



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

Final Report

May, 2015



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HSTP

COORDINATED HSTP UPDATE

INTRODUCTION

The Region III 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 III 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

RIC: Regional Intergovernmental Council

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 III is comprised of Boone, Clay, Kanawha, and Putnam Counties. Charleston has an estimated population of 51,135 and is the largest city in the area. The Regional Intergovernmental Council (RIC) is the planning organization that oversees transportation planning and development within the region. The map in Exhibit II.1 provides a depiction of the area included in this study.








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.

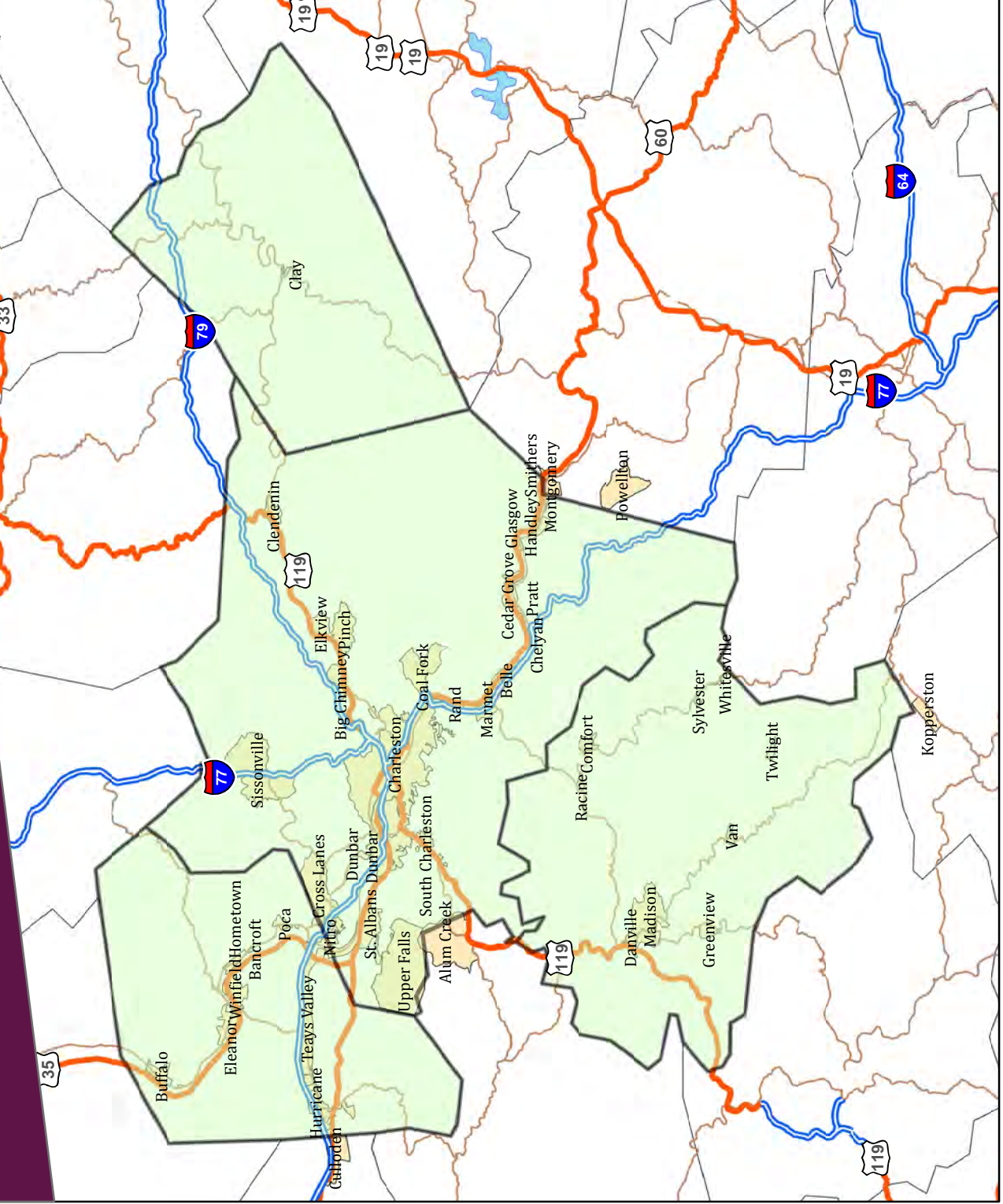
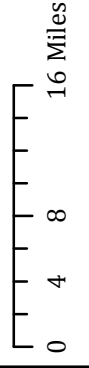
The data provided in the following section has been gathered from multiple sources including the U.S. Census Bureau's 2013 American Community Survey (ACS) Five-Year Estimates and the State of West Virginia. These sources are used to ensure that the most current and accurate information is presented.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

Coordinated Public Transit- Human Service Transportation Plan Region III

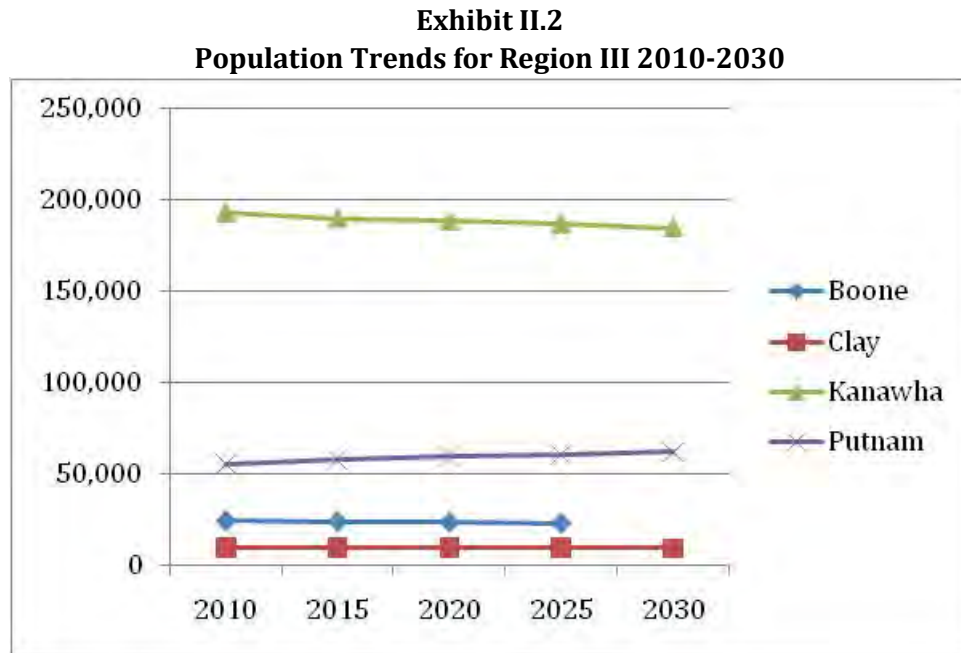
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-  Region III
-  Interstate
-  Highway
-  Major Road
-  Rivers
-  Lakes
-  Cities/Towns



POPULATION PROJECTIONS

The West Virginia University (WVU) Regional Research Institute projects the region's population will fall to 281,783 by 2015, an estimated loss of only 0.3 percent from the year 2010 population. The Institute is projecting a 1.4 percent decrease for the Region for the next 20 years. The projected population of Region III in 2030 is 278,721. Exhibit II.2 shows population trends between 2010 and 2030 for each county in Region III.



Source: WVU Regional Research Institute

POPULATION DENSITY

Exhibit II.3 on the following page illustrates the population density per square mile for the region. As illustrated, population is concentrated around I-64 (Charleston, South Charleston, St. Albans, and Dunbar). All of these areas had the highest population per square mile, with block groups ranging from between 6,126 to 9,400 persons per square mile. Hurricane, Teays Valley, St. Albans, Cross Lanes, Dunbar, South Charleston, Charleston, Belle, Marmet, and Chesapeake have block groups of moderately high population densities ranging from 3,622 to 6,125 people per square mile. The remaining portions in the region have population densities ranging from moderate (1,762 to 3,621) to very low (11.52 to 638.3).

OLDER ADULT POPULATION

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

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

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

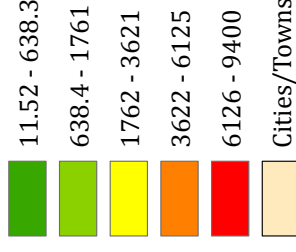
Exhibit II.4 illustrates the population density of persons over 65 years of age by block group. The concentrations of this age group mimic the densities of the overall population. St. Albans, Dunbar, South Charleston, and Charleston had the highest densities of older adults. These block groups with individuals 65 and over have densities higher than 773.6 people per square mile.

Exhibit II.3: Region III Population Density

Coordinated Public Transit- Human Service Transportation Plan Region III

Legend

Region III Blockgroups



Source: 2013 ACS
Five-Year Estimates

Population Per
Square Mile

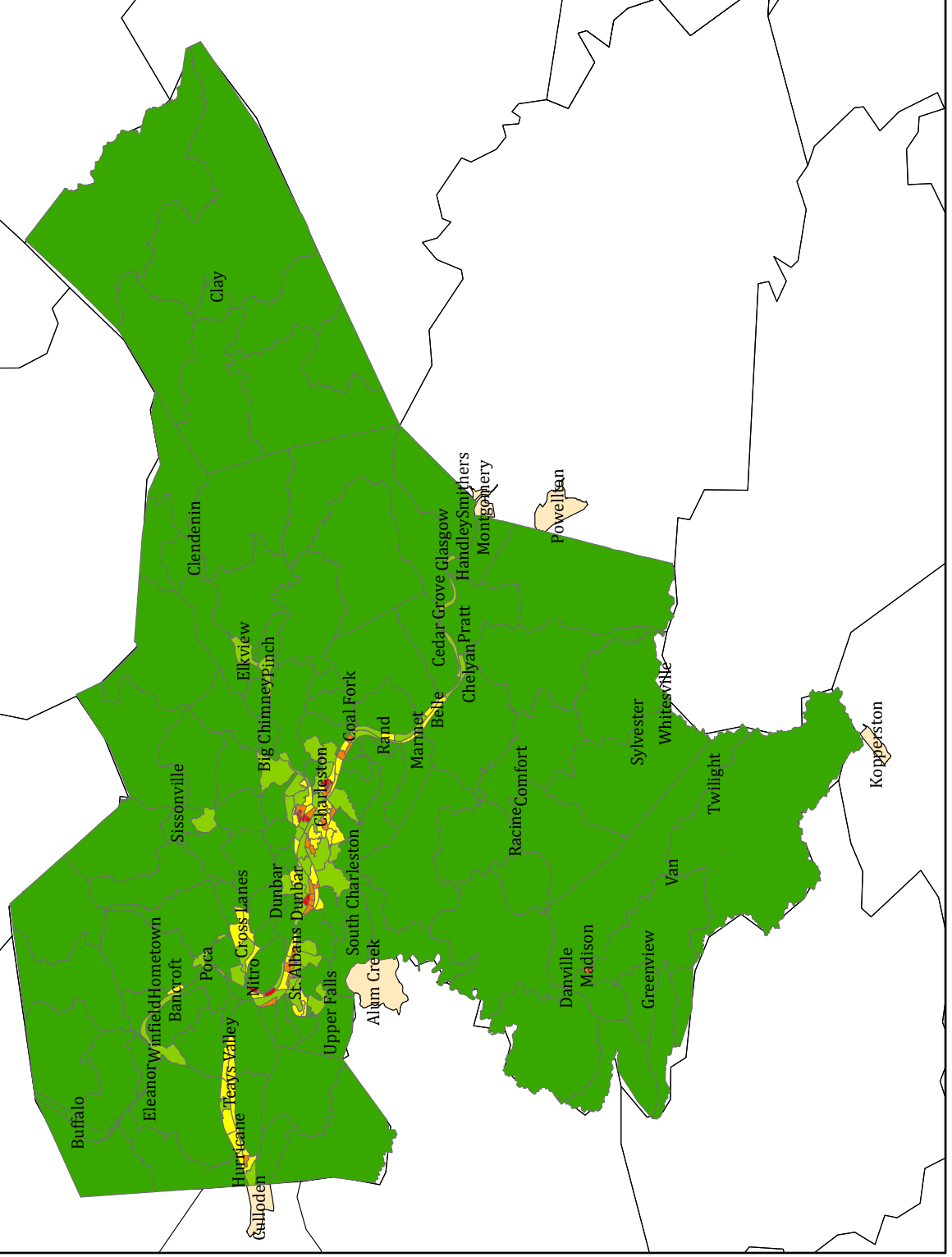
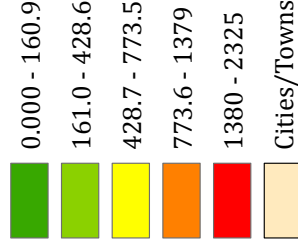


Exhibit II.4: Region III Older Adult Population Density

Coordinated
Public Transit-
Human Service
Transportation
Plan
Region III

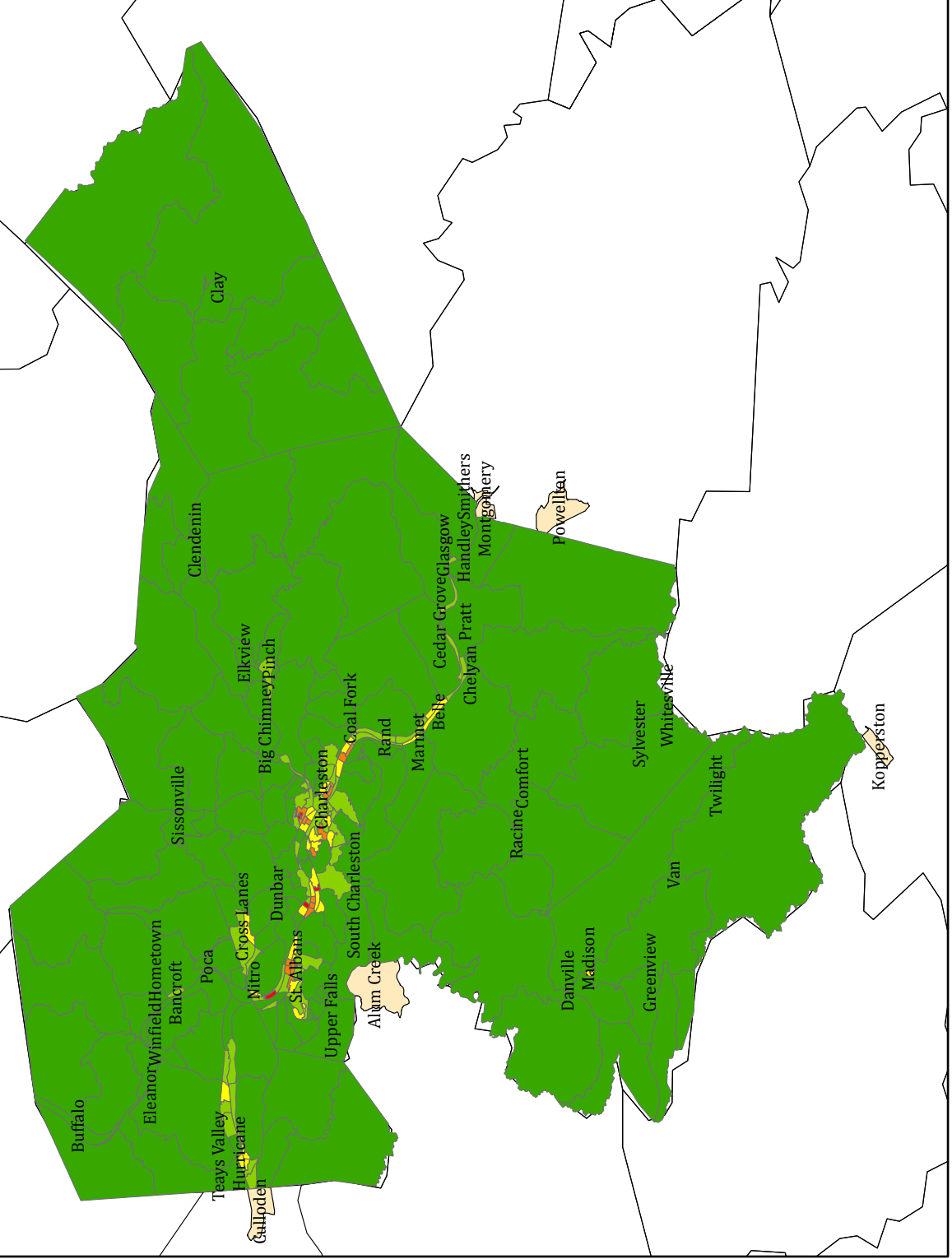
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Region III Blockgroups



