GRANT COUNTY COMMISSION ON AGING AND FAMILY SERVICES

Grant County Commission on Aging and Family Services provides services to older adults and individuals with disabilities through nutrition services and transportation. Approximately 80 percent of trips are for nutrition. Other common trip purposes include health and medical appointments, health maintenance appointments, income maintenance, shopping, and errands.

Grant County Commission on Aging and Family Services	
Programs:	Transportation and Nutrition Services
Client Eligibility:	Adults 60 and Over, Individuals With Disabilities (and a companion, if needed)
Hours/Days of Service:	7:30 AM to 3:30, Monday – Friday
Mode of Services:	Deviated Route and Door-to-Door Demand Response
Transportation Staff:	1 Executive Director 3 Clerical/Staff 2 Full-Time Drivers 1 Part-Time Driver

	1 Dispatcher/Scheduler 1 Other
Annual Trips Provided:	3,800
Annual Transportation Cost:	\$46,297
Cost per Passenger Trip:	\$12.18
Funding Sources for Transportation:	Donations, Section 5310, LIFE, Title III-B, County Commissioners

Schedule and Service Area

The agency's transportation service is operated using four vehicles. Two of the vehicles are light duty buses and the other two are a sedan and a converted 15-passenger van. One of the light duty buses is a food/passenger vehicle used to transport meals and passengers at the same time. Transportation is provided Monday through Friday, between 7:30 AM and 3:30 PM.

Fare Structure and Eligibility

The Grant County Senior Center does not charge a fare. Donations are accepted and the suggested amount is \$1.00 per trip. Any registered member with the Senior Center or people with low income or a disability are eligible to ride.

Scheduling

It is suggested that reservations be made twenty-four hour in advance.

Coordination

Currently, Grant County Commission on Aging and Family Services has an agreement with PVRTA to allow some minor bus maintenance and cleaning to be performed at PVRTA's bus garage. The Center also has an informal agreement with PVRTA to refer callers to PVRTA if the transportation needs of the caller can be served by public transit. Additionally, the Center participated in the 2007 Region 8 Coordinated Public Transit Human Service Transportation Plan as well as the updates in 2011 and 2015.

Funding

The Grant County Commission on Aging and Family Services Transportation program is funded through LIFE, Title III-B of the Older Americans Act, Section 5310 Capital grant, the Grant County Commissioners, and donations. The budget includes fuel, salaries for bus drivers, overhead, cell phones, and vehicle maintenance.

HAMPSHIRE COUNTY COMMITTEE ON AGING, INC.

Hampshire County Committee on Aging, Inc. provides services to adults age 60 or older. Approximately one-third of trips are for the purpose of periodic medical appointments. Another 30

percent of trips are for nutrition. Approximately 20 percent of trips are for shopping. A minimal amount of trips are for health maintenance, social visits, adult day care, and personal services.

Hampshire County Committee on Aging, Inc.	
Programs:	Transportation and Nutrition Services
Client Eligibility:	Adults age 60 and older and Medicaid eligible individuals
Hours/Days of Service:	8:00 AM to 4:00 PM, Monday – Friday
Mode of Services:	Door-to-Door Demand Response
Transportation Staff:	4 Drivers 1 Dispatcher/Scheduler
Annual Trips Provided:	3,000 (estimate)
Funding Sources for Transportation:	Donations, LIFE, Title III-B

Schedule and Service Area

The agency's transportation service is operated with one four-wheel drive vehicle and worker-owned vehicles. Passengers are transported to and from destinations within Hampshire County. Out-of-county and out-of-state trips are provided, if the vehicle is available. Volunteers and homemakers provide a significant amount of transportation in addition to the agency's senior transportation program. The agency serves 200 clients on the in-home program and homemakers provide transportation in addition to other health maintenance services for those clients.

Fare Structure and Eligibility

A fare is not charged to passengers of the Hampshire County Committee on Aging, Inc. Donations are accepted and a sign is posted that a donation is requested.

Scheduling

For out of state transportation, it is suggested reservations be made as soon as possible so that a vehicle can be made available. For local trips inside of Hampshire County, same day or the day before reservations are accepted.

Coordination

Currently, Hampshire County Committee on Aging, Inc. has no formal agreements with other transportation agencies in the region. The Committee participated in the 2007, 2011, and 2015 Region 8 Coordinated Public Transit Human Service Transportation Plans. The agency's director and staff recognize that there is a lack of transportation in Romney for everyone who does not drive, but especially for individuals with disabilities who are under age 60. The PVTA service is good, but it is not a good fit for individuals who need extra assistance into their homes before/after a ride, or

individuals who need assistance during medical appointments. Furthermore, some individuals are not able to use the PVTa service to Winchester because their health does not permit them to be out for a full day. Access to transportation providers with shorter, door-to-door trips and accessible vehicles would be helpful in Romney.

Funding

Hampshire County Committee on Aging, Inc.'s transportation program is funded through LIFE, Title III-B of the Older Americans Act, local in-kind match, and donations. The agency no longer applies for Section 5310 funding for vehicles.

HARDY COUNTY COMMITTEE ON AGING

The Hardy County Committee on Aging provides services to older adults and individuals with disabilities through nutrition services and transportation.

Hardy County Committee on Aging	
Programs:	Transportation and Nutrition Services
Client Eligibility:	Adults 60 and Older and Individuals With Disabilities
Hours/Days of Service:	10:00 AM to 3:00 PM, Monday – Friday
Mode of Services:	Door-to-Door Demand Response
Transportation Staff:	3 Part Time Drivers 1 Dispatcher/Scheduler/Front Desk Staff
Annual Trips Provided:	4,500
Annual Transportation Cost:	\$13,240 (approximately)
Funding Sources for Transportation:	Donations, Section 5310, LIFE, Title III-B, Local Funds

Schedule and Service Area

The transportation service is operated using one vehicle. Monday through Friday, between 10:00 AM and 3:00 PM, passengers are transported to and from the Hardy County Senior Center for programs and meals. Occasional evening special program trips are also provided. The agency also transports passengers for short errands while they are at the Senior Center.

Fare Structure and Eligibility

The Hardy County Committee on Aging does not charge a fare. Donations are accepted and the suggested amount is posted in the van. Any registered member with the Committee on Aging is eligible to ride.

Scheduling

Hardy County Committee on Aging does not have any reservation requirements. Riders can call the same day of service to make a reservation.

Coordination

Currently, there are no formal agreements to coordinate transportation efforts. However, the Center has an informal agreement with PVRTA to refer callers if the trip need can be provided by public transit. The new PVRTA Ready Ride service and Non-Emergency Medical Transportation brokerage have been a great asset to the community, including the individuals who are also served by the Senior Center. The Center also actively participated in the 2007, 2011, and 2015 Region 8 Coordinated Public Transit Human Service Transportation Plans and Updates.

Funding

The Hardy County Committee on Aging transportation program is funded through LIFE, Title III-B of the Older Americans Act, Section 5310 Capital grant, local funds, and donations. The Senior Center transportation budget includes fuel, salaries for bus drivers, insurance, and vehicle maintenance.

PENDLETON SENIOR & FAMILY SERVICES

Pendleton Senior and Family Services is a nonprofit senior center serving older adults and individuals with disabilities in Pendleton County and other cities in West Virginia and Virginia for Medical transports.

Pendleton Senior & Family Services	
Programs:	Transportation
Client Eligibility:	Older Adults, individuals with disabilities, Medicaid clients
Hours/Days of Service:	8:00 AM to 4:00 PM, Weekdays Occasionally on weekends and holidays
Mode of Services:	Demand Response
Transportation Staff:	1 Executive Director 5 Part-Time Drivers 1 Full-Time Scheduler
Annual Trips Provided:	1,075 (estimated)

Annual Transportation Cost:	\$35,000 (estimated)
Cost per Passenger Trip:	\$32.56 (estimated)
Funding Sources for Transportation:	Section 5310, Medicaid, State Grant for Essential Transportation

Schedule and Service Area

Transportation is provided with five vehicles. Three minivans are used to transport seniors for non-essential and essential trips, and Medicaid. Two 4-wheel drive vehicles are used for nutrition trips.

Fare Structure and Eligibility

Donations are accepted from passengers, except for Medicaid trips. Older adults, individuals with disabilities, and Medicaid-eligible individuals in Pendleton County are eligible for transportation.

Scheduling

Generally, passengers should call several days or up to a week before they need the trip. Reservations with 24-hour notice are accepted. However, the schedule is usually full at least one week in advance.

Coordination

The agency participated in the 2015 Region 8 Coordinated Public Transit Human Service Transportation Plan Update meeting and has a good working relationship with other transportation providers and agencies in the region.

Funding

The agency received FTA Section 5310 funding for vehicles. It also utilizes a State grant for essential transportation and Medicaid funds to support the transportation program.

POTOMAC HIGHLANDS GUILD

Potomac Highlands Guild is a nonprofit Mental Health agency that serves clients in Grant, Hampshire, Mineral, Hardy, and Pendleton Counties. Trips are provided for a full range of purposes ranging from medical appointments to group trips for residential facilities.

Potomac Highlands Guild	
Programs:	Transportation and Mental Health Services
Client Eligibility:	Individuals with disabilities (clients)
Hours/Days of Service:	7:00 AM to 9:00 PM, Monday – Sunday
Mode of Services:	Information was not provided.
Transportation Staff:	Information was not provided.

Annual Trips Provided:	Information was not provided.
Annual Transportation Cost:	Information was not provided.
Cost per Passenger Trip:	Information was not provided.
Funding Sources for Transportation:	Information was not provide.

Schedule and Service Area

Information was not provided.

Fare Structure and Eligibility

A fare is not charged to Potomac Highlands Guild clients.

Scheduling

Coordination

The Guild participated in the 2015 Region 8 Coordinated Public Transit Human Service Transportation Plan Update meeting and has a good working relationship with other transportation providers and agencies in the region.

Funding

Information was not provided.

POTOMAC VALLEY TRANSIT AUTHORITY

Potomac Valley Transit Authority (PVTa) is the only rural public transportation provider in the Region. The system operates an average of 26 vehicles for daily public transportation service in Hampshire, Hardy, Grant, Mineral, and Pendleton Counties. The service area is 2,700 square miles in size. Trips outside of these locations may be scheduled upon request.