Source: 2013 ACS
Five-Year Estimates

Population Per
Square Mile



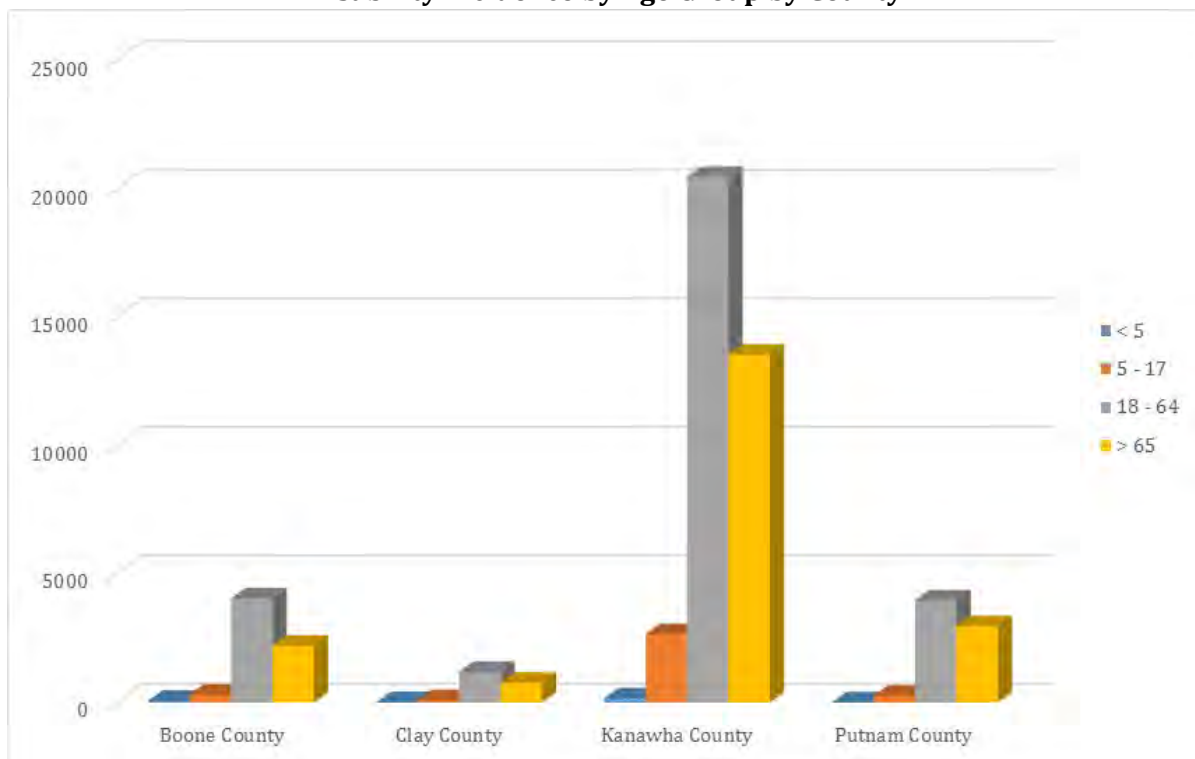
INDIVIDUALS WITH DISABILITIES

Enumeration of the population with disabilities in any community presents challenges. First, there is a complex and lengthy definition of a person with a disability in the Americans with Disabilities Act implementing regulations, which is found in 49 CFR Part 37.3. This definition, when applied to transportation services applications, is designed to permit a functional approach to disability determination rather than a strict categorical definition. In a functional approach, the mere presence of a condition that is typically thought to be disabling gives way to consideration of an individual's abilities to perform various life functions. In short, an individual's capabilities, rather than the mere presence of a medical condition, determine transportation disability.

The U.S. Census offers no method of identifying individuals as having a transportation related disability. The best available data for Region III 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 Kanawha County. The total disabled population estimate for Kanawha County is 36,809. Putnam County has an estimated 7,206 disabled people while Boone and Clay Counties have 6,628 and 2,051 respectively.

Exhibit II.5
Disability Incidence by Age Group by County

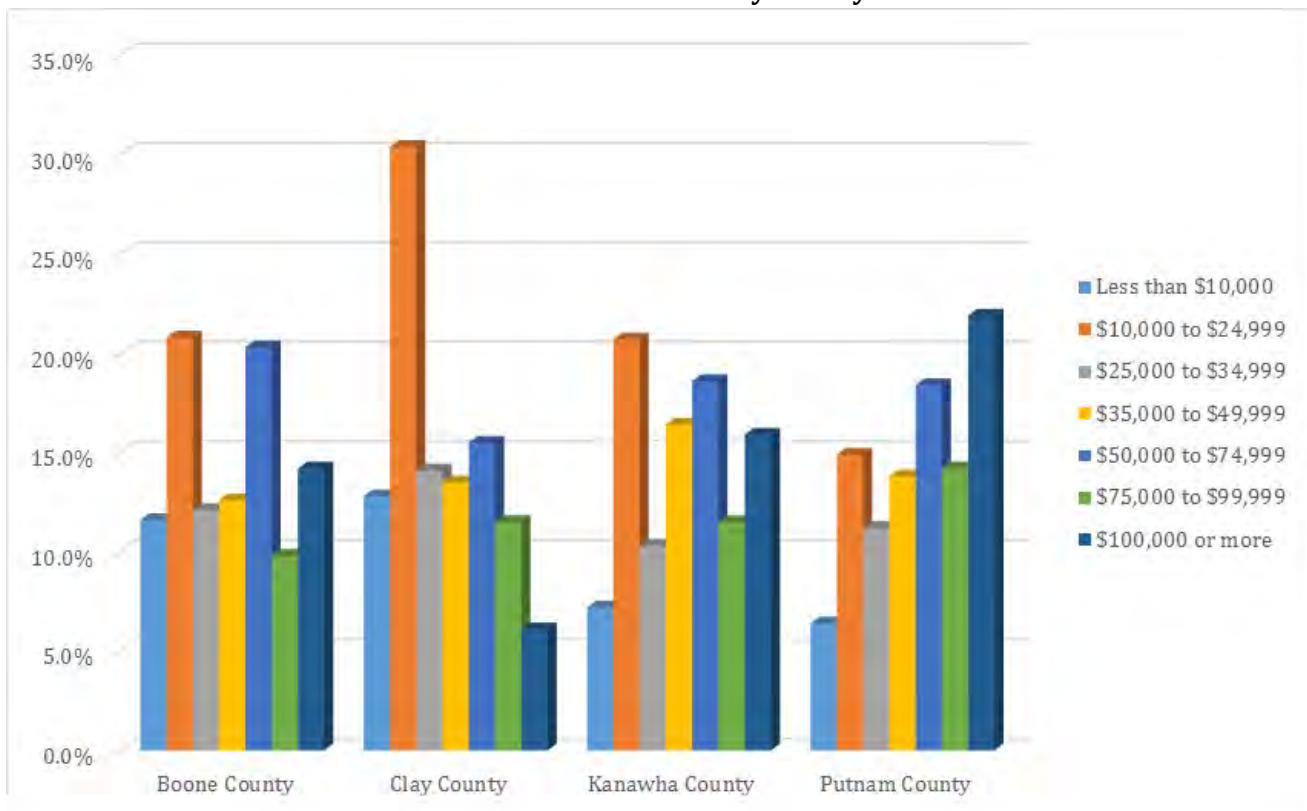


Source: 2013 ACS Five-Year Estimates

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 117,141 households in Region III. Of those households, about 39 percent earn less than \$35,000 annually. Of the households earning less than \$35,000, some 11 percent earned between \$25,000 and \$34,999. Another 20 percent earned between \$10,000 and \$24,999 and about eight 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

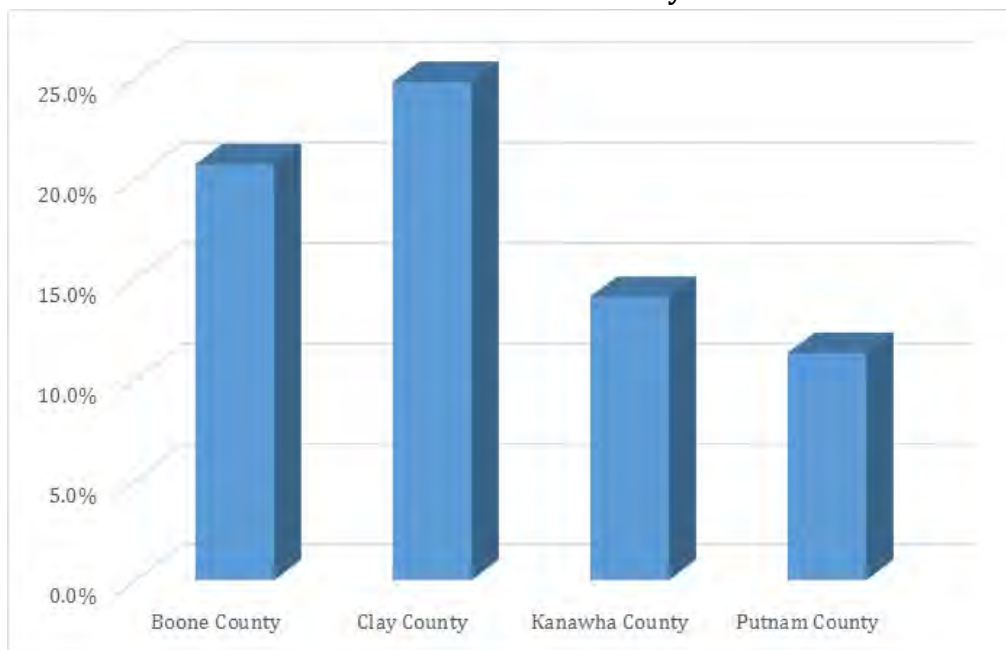
County	Median Income
Boone	\$42,156
Clay	\$31,613
Kanawha	\$46,085
Putnam	\$54,854

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. Clay County has the highest percent of population living below the poverty level with 24.8 percent. Boone County had the second highest percentage of population living in poverty with 20.7 percent. Kanawha and Putnam Counties had 14.1 percent and 11.3 percent of the population living below the poverty level respectively.

Exhibit II.8
Percent Below Poverty

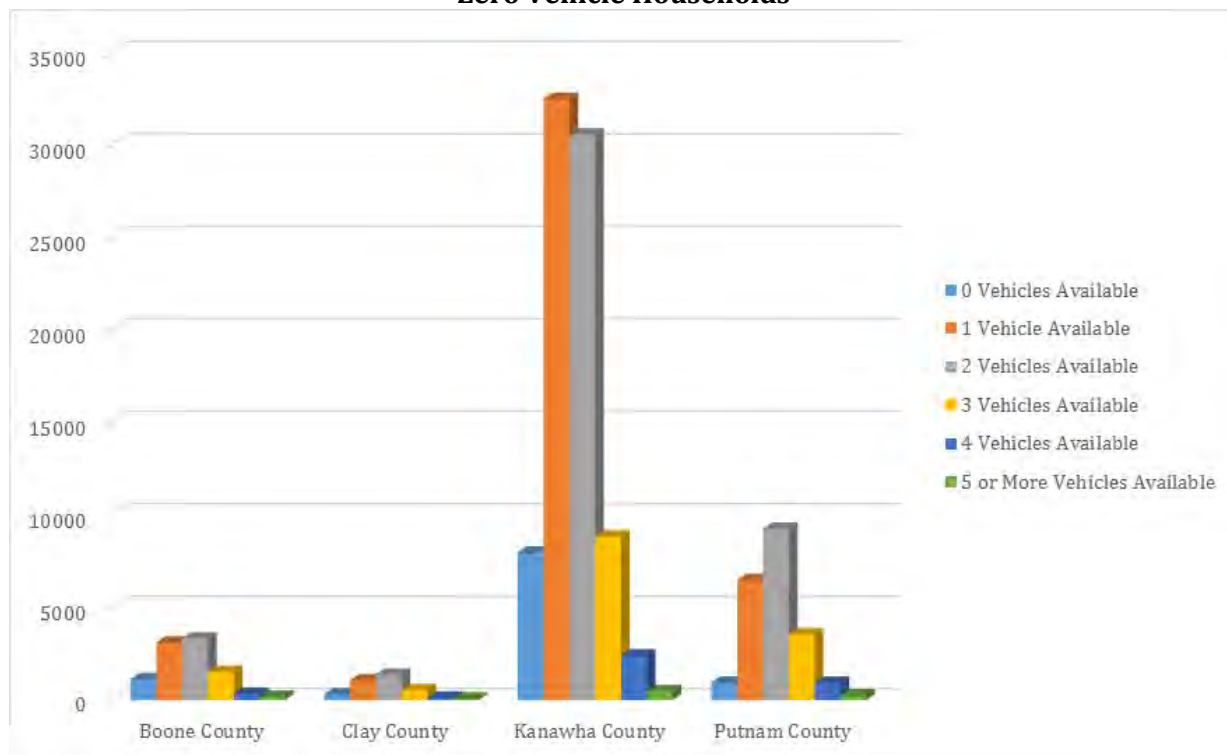


Source: 2013 ACS Five-Year Estimates

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 10,309 households in the region that have no available vehicle. This is 8.8 percent of all the households in the region. An additional 43,130 or 36.8 percent of households in the region have only one vehicle. Exhibit II.9 shows vehicle availability by the number of households in each county.

Exhibit II.9
Zero Vehicle Households



Source: 2013 ACS Five-Year Estimates

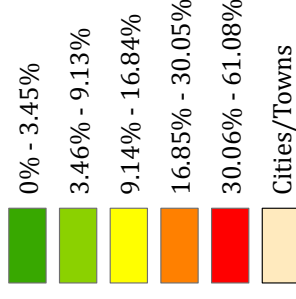
Exhibit II.10 illustrates the percentage of housing units that have no available vehicle, according to 2013 ACS Five-Year Estimate data. The block groups with the red shading have the highest percentage of housing units with no available vehicles. The block group locations with the highest concentration of these households are concentrated around Charleston and Dunbar. Over 30.06 percent of households within these block groups have no vehicle available. Areas with a moderately high percentage ranging from 16.85 to 30.05 percent of zero vehicle households can be found throughout Putnam, Kanawha, and Boone counties.

Exhibit II.10: Region III Zero Vehicle Households

Coordinated Public Transit- Human Service Transportation Plan Region III

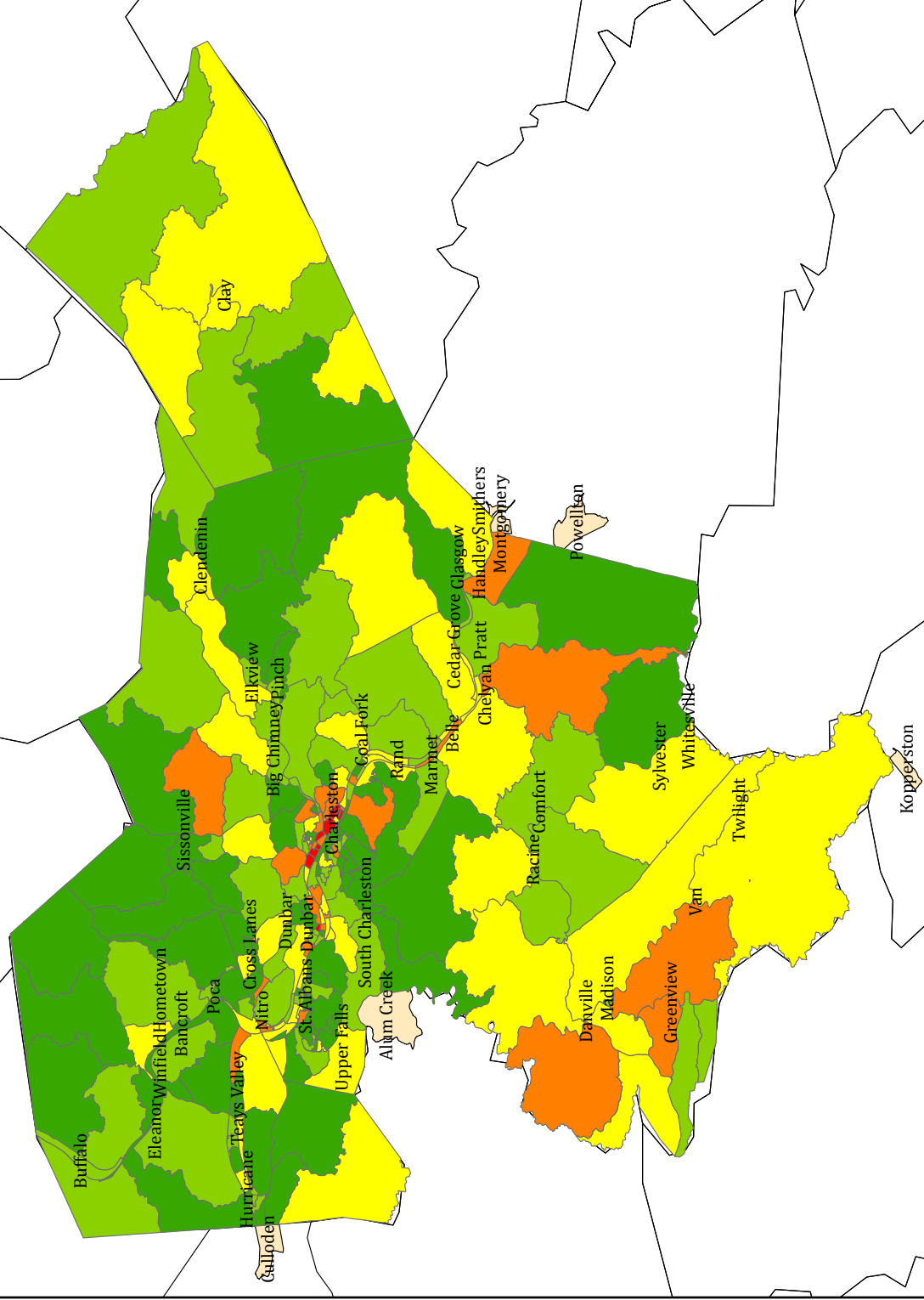
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Region III Blockgroups



Source: 2013 ACS
Five-Year Estimates

Percent Households
with Zero Vehicles
Available



LIMITED ENGLISH PROFICIENCY (LEP) POPULATION

At the time of the 2013 ACS Five-Year Estimates, Region III had a total population of 282,213, of which 266,026 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 0.2 percent of Region III’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
Boone County	23,012	22,892	5	0.0%
Clay County	8,789	8,717	2	0.0%
Kanawha County	181,519	177,629	325	0.2%
Putnam County	52,706	51,782	75	0.1%
Region III Total	266,026	261,020	407	0.2%

Source: 2013 ACS Five-Year Estimates

Much like West Virginia overall, the largest share of the LEP population in Region III speak Spanish as their primary language. Statewide, 0.3 percent of the LEP population ages five (5) and older are Spanish-speaking. In Region III, 0.1 percent of the LEP population ages five (5) and older speak Spanish as their primary language. Exhibit II.12 shows the top five languages spoken in Region III 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	Chinese	Japanese	Other Indic Languages	French
Boone County	23,012	21	0	2	0	0
Clay County	8,789	0	0	0	0	0
Kanawha County	181,519	227	253	0	72	46
Putnam County	52,706	31	0	127	0	12
Region III Total	266,026	279	253	129	72	58

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 following list includes major trip

generators in Region III including major employers, health care facilities, and human service agencies.