Potomac Valley Transit Authority	
Programs:	Transportation
Client Eligibility:	General Public
Hours/Days of Service:	Generally: 4:25 AM to 10:45 PM Weekdays Generally: 4:25 AM to 7:30 AM and 4:25 to 7:30 PM Weekends Pilgrim's Pride and Rubbermaid employment runs: Petersburg: 6:00 AM Keyser: 5:45 AM

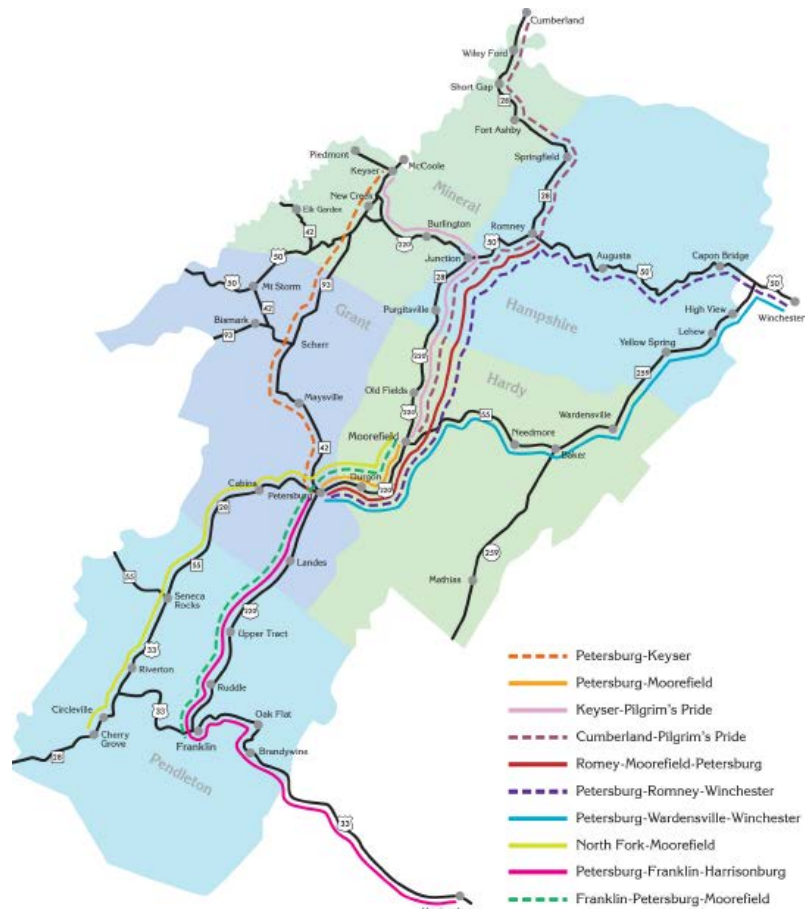
	Romney: 4:30 AM
Mode of Services:	Route Deviation, NEMT, Romney and Moorefield Ready Ride
Transportation Staff:	1 Executive Director 1 Assistant Manager 32 Drivers 1 Dispatcher/Scheduler 2 Maintenance Personnel 1 Safety/Training Personnel
Annual Trips Provided:	98,063
Annual Transportation Cost:	\$1,412,173
Cost per Passenger Trip:	\$14.40
Funding Sources for Transportation:	Contracts, Fares, Medicaid, Section 5311, County Commissioners, State Government Appropriations, Advertising Revenue

Schedule and Service Area

PVTA operates from 4:25 AM to 10:45 PM weekdays and 4:25 AM to 7:30 AM, and 4:25 PM to 7:30 PM weekends. Some level of public transportation is provided in all five counties in Region 8. PVTA operates one vehicle for each of the Ready Ride programs, a demand response service, in Moorefield and Romney. Service operates between approximately 9:00 AM and 4:00 PM Monday through Friday in Moorefield and between 9:00 AM and 4:00 PM on Tuesday and Friday in Romney.

PVTA generally operates a fleet of twenty-six vehicles; eleven are medium duty buses, six are light duty buses, four are minivans, and five are converted 15-passenger vans. PVTA uses the different types of vehicles interchangeably on an as needed basis. PVTA also serves Elkins, Morgantown and facilities in Maryland and Virginia with NEMT services. PVTA's system map is shown in Exhibit III.1.

Exhibit III.1: PVTA System Map



Source: www.potomacvalleytransit.org

Fare Structure and Eligibility

Transportation eligibility is open to the general public. Fares are based on trip distance. For trips up to five miles, the cost is \$1.25. Fares for trips longer than five miles are \$0.07 per mile. The fare for PVTA's Ready Ride program in Romney and Moorefield is \$1.50. Further breakdown of PVTA's fare structure is listed below.

Potomac Valley Transit Authority Fare Structure	
Demand Response Base Fare (first 5 miles of transportation)	\$1.25
Demand Response Fare after 5 miles	\$0.07 per mile
Seniors (62+)	50% off Base Fare
Persons with Disabilities	50% off Base Fare
Children Ages 6-12	50% off Base Fare
Children Under 6	Free
Ready Ride (Moorefield, Romney)	\$1.50

Discount Passes	\$5.50
Work Passes (Multi-Day Passes)	Varies
Non-Emergency Medical	Sliding Scale
Out-of-County Non-Emergency Medical	Sliding Scale

Scheduling

For Ready Ride in Romney and Moorefield, reservations are accepted as early as seven days in advance. Same day reservations are also accepted. For the route deviation service, a reservation needs to be made no later than the end of the business day prior to the day of the trip.

Coordinated Transportation

The PVTa has coordinated to provide transportation for local senior centers in the past and will continue to do so, as needed. The system is willing to provide transportation on a contractual basis with any human service agency, business, or senior center, should the need and opportunity present. Currently, PVTa shares driver training and some maintenance, as well as providing information and referrals to and from other agencies in Region 8.

Funding

Funding sources for PVTa include contract revenue, farebox collection, local government appropriations, advertising, Non-Emergency Medical Transportation (NEMT) for Medicaid, and Section 5311 Rural Public Transit funding. In FY 2014, farebox collection and revenue from trips for Pilgrim's Pride and Rubbermaid provided \$319,070 in revenue, while Medicaid-eligible NEMT provided \$354,496. Section 5311 funding provided \$519,246 in funding. County Commission appropriations yielded \$25,000; County Commissioners from each county in the PVTa service area contribute approximately \$5,000 toward operating revenue. Revenue from advertising provided \$9,000 during FY 2014.

VALLEY MEDICAL TRANSPORT

Valley Medical Transport (VMT), a service provided by Valley Health, is a private ambulance transportation service. The service meets the transportation needs of a wide range of patients as well as the requirements of healthcare providers such as hospitals, physicians, and nursing homes. A total of eight hospitals are served by VMT.

VMT serves a large area, which includes 14 counties in Maryland, Virginia, and West Virginia. In West Virginia VMT serves Berkeley, Grant, Hampshire, Hardy, Jefferson, and Mineral Counties. Requests for services are coordinated from the Central Dispatch Center located in Winchester, Virginia.

The service has a fleet of 32 vehicles, including seven lift-equipped vehicles. All vehicle maintenance is contracted out to a private vendor. Budget and ridership information was not provided for this study.

Ambulance/stretchers service is provided along with fee for service Medicaid and wheelchair service. There are no contract services provided, with all trips arranged by an individual. Due to the long distance nature of the trips, wheelchair passengers are charged \$91 per trip.

Currently, about 70 percent of trips are for periodic health appointments and the remainder of trips are for health maintenance appointments (e.g. dialysis).

Valley Medical Transport	
Programs:	Transportation
Client Eligibility:	General Public
Hours/Days of Service:	Ambulance: 24 hours a day, Wheelchair Service: 8:00 AM to 5:00 PM, weekdays
Mode of Services:	Door-to-Door Demand Response
Transportation Staff:	1 Corporate Director 2 Call Takers/Dispatchers 12 Wheelchair Van Drivers Ambulance Personnel
Annual Trips Provided:	Over 1,000 Wheelchair Transports

OTHER TRANSPORTATION PROVIDERS

Eastern Allegheny Council for Human Services

Eastern Allegheny Council for Human Services (EACHS) provides transportation to young children to its Head Start Centers in Grant, Hampshire, Hardy, and Pendleton Counties. EACHS provides fixed route service to bring students to its centers in the mornings and to return them to their homes in the evenings during the school year. EACHS will also transport parents and volunteers to its program sites. EACHS does not charge a fee for service and uses State and Federal Head Start funds for capital and operating expenses. Substantial regulations exist for vehicles used in this transport, and EACHS vehicles are indistinguishable from school buses.

MTM, Inc.

MTM, Inc. is the State of West Virginia's non-emergency medical transportation (NEMT) manager. It provides rides free of charge for eligible Medicaid members throughout the State. Eligible individuals call in advance to set up a ride to a health care provider for a covered medical service, as

needed. MTM brokers the trip to the most appropriate transportation provider in its network. MTM is always seeking transportation providers to join its statewide network. Members of MTM's transportation provider network must have specific credentialing and qualifications, including training elements. All drivers must meet MTM's credentialing requirements and complete the contracting process, as well as complete all required training.

Veterans Services

It is the understanding of local stakeholders that volunteer transportation is available for veterans. Transportation for veterans is provided and coordinated by other veterans, generally speaking. Veteran transportation is provided on a regional level.

Western Maryland Health System

Western Maryland Health System participated in a telephone interview to express its concerns with transportation issues for its patients. The Hospital conducted a survey in 2012 regarding transportation and transportation needs with respect to accessing health care provided by Western Maryland Health System. While the survey was not exclusive to the Region 8 PDC planning area, it did include results that indicate that there are transportation challenges for individuals from a regional level. In summary, the 2012 survey results indicated that transportation presents a barrier for many seeking health and human services. It was indicated that there are enough vehicles and drivers in the area to meet transportation needs, and that better coordination of funds and resources would help to fill the gaps.

Some of the potential solutions to addressing gaps in transportation included discussion of possibly contracting with drivers from agencies such as ProCare and Comfort Keepers to set up a website for ride sharing requests, exploring the use of vehicles at churches and links with Parish Nursing, providing information to case managers that can be used to assist clients with transportation needs, and fine tuning the work with agencies that have the greatest number of clients transported. Many of the solutions discussed by Western Maryland tie closely with the discussions of implementing a volunteer transportation program in Region 8.

West Virginia Schools for the Deaf and the Blind

West Virginia Schools for the Deaf and Blind is located in Romney, West Virginia. The transportation department operates a fleet of six (6) school buses and seven (7) leased vehicles. The vehicles travel twice daily for runs to Capon Bridge, Fort Ashby, and Keyser as well as the weekly and full homegoings to Martinsburg and Wellsburg. Throughout the year, the vehicles travel to many states for sporting competitions, field trips, educational trips, dormitory activities from all three of the schools on campus.

VEHICLE UTILIZATION

A vehicle utilization chart was developed to provide an overview of when services are being provided in each county. Exhibit III.2 outlines the times of the day when vehicles are typically being utilized and identifies 10:00 AM as the peak service time. In a demand response and human service agency structure of service, vehicle utilization and peak hours of operation are subject to fluctuation on a day-to-day basis. The following chart is intended to reflect the 'typical' daily service as reported by each transportation provider in the region. It should be understood that a greater or fewer number of vehicles may be used during the indicated hours of operation, and the chart is a snapshot of operations.

Transportation providers and planners in each county should use this chart to identify opportunities to share vehicles and/or passenger trips and reduce duplication of services. The chart should be updated on a regular basis to ensure accuracy.

PRIVATE TAXI AND INTER-CITY SERVICES

Currently in Region 8, there is no inter-city bus service available. The closest stop is located in Morgantown and is operated by Greyhound.

Private Taxi operators from Yellow Cab were invited to participate in the planning process. Yellow Cab operates taxi service in the area. Service area and operating hours information was not made available.