The most common trip origins and destinations by county are listed below:

Boone County:

- ◆ Boone County Nursing and Rehabilitation Center, Danville
- ◆ ResCare Health Services, Madison
- ◆ Boone Memorial Hospital
- ◆ Trace Fork Shopping Center, South Charleston
- ◆ Southridge Centre
- ◆ Department of Health and Human Resources
- ◆ Boone County Health Department

Clay County:

- ◆ Laurel Nursing & Rehabilitation Center, Ivydale
- ◆ Clay County Board of Health
- ◆ Clay County Primary Health Care Center

Kanawha County:

- ◆ Charleston Town Center
- ◆ Charleston Area Medical Center
- ◆ St. Francis Hospital, Charleston
- ◆ Thomas Memorial Hospital, South Charleston
- ◆ Lee Terrace, Charleston
- ◆ Washington Manor, Charleston
- ◆ Lippert Terrace, Charleston
- ◆ Carroll Terrace, Charleston
- ◆ Riverview Tower, St. Albans
- ◆ Braley Care Homes, St. Albans
- ◆ Vineyards Personal Care Homes, St. Albans
- ◆ Hansford Senior Center, St. Albans
- ◆ Dudley Farms Shopping Center, Charleston
- ◆ Nitro Marketplace, Nitro
- ◆ Kanawha Mall, Charleston
- ◆ The Shops at Trace Fork, South Charleston

Putnam County:

- ◆ Brittany Point
- ◆ Sable Point
- ◆ Regency Place, Scott Depot
- ◆ SunBridge Center of Putnam County
- ◆ Teays Valley Center, Hurricane
- ◆ Broadmoor Assisted Living at Teays Valley
- ◆ Putnam General Hospital, Hurricane
- ◆ Department of Health and Human Resources

- ◆ Liberty Square Shopping Center, Winfield
- ◆ Putnam Village Shopping Center, Winfield
- ◆ Wal-Mart, Hurricane

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Services

EXISTING SERVICES

OVERVIEW

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

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

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

- ◆ Arc of the Three Rivers
- ◆ Appalachian Center for Independent Living
- ◆ Boone County Community Organization
- ◆ C & H Taxi
- ◆ Clay County Development Corporation
- ◆ EnAct, Inc.
- ◆ Hansford Senior Center (Friends of Hansford Center)
- ◆ Kanawha County Schools
- ◆ Kanawha Valley Regional Transportation Authority
- ◆ Kanawha Valley Senior Services
- ◆ Manna Meal
- ◆ Metropolitan Tri-County Transportation
- ◆ Mountain State Centers for Independent Living
- ◆ Prestera Center
- ◆ Putnam Aging Program
- ◆ Teays Valley Taxi

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

C & H TAXI

C & H Taxi is a private taxi service operating out of Charleston. C & H Taxi serves all of Kanawha County. Transportation is available for the general public. The taxi service does not accept Medicaid. C & H operates the following fleet of vehicles:

- ♦ Sedans: 26
- ♦ Minivans: 3 total (2 are wheelchair accessible)

C & H Taxi	
Programs:	Transportation
Client Eligibility:	General Public
Hours/Days of Service:	24 Hours/7 Days
Mode of Services:	Immediate Response
Transportation Staff:	1 Owner/Operator
Funding Sources for Transportation:	Passenger fares

Schedule and Service Area

Transportation is available to the general public in Kanawha County, 24-hours a day, 7-days per week.

Fare Structure and Eligibility

Service is open to the general public. Fares are based on distance and time.

Scheduling

Passengers call to schedule a trip, as needed.

Coordination

C & H participates in coordinated transportation planning meetings.

Funding

Passenger fares. C & H does not accept Medicaid.

CLAY COUNTY DEVELOPMENT CORPORATION

Clay County Development Corporation is a senior center in Clay that provides transportation and other services in Clay and surrounding counties. Transportation is available to older adults and individuals with disabilities. The majority of trip purposes are for education and training (32 percent); sheltered workshop (29 percent); or, single or periodic health appointments. A minimal number of trips are provided for the purposes of health maintenance, nutrition, income maintenance, shopping, and banking.

The agency operates three passenger vans and one converted van that is wheelchair accessible.

Clay County Development Corporation	
Programs:	Transportation
Client Eligibility:	Older adults and individuals with disabilities
Hours/Days of Service:	8:00 AM to 4:00 pm, weekdays
Mode of Services:	Demand Response
Transportation Staff:	2 Full-Time 1 Part-Time 1 Director 1 Dispatcher
Annual Trips Provided:	4 to 6 passengers per day
Funding Sources for Transportation:	Agency funds support the transportation program.

Schedule and Service Area

Transportation is available to eligible consumers on weekdays between 8:00 AM and 4:00 PM.

Fare Structure and Eligibility

Older adults and individuals with disabilities in Clay and surrounding counties are eligible.

Scheduling

Passengers call in advance to schedule a trip, as needed.

Coordination

No formal coordination was noted.

Funding

Funding for the transportation services is provided strictly from agency resources.

HANSFORD SENIOR CENTER (FRIENDS OF HANSFORD CENTER)

Hansford Senior Center (Friends of Hansford) is a division of the City of St. Albans whose goal is to provide *safe transportation for the senior citizens of St. Albans*. Passengers are transported to medical appointments, nutrition sites, and schools for participation in the Foster Grandparents program which is sponsored by the United Way. They also provide shopping opportunities three days per week, with one trip per month going to the Wal-Mart located in Nitro.

Hansford Senior Center (Friends of Hansford)	
Programs:	Transportation, respite care, nutrition
Client Eligibility:	Senior citizens 60 and older Individuals with disabilities
Hours/Days of Service:	7:30 AM to 4:00 PM, Monday – Friday
Mode of Services:	Door-to-Door Demand Response
Transportation Staff:	1 Director 1 Full-Time Dispatcher 1 Full-Time Driver 1 Part-Time Driver (One driver also provides or arranges training for all staff)
Annual Trips Provided:	Senior Trips = 6,500
Annual Transportation Cost:	\$40,000 to \$45,000
Cost per Passenger Trip	Approximately \$6.62
Funding Sources for Transportation:	Section 5310, St. Albans General Fund, Donations

Schedule and Service Area

The transportation service is operated using three vans. The fleet includes one 12-passenger bus, one 8-passenger van, and one 6-passenger minivan. The bus and van are equipped with hydraulic lifts. The minivan has a manual ramp. The vans are used interchangeably, depending on the daily number of trips. In an average day, the vans are used to provide medical runs, nutrition, shopping, and respite care trips. Monday through Friday between 7:30 AM and 9:30 AM passengers are transported to the Hansford meal site and Foster Grandparent schools. At 11:00 AM, the agency runs to the local senior housing units in the area to bring people in to the congregate meal sites. Beginning at 12:30 PM, passengers are picked up at meal sites and either taken home or to shopping destinations. At 2:30 PM, the driver picks up the shoppers and takes them home. Shopping trips are offered two days per week, usually on Mondays, Tuesdays, and one other day determined by demand. The agency offers special trips once or twice a month, either extra shopping or recreation. Medical appointments may be to any facility from St. Albans to Charleston East or West to Teays Valley as long as trip originates within a five-mile radius of City of St. Albans limits. The full-time driver is doing almost exclusively medical runs.

Fare Structure and Eligibility

Trips made in St. Albans have a suggested donation of \$0.25. Shopping trips have a suggested donation of \$1.00 unless the person came in for the meal, in which case the passenger may donate an additional \$0.25 for the shopping trip. Non-Medicaid, Non-Emergency Medical Transportation (NEMT) are charged according to the distance.

Scheduling

According to the Hansford Senior Center (Friends of Hansford) Transportation brochure, 24-hour notice is required. Shopping trips are provided to local stores, banks, library, and the post office. One shopping trip is provided to Nitro or other various locations each month.

Coordination

While there is no formal coordination of trip scheduling with other agencies, the Hansford Senior Center (Friends of Hansford) refers callers to other agencies it believes can meet the transportation needs of the caller. Additionally, the Center participated in the 2011 Region III Coordinated Public Transit Human Service Transportation Plan and the 2014 Update.

Funding

The Hansford Senior Center (Friends of Hansford) Transportation program received demonstration project funding from the FTA Section 5310 Program via the West Virginia Division of Public Transit (DPT). The three-year demonstration project where DPT purchased transportation services from the Friends of Hansford Center (a 501 (C) 3 organization within the Hansford Senior Center) to increase the amount of service that could be provided by the program. The demonstration project supported one part-time driver and one part-time

dispatcher from 2009 through 2011. The City of St. Albans provided a portion of the local match required for the program. That project was a success and is now no longer a demonstration but a regularly funded program supporting the expansion of services.

KANAWHA VALLEY REGIONAL TRANSPORTATION AUTHORITY (KRT)

The Kanawha Valley Regional Transportation Authority (KRT) is the public transportation provider for the Charleston Urbanized Area and Kanawha County. The system operates scheduled, fixed route bus service oriented around the commercial center of Charleston. The KRT service extends for a short distance into Putnam and Fayette Counties.

The new Intelligent Transit (iT) service connects Huntington and Charleston. This service is specifically designed for the business or college commuter who is tired of driving in traffic and dealing with fluctuating gas prices. With a convenient morning and evening schedule and strategic stops, iT can take passengers quickly to Huntington or Charleston in the morning or in the evening.

The Kanawha Alternative Transit (KAT) is KRT's complementary paratransit service. Complementary paratransit is available within $\frac{3}{4}$ of a mile of any KRT fixed route for eligible passengers. The KAT service is provided with 15 vehicles and approximately 12 to 13 drivers per day. The KAT service operates approximately 26,969 revenue hours annually and, according to the Transportation Operations Manager, tends to carry one passenger at a time.

The following table provides a summary of KRT fixed route and paratransit service statistics for fiscal year 2014. Mr. Hartley stated that statistics for the system have remained fairly steady for the past four to five years.

Kanawha Valley Regional Transportation Authority	
Programs:	Transportation
Client Eligibility:	General Public
Hours/Days of Service:	4:20 AM to 12:30 AM Monday – Sunday Service level is reduced after 6:30 PM and on weekends
Mode of Services:	Fixed Route and Paratransit Curb-to-Curb Demand Response
Transportation Staff:	9 Part-Time Dispatchers, Management & Office Staff 85 Fixed Route Drivers 13 KAT Drivers 26 Maintenance Personnel

Annual Trips Provided:	Fixed Route: 2,794,137 Paratransit: 350,025
Annual Revenue Hours:	Fixed Route: 138,957 Paratransit: 26,845
Annual Transportation Cost:	Fixed Route: \$10,713,654 Paratransit: \$958,768
Cost per Passenger Trip	Fixed Route: \$3.83 Paratransit: \$33.68
Funding Sources for Transportation:	Passenger Fares, Section 5307, Section 5310, Section 5316, Medicaid, Kanawha County Commission, Levy, Advertising Revenue

Schedule and Service Area

KRT operates in Kanawha County providing transportation to the general public. The system maintains a fleet of 57 buses and 13 paratransit vehicles. All vehicles are wheelchair accessible. The hours of transportation are Monday through Sunday 4:20 AM to 12:30 AM. Transportation services are provided by fixed route and the KAT complementary paratransit service offered by KRT includes curb-to-curb service for individuals who are ADA-eligible and unable to use the KRT fixed route service. It is estimated that over 80 percent of Kanawha County residents live within three-quarters of a mile from a KRT fixed route.

The table in Exhibit III.2 below outlines the origin and destination for KRT fixed routes. All of KRT's *full-service* radial routes are operated on Saturdays, and four on Sunday. Four of the six *limited-service* radial routes are operated on Saturdays, and none on Sunday. The downtown circulator routes are operated on Saturdays. None of the downtown or cross-town routes is operated on Sundays.

Exhibit III.2: KRT Route Origins and Destinations

Route Name	Origin/Destination/ Route Description	Route Name	Origin/Destination/ Route Description	Route Name	Origin/Destination/ Route Description
iT	Huntington/Charleston	7	Campbells Creek	16	South Park/CAMC Mem.
1	St. Albans, W. Charleston	8	Sissonville	18	Forth Hill-Montrose
2	State Capitol, Kanawha City, Cabin Creek	9	Montgomery/Eskdale	20	Virginia St./Alum Creek
3	Dunbar/Institute/Nitro	11	Oakridge Dr/Wertz Ave.	21	Southridge/Alum Creek
4	26 th St./N. Charleston/ Woodward Drive/State Capitol	12	Garrison Ave/Hillsdale	22	Montgomery/Quincy
5	Tyler Mtn./Cross Lanes/ Nitro	13	Beech Ave.	23	Clendenin
6	Elkview via Pinch	15	South Hills	28	Hillcrest/Northgate
				24	Trolley

Source: www.rideonkrt.com

Fare Structure and Eligibility

KRT has utilized a zone based fare structure since 1991. The base fare was increased from \$0.75 to \$1.00 in January 2006. The service area is divided into six zones. Zones increase in increments of \$0.25. Transfers are \$0.10. Half-price fares are available for adults age 65 or older and individuals with disabilities with proper identification.

A 31-Day Pass is available for \$40.00. Stored Value Passes are offered by KRT and provide the passenger with a 10 percent discount upon purchase of the pass.

Scheduling

Paratransit trips require a 24-advanced reservation. KRT employs one full-time scheduler/dispatcher for the KAT complementary paratransit service and one part-time dispatcher for fixed route service. Dispatcher/Scheduler work shifts are 7:30 AM to 4:30 PM and 3:30 to 6:30 PM. The scheduler on duty schedules trip requests between 7:30 AM and 4:30 PM. Schedules for the following day are printed at 3:30 each afternoon.

Coordination

KRT makes efforts to work with other providers and assist in maintenance when there are no other capable maintenance garages. KRT also heads a fuel consortium that works with human service agencies and smaller providers to purchase discounted fuel.

Through coordination with neighboring public transportation systems, KRT is facilitating transportation opportunities across multiple counties and communities. For example, KRT coordinates with TTA in Huntington to operate a commuter route between Charleston and Huntington.

Funding

KRT received funding from the Federal Transit Administration Section 5307 and 5310 via the West Virginia DPT. Other funding sources include farebox collection, Non-Emergency Medical, Bureau of Human Resources for Children and Families, Kanawha County Commission, Levy, advertising, and charter. The KRT recently received a Federal American Recovery and Reinvestment Act (ARRA) grant. KRT applied the ARRA grant funding to purchase the following items:

- ◆ Two 35-foot buses;
- ◆ Five vans;
- ◆ Three support vehicles;
- ◆ Bus shelters;
- ◆ Lighting;
- ◆ Garage doors;
- ◆ Engineering and design work for garage renovations;

- ◆ Installation of automated stop announcements system;
- ◆ Installation of stop annunciators on additional buses;
- ◆ A new bus wash; and
- ◆ Renovation of the Downtown Transit Mall.

KANAWHA VALLEY SENIOR SERVICES, INC. (KVSS)

Kanawha Valley Senior Services, Inc. is a private, non-profit organization that supports activities for adults age 60 and older. KVSS provides transportation for its seniors to non-emergency medical appointments, congregate shopping, nutrition sites and the senior center.