Exhibit III.2: Region 8 Vehicle Utilization

System Name	Time of Day Operated																			
	AM								PM											
	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00
Potomac Valley Transit Authority (PVTa)																				
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26 Backup																				
Grant County Commission on Aging and Family Services																				
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Hardy County Committee on Aging																				
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Aging & Family Services of Mineral County																				
1																				
Mountain State, Inc.																				
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Exhibit III.2: Region 8 Vehicle Utilization

System Name	Time of Day Operated																			
	AM							PM												
	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00
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Hampshire County Committee on Aging, Inc.																				
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Pendleton County Senior and Family Services																				
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Potomac Highlands Guild																				
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11 Backup																				
12 Backup																				
Valley Medical Transport																				
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Exhibit III.2: Region 8 Vehicle Utilization

System Name	Time of Day Operated																			
	AM							PM												
	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00
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SUMMARY OF TRANSPORTATION SERVICES

The matrix in Exhibit III.3 shows the available service by county in Region 8. The matrix identifies the presence of public and older adult transportation and transportation for individuals with disabilities in each county. Transportation for veterans could not be documented, if it exists. Formal inter-city transportation is not available in the Region.

Exhibit III.3
Service Matrix by County and Eligibility

County	Public Transportation	Senior Transportation	Transportation for Individuals with Disabilities	Veterans	Inter-City Transportation
Grant	x	x	x	x	
Hampshire	x	x	x	x	
Hardy	x	x	x	x	
Mineral	x	x	x	x	
Pendleton	x	x	x	x	

Exhibit III.4 identifies the organizations that provide transportation in each county. The list includes public, private, and non-profit organizations. Within the table, the number of vehicles, types of services, service area, and funding sources are identified for each provider. In some cases, where information is noted as not available, data was not available from the provider due to administrative practices or recordkeeping and budgeting procedures for that agency. For example, some agencies were unable to accurately estimate the annual budget for transportation because those expenses are not tracked independently from other program or consumer expenses. In addition to the table, the map in Exhibit III.5 depicts the geographic areas served by each transportation provider.

There are approximately 56 passenger transportation vehicles, not including private taxis and school buses, in the five-county study area that are operated by eight public non-profit agencies. In addition to the passenger transportation vehicles, Valley Medical Transport operates a fleet of 32 vehicles for private ambulance transportation and MTM brokers non-emergency medical transportation throughout the state, which has the potential to bring additional operators into the area. The participating human services/senior services agencies operate fleets that are as small as one (1) to five (5) vehicles, whereas the largest providers in the area are PVTa and Valley Medical Transport. Because private limousine and taxi companies tend to fluctuate in their service availability, especially in rural areas, private transportation providers were not counted in the inventory of resources. Nonetheless, private operators were invited to participate in the study process. This inventory also does not include school buses because of the regulatory restrictions involved with using school buses for transportation of individuals other than school students.

Similar to other rural regions of West Virginia, the majority of transportation services are available on weekdays between 8:00 AM and 4:00 PM. Even with the weekend and evening transportation

available by PVRTA and some client-based transportation providers, gaps in service availability during evenings and weekend are an issue for transit-dependent individuals and families.

Exhibit III.4 Region 8 Transportation Providers

Grant County						
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information Funding
PVTA	Public Transportation & NEMT	General Public, or Medicaid Eligible	Grant, Hampshire, Hardy, Mineral, and Pendleton Counties	Demand Response, Deviated Fixed Route	8:30 AM – 5:00 PM (varies by service type)	5 Converted Vans 6 Light-Duty Buses 11 Medium-Duty Buses 4 Minivans Contracts, Fares, Medicaid, Section 5311, Local Governments, County Commissions, State Government, NEMT
Grant County Commission on Aging and Family Services	Human Service Agency	Older Adults, Disabled	Grant County	Demand Response	7:30 AM – 3:30 PM Monday – Friday	2 Light Duty Buses 2 Sedans Donations, Section 5310, LIFE, Title III-B, County Commissioners
Potomac Highlands Guild, Inc.	Human Service Agency	Consumers, Patients, NEMT	Grant, Hampshire, Hardy, Mineral, and Pendleton Counties	Demand Response	7:00 AM – 9:00 PM Monday – Sunday	10 Minivans 1 Wheelchair Accessible Vehicle 1 Converted Car Information Not Provided
Valley Medical Transport	Medical Transport	NEMT	Grant, Hampshire, Hardy, and Mineral Counties	Demand Response	Ambulance, 24 hours a day. 8:00 AM – 5:00 PM wheelchair	30 Vehicles (estimate) Not Reported

accessible service						
Grant County						
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information Funding
VIP Limousine Service Ltd.	Limousine	NEMT	Grant, Hampshire, Hardy, and Mineral Counties	Immediate Response	Not Reported	Not Reported Not Reported
Eastern Allegheny Council for Human Services, Inc.	School Routes	Head Start Students	Grant, Hampshire, Hardy, and Pendleton Counties	School Routes	Not Reported	Not Reported Not Reported
Westley Limousine, LLC	Immediate Response	Not Reported	Grant, Hampshire, Hardy, and Mineral Counties	Not Reported	Not Reported	Not Reported Not Reported

Hampshire County						
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information Funding
PVTA	Public Transportation & NEMT	General Public & Medicaid Eligible	Grant, Hampshire, Hardy, Mineral, and Pendleton Counties	Demand Response, Deviated Fixed Route	Varies by service type	5 Converted Vans 6 Light-Duty Buses 11 Medium-Duty Buses 4 Minivans Contracts, Fares, Medicaid, Section 5311, Local Governments, County Commissions, State Government, NEMT
Hampshire County Committee on Aging	Human Service Agency	Older Adults and Medicaid eligible	Hampshire County	Demand Response	8:00 AM – 4:00 PM Monday – Friday	1 SUV Donations, LIFE, Title III-B
Potomac Highlands Guild, Inc.	Human Service Agency	Consumers, Patients, NEMT	Grant, Hampshire, Hardy, Mineral, and Pendleton Counties	Demand Response	7:00 AM – 9:00 PM Monday – Sunday	10 Minivans 1 Wheelchair Accessible Vehicle 1 Converted 1 Car Information Not Provided
Valley Medical Transport	Medical Transport	NEMT	Grant, Hampshire, Hardy, and Mineral Counties	Demand Response	Ambulance, 24 hours a day. 8:00 AM – 5:00 PM wheelchair accessible service	30 Vehicles (estimate) Not Reported

Hampshire County							
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
VIP Limousine Service Ltd.	Limousine	NEMT	Grant, Hampshire, Hardy, and Mineral Counties	Immediate Response	Not Reported	Not Reported	Not Reported
Westley Limousine, LLC	Immediate Response	Not reported	Grant, Hampshire, Hardy, and Mineral Counties	Immediate Response	Not Reported	Not Reported	Not Reported
Eastern Allegheny Council for Human Services, Inc.	School Routes	Head Start Students	Grant, Hampshire, Hardy, and Pendleton Counties	Demand Response	Not Reported	Not Reported	Not Reported

Hardy County							
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
PVTA	Public Transportation & NEMT	General Public & Medicaid Eligible	Grant, Hampshire, Hardy, Mineral, and Pendleton Counties	Demand Response, Deviated Fixed Route	8:30 AM – 5:00 PM (varies by service type)	5 Converted Vans 6 Light-Duty Buses 11 Medium-Duty Buses 4 Minivans	Contracts, Fares, Medicaid, Section 5311, Local Governments, County Commissions, State Government, NEMT
Potomac Highlands Guild, Inc.	Human Service Agency	Consumers, Patients, NEMT	Grant, Hampshire, Hardy, Mineral, and Pendleton Counties	Demand Response	7:00 AM – 9:00 PM Monday – Sunday	10 Minivans 1 Wheelchair Accessible Vehicle 1 Converted Car	Information Not Provided
Hardy County Committee on Aging	Human Service Agency	Older Adults, Individuals with Disabilities	Hardy County	Demand Response	10:00 AM – 3:00 PM Monday – Friday	1 Vehicle	Donations, Section 5310, LIFE, Title III-B, Local Funds
Westley Limousine, LLC	Immediate Response	Not Reported	Grant, Hampshire, Hardy, and Mineral Counties	Not Reported	Not Reported	Not Reported	Not Reported

Hardy County							
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
VIP Limousine Service Ltd.	Limousine	NEMT	Grant, Hampshire, Hardy, and Mineral Counties	Immediate Response	Not Reported	Not Reported	Not Reported
Eastern Allegheny Council for Human Services, Inc.	School Routes	Head Start Students	Grant, Hampshire, Hardy, and Pendleton Counties	Demand Response	Not Reported	Not Reported	Not Reported
Valley Medical Transport	Medical Transport	NEMT	Grant, Hampshire, Hardy, and Mineral Counties	Demand Response	Ambulance, 24 hours a day. 8:00 AM – 5:00 PM wheelchair accessible service	30 vehicles (estimate)	Not Reported

Mineral County							
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information	Funding
PVTA	Public Transportation & NEMT	General Public & Medicaid Eligible	Grant, Hampshire, Hardy, Mineral, and Pendleton Counties	Demand Response, Deviated Fixed Route	4:25 AM – 10:45 PM Monday-Friday unless otherwise noted	5 Converted Vans 6 Light-Duty Buses 11 Medium-Duty Buses 4 Minivans	Contracts, Fares, Medicaid, Section 5311, Local Governments, County Commissions, State Government, NEMT
Potomac Highlands Guild, Inc.	Human Service Agency	Consumers, Patients, NEMT	Grant, Hampshire, Hardy, Mineral, and Pendleton Counties	Demand Response	7:00 AM – 9:00 PM Monday – Sunday	10 Minivans 1 Wheelchair Accessible Vehicle 1 Converted 1 Car	Information Not Provided
Aging and Family Services of Mineral County	Human Service Agency	Older Adults, Individuals with Disabilities	Mineral County	Demand Response	9:00 AM – 3:30 PM Tuesday – Thursday	1 Vehicle	Donations, LIFE, Title III-B
Westley Limousine, LLC	Immediate Response	Not Reported	Grant, Hampshire, Hardy, and Mineral Counties	Not Reported	Not Reported	Not Reported	Not Reported

Mineral County						
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information Funding
Valley Medical Transport	Medical Transport	NEMT	Grant, Hampshire, Hardy, and Mineral Counties	Demand Response	Ambulance, 24 hours a day. 8:00 AM – 5:00 PM wheelchair accessible service	30 Vehicles (estimate) Not Reported
VIP Limousine Service Ltd.	Limousine	NEMT	Grant, Hampshire, Hardy, and Mineral Counties	Immediate Response	Not Reported	Not Reported
Mineral County Board of Education	Head Start	Head Start Students	Mineral County	Not Reported	Not Reported	Not Reported

Pendleton County						
Name	Service Type	Passenger Eligibility	Service Area	Service Description	Hours of Service	Fleet Information Funding
PVTA	Public Transportation & NEMT	General Public & Medicaid Eligible	Grant, Hampshire, Hardy, Mineral, and Pendleton Counties	Demand Response, Deviated Fixed Route	8:00 AM – 4:45 PM Monday, Wednesday, Friday (varies by service area)	5 Converted Vans 6 Light-Duty Buses 11 Medium-Duty Buses 4 Minivans Contracts, Fares, Medicaid, Section 5311, Local Governments, County Commissions, State Government, NEMT
Pendleton County Senior & Family Services	Human Service Agency	Older Adults, NEMT, Disabled	Pendleton County	Demand Response	8:00 AM – 4:00 PM Monday – Friday	3 Minivans 2 SUVs Donations, Section 5310, LIFE, Title III-B, NEMT
Mountain State, Inc.	Private For-Profit Medical Transportation	Medicaid or Insurance Eligible	Pendleton County	Demand Response	5:00 AM – 6:00 PM Monday - Friday	19 vehicles (estimate) Insurance, Medicaid, Donations
Potomac Highlands Guild, Inc.	Human Service Agency	Consumers, Patients, NEMT	Grant, Hampshire, Hardy, Mineral, and Pendleton Counties	Demand Response	7:00 AM – 9:00 PM Monday – Sunday	10 Minivans 1 Wheelchair Accessible Vehicle 1 Converted 1 Car Information Not Provided
Eastern Allegheny Council for Human Services, Inc.	School Routes	Head Start Students	Grant, Hampshire, Hardy, and Pendleton Counties	Demand Response	Not Reported	Not Reported

Needs & Gaps

ASSESSMENT OF UNMET NEEDS AND GAPS IN SERVICES

INTRODUCTION

This chapter provides documentation of the needs assessment and gap 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:
 - October 31, 2014 at Potomac Valley Transit Authority
 - December 8, 2014 at Potomac Valley Transit Authority
- ◆ 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

Eighty individuals representing public, private, non-profit, and faith-based organizations were invited to attend the meetings. Meetings were also announced in local newspapers. Sixteen organizations attended the workshops. Participants included public transportation providers, human service agencies, and planning organizations. Organizations that were represented at the meetings and/or participated in an interview to discuss transportation needs are listed below:

- ◆ Aging and Family Services of Mineral County
- ◆ Burlington Family Services/Pathways
- ◆ Town of Carpendale
- ◆ Grant County Commission on Aging & Family Services
- ◆ Hampshire County Committee on Aging, Inc.
- ◆ Hardy County Committee on Aging
- ◆ Hardy County Planning
- ◆ Pendleton Senior and Family Services
- ◆ Potomac Highlands Guild
- ◆ Potomac Valley Transit Authority
- ◆ Region 8 Planning and Development Council

- ◆ Western Maryland Health Systems
- ◆ West Virginia School for the Deaf and the Blind
- ◆ 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 each county in the region. 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 a Public Library in each county 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.

The public survey response rate was very low for Region 8, despite the efforts to publicize the survey. In total, 16 individuals from the region participated in the public survey. Survey results are summarized in Table IV.1 and IV.2. The response in some counties was very low.

Table IV.1: Public Survey Results Summary

Topic		County			
		Grant	Hampshire	Hardy	Pendleton
Total Surveys Received by County:		1	12	1	2
How do you manage your transportation needs?					0
Drive your own car		100%	67%	100%	0%
Walk or ride a bicycle		0%	17%	0%	0%
Ride with family or friends		0%	33%	0%	0%
Use an agency transportation service		0%	0%	0%	0%
Use public transportation		0%	0%	0%	0%
What do you need but cannot do because you do not have transportation?					
Go to Work		0%	0%	N/A	0%
Go to Medical Appointments		100%	67%	N/A	0%
Shop to Feed Yourself or Family		0%	67%	N/A	0%
Go to School (Vocational or College)		0%	0%	N/A	0%
Do Errands (Shopping or Other)		0%	100%	N/A	0%
Go to Appointments		0%	33%	N/A	0%
Attend Social Outings		0%	33%	N/A	0%
Attend Sunday Religious Functions		0%	33%	N/A	0%
Do you have any transportation limitations?					
No		100%	78%	100%	0%
Yes. Need access to wheelchair accessible vehicles		0%	0%	0%	0%
Is there someone with a disability in your households that limits his or her mobility?					
No		0%	58%	100%	0%
Yes		100%	42%	0%	0%

Topic	Grant	Hampshire	County Hardy	Mineral	Pendleton
Would you utilize any of the following resources for updates on this topic in the future?					
Twitter	0%	20%	0%	0%	0%
Facebook	0%	30%	0%	0%	0%
WV Department of Transportation/DPT	100%	50%	100%	0%	0%
Local Agency or Transit System Website	0%	30%	0%	0%	0%
Text Messages	0%	30%	0%	0%	0%
Email	0%	70%	0%	50%	0%
Other Social Media	0%	0%	0%	50%	0%

Table IV.2: Demographic Breakdown of Survey Results

Topic	Grant	Hampshire	Hardy	Mineral	Pendleton
Total Surveys Received by County:	1	12	1	2	0
Age					
Under Age 15	0%	0%	0%	0%	0%
15 – 24 Years	0%	0%	0%	0%	0%
25 – 64 Years	100%	83%	100%	50%	0%
65 Years or Older	0%	17%	0%	50%	0%
Which of the following best represents your heritage?					
White (non-Hispanic)	100%	100%	100%	100%	0%
Black or African American	0%	0%	0%	0%	0%
Latino or Hispanic	0%	0%	0%	0%	0%
East Asian or Asian American	0%	0%	0%	0%	0%
South Asian or Indiana American	0%	0%	0%	0%	0%
Middle Eastern or Arab American	0%	0%	0%	0%	0%

Topic	Grant	Hampshire	Hardy	Mineral	Pendleton
Native American or Alaska Native	0%	0%	2%	0%	0%
Approximate Annual Household Income					
Less than \$10,000	0%	0%	64%	0%	0%
\$10,000 - \$15,000	0%	0%	28%	0%	0%
\$15,000 - \$20,000	100%	0%	0%	0%	0%
\$20,000 - \$30,000	0%	0%	2%	0%	0%
\$30,000 - \$40,000	0%	9%	2%	50%	0%
\$40,000-\$50,000	0%	20%	2%	0%	0%
\$50,000 - \$60,000	0%	47%	0%	50%	0%
\$60,000 - \$85,000	0%	9%	0%	0%	0%
\$85,000 or More	0%	9%	0%	0%	0%
Is English your primary language?					
Yes	100%	100%	100%	100%	0%
No	0%	0%	0%	0%	0%

Summary of Unmet Needs and Gaps in Services

- ◆ Due to the rural nature of the planning area and the long distances that people need to travel for medical purposes, employment, and other reasons, there are gaps in service availability for everyone throughout the area. The gaps are often created by limited available vehicles or limited hours of operation for the transportation providers compared to the appointment times or business hours of major destinations.
- ◆ Potomac Highlands Guild needs additional vehicles and drivers so that it can expand its services to meet increasing demands.
- ◆ Potomac Valley Transit Authority is experiencing a shortage of drivers and has experienced challenges hiring new drivers because of low interest in the position/job opening.
- ◆ In Romney, residents need transportation options during evenings and weekends. Romney residents also need access to more trips (offered more days of the week and for extended hours of operation) to Winchester.
- ◆ Romney would like to see an expansion of Ready Ride (currently operating 2-days/week).
- ◆ Mountain State School for the Deaf and the Blind needs grant money to support an increase in available transportation services. Teachers at the school do not have access to transportation for basic shopping and socialization needs. Students do not have access to transportation beyond the service that is directly provided by the school.
- ◆ Youth ages 16 to 21 need transportation options that allow for shorter ride/commute times. Areas of the most significant need are trips from Keyser to Cumberland, Moorefield, and Petersburg for employment, education, and training.
 - Classes in Moorefield are generally from 10:00 AM to 1:45 PM.
 - Classes in Petersburg are offered twice a day between 3:00 PM and 7:00 PM
 - Trips to Petersburg from Keyser are generally only two days per week between 3:00 PM and 7:00 PM.
- ◆ Transportation for dialysis patients is good, but there is room for improvement. With Baker Mathias no longer in operation, there is more pressure on the remaining transportation providers. PVRTA provides the service that Baker Mathias discontinued. PVRTA also transports people to Winchester for specialists. There are some church volunteers who help fill in the gaps, but volunteer transportation is limited.
- ◆ Senior centers would like another hot/cold truck for meal and passenger delivery. These vehicles are no longer available under the Section 5310 program.
- ◆ Four-wheel drive vehicles are needed as well as smaller, wheelchair accessible vehicles.
- ◆ Communications could be improved among the transportation providers. PVRTA is using radios that have the ability to immediately talk to emergency services (i.e., Fire Department, Police,

etc.). Other participating agencies at the meeting are using cell phones for communication. Cell phone coverage is patchy.

- ◆ All transportation providers need to replace existing vehicles when the useful life is reached and/or the vehicle condition is poor.
- ◆ Regional transportation options to/from Western Maryland Health Systems facilities is needed, according to a survey conducted by Western Maryland Health Systems in 2012.
- ◆ The coordination of non-senior transportation services is lacking and leaves gaps in available transportation services for individuals who are not eligible for senior center transportation.
- ◆ Improved conditions on bridges, sidewalks, and roads to support motorized and non-motorized transportation and mobility throughout communities in the planning area.

In the second regional meeting, 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 was considered to be the primary challenge to addressing the needs and gaps in services identified during this planning process. Local and regional stakeholders look to PVTA to provide the majority of public transportation services. While PVTA recognizes the areas where additional transportation service is needed, available funding and resources to expand limit the system's opportunity for growth. Options for expanding PVTA are always under consideration and planned in a sustainable manner.
- ◆ Traditional transportation services offered by PVTA and the human service agencies are good but they are not sufficient to fill the gaps in services for younger individuals and for trips that require a door-to-door type of service. Local and regional stakeholders agree that taxi and/or volunteer services would be beneficial. However, the resources to initiate and sustain such programs are not yet identified.

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Priorities & Goals

COORDINATED TRANSPORTATION PRIORITIES AND GOALS

PROGRESS SINCE 2011 COORDINATION PLAN

Since the 2011 Coordinated Public Transit-Human Services Transportation Plan Update, communication among partners has continued in the same long-standing manner. Local stakeholders have a good relationship and open communication with one another about issues and challenges that arise. Local stakeholders would like to keep inter-agency communication as a goal and continue to expand opportunities for sharing of information with new organizations that serve the area, as they develop.

Transportation for non-emergency medical purposes is an ongoing need, which is now being addressed through the implementation of a Medicaid Brokerage for West Virginia. The PVTA and some local senior organizations have become Non-Emergency Medical Transportation (NEMT) providers through the brokerage. In the short time since the brokerage has been implemented, it appears to be a fiscally strong decision for the transportation providers and good service plan for passengers.

The level of service has been maintained and PVTA has expanded its Ready Ride program which now includes Moorefield and Romney. While the expansion of Ready Ride has been an asset to both communities, the need for additional transportation in the Romney area remains as a challenge.

Finally, Region 8 has not implemented a Mobility Management program. The concept has mixed reviews from participating stakeholders because of the rural conditions of the area making it difficult to implement and maintain safe and effective shared-ride services. But the consensus of the group was to keep it as a goal in the updated plan as local stakeholders investigate the benefits that could be achieved through programs such as volunteer and ride-sharing services which could be developed under a Mobility Management program.