During 2014, KVSS provided more than 10,100 one-way trips for eligible passengers. The majority of trips were for Medicaid transport (through MTM--contracted with the WV Bureau of Medical Services for all Medicaid members' transport), transporting passengers to the Adult Day Program, Senior Activities and the C.A.N.S. (Charleston Area Nutrition Site). This program provided approximately 1,000 Non-Emergency Medical Trips for passengers who were Medicaid-eligible, in 2014 and 575 Non-Emergency Medical Trips for passengers who were not Medicaid-eligible.

The following table summarizes KVSS transportation.

Kanawha Valley Senior Services, Inc.	
Programs:	Transportation- non-emergent medical transport, educational events, congregate shopping, Social Services, Community Health Program-In home care, Alzheimer's and Dementia Day Program, Respite Services and social activities: Nutrition, Wellness- Zumba, Tai Chi and Healthy Steps, Art, Sewing, Quilting and Volunteer Services
Client Eligibility:	Adults age 60 and older Individuals with disabilities
Hours/Days of Service:	7:30 AM to 4:00 PM Monday – Friday Requires 24-48 hour notice Medicaid passengers must contact MTM directly to schedule
Mode of Services:	Door-to-Door Demand Response
Transportation Staff:	1 Dispatcher 1 Manager 6 Drivers

Annual Trips Provided:	Senior Trips = 10,100
Annual Transportation Cost:	Fuel = \$26,500 Driver Salaries = \$123,000 Subtotal = \$149,500
Cost per Passenger Trip	\$14.80
Funding Sources for Transportation at KVSS:	Section 5310, Non-Emergency Medical, Donations, Title III-B, Bureau of Senior Services, Lottery Funds, Kanawha County Commission, Private Donations

Schedule and Service Area

The program operates 12 vehicles (total):

- 5 7-passenger minivans
- 3 12-passenger large vans
- 3 Wheelchair vans – One each 10-passenger, 14-passenger, and 9-passenger vans
- 1 Hot/Cold van - 12-passenger

Fare Structure and Eligibility

While there is no set fare for passengers, donations are welcome. If passengers are Medicaid, they schedule through MTM and are charged according to distance and type of vehicle needed, as per MTM contract with West Virginia Bureau of Medical Services.

Scheduling

Passengers are required to call 48 hours in advance for a trip. Medicaid passengers need to contact MTM directly. All non-Medicaid passengers can call KVSS scheduling department at 304-348-0726.

Coordination

While there is no formal process to refer passengers to other providers if KVSS is unable to meet their needs, KVSS does refer callers if they believe another agency can meet the transportation needs. KVSS employees are certified in Passenger Service and Safety, CPR and First Aid training, and will train other local providers, upon request. The Executive Director of KVSS has also written letters of support for other non-profit organizations, including Senior Centers to receive grants through the Section 5310 program. KVSS has contracted with other agencies/hospitals to provide ongoing transportation to outside programs.

Funding

KVSS receives funding from the Federal Transit Administration Section 5310 Program via the West Virginia DPT to purchase its transportation vehicles. Other revenue sources include donations, Non-Emergency Medical/NEMT, Title III-B, West Virginia Bureau of Senior Services, Lottery Funds, Kanawha County Commission, and grants from charity organizations.

PRESTERA CENTER

The Prestera Center is a non-profit organization that focuses on providing services to individuals with mental health and other disabilities. The Center provides transportation for its consumers to and from program activities. Transportation is also provided at group homes located throughout the counties in Region III. Group home vehicles are operated by the staff working at the group home and may be used for any purpose, including but not limited to shopping, social, and medical appointments. The Prestera Center organization has over 50 locations throughout the region that are available to serve those most in need in Boone, Cabell, Clay, Kanawha, Logan, Lincoln, Mason, Putnam, and Wayne counties.

The following table provides a summary of Prestera Center transportation.

Prestera Center	
Programs:	Transportation, Addiction Recovery, Adult Services, Child Services, Intellectual Rehabilitation, and Crisis Support
Client Eligibility:	Individuals with mental health disorders and individuals in addiction recovery
Hours/Days of Service:	8:30 AM to 5:00 PM Monday – Friday
Mode of Services:	Door-to-Door Demand Response
Transportation Staff:	2 Dispatchers/Schedulers 1 Transit Coordinator 30 Drivers
Annual Trips Provided:	This information is not tracked by Prestera Center because transportation is part of the consumer's program and not a separate expense
Annual Transportation Cost:	Transportation expenses are not tracked separately from other program expenses and could not be estimated
Cost per Passenger Trip	This information is not tracked by Prestera Center

Funding Sources for Transportation:	Section 5310, Donations, Non-Emergency Medical, and United Way
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Schedule and Service Area

Transportation services are operated in each of Prestera's program activity centers and group home locations. Currently, the center has 66 vehicles, two of which were purchased with Section 5310 funds. The hours of transportation are Monday through Friday 6:30 AM to 7:00 PM. Transportation services are provided door-to-door. Vehicles are spread out throughout the eight-county region. The director estimates that between eight and ten new vehicles are purchased for the program every year.

Fare Structure and Eligibility

There is no fare or accepted donations for passengers. Transportation expenses are included in the consumer's treatment program and are not billed separately.

Scheduling

Passengers are required to call 24 hours in advance for a trip that is not a re-occurring trip to and from a program. Vehicles that are maintained at the group homes are scheduled as needed; these vehicles are utilized similar to how a 'family car' for any household would be scheduled. If a resident needs to go somewhere and the vehicle and driver are available, the Prestera employee will provide the trip. But, if the vehicle is needed for an appointment, Prestera Center suggests reserving it at least 24 hours in advance.

Coordination

Prestera Center cooperates with the various aging programs that also provide transportation in the region such as Wayne County Community Services and Lincoln County Senior Program. Both of these senior programs coordinate with Prestera Center to pick up Prestera's consumers who live within their service areas. Also, the TTA bus stop is located on the Prestera Center property, and consumers are encouraged to utilize public transportation whenever possible. Prestera Center considers the agency's transportation service to be a last resort that is saved for consumers who do not live on the bus line or are not able to manage fixed route public transportation.

Funding

The Center received funding from the Federal Transit Administration Section 5310 Program via the West Virginia DPT to purchase two of its transportation vehicles. Other funding for transportation is derived from Non-Emergency Medical, Title III-B, Bureau of Senior Services, Lottery Funds, Kanawha County Commission, foundation contributions and grants from charitable organizations.

PUTNAM AGING PROGRAM

The Putnam Aging Program is a non-profit human service agency located in St. Albans, WV. The agency serves Putnam, Kanawha, Clay, and Fayette Counties. Putnam County Aging funds the following senior centers: John Henson, Hometown, Nitro, and Buffalo. All centers provide continued care, nutrition, senior community activities, in-home care and transportation for activities and medical.

Putnam Aging Program	
Programs:	Transportation, Aging Services
Client Eligibility:	Older adults and individuals with disabilities
Hours/Days of Service:	5:00 AM to 5:00 PM Monday – Friday
Mode of Services:	Demand Response
Transportation Staff:	5 Full-Time Drivers 1 Executive Director 1 Scheduler
Funding Sources for Transportation:	Section 5310, Donations, Non-Emergency Medical, Title III-B, Bureau of Senior Services, Lottery Funds

Schedule and Service Area

Transportation services are operated in Putnam, Kanawha, Cabell, and Fayette Counties on a first-come, first-served basis. The agency does not provide non-emergency transportation.

Nitro Senior Center is a private, non-profit senior center located about 12 miles west of Charleston in Nitro, in Putnam County. The senior center provides continued care, nutrition, senior community activities, and in-home care. Transportation for Nitro Senior Center programs is operated through the Putnam Aging program.

Fare Structure and Eligibility

While there is no set fare for passengers, donations are welcome.

Scheduling

Transportation is provided on a first-come, first-served basis. Approximately 30 percent of trips are for health maintenance appointments (e.g., dialysis or other recurring trips). Another 25 percent of trips are for single or periodic medical purposes. About 15 percent of trips are for nutrition. A minimal portion of annual trips are for recreation, shopping, adult day care, or mental health day treatment.

The agency operates two minivans, one of which is wheelchair accessible. It also operates two accessible converted 10-passenger vans, and five 4-wheel drive vehicles. In addition to the primary vehicle fleet, the agency also operates one hot/cold truck.

Coordination

Putnam Aging participates in coordinated transportation meetings with other area stakeholders.

Funding

The Putnam Aging Program receives funding from the Federal Transit Administration Section 5310 Program via the West Virginia DPT to purchase transportation vehicles and contracted services funding to purchase transportation services. Other revenue sources include donations, Non-emergency medical, Title III-B, Bureau of Senior Services, Lottery Funds, Putnam County Commission and grants from charity organizations.

TEAYS VALLEY TAXI

Teays Valley Taxi is a private taxi operator located in Hurricane, West Virginia and serving all of Putnam County.

Teays Valley Taxi	
Programs:	Transportation
Client Eligibility:	General Public
Hours/Days of Service:	24 Hours/7 Days
Mode of Services:	Immediate Response
Transportation Staff:	1 Owner/Operator

Schedule and Service Area

Transportation is available to the general public 24-hours a day, 7-days per week. The operation includes two sedans.

Fare Structure and Eligibility

Service is open to the general public. Fares are based on distance and time.

Scheduling

Passengers call to schedule a trip, as needed.

Coordination

No formal coordination was noted.

Funding

Passenger fares.

TRI RIVER TRANSIT AUTHORITY

The Tri River Transit Authority provides public transportation services to residents of Lincoln, Logan, Boone, and Mingo Counties in southwestern West Virginia. This agency provides deviated route and demand response transportation. Deviated route service means that in addition to boarding the bus at the specified stops listed on the bus schedule, passengers can request to be picked up or dropped off up to $\frac{3}{4}$ of a mile off the bus route. These routes include:

- ◆ Logan - Madison - Omar
- ◆ Logan - Ranger - Barboursville
- ◆ Man - Logan - Madison
- ◆ Omar - Logan - Madison
- ◆ Clothier - Madison - Southridge
- ◆ Whitesville - Charleston - Southridge
- ◆ Wharton - Madison - Southridge-Charleston
- ◆ West Hamlin - Hamlin
- ◆ Hamlin - Yawkey - Southridge
- ◆ Mingo North Loop and South Loop

Tri River Transit operates 10 vans and three buses, all accessible, as well as three plain minivans.

The following table provides a summary of Tri River Transit Authority service statistics.

Tri River Transit Authority	
Programs:	Transportation
Client Eligibility:	General Public
Hours/Days of Service:	4:15 AM to 6:30 PM Monday – Saturday
Mode of Services:	Deviated Route and Curb-to-Curb Demand Response

Annual Trips Provided:	87,304 ¹
Annual Revenue Hours:	24,000
Annual Transportation Cost:	\$998,000
Cost per Passenger Trip	\$11.84
Funding Sources for Transportation:	Passenger Fares, Contract Revenue, Section 5311, State Funding, Section 5310, Non-Emergency Medical, County Contributions, Advertising Revenue, and Non-Emergency Medical

Fare Structure and Eligibility

Tri River Transit routes are open to the general public. The base fare is \$1.00 if boarding at a regular bus stop, an additional \$1.00 for crossing each zone boundary. Curb to curb service is available for \$2.00 plus an additional \$1.00 zone charge. These trips must be reserved in advance. Non-Emergency Medical Transportation (NEMT) passengers who do not have a Medical Card pay separate rates that are based on a person's income.

Scheduling

Individuals may schedule a curb-to-curb trip by calling the agency at least the day before the trip is needed. Persons may board at the specified stops listed on the bus schedules without an advance reservation. Passengers can request to be picked up or dropped off up to 3/4 of a mile off the bus route.

Coordination

Tri River Transit provides some contract service for agencies located within Logan, Lincoln, Mingo, and Boone Counties.

Funding

Tri River Transit utilizes a variety of funding sources to operate its transportation services. These include Federal Transit Administration Section 5311 funds which comprise just under one half of its operating revenues. The next largest sources of revenue are State of West Virginia funds and Medicaid funding. Other revenue sources include local contributions, advertising revenue, fares and other system generated revenues.

¹ Source: TriRiver website (April, 2015)

OTHER TRANSPORTATION STAKEHOLDERS

APPALACHIAN CENTER FOR INDEPENDENT LIVING, INC.

The Appalachian Center for Independent Living is a non-profit human service agency located in Charleston and serving eligible consumers in Kanawha, Clay, Boone, Putnam, Jackson, Roane, and Calhoun Counties. Transportation is restricted by trip purpose. The center provides non-emergency medical transportation. Approximately 60 percent of trip purposes are for single or periodic trips to medical centers and offices. Another 10 percent of trip purposes are for health maintenance such as dialysis. Approximately 10 percent of trips are for education and training. A minimal amount of trips are for the purpose of nutrition, recreation, and banking. Appalachian Center for Independent Living operates one 15-passenger converted van. Hours of operation are 8:00 AM to 2:00 PM, weekdays. The agency was contacted in April 2015 for participation in the HSTP Update but elected not to participate.

BARONS BUS

Barons Bus operates daily round-trip intercity bus schedules originating and ending in Charleston. The first route will start daily in Charleston and operate highway I-77 to both Ripley and Parkersburg. This route continues on and offers direct service to Canton, Akron, and Cleveland, Ohio. The second route will start daily in Charleston and operate Highway I-79 to Morgantown. This service will offer stops in Clendenin, Flatwoods, or Sutton, Weston, Clarksburg and Fairmont. Both services will offer an interlining service to Greyhound Lines and other Intercity carriers, offering service to over 3,800 destinations. All buses offer WIFI, power outlets, restroom, reclining seats, seatbelts, and are ADA accessible. Tickets can be purchased online at www.baronsbus.com or from any of its ticketing agents.

ELITE LIMOUSINE SERVICE, LLC

Elite Limousine Service is a private transportation company located in Charleston. The service operates two limousines. Service can be scheduled, as needed, Monday through Sunday and on Holidays. Staff includes two part-time drivers.

GREYHOUND BUS LINES

The Greyhound station that serves Region III is located at 300 Reynolds Street in Charleston. Hours of operation are listed in Exhibit III.4. Please note that hours are subject to change.

Exhibit III.4: Greyhound Operation Hours

Days	Daily Hours of Operation					
Monday - Sunday	12:00 AM	6:00 AM-	11:30 PM –			
	- 1:00 AM	5:00 PM	11:59 PM			
Holidays	12:00 –	6:00 –	9:00 –	2:00 –	11:30 –	
	1:00 AM	7:00 AM	10:00 AM	4:00 PM	11:59 PM	

Source: Greyhound Bus Lines; www.greyhound.com

KANAWHA COUNTY SCHOOLS

Kanawha County Schools (KCS) is the largest school system in West Virginia. The district serves over 28,000 students, representing the region's diverse socioeconomic mix. The KCS system is comprised of 43 elementary schools, 13 middle schools, one alternative center, eight (8) high schools, two (2) career and technical education centers, one (1) adult center, and two (2) community education centers. The school participated in local coordinated transportation planning meetings and is concerned with working together to find a solution to unmet transportation needs and gaps in services.

NON-TRANSPORTATION PROVIDER ORGANIZATIONS

Boone County Community Organization

Boone County Community Organization is a non-profit human service agency located in Madison, West Virginia. The agency serves eligible clients from Boone County. The agency does not provide transportation.

Region 3 Intergovernmental Council

The Region 3 Intergovernmental Council (RIC) serves local governments within the four-county region of Boone, Clay, Kanawha and Putnam counties. One of 11 regional planning and development councils located within the state of West Virginia, RIC provides an array of services which support economic development, planning and inter-governmental cooperation. RIC is involved in the regional coordinated transportation planning process and will participate in adopting the final plan update.

Manna Meal

Manna Meal soup kitchen serves meals to anyone that is hungry, no questions asked, no cost, seven days per week. Manna Meal, Inc. is an independent nonprofit organization located at Saint John's Episcopal Church in Charleston. Manna Meal participated in the Coordinated Transportation Plan Update meetings in 2014.

VEHICLE UTILIZATION

From the interviewed transportation providers, a vehicle utilization chart was developed to provide an overview of when services are being provided in Region III. Exhibit III.5 outlines the times when vehicles are being utilized and identifies 11:00 AM as the overall peak demand service time for all transportation in the region.

Exhibit III.5: Region III Vehicle Utilization

[illegible]

Exhibit III.5: Region III Vehicle Utilization

System Name	Time of Day Operated														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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* Vehicles are not monitored individually. The chart represents a best estimate of vehicle utilization based on the program the vehicle serves.

SUMMARY OF TRANSPORTATION SERVICES

The matrix in Exhibit III.6 shows the available services by county in Region III. The matrix identifies public transportation, senior transportation, transportation for individuals with disabilities, and inter-city transportation.