UPDATED COORDINATED TRANSPORTATION GOALS – 2015 THROUGH 2019

The general concept of coordination for the counties in Region 8 has support from local human service agencies, senior centers, the Region 8 Planning and Development Council, and PVTA. Bringing new levels of coordination into reality, however, will require action by these supporters as well as additional funding. By coordinating to secure additional funding for mobility and transportation, and implementing new projects that will fill the identified unmet needs and gaps in service, stakeholders can improve access to jobs, education, social/personal trips, and appointments.

Opportunities for improving transportation services must continue to build upon the trusting relationship that exists between participating organizations as well as expand to include additional organizations such as veterans, commuter transportation organizers, and non-profit or faith-based organizations with volunteers. 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.

In addition to the goals listed individually in the plan, the Region VIII 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.

Five goals are listed below. Each goal and priority is supported by the input provided by participating stakeholders, including the general public, PVTA, the Region 8 Planning and Development Council, 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				
	Expand Hours of Service	Appropriate Vehicle Fleets	Access to School and Employment	Medical Trips	Improve Communication
Goal #1 Non-Traditional Service Structures	X	X	X	X	
Goal #2 Vehicle Replacement and Expansion		X		X	
Goal #3 Network	X	X	X	X	X
Goal #4 Improve Transportation for Youth and Low-Income	X		X		
Goal #5 Improve Safety for Drivers					X

SUMMARY OF GOALS AND OBJECTIVES

Goal #1: Address gaps in the availability of transportation through new partnerships and non-traditional service structures.

Objectives:

- ◆ Address existing transportation providers' capacity constraints due to limited service hours and vehicle availability.
- ◆ Increase transportation options in Romney and throughout the area, especially during evenings and on weekends.
- ◆ Organize a volunteer transportation program to address gaps in transportation resources for people of all ages.

Goal #2: Operate an adequate number and the appropriate types of vehicles to serve each county in Region 8.

Objectives:

- ◆ Vehicles must be the proper size and capability (i.e., all-wheel drive) for the terrain of some rural local roads.
- ◆ More wheelchair accessible vehicles are needed for Potomac Highlands Guild.
- ◆ Replacement vehicles are needed in each county.

Goal #3: Sustain the working relationships and network that informally exists between the transportation providers and expand it to include agencies that need transportation.

Objectives:

- ◆ Transportation providers need a formal method to discuss issues and communicate important information so that the coordination and strong working relationship of current managers is sustained through any planned or unplanned changes in management.
- ◆ Expand the network of coordinated transportation stakeholders to include faith-based organizations and non-profit or for-profit organizations.

Goal #4: Improve transportation options to work and school for the general public, especially youth.

Objectives:

- ◆ Transportation options for individuals with low-incomes who do not meet the eligibility requirements of human service agency programs is needed. These individuals often 'fall through the cracks' of the transportation networks in each county.

Goal #5: Improve safety for drivers when they are on the road through more reliable communication structures (i.e., radios, etc.).

Objectives:

- ◆ Most transportation providers are using cell phones to communicate, but cellular service is patchy throughout the service areas. Explore opportunities for human service agencies to use radios for driver communication.

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.

ACTION STEPS

Goal #1: Address gaps in the availability of transportation through new partnerships and non-traditional service Structures.

Action Steps:

Step 1: Expand Ready Ride Hours of Operation. This step requires additional funding and staff for PVTa or funding for a contracted service partner. Service partners could include West Virginia School for the Deaf and Blind, which operates a fleet of vehicles for students but could potentially expand its eligibility and scope of services under a contract to provide public transportation. If such a partnership is developed, proper third-party service provider procurement procedures must be applied.

Step 2: Coordinate with volunteer groups. Public and human service agency transportation providers should coordinate with volunteer groups so that volunteers can provide evening, weekend, and same-day trip requests which cannot otherwise be accommodated or are more appropriate for volunteers than for transportation programs.

Step 3: Coordinate with private operators. Explore the possibility of creating a Memorandum of Understanding agreement with a local private transportation provider for same-day trip requests. To ensure wheelchair vehicles are available to the taxi, vehicles to be disposed of could be sold or leased at low cost to a taxi company. Note that the taxi provider should also have the required Passenger Assistance Training.

Step 4: Explore potential for passenger aides or assistants. Passenger aides who are trained to assist frail passengers on and off vehicles and to assist them to the door of their destination could

make public transportation a viable option for individuals who need additional assistance beyond what the drivers are permitted and capable of providing. Aides can also assist new passengers as they are introduced to using public transportation for the first time, to overcome fears and concerns so that they can become regular riders of PVTa.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Expand Ready Ride Hours of Operation	PVTa	Near-Term	<ul style="list-style-type: none"> ▪ PVTa applies for additional Section 5311 funding to expand services. ▪ PVTa secures necessary local match for Section 5311 grant. ▪ Increased number of trips provided by PVTa Ready Ride during the new service hours for the general public, people with disabilities, older adults, and individuals with low income.
Step 2: Volunteers	Region 8 Planning & Development Council and local transportation stakeholders	Long-Term	<ul style="list-style-type: none"> ▪ Volunteer program is initiated. ▪ A mobility management program is initiated to oversee the volunteer transportation program implementation and maintenance. ▪ Number of evening, weekend, and same-day trips provided by the volunteer program. ▪ Customer satisfaction with volunteer program. ▪ Number of volunteers participating.
Step 3: Private Operators	Coordinate with private operators	Long-Term	<ul style="list-style-type: none"> ▪ Number of trips per month and year referred to private taxi operators for medical discharges and same-day trips. ▪ Number of wheelchair accessible vehicles available and used by private taxi operators under the MOU(s).
Step 4: Passenger Aides or Assistants	Transportation providers and agencies that serve older adults and individuals with disabilities	Near-Term and On-going	<ul style="list-style-type: none"> ▪ Number of passenger trips per month served by the aide. ▪ Number of people per year using PVTa who otherwise would not be capable of riding. ▪ Customer satisfaction with accessibility of services, as (formally and informally) measured by passenger input and feedback.

Goal #2: Operate an adequate number and the appropriate type of vehicles to serve each county.

Action Steps:

Step 1: Maintain proper vehicle replacement/expansion schedules. Each transportation provider will maintain a vehicle replacement and expansion schedule that prepares the agency for providing service with vehicles of proper size and capability (i.e., all-wheel drive) for the terrain of some rural local roads. Wheelchair accessible vehicles must be a priority.

Step 2: Expand the fleet for Potomac Highlands Guild. The agency will purchase additional wheelchair accessible vehicles to serve its clients. Ideally, these vehicles could also be available through lease agreements with other local agencies to fill gaps when unexpected vehicle breakdowns occur or during otherwise idle times/days when Potomac Highlands Guild is not operating transportation for its consumers.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Vehicle Replacement and Expansion Plans	All Section 5310 and 5311 transportation providers	Near-Term and ongoing	<ul style="list-style-type: none">▪ Percent of vehicle fleets that are wheelchair accessible.▪ Number of trips provided each year by each provider where wheelchair accessible vehicles were required.▪ Maintenance costs for vehicle fleets are sustained or reduced through proper replacement schedules for older vehicles.▪ Safety standards for vehicles are established and achieved.
Step 2: Expand fleet	Potomac Highlands Guild	Near-Term	<ul style="list-style-type: none">▪ Number of wheelchair accessible vehicles purchased.▪ Number of trips provided per year increases, thus reducing unmet demand and gaps in services.

Goal #3: Sustain the working relationships and network that informally exists between the transportation providers and expand it to include new agencies and organizations.

Action Steps:

Step 1: Establish a regional Transportation Advisory Board (TAB) with quarterly meetings.

Create a forum to continue the discussion about unmet transportation needs, gaps in services, and approaches to improve mobility options. Region 8 stakeholders have a uniquely strong relationship based on years of experience working together. A TAB should be created that will meet quarterly to discuss transportation plans and issues. The TAB should seek to invite new members and/or guest speakers who will focus on new topics such as volunteer transportation services, mobility management (invite the Mobility Manager from the Morgantown area to make a presentation about her experiences), commuter services, youth transportation needs, and other topics of interest. Inviting additional organizations from throughout the region and the state will help to inform the TAB members about new opportunities. Likewise, it will be an opportunity for the TAB members to inform guest presenters about the services, and gaps in services, in Region 8.

The TAB should establish annual coordinated transportation goals and objectives that are monitored, at least quarterly, throughout the year. If any goal appears to be faltering, the TAB can review the situation and work together to get it back on track or work together to adjust the goal.

Until a decision is made regarding the need for mobility management (from the 2011 HSTP), those interested in organizing the coalition should appoint an agency to lead the effort and the group.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Regional TAB	Region 8 Planning and Development Council, Section 5310 and 5311 transportation providers.	Near-Term and On-going	<ul style="list-style-type: none">Formation of a Regional TAB.Tasks are assigned to participants and moved toward implementation.Number of TAB meetings.

Goal #4: Improve transportation options to work and school for the general public, especially youth.

Action Step:

Step 1: Support employment and education opportunities of youth and individuals with low incomes.

Potential programs including carpools, car loan programs, vanpools, employer-sponsored transportation, route expansions, and/or service area expansions will be explored as potential opportunities to improve access to employment and education for the area's youth and individuals with low incomes.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Employment and Education for Youth and Low-Income	All transportation providers and other agencies that serve youth and individuals with low incomes.	Ongoing	<ul style="list-style-type: none"> ▪ Opportunities to improve transportation to work and work-related activities are explored and documented ▪ Number of employers that are approached and informed about the benefits of providing or contributing to shared-ride or subsidized transportation for employees/students. ▪ Number of employment or school-related trips provided per year, if a service implemented. ▪ Number of individuals who receive transportation.

Goal #5: Improve safety for drivers when they are on the road through more reliable communication structures (i.e., radios)

Action Step:

Step 1: Explore and implement, if funding is secured, use of radios for human service agency transportation providers. The PVRTA recently implemented radio communication capabilities for its staff. The program is a success. Other transportation providers in the area continue to use mobile phones as their primary means of communication. In the rural area served by these agencies, cellular service is unreliable and could create significant safety hazards for the driver and passengers. Coordinated procurement of radios for multiple agencies should be explored as a cost-saving strategy.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Radios	Human service agency and senior transportation providers	Long-Term	<ul style="list-style-type: none"> ▪ Study of the benefits and consequences of implementing radio communication is conducted for interested organizations. ▪ If determined to be beneficial, radio services are explored and procured through a coordinated effort. ▪ Number of safety calls conducted over radio communication and quickly resolved.

			<ul style="list-style-type: none"> ▪ Driver and passenger safety levels improve compared to pre-radio service.
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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 5310 and 5311 programs require a 50 percent local match. Capital funding from these programs requires a 20 percent local match for vehicles, communication equipment and purchase of transportation services (contracted services). 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.

Opportunities for new programs developed through coordination with local faith-based organizations or other non-profit agencies should be fully explored, but even for the low-cost programs, additional funding will be needed for administration and management. A lead agency could consider application for Mobility Management funding to support development of new coordinated volunteer programs. Additional funding will be needed for service expansions that cannot be achieved through coordinated transportation efforts with existing resources. For additional funding, local transportation providers may solicit local communities and private businesses to support transportation services to industry jobs that will be created in the area.

Conclusions

CONCLUSIONS

The organizations involved in this planning effort demonstrate extensive knowledge and deep concern for their community. Together, they work to make the best transportation program possible to suit their community needs and available resources. Many of the transportation program managers have been committed to their jobs for more than 20 years. This level of experience and dedication to the community has made it possible to overcome many of the challenges to providing transportation in a rural area. Nonetheless, challenges and gaps in services continue to exist and will continue to be priorities for local stakeholders to address.

Since the 2011 HSTP, coordinated transportation and mobility management have been initiated through the Non-Emergency Medical Transportation (NEMT) brokerage across the State. Local transportation providers and Medicaid eligible passengers using the NEMT service are experiencing the challenges and benefits of this step toward coordinated services. This transition, as with most transitions in business practice, comes with an adjustment period which is arguably the phase where communities are at the time of this report. So far, participating transportation providers in Region 8 are considering the brokerage a success.

Inventory results indicate that there are transportation operators that serve older adults and individuals with disabilities throughout each county in the region. And, PVTA is a highly respected public transportation service for the region. However, resources for public transportation are limited by available funding and staff and expansions to meet the gaps in services are not possible without availability of additional revenue. A coordinated approach involving public, private, and human service agency providers would help to develop programs that would reduce gaps in services to include evening and weekend transportation in Romney and other communities.

Additional recommended actions, such as expanding hours of service and implementing a volunteer program will require dedicated staff and funding. That funding may come from a combination of Federal, State, and local dollars. Mobility Management efforts are considered capital expenses under the Federal Transit Administration (FTA) programs, making them available for up to 80% funding.

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.

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**West Virginia Region 8
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



Prepared by: RLS & Associates, Inc.

Region 8

Coordinated HSTP Update 2015 Appendix

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Appendix B: Signatures of Adoption

Focus Group

Stakeholder and General Public Meetings

Date: Meeting 10/31/2014

Location: PVT A

Meeting 2: 12/8/2014

Location: PVT A

Invitations Distributed

☒ U.S. Mail: Meeting 1: 10/10/2014 Meeting 2: 11/12/2014

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

☐ Web Posting:

☒ Newspaper Notice: Moorefield Examiner, Grant County Press, Hampshire Review, Mineral Daily News, Pendleton Times

☐ 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: 12

Meeting 2: 8

☒ 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: 16

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:

The West Virginia Division of Public Transit is conducting a regional coordinated public transit-human services transportation plan meeting for Grant, Hampshire, Hardy, Mineral, and Pendleton Counties. The meeting will be on **October 31, 2014, 10:30 AM to 12:30 PM at Potomac Valley Transit Authority (PVTa), 185 Providence Lane, Petersburg, 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 coordination planning. RSVP by Oct. 29 to 800-684-1458. Light Refreshments served. Facility is accessible. If language translation or transportation to the meeting are needed, please call in advance.

The West Virginia Division of Public Transit is conducting a regional coordinated public transit-human services transportation plan meeting for Grant, Hampshire, Hardy, Mineral, and Pendleton Counties. The meeting will be on **December 8, 2014, 10:30 AM to 12:30 PM at Potomac Valley Transit Authority (PVTa), 185 Providence Lane, Petersburg, WV 26847.** 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 coordination planning. RSVP by November 6 to (800)684-1458. Light refreshments served. Facility is accessible. If language translation or transportation to the meeting are needed, please call in advance.

Name	Contact Person	Address	City	State	Zip
Aging & Family Services of Mineral County	Leslie Brown, Executive Director	1 South Main St.	Keyser	WV	26726
American Cancer Society	Transportation	122 South High St.	Morgantown	WV	26501
Burlington Family Services	Executive Director	PO Box 69	Burlington	WV	26710
Burlington UMFS Inc.	Executive Director	RR 3 Box 3122	Keyser	WV	26726
Catholic Community Services	Executive Director	320 Elks Place	Romney	WV	26757
Community Combined Ministries	Diana Wall, Executive Director	PO Box 2805	Martinsburg	WV	25402
Commission on Aging and Family Services	Darlene Keplinger, Executive Director	111 Virginia Ave	Petersburg	WV	26847
Dawnview Center	Executive Director	PO Box 686	Fort Ashby	WV	26719
DHHR	Jennifer Tingler	156 Rent St	Petersburg	WV	26847
E.A. Hawse Health Center	Executive Director	PO Box 97	Baker	WV	26801
Eastern Allegheny Council for Human Services, Inc.	Transportation Director	HC 30, Box 22	Petersburg	WV	26847
Eastern Regional Family Resource Network	Executive Director	320 Elks Place	Romney	WV	26757
Eastern WV Community Action	Executive Director	401 Maple Ave	Moorefield	WV	26836
Family Crisis Center Inc.	Executive Director	PO Box 207	Keyser	WV	26726
Grant Co Development Authority	Executive Director	5 Highland Ave.	Petersburg	WV	26847
Grant Co Housing Authority	Executive Director	PO Box 125	Petersburg	WV	26847
Grant Co. Family Issues Task Force	Executive Director	PO Box 1286	Petersburg	WV	26847
Grant Co. OES	Executive Director	5 Highland Ave.	Petersburg	WV	26847
Grant County BOE	Executive Director	Jefferson Ave.	Petersburg	WV	26847
Grant County Bureau for Children and Families	Executive Director	15 Grant St, Suite 1	Petersburg	WV	26847
Grant County Nursing Home	Executive Director	27 Early Avenue	Petersburg	WV	26847
Grant Memorial Hospital	Human Resources	PO Box 1019	Petersburg	WV	26847
Hampshire Co Development Authority	Executive Director	91 S High St.	Romney	WV	26757
Hampshire Co OES	Executive Director	PO Box 806	Romney	WV	26757
Hampshire Co Special Services Center	Executive Director	9 Industrial Blvd.	Romney	WV	26757
Hampshire County BOE	Executive Director	46 S High Street	Romney	WV	26757
Hampshire County Bureau for Children and Families	Executive Director	PO Box 1736	Romney	WV	26757
Hampshire County Committee on Aging	Sandra Viselli, Executive Director	PO Box 41	Romney	WV	26757
Hampshire Memorial Hospital	Human Resources	549 Center Ave.	Romney	WV	26757
Hardy Co OES	Executive Director	PO Box 150	Moorefield	WV	26836
Hardy County BOE	Executive Director	510 Ashby St.	Moorefield	WV	26836
Hardy County Bureau for Children and Families	Executive Director	112 Beans Lane	Moorefield	WV	26836
Hardy County Committee on Aging	Debbie Sherman, Executive Director	PO Box 632	Moorefield	WV	26836
Hardy County RDA	Executive Director	PO Box 209	Moorefield	WV	26836
Hunt Club Clinic	Executive Director	11 Hunt Club Plaza	Ridgeley	WV	26753
Keyser Housing Authority	Executive Director	440 Virginia St	Keyser	WV	26726
Love Memorial Clinic	Executive Director	112 Kuykendall Lane	Moorefield	WV	26836
Mineral Co Development Authority	Executive Director	Rt. 3 Box 3048	Keyser	WV	26726
Mineral Co OES	Executive Director	Rt. 1 Box 172E	Keyser	WV	26726

Name	Contact Person	Address	City	State	Zip
Mineral County Board of Education	Executive Director	1 Baker Place	Keyser	WV	26726
Mineral County Bureau for Children and Families	Executive Director	18 N. Tornado Way	Keyser	WV	26726
Mineral County Family Resource Network	Jerri Mason	251 1/2 W Piedmont St	Keyser	WV	26726
Mt. Top Clinic	Executive Director	PO Box 77	Mt. Storm	WV	26739
Pendleton Co OES	Executive Director	PO Box 1025	Franklin	WV	26807
Pendleton Community Care	Executive Director	PO Box 100	Franklin	WV	26807
Pendleton County BOE	Executive Director	PO Box 888	Franklin	WV	26807
Pendleton County Bureau for Children and Families	Executive Director	HC 61, Box 18-B, Suite 200	Franklin	WV	26807
Pendleton County ECDA	Executive Director	PO Box 602	Franklin	WV	26807
Pendleton County Nursing Home	Executive Director	PO Box 700	Franklin	WV	26807
Pendleton County Senior and Family Services	Carolyn Wells, Executive Director	PO Box 9	Franklin	WV	26807
Piedmont Housing Authroty	Executive Director	51 Jones St.	Piedmont	WV	26750
Potomac Highlands Guild	Craig Curtis , Executive Director	PO Box 1119	Petersburg	WV	26847
Potomac Valley Hospital	Human Resources	167 South Mineral St	Keyser	WV	26726
Potomac Valley Transit Authority	J. Carter	185 Providence Lane	Petersburg	WV	26847
Region 7 WIB	Executive Director	PO Box 849	Petersburg	WV	26833
Region 8 Planning & Development Council	Terry Lively, Executive Director	8 Grant County Industrial Park P.O. Box 849	Petersburg	WV	26847
Region 8 Planning & Development Council	Melissa Earle	8 Grant County Industrial Park P.O. Box 849	Petersburg	WV	26847
Region III Area Agency on Aging	Scott Gossard, Director	PO Box 869	Petersburg	WV	26847
Special Service Center	Executive Director	9 industrail Blvd.	Romney	WV	26757
Valley Medical Transport	Chris Rucker	190 Prosperity Drive, Suite 4	Winchester	VA	22602
Veterans Adminstration Medical Center	Transportation Director	510 Butler Ave.	Martinsburg	WV	25401
VIP Limousine Service Ld.	Manager	210 East Piedmont St	Keyser	WV	26726
Western MD Health Care System	Jo M. Wilson MBA FACHE	PO Box 539	Cumberland	MD	21502
Westley Limousine, LLC	Manager	PO Box 675	Romney	WV	26757
Winchester Medical Center	Human Resources	1840 Amherst St.	Winchester	VA	22601
WVDOT	Toni Boyd	1900 Kanawha Boulevard East Building 5, Room 906	Charleston	WV	25305-0432
Yellow Cab Company	Manager	210 East Piedmont St	Keyser	WV	26726
	Sharon Harrison	3185 T. 22 N	Moorefield	WV	26836

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 Grant, Hampshire, Hardy,
Mineral, and Pendleton Counties.**

Open to the Public! All are invited!

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

Laura Brown from RLS & Associates, Inc. will facilitate the meeting.

**October 31, 2014 from 10:30 AM to 12:30 PM at Potomac Valley Transit
Authority (PVTa), 185 Providence Lane, Petersburg, WV 26847**

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.**



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 21st 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 **October 31, 2014 from 10:30 a.m. to 12:30 p.m. at the Potomac Valley Transit Authority (PVTa), 185 Providence Lane, Petersburg, WV 26847. 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.

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, 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,

A handwritten signature in blue ink that reads "Susan L. O'Connell". The signature is fluid and cursive, with the first name "Susan" and last name "O'Connell" clearly legible.