Exhibit III.6

County	Public Transportation	Senior Transportation	Transportation for Individuals with Disabilities	Inter-City Transportation
Boone	X	X	X	
Clay		X	X	
Kanawha	X	X	X	X
Putnam		X	X	X

An inventory of transportation providers was created at the onset of this study. Exhibit III.7 identifies the organizations that provide transportation in Region III. This list is arranged by county and includes public, private, and non-profit organizations. Within the table the number of vehicles, the types of services, the service area, and funding sources are identified for each provider. In some cases, where information is noted as not available, additional data was not provided by that agency.

There are over 77 passenger transportation vehicles in Region III that are operated by seven public and non-profit agencies, not including private limousine, inter-city, school buses, or agencies such as Tri-River Transit Authority and Prestera Center which serve multiple counties beyond the Region III planning area. The majority of transportation services are available on weekdays between 7:00 AM and 6:30 PM. Weekend and evening transportation is available on a more limited basis. All of the identified vehicles are used for transportation of older adults, and/or individuals with disabilities, and the general public, many of who are consumers of the organizations identified as transportation stakeholders in Region III. Vehicles used for passenger transportation in the area have been purchased through a variety of resources, including Federal Transit Administration Section 5310, Bureau of Senior Services, donations, and local contributions to each individual agency.

Exhibit III.7: Region III Transportation Providers

Boone County							
Name	Service Type	Passenger Eligibility	Service Area	Annual Transp. Operating Cost	Hours of Service	Fleet Information	Transp. Funding Sources
Appalachian Center for Independent Living	Human Service Agency	Individuals with Disabilities	Kanawha, Clay, Boone, Putnam, Jackson, Roane, and Calhoun Counties	Information not provided	8:00 AM to 2:00 PM, Monday - Friday	1 15-Pass Van	Information not provided
Prestera Center	Human Service Agency	Program Trips and Group Home Services for Prestera Consumers	Boone, Cabell, Clay, Kanawha, Lincoln, Logan, Mason, Putnam, and Wayne Counties	Transportation Expense information not tracked by the agency.	8:30 AM - 5:00 PM Monday - Friday	66 vehicles	5310, Donations, Medicaid, United Way
Tri River Transit	Public Transit	General Public	Boone, Lincoln, Logan, and Mingo Counties	\$998,000	4:15 AM - 6:30 PM Monday - Saturday	10 Vans 3 18-passenger buses 3 Minivans	5311 Local Match Fares NEMT WV DOT/DPT

Clay County							
Name	Service Type	Passenger Eligibility	Service Area	Annual Transp. Operating Cost	Hours of Service	Fleet Information	Funding
Appalachian Center for Independent Living	Human Service Agency	Individuals with Disabilities	Kanawha, Clay, Boone, Putnam, Jackson, Roane, and Calhoun Counties	Information not provided	8:00 AM to 2:00 PM, Monday - Friday	1 15-Pass Van	Information not provided
Clay County Development Corporation	Human Service Agency	Seniors, Individuals with Disabilities, and Medicaid Eligible	Clay County	Information not provided	8:00 AM – 4:00 PM Monday - Friday	1 Converted Van with Wheelchair Access 3 Passenger Vehicles	Agency funds are used to support transportation
Prestera Center	Human Service Agency	Program Trips and Group Home Services for Prestera Consumers	Boone, Cabell, Clay, Kanawha, Lincoln, Logan, Mason, Putnam, and Wayne Counties	Transportation Expense information not tracked by the agency.	8:30 AM – 5:00 PM Monday - Friday	66 Vehicles	5310, Donations, Medicaid, United Way

Ready Transport Services	Taxi	Medicaid Eligible and General Public	Clay, Fayette, Kanawha, and Nicholas Counties	Demand Response	As needed	Number of vehicles not reported	Medicaid & Passenger Fares
Kanawha County							
Name	Service Type	Passenger Eligibility	Service Area	Annual Transp. Operating Cost	Hours of Service	Fleet Information	Funding
Appalachian Center for Independent Living	Human Service Agency	Individuals with Disabilities	Kanawha, Clay, Boone, Putnam, Jackson, Roane, and Calhoun Counties	Information not provided	8:00 AM to 2:00 PM, Monday - Friday	1 15-Pass Van	Information not provided
C&H Taxi	Taxi	General Public	Kanawha County	Information not provided	24/7	26 Sedans 1 Minivan 2 Accessible Minivans	Passenger Fares & Contracts
Hansford Senior Center (Friends of Hansford)	Human Service Agency	Seniors, Individuals with Disabilities, and Medicaid Eligible	St. Albans and Charleston Areas	\$40,000-\$45,000	7:30 AM – 4:00 PM Monday - Friday	3 Accessible Vans	5310, Donations, City of St. Albans General Fund

Kanawha County Schools	Head Start	Children and Families enrolled in the KCS Head Start Program	Kanawha County	Information not provided	7:00 AM – 5:00 PM Monday - Friday	School Bus fleet (number not reported)	Information not provided
Kanawha Valley Regional Transportation Authority	Public Transit	General Public	Kanawha County	\$10.7M (Fixed Route) \$958,768 (Paratransit)	4:20 AM – 12:30 AM Monday - Sunday	5 Trolleys 13 Paratransit Buses 57 Fixed Route Buses	5307, 5310, 5316, Kanawha Co. Commission, Levy, Advertising Revenue, and Fares
Kanawha Valley Senior Services	Human Service Agency	Older Adults and Individuals with Disabilities	Kanawha County	\$149,500	7:30 AM – 4:00 PM Monday - Friday	5 Minivans 3 Large Vans 3 Wheelchair Vans 1 Hot/Cold Van	5310, NEMT Medicaid, Title III-B, Bureau of Senior Services, Lottery Funds, Kanawha County Commission, and Private Donations
Elite Limousine	Taxi	General Public	Kanawha County	Information not provided	As needed	2 Limos	Passenger Fares & Contracts

Prestera Center	Human Service Agency	Program Trips and Group Home Services for Prestera Consumers	Boone, Cabell, Clay, Kanawha, Lincoln, Logan, Mason, Putnam, and Wayne Counties	Transportation Expense information not tracked by the agency.	8:30 AM – 5:00 PM Monday - Friday	66 vehicles	5310, Donations, Medicaid, United Way
Barons Bus	Intercity	General Public	Intercity Stops in Charleston	Information not available	Subject to change. See website.	Varies	Passenger Fares. Section 5311(f)
Greyhound Bus Lines	Intercity	General Public	Intercity Stops in Charleston	Information not available	Subject to change – See website.	Varies	Passenger Fares
Putnam County							
Name	Service Type	Passenger Eligibility	Service Area	Annual Transp. Operating Cost	Hours of Service	Fleet Information	Funding
Appalachian Center for Independent Living	Human Service Agency	Individuals with Disabilities	Kanawha, Clay, Boone, Putnam, Jackson, Roane, and	Information not provided	8:00 AM to 2:00 PM, Monday - Friday	1 15-Pass Van	Information not provided

				Calhoun Counties					
Putnam Aging Program	Human Service Agency	Seniors and Individuals with Disabilities	Putnam, Kanawha, Cabell, and Fayette Counties	Information not provided	5:00 AM – 5:00 PM Monday – Friday	2 Minivans 2 Converted- Vans 5 4-Wheel Drive Vehicles	Section 5310 NEMT, Title III-B, and Commissioner Donations		
Prestera Center	Human Service Agency	Program Trips and Group Home Services for Prestera Consumers	Boone, Cabell, Clay, Kanawha, Lincoln, Logan, Mason, Putnam, and Wayne Counties	Transportation expense information is not tracked by the agency	8:30 AM – 5:00 PM Monday – Friday	66 vehicles	Section 5310, Donations, NEMT/Medicaid, Title III-B, Bureau of Senior Services, Lottery Funds, Putnam County Commission and grants from charity organizations		
Teays Valley Taxi	Taxi	General Public	Putnam County	Information not provided	24/7, as needed	2 Sedans	Passenger Fares		

Needs & Gaps

ASSESSMENT OF UNMET NEEDS AND GAPS IN SERVICES

INTRODUCTION

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

- ◆ Two general public and stakeholder meetings advertised through mail, email, word-of-mouth, meetings, and newspaper announcements:
 - November 6, 2014 at the South Charleston Public Library
 - December 4, 2014 at the South Charleston Public Library
- ◆ 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 represented at the meeting are listed below:

- ◆ Arc of the Three Rivers
- ◆ City of Charleston
- ◆ C&H Taxi
- ◆ Clay County Development Corporation
- ◆ EnAct, Inc.
- ◆ Hansford Senior Center (Friends of Hansford)
- ◆ Kanawha County Schools
- ◆ Kanawha Valley Regional Transportation Authority
- ◆ Kanawha Valley Senior Services
- ◆ Putnam Aging Program
- ◆ Manna Meal

- ◆ Metropolitan Tri-County Transportation
- ◆ Mountain State Centers for Independent Living
- ◆ Prestera Center
- ◆ Regional Intergovernmental Council
- ◆ 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 a 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.

In total, 57 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. In fact, only Kanawha County had significant participation levels.

Table IV.1: Public Survey Results Summary

	Boone	Clay	Kanawha	Putnam
Total Surveys Received by County:	2	0	54	1
How do you manage your transportation needs?				
Drive your own car	50%	N/A	46%	0%
Walk or ride a bicycle	0%	N/A	21%	0%
Ride with family or friends	50%	N/A	33%	100%
Use an agency transportation service	0%	N/A	6%	0%
Use public transportation	0%	N/A	14%	0%
What do you need but cannot do because you do not have transportation?				
Go to Work	100%	N/A	21%	0%
Go to Medical Appointments	0%	N/A	42%	100%
Shop to Feed Yourself or Family	100%	N/A	59%	100%
Go to School (Vocational or College)	100%	N/A	4%	100%
Do Errands (Shopping or Other)	100%	N/A	50%	100%
Go to Appointments	100%	N/A	38%	100%
Attend Social Outings	100%	N/A	38%	100%
Attend Sunday Religious Functions	100%	N/A	29%	100%
Do you have any transportation Limitations?				
No	50%	N/A	56%	100%
Yes. Need access to wheelchair accessible vehicles	50%	N/A	44%	0%
Is there someone with a disability in your household that limits his or her mobility?				
No	0%	N/A	54%	0%
Yes	100%	N/A	46%	100%
Would you utilize any of the following resources for updates on this topic in the future?				
Twitter	0%	N/A	10%	0%
Facebook	100%	N/A	55%	0%
WV Department of Transportation/DPT	50%	N/A	15%	100%
Local Agency or Transit System Website	0%	N/A	0%	0%
Text Messages	50%	N/A	45%	0%
Email	0%	N/A	45%	0%
Other Social Media	0%	N/A	5%	0%

Table IV.2: Demographic Breakdown of Survey Results

	Boone	Clay	Kanawha	Putnam
Total Surveys Received by County:	2	0	54	1
Age				
Under Age 15	0%	N/A	0%	0%
15 – 24 Years	0%	N/A	2%	0%
25 – 64 Years	100%	N/A	74%	100%
65 Years or Older	0%	N/A	24%	0%
Which of the following best represents your heritage?				
White (non-Hispanic)	100%	N/A	94%	100%
Black or African American	0%	N/A	4%	0%
Latino or Hispanic	0%	N/A	0%	0%
East Asian or Asian American	0%	N/A	0%	0%
South Asian or Indian American	0%	N/A	0%	0%
Middle Eastern or Arab American	0%	N/A	0%	0%
Native American or Alaska Native	0%	N/A	2%	0%
Approximate Annual Household Income				
Less than \$10,000	0%	N/A	64%	0%
\$10,000 - \$15,000	50%	N/A	28%	0%
\$15,000 - \$20,000	0%	N/A	0%	0%
\$20,000 - \$30,000	0%	N/A	4%	0%
\$30,000 - \$40,000	0%	N/A	4%	100%
\$40,000 - \$50,000	50%	N/A	0%	0%
\$50,000 - \$60,000	0%	N/A	0%	0%
\$60,000 - \$85,000	0%	N/A	0%	0%
\$85,000 or More	0%	N/A	0%	0%
Is English your primary language?				
Yes	100%	N/A	100%	100%
No	0%	N/A	0%	0%

Summary of Unmet Needs and Gaps in Services

- ◆ Broaden the communication network to share information in the community and advocate for legislative change.
- ◆ Improve and expand transportation options for Clay and Boone Counties.
- ◆ Out-of-State transportation is needed for medical and recreation.
- ◆ Additional providers are needed for Medicaid transportation, especially, Medicaid transportation is needed for newly eligible.
- ◆ Improve and expand communication with the public through use of technology, social media, and personal contacts.
- ◆ Improve coordination of trips to reduce the number of trip denials or gaps in services that currently occur due to capacity restraints of the individual providers.
- ◆ Improve administrative and billing procedures and efficiency for transportation providers to reduce operating costs.
- ◆ Additional funding is needed to sustain and expand the transportation services available in each county.
- ◆ MTM, Medicaid broker agent issues are causing service gaps:
 - Scheduled runs not possible.
 - Will only pay for one passenger for multi-passenger trips.
 - MTM is buying bus passes and requiring passenger to ride public transit, with no other options.
 - Cost more to provide service than MTM is paying for service.
 - Communication issues with MTM for both consumers and providers.
 - MTM's technology is lacking. MTM was not prepared for communication challenges in West Virginia.
 - Mileage reimbursement for MTM trips is as a crow flies when actual travel requires many additional miles.
- ◆ Public transit service for Putnam County.
 - All transit needs except for senior nutrition or medical.
 - Many needs for recurring trips three-to-five days per week.
- ◆ There is a vehicle shortage. Need to investigate the following:
 - State vehicles sitting [unused] in Dunbar
 - Explore vehicle sharing
 - Vehicle availability resource network
- ◆ Employment transportation/education transportation
- ◆ Dialysis on Saturday – all areas
- ◆ Central call center
 - Mobility Manager
 - Travel Trainer

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

The primary challenge to coordination in Region III continues to be funding constraints and/or lack of funding to support transportation. Human service agencies, public transit providers, nonprofit transit providers, and for profit transit providers are open to establishing purchase of service agreements, however, funding to support those purchase of service agreements is at best very limited. A new and additional challenge to coordinating service and trip sharing is the reduced reimbursement rate paid by MTM for Medicaid transportation. Because of the lower reimbursement rates paid by MTM, some transportation providers have elected to discontinue Medicaid transportation service. The discontinuation of the service resulted in reduced options for shared long distance and out-of-county trips.

Priorities & Goals

COORDINATED TRANSPORTATION PRIORITIES AND GOALS

PROGRESS SINCE 2011 COORDINATION PLAN

Region III is to be commended for its efforts to achieve goals established in the 2011 coordination plan. Efforts to achieve the goals established in the 2011 plan included:

- ◆ Extensive planning and investigation into the viability of hiring a mobility manager for the region. Efforts revealed there was not adequate funding to sustain the regional mobility manager position. Additionally, the stakeholders struggled to identify and define how the mobility manager could be utilized to benefit everyone.
- ◆ A Transportation Advisory Committee was developed and continues to meet on a regular basis. The meetings continue to be well attended and have resulted in increased awareness of services among providers as well as increased coordination efforts among the partners to increase and improve transit options in the region.
- ◆ Transportation services have been maintained throughout the region. Some transportation service providers have expanded service to accommodate newly eligible Medicaid recipients. Private for profit transit providers are active partners in the provision of transportation within the region.
- ◆ The Kanawha Valley Regional Transportation Authority (KRT) permits other transit providers to purchase fuel at their fueling station.
- ◆ Stakeholders 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.
- ◆ The WAVE program between C&H Taxi, DPT, and Mountain State Centers for Independent Living was created. This was the first program of its type in West Virginia and it brought private, state, and not for profit entities together to provide wheelchair accessible vehicles or (WAVES) as taxicabs to provide on-demand wheelchair accessible service, especially on nights and weekends and other times when no other accessible transportation service was available. The program filled a huge gap and has been a great success.

UPDATED COORDINATED TRANSPORTATION GOALS – 2015 THROUGH 2019

The primary focus for solutions in Region III was to establish a strong network and message through State agency Department Directors that would influence legislative change and have the potential to establish common data collection and billing criteria.

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

Six goals are listed below. Each goal and priority is supported by the input provided by participating stakeholders, including the general public, public transportation providers, local stakeholders, the Region III RIC, 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 services. A description of each goal and the identified unmet need that corresponds to the goal is provided in the paragraphs that follow the matrix.

Table V.1: Goals and Needs Matrix

Goals	Categories of Unmet Transportation Needs/Gaps					
	Access to Transportation (Geographic)	Improve NEMT Brokerage	Capital Resource Limits	Broaden Communication	Employment/ Education Trips	Recurring Medical Trips
Goal #1 Expand Service Area	X	X	X	X	X	X
Goal #2 Develop Effective Communication	X			X		
Goal #3 Remove Barriers to Transportation	X		X	X	X	X
Goal #4 Establish Central Call Center	X		X	X	X	X
Goal #5 Exempted from Brokerage		X		X		
Goal #6 Increase Resources for Transportation	X		X	X	X	X

Goal #1: Expand the Service Area for Transportation.