Susan O'Connell, Director
WV DOT, Division of Public Transit

**COORDINATED PUBLIC TRANSIT-HUMAN SERVICES PLAN MAP-21 UPDATE
WORKSHOP AGENDA**

October 31, 2014

***Potomac Valley Transit Authority (PVTa)
185 Providence Lane, Petersburg, WV 26847
10:30 AM to 12:30 PM***

- **Registration, Introductions, and Welcome**
- **Purpose and Overview**
MAP-21 Program & Funding Changes Relevant to FTA Sections 5311, 5310, 5316 (JARC) and 5317(New Freedom).
- **Discussion of Challenges and Accomplishments since the 2011 Plan**
 - *What programs were implemented under SAFETEA-LU?*
 - *What have been the biggest challenges to implementation?*
 - *What are some potential steps that can be taken to overcome the challenges?*
- **Discuss Changes in Transportation Unmet Needs and Gaps in Services**
 - *What has changed since 2011 in terms of the unmet transportation needs, gaps in service, and available transportation resources for transportation to older adults, individuals with disabilities, people with low-incomes, and the general public in each county and throughout the region?*
- **Discuss Projects to be Implemented in Each County Under MAP-21 During the Next Four Years**
Group discussion to create the list of planned MAP-21 projects for each participating organization.
 - *What projects would you like to implement to address transportation needs and gaps, regardless of funding source?*
 - *What specific needs and gaps will each project address?*
 - *What agency would be the lead agency for each project and how would the project be coordinated with other stakeholder organizations?*
 - *What could be the projected revenue source(s)? Is the project financially feasible?*
- **Next Steps**
 - *Public Survey Distribution and Collection*
 - *Next Meeting Date: December 1, 2014*

Please Attend:
**A Public Workshop to Update the Regional
Public Transit-Human Services
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transportation and mobility options in and around
Grant, Hampshire, Hardy, Mineral, and Pendleton Counties.**

All are invited!

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

Laura Brown from RLS & Associates, Inc. will facilitate the meeting:

**December 8, 2014, 10:30 AM to 12:30 PM at
Potomac Valley Transit Authority (PVTa), 185 Providence Lane,
Petersburg, WV 26847**

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
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- FTA Section 5310 is now an eligible resource for operating, as well as capital dollars; previously, it was only eligible for capital dollars.

On July 6, 2012, President Obama signed Moving Ahead for Progress in the 21st 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. The second of two local public meetings is scheduled for **Monday, December 8, 2014, 10:30 AM to 12:30 PM at Potomac Valley Transit Authority (PVTa), 185 Providence Lane, Petersburg, WV 26847**. 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, RLS & Associates, Inc. at (813) 482-8828 or 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 those needs and gaps in services are accurately addressed in the coordinated transportation plan update.

We look forward to seeing you at the local meeting.

Sincerely,

A handwritten signature in blue ink that reads "Toni Boyd". The signature is written in a cursive, flowing style.

Toni Boyd, Section 5310 Program Administrator
WVDOT, Division of Public Transit

**REGION VIII
COORDINATED PUBLIC TRANSIT-HUMAN SERVICES PLAN/MAP-21 UPDATE
2ND WORKSHOP AGENDA**

**December 8, 2014 from 10:30 AM to 12:30 PM at:
Potomac Valley Transit Authority (PVTa)
185 Providence Lane, Petersburg, WV 26847**

- **Registration, Introductions, and Welcome**
- **Purpose and Overview**
 - Discuss and refine coordinated public transit and human services transportation goals and implementation strategies for the next four years.*
- **Funding Review (Eligibility and Purpose of MAP-21 Programs)**
 - Review the intent of Federal Transit Administration's program:
Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities);
and other related funding programs.*
- **Review the Transportation Needs Assessment and Goals**
 - *Review the results from the first meeting for the Region VIII plan.*
 - *Outline unmet transportation needs, gaps and duplications in service for older adults, individuals with disabilities, people with low incomes, and the general public.*
- **Select Coordinated Transportation Strategies**
 - *RLS & Associates, Inc. will present a range of coordinated transportation strategies for the region.*
 - *Stakeholders will select strategies for implementation.*
 - *Stakeholders will discuss priorities for implementation.*
 - *Stakeholders will discuss responsible parties for each phase of implementation.*
- **Rating Implementation of Suggested Strategies**
 - *Is there a foundation for each strategy? Does support already exist?*
 - *Is each strategy financially feasible?*
 - *Will each strategy create the foundation for future actions?*
 - *Is progress possible within the next 6 months, 1 year, 4 years?*
- **Next Steps**
 - *RLS will continue the Public Survey and Inventory efforts, as needed.*
 - *Stakeholders will review the Draft Final Coordinated Public Transit-Human Services Transportation Plan Update.*
 - *Following the review, the plan must be locally adopted.*

Coordinated Transportation Plan Update Meeting for West Virginia Region VIII

October 31, 2014
Sign-In-Sheet

Please Print

Name & Agency	Agency Address	Telephone	E-Mail
Toni Boyd WV Div of Public Transit	Bldg 5, Room 906 1900 Kan Blvd E Charles ton, WV 25305	304-508-0428	Toni.K.Boyd@wv.gov
Julie Helmick Hardy County COA	P.O. Box 632 Moorefield, WV 26836	(304) 530-2161	HCCOA@Hardynet.com
PHYLLIS HELMICK HARDY COUNTY COA	P.O. Box 632 MOOREFIELD, WV. 26836	(304) 530-2161	HCCOA@HARDYNET.COM
Butch Armentrout Town of Caperdale	P.O. Box 7 Ridgely, WV 26753	304 738-1612	carp@athleticbbwv.net
Greg Czerwinski PVTA Hardy Co Planning Comm	P.O. Box 564 MORTIFIELD, WV 26886	304-538-6677	Czerwinski@Hardy.net
J. Powers Carter PVTA	185 PROVIDENCE LN PETERSBURG, WV 26847	304-257-1414	jeanette@potomacvalleytransit.org
Kristin Mumpore Burlington Family Services	145 Southern Dr. Keyser, WV 26726	304-788-5241	Kmumpore@burlf.org

Pathways Youth 16-21

Coordinated Transportation Plan Update Meeting for West Virginia Region VIII

October 31, 2014
Sign-In-Sheet

Please Print

Name & Agency	Agency Address	Telephone	E-Mail
Matt Stewart West Virginia School for the Blind	301 East Main St, Romney WV 25767	304 822-4881	mstewart@K12.wv.us
Donna Brown Commission for the Blind WVSD	301 East Main St Romney WV 25767	304 822-4881	donbrown@K12.wv.us
MELVIN KAMBERST Potomac Highlands Council	P.O. Box 1119 Petersburg WV 26884	304-257-4687	MELVIN1@PotomacHighlands council
Melissa Earle Region 8 Planning Dev. Council	131 Providence Lane Petersburg	304-257-2448 ext. 228	mearte@region8st.org
Carolyn Wells Pendleton Senior & Family Services	P.O. Box 9 Franklin, WV 26037	304 358-2421	pendltonseniorcenter @Frontier.com

Coordinated Transportation Plan Update Meeting for West Virginia Region VIII

December 8, 2014
Sign-In-Sheet

Please Print

Name & Agency	Agency Address	Telephone	E-Mail
Carwyn Wells Pendleton Senior Family Services	P.O. Box 9 231 Mill Rd. Franklin, WV 26807	(304) 358-2421	Pendleton Senior Center@ Frontier.com
Jimmy K. Phillips Community Service Mgr. DHR Health Policy Pendleton	149 Robert C. Byrd Industrial Park Martinsburg, WV 26836	304 538-7940	JAMES.K.PHILLIPS@ wv.gov
Nicholas Robb Northern Shenandoah Regional Commissioner	400 Kendrick St. Front Royal VA.	(540) 636-8808	nrobb@nsrregion.org
Melissa Scott Hardy County Planner	204 Washington Martinsburg, WV	304-530-0257	MSCOTT.hardyplanner@ gmail.com
Jeffrey Greenwalt Hardy County Planning Commission	P.O. Box 574 Martinsburg, WV 26836	304-538-6677	Jeffrey.Greenwalt@hdcwv.org
I. Carter Potomac Valley Transit Auth.	185 PEACOCK LN PETERSBURG, WV 26847	(304) 257-1414	icarter@potomacvalleytransit.org
Michael Lewis Potomac Highlands Blvd	P.O. Box 1119 Petersburg, WV 26847	304-257-4687	Mike@PHGmail.net

Greenwalt

Coordinated Transportation Plan Update Meeting for West Virginia Region VIII

December 8, 2014
Sign-In-Sheet

Please Print

Name & Agency	Agency Address	Telephone	E-Mail
Tenney Live/Region 8 Planning and Development Council	131 Providence Lane Petersburg, WV 26849	304 257-2448	tlivey@region8.wv.gov

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

Presented by:
Laura Brown, Senior Associate
RLS & Associates, Inc.
October 31, 2014

Meeting Purpose And Overview

Review MAP-21

Discuss Coordination Progress Since 2010

Update Local Unmet Transportation Needs/Gaps In Service

Update the Inventory of Transportation Resources

Discuss Future Coordinated Transportation Strategies

**Study Area-
Grant,
Pendleton,
Hardy, Mineral,
& Hampshire
Counties**



Who Should Participate?

- ♦ 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 Councils
- ♦ West Virginia DOT, DPT
- ♦ Local Citizens

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 Plan
 - All Other Stakeholders are Reminded that Local Match is Required for FTA Funded Programs.
 - Match May be Derived from Non-DOT Transportation **Federal** Funding Sources

5

Why Do We Do These 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 21st Century) Requires that a Plan for Certain Funding Programs
 - FTA Section 5310

6

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%20VIII%20Final%20Report.pdf>
- ♦ MAP-21 was Signed into Law on July 6, 2012; Effective October 1, 2012
 - Authorizes Programs through September 30, 2014

7

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

8

Current FTA Funding Sub-Recipients

Section 5310

- Pendleton Senior and Family Services
- Potomac Highlands Guild
- Commission on Aging Family Services

Section 5311

- Potomac Valley Transit Authority (PVTa)

9

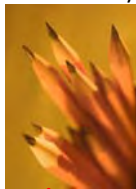
UPDATE OF CURRENT MOBILITY RESOURCES AND UNMET NEEDS



10

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 Pumpkin Pie County between 5:00 AM and 7:00 AM"

11

Existing Resources

Who are the transportation providers in Each County Today?

Grant
Hampshire
Hardy
Mineral
Pendleton

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Summary of 2011 Plan Goals

Goals/Needs	Affordable Transportation	Cross-Agency Communication	Access to Services	Public Convenience
Goal #1: Improve Communication		X	X	X
Goal #2: Mobility Management Program	X	X	X	X
Goal #3: Outreach and Marketing		X		X
Goal #4: Self-Sufficiency	X	X	X	
Goal #5: Economic Development	X		X	X
Goal #6: Access to Employment	X		X	X

New Goals and Priorities

- ♦ What Progress Was Made On the 2011 Plan Goals?
- ♦ What are Coordinated Transportation Goals and Priorities that You would Recommend for 2014-2018?

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NEXT STEPS

15

Update Inventory and Needs Assessment

- ♦ RLS Interviews Transportation Providers
- ♦ Complete a Stakeholder Survey or Interview
- ♦ Distribute Public Needs Assessment Surveys:
 - On-line with Announcements on Vehicles and Posted at Agencies
 - Paper Copies Distributed to Libraries
- ♦ Draft Inventory and Needs Assessment Report Issued

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Meeting #2

- ♦ Date: Monday, December 1, 2014
- ♦ Time: 11:00 AM to 1:00 PM
- ♦ Agenda: Discuss Proposed Strategies and Establish Priorities
 - The Refined Priorities will go into the Final Plan

17

Participation Reminder

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

18



Questions?

FOLLOW UP QUESTIONS:

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

www.rlsandassoc.com

Thank You!



Goals from the 2011 Plan

1. Improve Communication among the Public Transportation Providers, Non-Profits, Faith-Based Organizations, and For-Profit Companies with the Intent to Fill Gaps in Each County
2. Implement a Mobility Management Program to Improve Coordination of trips and Focus on Public Outreach and Education

21

Goals from the 2011 Plan (Continued)

3. Develop and Deploy Effective Outreach and Marketing Activities and Materials/Social Media
4. Maintain at Least the Same Level of Transportation to Ensure that All People Maintain Sustainable Level of Self-Sufficiency

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Goals from the 2011 Plan (Continued)

5. Address any Economic Development Opportunities that could Benefit from the Support of Transportation Services
6. Improve Access to Employment and Employment-Related Opportunities for Individuals with Low-Incomes and the General Public

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Moving Public Transportation
Into the Future

2014 West Virginia Region 8 Coordinated Public Transit-Human Services Transportation Plan Update

Presented December 8, 2014
by Laura Brown, Senior Associate, RLS & Associates, Inc.
1018 Duke St. Alexandria, VA 22314

www.rlsandassoc.com

Study Area:
Grant,
Pendleton,
Hardy, Mineral,
& Hampshire
Counties



Meeting Objectives

Review Purpose of Plans

Review of Transportation Needs Assessment

Develop Coordination Transportation Goals and Strategies

Prioritize Strategies

Next Steps

3

COORDINATED
TRANSPORTATION
UNMET NEEDS/GAPS,
GOALS, PRIORITIES
AND STRATEGIES

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**
- **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)

5

Preliminary Goals Summary

Goal 1: Address gaps in the availability of transportation through new partnerships and non-traditional service structures

Goal 2: Operate an adequate number and the appropriate types of vehicles to serve the entire study area

6

Preliminary Goals Summary

Goal 3: Sustain the working relationships and network that informally exists between the transportation providers and expand it to include agencies that need transportation

7

Goals Summary, Continued

Goal 4: Improve transportation options to work and school for the general public, especially youth

Goal 5: Improve safety for drivers when they are on the road through more reliable communication structures (i.e., radios, etc.)

8

Goal 1: Address Gaps

UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED

- ❑ Address existing transportation providers' capacity constraints due to limited service hours and vehicle availability
- ❑ Increase transportation options in Romney and throughout the area during evenings and on weekends

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Goal 1: Address Gaps

Strategy 1.1: Organize a Volunteer Driver Program
Potential lead agency is Region 8 Planning and Development Council

Immediate-term
(6-12 months)

Mid-Term
(1yr - 2yr)

Near-Term
(2yr - 3yr)

Long-Term
(3yr - 4+yr)

10

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Goal 1: Address Gaps

- ♦ Strategy 1.2: Contract with Private Taxi Operators for Subsidized Demand Response Trips for Youth

Immediate-term
(6-12 months)

Mid-Term
(1yr - 2yr)

Near-Term
(2yr - 3yr)

Long-Term
(3yr - 4+yr)

11

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Goal 1: Address Gaps

- ♦ Strategy 1.3: Expand Ready Ride Service's Days and Hours of Operation

Immediate-term
(6-12 months)

Mid-Term
(1yr - 2yr)

Near-Term
(2yr - 3yr)

Long-Term
(3yr - 4+yr)

12

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Goal 1: Address Gaps

- ♦ Strategy 1.4: Coordinate Drivers and Vehicles with Mountain State so that Teachers and Staff have Transportation Options during Evenings and Weekends

Immediate-term
(6-12 months)

Mid-Term
(1yr - 2yr)

Near-Term
(2yr - 3yr)

Long-Term
(3yr - 4+yr)

13

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Goal 1: Address Gaps

- ♦ Strategies:

Immediate-term
(6-12 months)

Mid-Term
(1yr - 2yr)

Near-Term
(2yr - 3yr)

Long-Term
(3yr - 4+yr)

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Goal 2: Operate an Adequate Number of Vehicles and Appropriate Types

UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED

- ❑ Vehicles must be the proper size and capability (i.e., all-wheel drive) for the terrain of some rural local roads
- ❑ More wheelchair accessible vehicles are needed for Potomac Highlands Guild
- ❑ Replacement vehicles are needed in each county

15



Goal 2: Operate an Adequate Number of Vehicles and Appropriate Types

- ♦ Strategy 2.1: Coordinate purchases of all-wheel drive and smaller vehicles that are safe and appropriate for rural roads that have difficult terrain

Immediate-term
(6-12 months)

Mid-Term
(1yr - 2yr)

Near-Term
(2yr - 3yr)

Long-Term
(3yr - 4+yr)

16

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Goal 3: Sustain and Expand the Local Working Relationships

UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED

- ❑ Transportation providers need a formal method to discuss issues and communicate important information so that the coordination and strong working relationship of current managers is sustained through any planned or unplanned changes in management

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Goal 3: Sustain and Expand the Local Working Relationships

- ♦ Strategy 3.1: Create a Regional Transportation Committee to Involve PVTAs, Councils on Aging, Local Governments, Human Service Agencies, and Other Organizations Interested in Transit
- ♦ The Committee will serve to Address the Goals in This Plan and Also to Build New Professional Ties Between the Agencies and Communities

Immediate-term
(6-12 months)

Mid-Term
(1yr - 2yr)

Near-Term
(2yr - 3yr)

Long-Term
(3yr - 4+yr)

18

www.tiamdassoc.com

Goal 4: Improve Transportation Options to Work and School

UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED

- ❑ Transportation for individuals with low-incomes who do not meet the eligibility requirements of human service agency transportation programs is needed. These individuals often 'fall through the cracks' of the transportation networks in each county

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Goal 4: Improve Transportation Options to Work and School

- ♦ Strategy 4.1: Implement a Subsidized Taxi Voucher Program, where Taxi Service is Available
- ♦ Invite Schools and Employers to Subsidize the Cost of the Trip, in Addition to Any Agency Subsidy that is Available

Immediate-term
(6-12 months)

Mid-Term
(1yr - 2yr)

Near-Term
(2yr - 3yr)

Long-Term
(3yr - 4+yr)

20

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Goal 5: Improve Safety for Drivers on the Road - Communication

UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED

- ❑ Most transportation providers are using cell phones to communicate, but their cellular service is patchy throughout the service areas

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Goal 5: Improve Safety for Drivers on the Road - Communication

- ♦ Strategy 5.1: Conduct a Cost/Benefit Analysis of Radio Communication Systems for Area Transportation Providers, Similar to the PVTa Radio System

Immediate-term
(6-12 months)

Mid-Term
(1yr - 2yr)

Near-Term
(2yr - 3yr)

Long-Term
(3yr - 4+yr)

22

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NEXT STEPS

23

Update Inventory and Needs Assessment

- ♦ RLS Continues Interviews with Transportation Providers
- ♦ Collect Public Needs Assessment Surveys
- ♦ Draft Report Issued to Stakeholders for Review (via email)
- ♦ Final Plan Issued for Local Adoption
 - Instructions will be provided for how to adopt the plans
 - Plans **must** be adopted at the local level

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Questions?

FOLLOW UP QUESTIONS:

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

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 8**

The Regional Coordinated Public Transit-Human Services Transportation Plan Update for the Region 8 study area, including Grant, Pendleton, Hardy, Mineral, and Hampshire Counties, as completed on May 29, 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: J. Douglas Carter

Title of Plan Participant: General Manager

Organization Representing: Potomac Valley Transit Authority

Or Senior, Individual With Disability, Low Income or General Public Representative: _____



Signature

June 18, 2015

Date

Signature

Date

**Adoption and Approval of
Your Regional Coordinated Public Transit-Human Services Transportation Plan
Region 8**

The Regional Coordinated Public Transit-Human Services Transportation Plan Update for the Region 8 study area, including Grant, Pendleton, Hardy, Mineral, and Hampshire Counties, as completed on May 29, 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: Carolyn Wells
Title of Plan Participant: Executive Director
Organization Representing: Pendleton Senior & Family Services, Inc.
Or Senior, Individual With Disability, Low Income or General Public Representative: _____


Signature

6/16/15
Date

Signature

Date

**Adoption and Approval of
Your Regional Coordinated Public Transit-Human Services Transportation Plan
Region 8**

The Regional Coordinated Public Transit-Human Services Transportation Plan Update for the Region 8 study area, including Grant, Pendleton, Hardy, Mineral, and Hampshire Counties, as completed on May 29, 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: Phyllis Helmick
Title of Plan Participant: Exec. Director
Organization Representing: Hardy County Committee on Aging
Or Senior, Individual With Disability, Low Income or General Public Representative: _____

Phyllis Helmick
Signature

6-17-15
Date

Julie Helmick
Signature

6-17-15
Date

**Adoption and Approval of
Your Regional Coordinated Public Transit-Human Services Transportation Plan
Region 8**

The Regional Coordinated Public Transit-Human Services Transportation Plan Update for the Region 8 study area, including Grant, Pendleton, Hardy, Mineral, and Hampshire Counties, as completed on May 29, 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:

Title of Plan Participant:

Organization Representing:

Or Senior, Individual With Disability, Low Income or General Public Representative:

Donlene Hopfinger Evans 7-6-15

Signature

Date

Signature

Date

**Adoption and Approval of
Your Regional Coordinated Public Transit-Human Services Transportation Plan
Region 8**

The Regional Coordinated Public Transit-Human Services Transportation Plan Update for the Region III study area, including Grant, Pendleton, Hardy, Mineral, and Hampshire Counties, as completed on May 29, 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: SCOTT MALLERY
Title of Plan Participant: EXECUTIVE DIRECTOR
Organization Representing: AGING & FAMILY SERVICES OF MINERAL COUNTY
Or Senior, Individual With Disability, Low Income or General Public Representative: _____

Scott Mallery

Signature

9-30-15

Date

Signature

Date

**Adoption and Approval of
Your Regional Coordinated Public Transit-Human Services Transportation Plan
Region 8**

The Regional Coordinated Public Transit-Human Services Transportation Plan Update for the Region III study area, including Grant, Pendleton, Hardy, Mineral, and Hampshire Counties, as completed on May 29, 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: Michael D. Lanois
Title of Plan Participant: Assistant Executive Director
Organization Representing: Potomac Highlands Brio
Or Senior, Individual With Disability, Low Income or General Public Representative: _____


Signature

10/1/15
Date

Signature

Date