Objectives:

- ◆ Region III has major concerns about the lack of available transportation options for Clay and Boone Counties. The objective is to identify providers and implement programs to improve transportation options in underserved areas.
- ◆ Increase state, federal, and local financial resources to develop and maintain expanded service.
- ◆ Improve access to transportation for medical purposes and recreation options that are located out of State.
- ◆ Increase the number of Medicaid transportation providers in the region. Currently, there is a gap in service availability because there are not enough providers serving the area.
- ◆ Vehicle shortages are inhibiting provider's ability to increase services. Options for new vehicle purchases should be investigated.

Goal #2: Develop a Method of Effective Communication.

Objectives:

- ◆ Even though the transportation council, formed as a result of the last coordination plan, meets at least quarterly and is well attended, stakeholders will broaden the network to share information with the community.
- ◆ Establish a marketing/education committee that will present transit's message to local leaders and within the community.
- ◆ Share community resource guides among providers and social service agencies.
- ◆ Establish electronic communication system via secure Facebook, LinkedIn, etc. to allow for spontaneous interaction among providers and agencies.

Goal #3: Remove Barriers to Transportation.

Objectives:

- ◆ Local stakeholders will work with potential funders to raise awareness and establish contract service agreements.
- ◆ Advocate for legislative change at the local, state, and national level.
- ◆ Enlist the assistance and gain the support of social service and human service state department heads to communicate transit issues.
- ◆ Advocate for removing vehicle use restrictions or perceived restrictions to allow trip sharing.

Goal #4: Establish a Central Transportation Call Center.

Objectives:

- ◆ Improve trip coordination and reduce the number of trip denials for transportation providers.
 - Providers would refer all trip denials to the call center for possible assignment to another provider.
 - Providers could choose to have call center receive and schedule all trip requests.
- ◆ Establish a one stop transportation resource center.
- ◆ Hire a regional mobility manager to manage the call center.

- ◆ Implement scheduling software that will allow the call center to provide partners with data and reports required by funders.
- ◆ Call Center would provide invoicing service for partners on a fee for service base. The fee for service would help provide funding to sustain the call center.

Goal #5: Public Transit Exempted from the Medicaid Brokerage.

Objectives:

- ◆ Establish a provision similar to Ambulance services to exempt public transit from the Medicaid brokerage.
- ◆ Advocate for legislative change at the local, state, and national level.
- ◆ Enlist the assistance and gain the support of social service and human service state department heads to communicate transit issues.
- ◆ Stakeholders will join and actively participate in state transit associations.

Goal #6: Increase Resources for Transportation.

Objectives:

- ◆ Increase the variety and depth of potential funding resources for transportation programs.
- ◆ Submit collaborative grant applications for non FTA grants. Target funding sources that focus on:
 - Access to health care
 - Environmental preservation
 - Access to employment
- ◆ Solicit local grants for capital purchases and/or specific transit objectives.
- ◆ Transportation council may contract with a grants writer to secure additional transit funding on a fee for service or a percentage of funding secured.

GOALS AND STRATEGIES

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

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

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

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

ACTION STEPS

Goal #1: Expand the Service Area for Transportation, Especially for Boone and Clay Counties.

Action Steps:

Step 1: Implement a Voucher Program.

A voucher program is an effective method to purchase service from other transit providers, including taxis. Agencies and providers will establish a memorandum of understanding with private transit providers that will enable them to purchase trips. Through the voucher program, passengers will have access to private transit providers that operate during extended hours and service areas. The Program will allow for expansion of service to Boone and Clay Counties as well as extend the hours of operation and area served for the entire region. The voucher will pay all or a portion of the private operators' passenger fares, which will make the trip more affordable for the passenger. The fare amount paid by the passenger, and not covered by the voucher, will be determined prior to program implementation based on, at minimum: (1) available program funding/revenue for the vouchers, and (2) program goals and objectives.

Step 2: Establish Additional Non -Emergency Medical Providers.

The initiation of the Affordable Care Act has greatly increased the number of West Virginia residents who are eligible for Medicaid transportation service. Additional certified providers must be secured to meet the expanded need. The transportation council will encourage, through educational/informational materials and one-on-one meetings, private and non-profit providers to become certified Non-Emergency Transportation providers through the Medicaid broker.

Step 3: Increase Vehicle Availability.

Create a Memorandum of Understanding (MOU) to purchase wheelchair accessible vehicles. Each Section 5310 and 5311 transportation provider in each county agrees to make the purchase of wheelchair accessible vehicles a top priority and to make the majority of all vehicle purchases wheelchair accessible.

Also, the Transportation Council will advocate for State officials to allow for the following Policy changes:

- Reassessing the possibility to use non-transit State vehicles for transit during down-time.
 - Stakeholders indicated that there are vehicles purchased by various State Departments that have significant down-time. However, local agencies are not permitted to use the vehicles because they were purchased with funding from other State Departments, and not West Virginia Department of Transportation/Division of Public Transit. Reassignment of eligibility to use the vehicles to permit transit-sponsored agencies to use them would allow for more resources to be made available for increasing transportation service options.
- Permitting vehicle sharing agreements.
 - State Department heads will make an agreement or amend existing agreements to allow vehicles purchased for a designated target group such as veterans to be used by others. In effect, this agreement would remove or reduce the eligibility restriction.
- Creation of a vehicle availability resource network.
 - Create a list of transit vehicles that are available to public and human service agency transportation providers for vehicle-sharing, across the State.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Taxi Voucher Program	Stakeholder and Taxi Companies	Near-Term	<ul style="list-style-type: none">▪ Lead agency for administering the Voucher Program is identified.▪ Parameters and goals for the Voucher Program are established (e.g., passenger eligibility, provider agreements/conditions, voucher amount).▪ Subsidy funding for the Voucher Program is secured by the lead agency.▪ Number of trips provided per month through the Voucher Program that would have otherwise gone unserved.

			<ul style="list-style-type: none"> Cost per trip, mile, and/or hour for the Voucher Program is considered cost effective for transportation providers.
Step 2: Establish additional NEMT providers	Stakeholders, Interested private and non-profit providers, Medicaid Broker	Long-Term	<ul style="list-style-type: none"> Number of additional Non-Emergency Medical transportation (NEMT) providers identified in each county. Number of NEMT trip requests from MTM that are denied is less than previous year. NEMT transportation providers perceive that trip assignments from the broker are more appropriate for their service area and hours/more cost effective. Passenger satisfaction with the NEMT brokerage, in terms of travel time and being able to get a trip when they need it (as measured via surveys and other feedback, etc.)
Step 3: Increase Vehicle Availability	WVDPT and Stakeholders	On going	<ul style="list-style-type: none"> Increase in the number of available vehicles for provider use. Increase in the percentage of wheelchair accessible vehicles in the fleet. Designation of a lead agency to maintain the list of available vehicles. List of available vehicles is created. Number of agencies that successfully use the list of available vehicles to reduce gaps in service (monitored how?).

Goal #2: Develop a Method of Effective Communication.

Action Steps:

Step 1: Use Technology Such as Facebook To Communicate Between Stakeholders.

Create a secure electronic communication network to enable sharing of information among stakeholders and providers. The network will serve as a forum for peer networking as well as to communicate transit- related information and events.

Step 2: Join State Associations and Taxi Associations.

The benefits of access to resources and strengthening the network among transportation providers and human service agencies can lead to significant improvements to transportation service operations as well as policy compliance, and shared staff training and/or administrative practices. Joining not only transit associations but also associations that serve transit disadvantaged individuals such as aging adults and individuals with disabilities will help to expand the awareness of unmet transportation needs and gaps in services. Networking in this manner will also improve opportunities for legislative change.

Step 3: Make In-Person Contact with Community Leaders and Decision Makers.

The Transportation Advisory Committee should have a strategic plan for advocating for transit and establishing a communication committee responsible for presentations. Monthly news announcements via local media will be used to keep transit a constant focus. Also, updating resource guides and emails to Listserves will be completed on an annual basis, at minimum.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Use Technology	Transportation Advisory Committee to designate appropriate responsible party	Near-Term	<ul style="list-style-type: none">▪ Percent of transportation stakeholders actively sharing information on Facebook or other approved social media.▪ Number of new agreements developed through improved networking and communication.▪ Reduction in trip denials and/or increases in trips provided by participating agencies that can be attributed to improved networking and coordination.
Step 2: Join Associations	Transportation Providers and Agency Directors	Long-Term	<ul style="list-style-type: none">▪ Number of local organizations represented in associations.▪ Number of times transportation is added to discussions and agendas for associations that are not transit-centric.▪ Legislative impact is measured in terms of additional funding or revised policies pertaining to trip-sharing and coordinated transportation.
Step 3: Contact with	All Transportation Providers	Near-Term and On-going	<ul style="list-style-type: none">▪ Strategic Plan is developed.▪ Communications Committee is established.

Community Leaders			<ul style="list-style-type: none"> ▪ Number of meetings attended/presentations made in each county where transportation issues were added to the agenda. ▪ Number of transportation challenges resolved or minimized through community support in each county. ▪ Number of news announcements about transportation submitted in local media each month. ▪ Resource guides and Listserves have current information about transportation service providers in each county.
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Goal #3: Remove Barriers to Transportation.

Action Steps:

Step 1: Work with potential funders to raise awareness.

The TAC will identify current and potential funders of coordinated transportation. Then, the TAC members will identify why the potential funders would be interested in participation. For example, faith-based organizations may be interested in improving the coordinated transportation efforts to fulfill a mission or to assist families and individuals with low incomes. Building on a network of faith-based and other for-profit or non-profit organizations will not only raise revenue and in-kind contributions for transportation programs, but it will also work to raise awareness throughout the community.

Step 2: Establish contracts with Vocational Rehabilitation, aging programs, and human service agencies.

The TAC will encourage funders to enter into purchase of service agreements with transit providers. Purchase of service agreements will benefit all involved, including:

- ◆ Consumers will be exposed to new transit options.
- ◆ The funding agency establishes a cost effective means to meet consumer needs.
- ◆ The fee for service can be used to meet FTA grant funding match requirements.

Step 3: Establish Medicaid Broker agreements.

The Medicaid brokerage system is new to West Virginia. The contracted broker has had limited success in securing an adequate number of contracted providers to meet the service demand in the region. The TAC will work through State-level leaders to encourage the Medicaid broker to negotiate agreements with interested providers that will be cost effective for both parties.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Raise Awareness	All transportation providers	Near-Term and On-going	<ul style="list-style-type: none"> Number of meetings with new potential funders. Local revenue amount increases. Number of trips provided for target markets and general public increases. Goals of new funders are achieved (e.g., families with low incomes have improved access to community resources).
Step 2: Establish Contracts	All transportation providers	Near-Term and On-going	<ul style="list-style-type: none"> Number of contracts for purchase of service implemented. Number of trips provided through the contract agreement. Overall annual agency cost per unit of service/passenger trip goes down.
Step 3: Medicaid Broker Agreements	State Department Leaders	Near-Term and On-going	<ul style="list-style-type: none"> Number of new NEMT Medicaid providers serving the region increases. Customer satisfaction with NEMT trips scheduled through MTM improves; measured through surveys. Transportation provider cost/benefit of participation with MTM brokerage improves.

Goal #4: Establish a Central Trip Coordination Center for All Transportation Providers in the Region.

Action Steps:

Step 1: Establish a central trip coordination center for all transportation providers.

A centralized point of contact to assist transportation providers with assigning trips to the most appropriate local transportation provider would be implemented. The center would be staffed with a Mobility Manager. The Mobility Manager would focus on managing, coordinating and dispatching trips for the region. The Mobility Manager would work to reduce trip denials and increase capacity for all transportation operators through coordination. The call center would also provide a trip billing service as well as required trip reports in exchange for an administrative fee.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Central Trip Coordination Center	All coordinated transportation stakeholders. A single agency will need to take the lead in establishing the center and hiring the Mobility Manager	Near-Term	<ul style="list-style-type: none">Central trip coordination center is established.Job description for Mobility Manager is developed and approved by the lead agency and potential funders.20 percent of the cost of hiring and managing a Mobility Manager is secured through matching funds. Matching funds may come from any non U.S. DOT funding source, including fees paid by participating providers to offset administrative costs. Mobility Management is considered a capital expense and is eligible for 80% Federal funding.Mobility Manager develops new beneficial transportation programs.Number of trips coordinated among providers increases.Community is satisfied with Mobility Management duties and accomplishments (based on survey feedback – survey administered by transportation stakeholders).

Goal #5: Public Transit Providers Will Be Exempted from the Medicaid Brokerage.

Action Steps:

Step 1: Establish a State-level advocacy network.

The new network will include State-level officials and social service agency department directors, including at a minimum, Bureau of Senior Services, Department of Health and Human Resources, and Department of Transportation, Division of Public Transit. The group would focus its work on exempting local and regional public transportation providers from the Medicaid brokerage requirements, similar to the exemption offered to Ambulance services.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Advocacy Network	Initiated by Region III RIC but requires active participation from State-level representatives of Public Transit, Aging, and Human Services Departments, at minimum.	Near-Term and On-Going	<ul style="list-style-type: none">▪ The number of key State Agency Department Directors who actively participate.▪ Exemptions are implemented, as designed.▪ Number of Public Transit providers participating in the network increases by at least 10%.

Goal #6: Increase Resources that Support Mobility and Transportation.

Action Steps:

Step 1: Advocate for grants and dedicated funding sources for coordinated transportation.

Local transportation providers, and perhaps the Mobility Manager if hired under Goal #4, will advocate for dedicated funding sources to support a coordinated transportation program serving the region. Dedicated funding sources could include State and local resources. Conditions on the financial support will include the condition that recipients of funding are coordinating transportation resources to address the unmet needs and gaps in services identified in this plan.

Step 2: Advocate for grants and dedicated funding sources for employment or education-related trips.

Grants and revenue for transportation programs and services that support transportation for employment trips or education/training related trips will be sought after and secured. Once secured, transportation providers, including private operators, will bid on the services.

Action Steps	Responsible Parties	Priority Level	Outcomes or Performance Measures
Step 1: Advocate for grants and dedicated funding for coordination	The TAC members and, if hired, a Mobility Manager.	Long-Term and Ongoing	<ul style="list-style-type: none"> ▪ Amount of dedicated funding revenue for coordinated transportation. ▪ Amount of coordinated transportation revenue applied to coordinated transportation in the local region. ▪ Number of individuals served through coordinated transportation services. ▪ Number of trips provided through coordinated transportation services increases through use of new funding.
Step 2: Secure funding for employment and education-related trips	The TAC members and, if hired, a Mobility Manager	Long-Term and Ongoing	<ul style="list-style-type: none"> ▪ Funding for specific trip purposes is secured. ▪ Providers for employment and education services in each county are identified and enter into agreements to provide service. ▪ Number of education and employment-trips provided through the program.

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. This include the purchase of transportation services (contracted services) funding eligible under the Section 5310 program. It is noted that Mobility Management is considered a capital expense and is eligible for Federal funding at 80 percent. Local match for operating and capital expenses may be derived from any non-U.S. Department of Transportation program, including Federal, State, and local programs and contributions. The contributions for transportation activities, such as transportation to employment, may also be derived from local and regional businesses that will benefit from the program. Similarly, funding to support recurring trips, such as dialysis, may be derived in part or in total from local hospitals and treatment clinics, among other sources.

Conclusions

CONCLUSIONS

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

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

Continued participation in the effort through an active Regional Transportation Advisory Committee is recommended. Also recommended is participation in State-wide transit groups to facilitate information sharing and networking.

Additional recommended actions, such as expanding hours of service and implementing a coordinated call center will require additional funding. That funding may come from a combination of Federal, State, and local dollars. Local support could come from a combination of all participating agencies; when each agency contributes a small portion, it could add up to the necessary 20% local match needed to hire a Mobility Manager. 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 III
Coordinated Public Transit-Human Services
Transportation Plan Update-Appendix**

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

May 22, 2015



Prepared by: RLS & Associates, Inc.

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Appendix B: Signatures of Adoption

Focus Group

Stakeholder and General Public Meetings

Date: Meeting 11/6/2014

Location: South Charleston Public Library

Meeting 2: 12/4/2014

Location: South Charleston Public Library

Invitations Distributed

☒ U.S. Mail: Meeting 1: 10/22/2014 Meeting 2: 11/14/2014

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

☐ Web Posting:

☒ Newspaper Notice: The Charleston Daily Mail, The Clay County Free Press, The Coal Valley News, The Charleston Gazette

☐ 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: 19

Meeting 2: 16

☒ 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: 160 paper (approximately) and also available on-line

Number of Surveys Returned: 57

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 Boone, Clay, Kanawha, and Putnam Counties. The meeting will be on **November 6, 2014, 1:00 PM to 3:00 PM at the South Charleston Public Library, 312 4th Ave, South Charleston, WV 25303**. 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 5 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 Boone, Clay, Kanawha, and Putnam Counties. The meeting will be on **December 4, 2014, 1:00 PM to 3:00 PM at the South Charleston Public Library, 312 4th Ave, South Charleston, WV 25303**. 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 December 2 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	Organization	E-mail	Phone	Street	City	State	Zip
Charles Minimah, Executive Director	All-Aid Services, Inc.	Mail		612 Virginia St. E.	Charleston	WV	25301
Larry Jarrett	Appalachian Center for Independent Living	larry20675@yahoo.com	304-965-0376	4710 Chimney Dr., Suite C	Charleston	WV	25302
John Goebel	Barons Bus	jgoebel@baronsbus.com	888-378-3823	P. O. Box 31088	Independence	OH	44131
Larry Lodato	Boone Co. Commission/ Boone EDA	boonedercrp@yahoo.com		206 Court Street	Madison	WV	25130
Judy Easter, Director	Boone County Community Action Organization	bcco.jeaster@suddenlinkmail.com	304-369-0451	P.O. Box 103	Madison	WV	25130
Sarah Kingston	Branches	putoamsr@aol.com		P.O. Box 403	Huntington	WV	25708
Executive Director	Buffalo Senior Citizens	Mail	304-937-3352	48 Wrights Lane	Buffalo	WV	25033
Jeb Cory	C&H Taxi	jcorey@chtaxi.com	304-344-3601	1410 Lewis St., P. O. Box 166	Charleston	WV	25321
Jim Triana	Cedar Ridge Center	jim.triana@genesishcc.com	304-984-0046	302 Cedar Ridge Road	Sissonville	WV	25320
Matthew Ballard	Charleston Area Alliance	MBallard@CharlestonAreaAlliance.org		1116 Smith St.	Charleston	WV	25301
Ben Newhouse	City Manager	bnewhouse@hurricaneewv.com		P.O. Box 1086	Hurricane	WV	25526
Pamela Taylor, Executive Director	Clay County Development Corporation	claydevcorp@live.com	304-587-4251	172 Main Street, P. O. Box 455	Clay	WV	25043
Executive Director	Clay Co. DHHR	www.vvvdhhr.org/connect		P.O. Box 969	Clay	WV	25043
Karen Part	Coordination Council for Ind. Living	Mail	1-800-834-4070	300 Technology Dr.	South Charleston	WV	25303
Brenda Toppings	DHHR Boone Co.	btoppings@vvvdhhr.org		P.O. Box 970	Danville	WV	25053
Executive Director	Elk River Nutritional Center	Mail		902 Main St.	Elkview	WV	25064
Vanessa VanGilder	Fair Shake Network	wvfn@charter.net		PO Box 354	Institute	WV	25112
Barbara Bayes	Good News Mountaineer Garage	goodnewsbarbara@verizon.net		939 Butts Mill Rd.	Hedgesville	WV	25427
General Manager	Greyhound Bus Lines	Mail		300 Reynolds St.	Charleston	WV	25301
Kathy Barnett, Director	Friends of Hansford Center	kbarnett@hansfordcenter.org	304-722-4621	500 Washington St.	Saint Albans	WV	25177
Traci Dalton	Head Start Program	Traci.L.Dalton@wv.gov	304-344-8098	350 Capitol Street, Room B-18	Charleston	WV	25301
Debbie Easter, Center Director	Hometown Senior Center	debbeaster@ymail.com	304-586-2745	PO Box 272	Hometown	WV	25109
Joy Dalton, Center Director	John Henson Senior Center		304-562-9451	2800 Putnam Ave.	Hurricane	WV	25526
Executive Director	Kanawha Co. DHHR	Mail		4190 W. Washington St.	Charleston	WV	25313
Executive Director	Kanawha Co. Director of Emergency Services	Mail		407 Virginia St. E.	Charleston	WV	25301
Executive Director	Kanawha Co. Emergency Ambulance Authority	mikejarrett@kceaa.org		601 Brooks St.	Charleston	WV	25301
Jeff Clark	Kanawha Emergency Management	jclark@metm911.org		P.O. Box 2749	Charleston	WV	25330
Executive Director	Kanawha County Schools Head Start	Mail		200 Elizabeth St.	Charleston	WV	25311
Paulette Justice, Executive Director	Kanawha Valley Senior Services	pjustice@kvss.org	304-348-0707	2428 Kanawha Blvd, East	Charleston	WV	25311
Donna Conley	Kanawha Valley Senior Services	dconley@kvss.org	304-348-0707	2428 Kanawha Blvd, East	Charleston	WV	25311
Larry Zusan, Administrator	Kanawha/Putnam Emergency Planning Committee	knepc@knepc.org		113 Lakeview Dr.	Charleston	WV	25313
Dennis Dawson, General Manager	Kanawha Valley Regional Transportation Authority	ddawson@rideonkrt.com	304-343-3840	P.O. Box 1188	Charleston	WV	25324
Doug Hartley	Kanawha Valley Regional Transportation Authority	dhartley@rideonkrt.com	304-343-3840	P. O. Box 1188	Charleston	WV	25324
Brenda Landers, Director	WVSC-Metro AAA	dpreece@wvstdu.edu		1 Dunbar Plaza, Suite 102	Dunbar	WV	25064
Melissa Hill, Director	Metropolitan Community Development Corporation, Inc.	mhill@mcdcwv.net		P. O. Box 348	Charleston	WV	25322
Jason Graves	Mountain Mission	jgraves@moutinmission.com	304 344-3407	1620 Seventh Ave.	Charleston	WV	25312
Executive Director	Nitro Community Center	Mail	304-755-0619	302 21st St.	Nitro	WV	25143
Karen Yost, CEO	Prestera Center	karen.yost@prestera.org		511 Morris Street	Charleston	WV	25301
Executive Director	Prestera Center			376 Kenmore Drive	Danville	WV	25053
Executive Director	Prestera Center			PO Box 299	Winfield	WV	25213
Craig Zappin	Prestera Center	craig.zapping@prestera.org	304-525-7851 x 2014	5600 U.S. Route 60E	Huntington	WV	25705
Mary Chapman	Putnam Co. Chamber of Commerce	info@cookevillechamber.com		P.O. Box 553	Teays	WV	25569
Executive Director	Putnam Co. Development Authority	mail		P.O. Box 167	Scott Depot	WV	25560
Executive Director	Putnam Co. Director of Emergency Services	info@putnamemergency.com		3389 Winfield Road	Winfield	WV	25213
Joyce Arthur, Executive Director	Putnam Aging Program	jarthur@putnamaging.com	304-755-2385	2258 Winfield Road	St. Albans	WV	25177
Karen Smith	Putnam Aging Program	ksmith@putnamaging.com	304-755-2385	2258 Winfield Road	St. Albans	WV	25177
Manager	Ready Transportation Services	Mail	304-442-2231	1200 Fayette Pike	Montgomery	WV	25136
Curtis Hardman	Region III WIC	chardman@charter.net		PO Box 3726	Charleston	WV	25337
Executive Director	Regional Family Resource Network	executivedirector@regionalfrn.org		1078 Main St, Room 202	Elkview	WV	25071
Jim Shedd	RESA II	ishedd@access.k12.wv.us		501 22nd St.	Dunbar	WV	25064
Mark Felton, Executive Director	Regional Intergovernmental Council (RIC)	markfelton@wvregion3.org		315 D Street	South Charleston	WV	25303
Joyce Rockwell	Region III RD & DC	jdrockwell@wvregion3.org		315 D Street	South Charleston	WV	25303
Scott Ferry	Region III RDC	scottferry@wvregion3.org	304-744-4258	315 D Street	South Charleston	WV	25303
Doug Rice	Region III (RIC)	dougrice@wvregion3.org	304-744-4258	315 D Street	South Charleston	WV	25303
Executive Director	Salvation Army	Mail		301 Tennessee Ave.	Charleston	WV	25302
Executive Director	So. Charleston Chamber of Commerce	soccoc@wvdsd.net		238 4th Ave.	South Charleston	WV	25303
Executive Director	So. Charleston Nutrition Center	Mail		601 Jefferson Rd.	South Charleston	WV	25309
Jerry Cogar	St. Albans Regional Dev. Assoc.	Mail		441 Kanawha Terrace	St. Albans	WV	25177
Manager	Teays Valley Taxi, LLC	Mail	304-421-8124	4000 St Rt 34, Suite 2	Hurricane	WV	25526
Executive Director	Transportation for Veterans	Mail	304-255-2121, Ext. 4275	200 Veterans Ave.	Beckley	WV	25801
Paula Smith, Executive Director	Tri-River Transit	trtpaula@zoominternet.net	304-824-2944	PO Box 436	Hamlin	WV	25523
Damron Bradshaw, UKVEC Director	UKVEC	davidhardy@kancocomm.com		200 Upper Kanawha Valley Way	Cabin Creek	WV	25035
Michelle Proctor	Union Mission	michell@wefeedpeople.com		700 South Park Road	Charleston	WV	25304
Executive Director	United Way of Central WV	jballengee@unitedwaycwv.org		One United Way Square	Charleston	WV	25301
Executive Director	Upper Kanawha Valley Improvement Council	Mail		12404 MacCorkle Ave.	Chesapeake	WV	25315
Deloris Wilder	West Virginia Bureau of Senior Services	dwilder@bassstate.wv.us		1900 Kanawha Boulevard East	Charleston	WV	25305

Cari J. Stone, Rehab Specialist	West Virginia Division of Rehabilitation Svcs.	Cari.J.Stone@wv.gov	304-356-2360	4701 MacCorkle Avenue SE	Charleston	WV	25304
Terri Grimm	WIC Program	charlestonwic@wvdhhr.org		350 Capitol Street	Charleston	WV	25301
Jeff Farley	Work for WV Career Center	Mail		Plaza East	Charleston	WV	25301
Executive Director	WV Bureau of Senior Services	Mail		Charleston Town Center 3rd Floor	Charleston	WV	25301
Executive Director	WV Society of the Blind	Mail		State Capitol Complex	Charleston	WV	25305

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
Boone, Clay, Kanawha, and Putnam 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.**

Julie Schafer from RLS & Associates, Inc. will facilitate the meeting:

**November 6, 2014, 1:00 PM to 3:00 PM at the
South Charleston Public Library, 312 4th Ave, South Charleston, WV 25303**

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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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 (August 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/New Freedom were eliminated as stand-alone programs.
- FTA Section 5316 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; 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. A local meeting is scheduled for **Thursday, November 6, 2014, 1:00 PM to 3:00 PM at the South Charleston Public Library, 312 4th Ave, South Charleston, WV 25303**. All grant applications for Section 5310 funding 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 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. Your attendance is important to ensuring that transportation providers are fully aware of the local transportation needs, so that those needs and gaps in services are accurately addressed in the coordinated transportation plan update.

We look forward to seeing you at the local meetings.

Respectfully,

A handwritten signature in blue ink, reading "Susan O'Connell". The signature is fluid and cursive, with a long, sweeping tail on the final "y".

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



WEST VIRGINIA DEPARTMENT OF TRANSPORTATION Division of Public Transit

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

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The DPT is working with RLS & Associates, Inc. to update the plans. The second of two local public meetings is scheduled for **Wednesday, December 4, 2014, 1:00 PM to 3:00 PM at the South Charleston Public Library, 312 4th Ave, South Charleston, WV 25303**. 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,



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

Enclosure

Sign-In Sheet

2014 Coordinated Public Transit-Human Services Transportation Plan Update for Region III

Meeting 1

November 6, 2014

1pm to 3pm South Charleston Public Library

Name	Organization	Address	E-mail	Phone Number
Tina McAllister	Region Agency Director Buffalo Senior Life	Address: 2558 Winfield Rd City: St. Albans Zip: 25177		304 389 6467
Melissa Hill	Metropolitan Tri-County Transportation	Address: PO Box 348 City: Charleston Zip: 25322-0348	Corporate @ modcuv.net	304- 342- 4775
Craig Zappin	Presters Center	Address: 5600 US Rt. 60E City: Huntington Zip: 25705	Craig.zappin@ presters.org	304 525 7851 x2014
Toni Boyd	WV DOT Div of Public Transit	Address: Bldg 5 Room 906 1900 Kanawha Blvd E City: Charleston, WV Zip: 25305-0432	Toni.R.Boyd@wv.gov	304.588.0428
		Address: _____ City: _____ Zip: _____		

Sign-In Sheet
2014 Coordinated Public Transit-Human Services Transportation Plan Update for Region III
Meeting 1
November 6, 2014
1pm to 3pm South Charleston Public Library

Name	Organization	Address	E-mail	Phone Number
Anthony T. White	Arc of the Three Rivers	Address: 1021 Quarrier St. City: Charleston, WV Zip: 25301	Awhite@ArcThreeRivers.org	304-344-3403
Doug Hartley	KVTA	Address: PO Box 1188 City: Charleston WV Zip: 25324	DHARTLEY@RideonKEF.com	304-343-3840
Donna Conley	KVSS	Address: 2428 Kanawha Blvd. City: Charleston Zip: 25005	DConley@KVSS.ORG	348-0707
Joyce Rockwell	Reg. 3 RDC	Address: 315 D. St. City: So. Charleston, WV Zip: 25303	jdrockwell@wvregion3.org	304-744-4258
Scott Ferry	Reg 3, RDC	Address: // City: // Zip: //	scottferry@wvregion3.org	//

Sign-In Sheet

2014 Coordinated Public Transit-Human Services Transportation Plan Update for Region III

Meeting 1

November 6, 2014

1pm to 3pm South Charleston Public Library

Name	Organization	Address	E-mail	Phone Number
Doug Rice	Reg. 3 RIC	Address: 315 D Street City: So. Ches WV Zip: 25303	dougrice@wvregion3.org	304-744-4258
GEORGE ROBSON	CITY OF CHARLESTON	Address: 1100 B PENNSYLVANIA AVE City: Charleston WV Zip: 25302	george-robson@cityofcharleston.org	304-348-6872
DAN VRIENDT	CITY OF CHARLESTON	Address: 915 CHARLES ST. ST 1 City: CHARLESTON WV Zip: 25301	DANVRIENDT@CITYOFCHARLESTON.ORG	304-348-8105
Jeb Corey	CAN TAXI	Address: 1410 Lewis St City: Charleston Zip: 25301	Jcorey@cantaxi.com	304 720 1796
BRENT PAUCEY	ENACT	Address: 1701-5TH AVE, STE 7 City: CHARLESTON WV Zip: 25380	bpauley@enactwv.org	304-414-4475

Sign-In Sheet

2014 Coordinated Public Transit-Human Services Transportation Plan Update for Region III
Meeting 1

November 6, 2014

1pm to 3pm South Charleston Public Library

Name	Organization	Address	E-mail	Phone Number
ANNE WEEKS	MT. ST. CENTERS FOR INDEPENDENT LIVING	Address: 221 4th Ave City: Huntington Zip: 25701	ADWEEKS@ MTSTCL.ORG	304.525, 3324
KAREN Smith	Putnam Aging Prog.	Address: 2558 Winfield Rd City: St Albans WV Zip: 25177	Ksmith@ putnamaging.com	755-2385
Joy DALTON	PUTNAM Aging Prog.	Address: 2558 Winfield Rd City: St Albans Zip: 25177	Jdalton@ putnamaging.com	562-9451
Kathy Barnett	Hansford Senior Center	Address: 500 Washington St. City: St. Albans Zip: 25177	kbarnett@hansfordcenter.org	304-722-4621
Larry Pritch	Clay Co. Dev Corp	Address: Box 455 City: clay, WV Zip: 25043		304 587-4251

Sign-In Sheet

2014 Coordinated Public Transit-Human Services Transportation Plan Update for Region III
Meeting 2

December 4, 2014

1p.m. to 3 p.m. South Charleston Public Library

Name	Organization	Address	E-mail	Phone Number
Jeb Corey	CH Taxi	Address: 1410 Lewis St City: Charleston Zip: 25301	vcorey@chtaxi.com	304-720-1796
Anne Weeks	MT ST CTRS FOR INDEP. LIVING	Address: 821 4th Ave City: HIGHTON Zip: 25701	adweeks@mtstcil.org	304-526-3324
Joy Dalton	Putnam Putnam Aging	Address: 2800 Putnam Ave City: Hurricane Zip: 25526	jdalton@putnamaging.com	304 562 9451
Dorothy Easter	PUTNAM Aging	Address: P.O. Bx 272 City: Hometown Zip: 25189	dabeeaster@gmail.com	(304) 586-2745
Karen Smith	Putnam Aging	Address: 2558 Winfield Rd City: ST. ALBANS Zip: 25177	Ksmith@putnamaging.com	304-755-2385

Sign-In Sheet
2014 Coordinated Public Transit-Human Services Transportation Plan Update for Region III
Meeting 2
December 4, 2014
1p.m. to 3 p.m. South Charleston Public Library

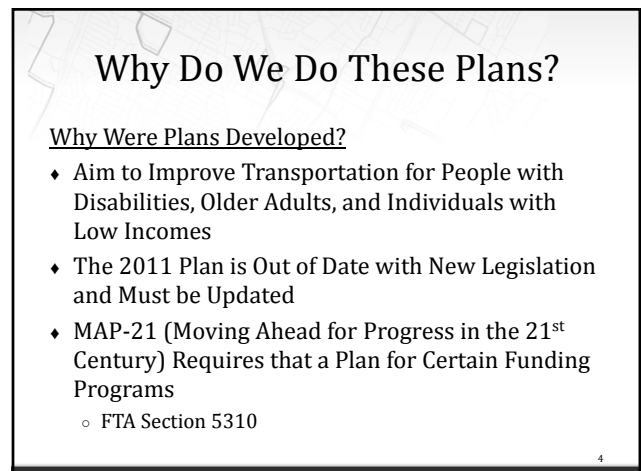
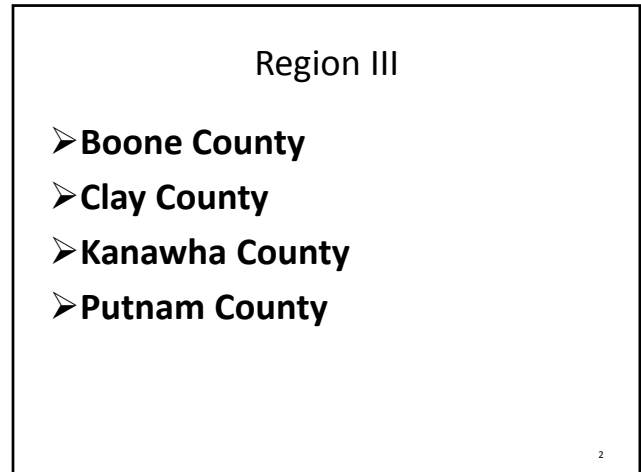
Name	Organization	Address	E-mail	Phone Number
Jason Bailey	The Arc	Address: 1021 Quaker ST Suite 2 City: Charleston Zip: 25304	jbailey@arcthree.org	304 344 3403 X 110
Anthony T. White	The Arc	Address: 1021 Quaker ST City: CHAR, WV Zip: 25301	awhite@arc three.org	304-344-3403 X 111
Larry Priddy		Address: clay Co. Dev P.O. Box 155 City: clay Zip: 25043		304 587-4251
Lisa Holcomb	EnAct, Inc.	Address: 1701 5th Ave City: Charleston WV Zip: 25387	lholcomb@enactwv.org	304-587-6047 304-414-4475
Kathy Barnett	Hansford Center	Address: 500 Washington St. City: St. Albans WV Zip: 25177	kbarnett@hansfordcenter.org	304-722-4621

Sign-In Sheet
2014 Coordinated Public Transit-Human Services Transportation Plan Update for Region III
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Name	Organization	Address	E-mail	Phone Number
Joyce Rockwell	RIC	Address: 315 D St. City: S. Charleston, WV Zip: 25303	jrockwell@wvregion3.org	304-744-4258
Kara Greathouse	RIC	Address: 315 D St. City: South Charleston Zip: 25303	Kgreathouse@wvregion3.org	"
Kim Beckett	Kanawha County Schools	Address: _____ City: _____ Zip: _____	Kbeckett@mail.kana.k12.wv.us	304-348-1392
Toni Boyd	WV Div of Public Transit Bldg 5 Room 906 1900 Kan Blvd E Charleston, WV 25305	Address: _____ City: _____ Zip: _____	Toni.R.Boyd@wv.gov	304-580-4228
Bill Robinson	WV Div Public Transit Bld 5 Rm 906 1900 Kan Blvd E Charleston WV 25305	Address: _____ City: _____ Zip: _____	bill.c.robinson@wv.gov	304-7428

Sign-In Sheet
 2014 Coordinated Public Transit-Human Services Transportation Plan Update for Region III
 Meeting 2
 December 4, 2014
 1p.m. to 3 p.m. South Charleston Public Library

Name	Organization	Address	E-mail	Phone Number
Kay Albright	MANNA MEAL	Address: <u>1105 QUARLER</u> City: <u>CHARLESTON</u> Zip: <u>25301</u>	<u>kamannameal</u> <u>@wmos.net</u>	<u>304</u> <u>345-7121</u>
		Address: _____ City: _____ Zip: _____		
		Address: _____ City: _____ Zip: _____		
		Address: _____ City: _____ Zip: _____		
		Address: _____ City: _____ Zip: _____		
		Address: _____ City: _____ Zip: _____		



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%20V%20Final%20Report.pdf>
- ♦ MAP-21 was Signed into Law on July 6, 2012; Effective October 1, 2012
 - Authorizes Programs through May 2015

5

Highlights of Program Changes SAFETEA-LU to MAP-21 (Source FTA)

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

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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

7

Why it is Important to Participate

- ♦ **#1 – To Stay Current on Unmet Transportation Needs and Prioritize Effective Solutions**
- ♦ Recipients of Section 5310 Funding Must Certify that Projects Selected Are Included in the Locally Developed, Coordinated Public Transit-Human Services Transportation Plan
- ♦ Other Stakeholders are Reminded that Local Match is Required for FTA Funded Programs. Match May be Derived from Non-DOT Transportation Funding Sources

8

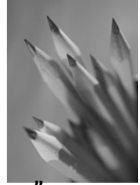
Who Should Participate?

- ♦ 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

9

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 Wood County between 5:00 AM and 7:00 AM”

10

Existing Resources

Who are the transportation providers in Each County Today?

Kanawha Putnam Clay Boone

11



Goals from the 2011 Plan

Goal #1: Improve communications among the legislators, state agencies, public transportation providers, non-profit agencies, and for-profit companies with the intent to fill gaps and reduce unnecessary duplication of transportation services in each county and throughout the Region.

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Goals from the 2011 Plan (Continued)

Goal #2: Hire a Mobility Manager.

Goal #3: Control operating and fuel budgets.

Goal #4: Joint use of vehicles and trip sharing.

Goal #5: Set standard driver training requirements and design a driver training program.

13

Goals from the 2011 Plan (Continued)

Goal #6: Improve transportation opportunities for people with low incomes.

Goal #7: Improve transportation for Putnam County residents.

—

14

Goals from the 2011 Plan (Continued)

Goal #8: Maintain transportation service throughout each county and the region throughout the next four years.

Goal #9: Continue to explore and implement coordinated transportation services that support sustainable self-sufficiency for all people.

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Goals from the 2011 Plan (Continued)

Goal #10: Implement coordinated transportation strategies that support and encourage local, regional, or statewide economic development opportunities.

Goal #11: Collaborate and facilitate transportation endeavors related to the implementation of the Affordable Care Act.

16

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

18

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 Available Soon in Your Community
- ♦ Draft Inventory and Needs Assessment Report Issued

19

Public Meeting #2

- ♦ Date: December
- ♦ Agenda: Discuss Proposed Strategies and Priorities
 - The Refined Priorities will go into the Final Plan

20

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.

21



Questions?

FOLLOW UP QUESTIONS:

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

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www.rlsandassoc.com



**Moving Public Transportation
Into the Future**

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

Region III

➤ **Boone County**

➤ **Clay County**

➤ **Kanawha County**

➤ **Putnam County**

Meeting Objectives

Review Purpose of the Plan

Review of Transportation Needs Assessment & Goals

Select Coordinated Transportation Strategies

Rate or Prioritize Strategies

Next Steps

Purpose of Coordination Plans?

Why Were Plans Developed?

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

Recent History of Coordinated Transportation Plans

- Regional Plans were Last Updated in 2011 to Satisfy SAFETEA-LU Legislation Requirements
 - Your 2011 Plan is Available for Download at

<http://www.transportation.wv.gov/publictransit/Pages/PublicTransit-HumanServicesTransportationPlans.aspx>

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- ◆ Recipients of Section 5310 Funding Must Certify that Projects Selected Are Included in the Locally Developed, Coordinated Public Transit-Human Services Transportation Plan
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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



Goals from the 2011 Plan

Goals from the 2011 Plan (Continued)

Goal #3: Control operating and fuel budgets.

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Goals from the 2011 Plan (Continued)

Goal #10: Implement coordinated transportation strategies that support and encourage local, regional, or statewide economic development opportunities.

Goal #11: Collaborate and facilitate transportation endeavors related to the implementation of the Affordable Care Act.



Unmet Transportation Needs And Gaps In Services

- Surveys: Only 7 completed as of Tuesday

Unmet Transportation Needs And Gaps In Services


- Medicaid transportation for newly eligible
- MTM issues cause service gaps:
 - Scheduled runs not possible
 - Only pay for 1 passenger for multi-passenger trips
 - Buying bus passes – require passenger to ride bus
 - Cost more to provide service than MTM payment
 - Communication issues for both consumers and providers
 - Technology is lacking – West Virginia challenge
 - Mileage reimbursement as a crow flies

Unmet Transportation Needs And Gaps In Services

- Public transit service for Putnam County
 - Any trips except for nutrition or medical
 - Recurring trips 3 to 5 days per week
- Vehicle shortage
 - State vehicles sitting in Dunbar
 - Explore vehicle sharing
 - Vehicle availability resource network
- Employment transportation/education transportation

Unmet Transportation Needs And Gaps In Services

- Communication among providers, consumers, community leaders, and funders
 - Use state association for:
 - Sharing of information
 - Communication network to legislative level
- Dialysis on Saturday – all areas
- Central call center
 - Mobility Manager
 - Travel Trainer



COORDINATED TRANSPORTATION GOALS AND STRATEGIES 2014

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)



Goals Summary

Goal 1: Expand the Hours , Days and Increase Number of Vehicles for Transportation throughout the region but especially in Putnam County to Allow for Recurring Daily Trips and Same Day Short Notice Trips.

Employment

Social Service Agencies

Medical Appointments

Errands

Recreation

Individuals that fall into the gap

Goals Summary

- ◆ **Goal 2:** Establish an Effective Method of Communication and Networking Among Transit Providers, Consumers, Community Leaders, and Funders.
- ◆ **Goal 3:** Remove Barriers of Eligibility, Accessibility, and Affordability from the Transportation Network

Goals Summary

- ◆ **Goal 4:** Establish a Central Trip Coordination Center for All Providers
 - Mobility Manager
 - Trip Coordination
 - Travel Training
 - NEMT scheduling

- ◆ **Goal 5:** Get Social Service Transportation Providers Exempted from Brokerage Requirement

Goals Summary

- ♦ Goal 6: Have Available Resources to Meet all Transportation Demand



UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED

- ❑ Early Morning and Later Evening (after 6PM) Transportation is Needed
- ❑ Weekend Transportation is Needed for Dialysis, Employment, Church, and Other Purposes
- ❑ Existing Capacity Constraints Service Hours and Vehicle Cause Trip Denials
- ❑ Transportation is needed for Life Sustaining Medical Appointments and Hospital Releases

A faint background map showing a street grid. Several areas are highlighted with colored outlines: a red/pink area in the bottom left, a green area in the middle left, a yellow area in the top left, and a purple area in the center. A light blue horizontal bar is positioned behind the title text.

UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED

- ❑ Need an Easy Method for Peers to Discuss Issues and Communicate Information



UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED

- ❑ Transportation for Individuals with Low-Incomes who Don't Meet Eligibility for Programs is Needed
- ❑ Wheelchair Accessible Vehicles, both New and Replacement, are Needed throughout the Region to Sustain or Improve the Level and Quality of Transportation Available
- ❑ New Medicaid recipients are drastically increasing need for transportation
- ❑ Data collection requirement differ by program



UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED

- ❑ Method for Sharing Trip and Travel Patterns Among Providers
- ❑ Regional Mobility Manager to Coordinate Services
- ❑ Travel Trainer on Site
- ❑ One Place to Call to Get Information for All Providers
 - ❑ NEMT scheduling center

A background map showing a network of roads and land parcels. Several areas are highlighted with colored outlines: a red outline in the bottom left, a green outline in the middle left, a yellow outline in the top left, and a purple outline in the center. The map is faded and serves as a decorative background.

UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED

- ❑ Political influence to achieve exemption



UNMET NEEDS, GAPS, CHALLENGES TO BE ADDRESSED

- ❑ Eligibility requirements of non-public transportation providers



NEXT STEPS

Update Inventory and Needs Assessment

- ◆ RLS Continues Interviews Transportation Providers
- ◆ Distribute/Collect Public Needs Assessment Surveys:
 - Paper Copies Available in Your Community
- ◆ Draft Report Issued to Stakeholders for Review (via email)
- ◆ Final Plan Issued for Local Adoption.
 - Instructions will be provided for how to adopt the plans
 - Plans **must** be adopted at the local level

Questions?

FOLLOW UP QUESTIONS:

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

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–lbrown@rlsandassoc.com
–jschafer@rlsandassoc.com

Access to Transportation - WV Coordinated Transportation Plan Update

1. Transportation Survey

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

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

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

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

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

Other (please specify)

Access to Transportation - WV Coordinated Transportation Plan Update

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

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

Other (please specify)

2. Household Information

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

*5. What county do you live in?

County

West Virginia



6. How many people live in your home?

Number of adults

Number of children (under the age of 18)

7. Please tell us your age.

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

Access to Transportation - WV Coordinated Transportation Plan Update

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

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

Other (please specify)

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

- ☐ Yes
- ☐ No

10. What is your approximate household income?

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

Access to Transportation - WV Coordinated Transportation Plan Update

11. Is English your first or primary language?

☐ Yes

☐ No

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

☐ Spanish

☐ Korean

☐ Vietnamese

☐ Chinese or Mandarin

Other (please specify)

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

☐ Twitter

☐ Facebook

☐ WV Division of Public Transit Website

☐ Local Agency or Transit System Website

☐ Text Messages

☐ Email

☐ Other Social Media (please specify)

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

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

The Regional Coordinated Public Transit-Human Services Transportation Plan Update for the Region III study area, including Boone, Clay, Kanawha, and Putnam Counties, as completed on May 22, 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 HARVEY
Title of Plan Participant: Assistant General Manager
Organization Representing: Kanawha Valley Regional Transportation Authority
Or Senior, Individual With Disability, Low Income or General Public Representative: _____


Signature

6-3-15
Date

Signature

Date

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Title of Plan Participant: Assistant General Manager
Organization Representing: Kanawha Valley Regional Transportation Authority
Or Senior, Individual With Disability, Low Income or General Public Representative: _____


Signature

6-3-15
Date

Signature

Date

RESOLUTION

- WHEREAS,** Federal Law (49 U.S.C. Section 5310 / MAP-21 Section 20009) requires that projects selected for funding under the Enhanced Mobility of Seniors and Individuals with Disabilities grant program (Section 5310) be derived from a locally developed coordinated public transit-human services transportation plan.
- WHEREAS,** The BCKP Regional Intergovernmental Council (RIC), as the designated planning and development council for the region of Boone, Clay, Kanawha and Putnam counties in West Virginia, developed an updated Coordinated Public Transit-Human Services Transportation Plan for said region and is a participant in the plan.
- WHEREAS,** The Regional Intergovernmental Council's 2015 Coordinated Public Transit-Human Services Transportation Plan (HSTP) is an update to RIC's 2011 HSTP and promotes adequate utilization of federally funded resources to enhance the mobility of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable.

NOW, THEREFORE, BE IT RESOLVED that the BCKP Regional Intergovernmental Council adopts the Region III Coordinated Public Transit-Human Services Transportation Plan Update for 2015.

So resolved this 4th day of June, 2015



Dick Callaway, Chairman

Regional Intergovernmental Council

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

The Regional Coordinated Public Transit-Human Services Transportation Plan Update for the Region III study area, including Boone, Clay, Kanawha, and Putnam Counties, as completed on May 22, 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: Jeb Corey

Title of Plan Participant: CEO

Organization Representing: CAH Taxi

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

Jeb Corey
Signature

5/26/15
Date

Signature

Date

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

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Name of Plan Participant: Judy Easter

Title of Plan Participant: Executive Director

Organization Representing: Boone County Comm. Org

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

Judy Easter
Signature

9-30-15
Date

Signature

Date

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

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Name of Plan Participant: Pamela Taylor
Title of Plan Participant: Executive Director
Organization Representing: Clay County Development Corporation
Or Senior, Individual With Disability, Low Income or General Public Representative: _____

Pamela Taylor
Signature

10/1/15
Date

Signature

Date

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

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Name of Plan Participant: Kathy R. Barnett

Title of Plan Participant: DIRECTOR

Organization Representing: HANSFORD SENIOR CENTER

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

Kathy R. Barnett
Signature

10-01-15
Date

Signature

Date

**Adoption and Approval of
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Region III**

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Name of Plan Participant: Donna Conley

Title of Plan Participant: TR Manager

Organization Representing: KUSS

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

Donna Conley

Signature

9-30-15

Date

Signature

Date

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

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Name of Plan Participant: ANNE WEEKS

Title of Plan Participant: PRESIDENT/CEO

Organization Representing: MOUNTAIN STATE CENTERS FOR INDEPENDENT LIVING

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



Signature

9-30-15

Date

Signature

Date

**Adoption and Approval of
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Region III**

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Name of Plan Participant: Craig Zappen

Title of Plan Participant: Risk Manager

Organization Representing: Presteria Center

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

Craig Zappen
Signature

10/6/15
Date

Signature

Date

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

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

Name of Plan Participant: Karen Smith

Title of Plan Participant: Exec. Assistant

Organization Representing: Putnam Co. Aging Program, Inc

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

Karen Smith
Signature

10-7-2015
Date

Signature

Date