Coordinated Public Transit - Human Services Transportation Plan
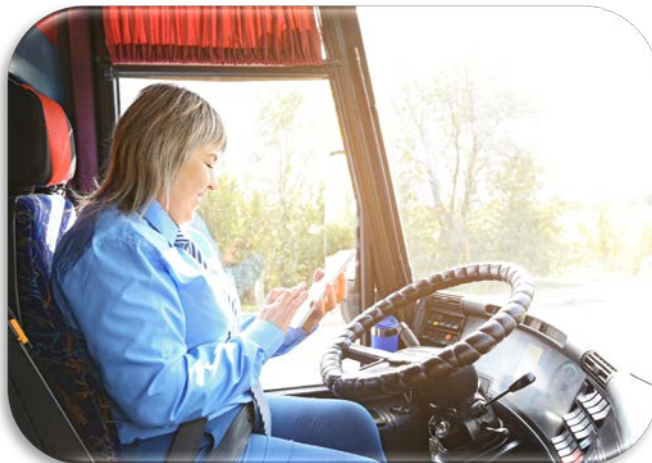## For
Region IV: Fayette, Greenbrier, Nicholas, Pocahontas, and Webster Counties

September 18, 2023

West Virginia
Department of Transportation

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I. INTRODUCTION

PURPOSE

This plan updates the Coordinated Public Transit-Human Services Transportation Plan for Fayette, Greenbrier, Nicholas, Pocahontas, and Webster Counties. The plan was originally developed in 2011 and last updated in 2019. The 2019 plan fulfilled the planning requirements of the Fixing America's Surface Transportation (FAST) Act which was signed into law to reauthorize surface transportation programs through Fiscal Year 2020. The FAST Act applied new program rules to all FTA funds and authorized transit programs for five years. According to requirements of the FAST Act, locally developed, coordinated public transit-human services transportation plans must be updated to reflect the changes established by the FAST Act Federal legislation. The Coordinated Plan 2019 update met the new FAST Act requirements and reflected the changes in funding programs.

On November 15, 2021, the Infrastructure Investment and Jobs Act (IIJA) was enacted into law. The IIJA continues the policies set forth by the FAST Act and provides $937 billion over five years from FY 2022 through 2026, including $550 billion in new investments for all modes of transportation, including $284 billion for the U.S. Department of Transportation, of which $39 billion is dedicated to transit. The IIJA directs the U.S. Department of Transportation to apply the funding toward modernizing and making improvements. This plan satisfies the coordinated human services-public transportation plan requirements set forth by the IIJA.

Funding to update this locally-developed regional Coordinated Plan was provided by the West Virginia Department of Transportation (WVDOT). The planning process involved active participation from local agencies that provide transportation for the general public, older adults, and individuals with disabilities.

Section 5310 Program: Enhanced Mobility for Seniors and Individuals with Disabilities
The program most significantly impacted by the plan update is the Federal Transit Administration's (FTA's) Section 5310 Program because a locally developed Coordinated Human Services-Public Transportation Plan is one of the eligibility requirements for Section 5310 Program funding.

The Section 5310 Program provides formula funding to states and urbanized areas to assist public and private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meet those needs. The FTA apportions Section 5310 Program funds to direct recipients based on the population within the recipient service area. The WVDOT is the direct recipient for West Virginia's rural and small urban areas. As the direct recipient, WVDOT solicits applications and selects Section 5310 Program recipient projects for funding through a formula-based, competitive process which is

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clearly explained in the WVDOT Transit Section 5310 State Management Plan. In West Virginia, eligible activities for Section 5310 Program funds include purchasing buses and vans, wheelchair lifts, ramps, and securement devices. It also includes support for improvements that go beyond the Americans with Disabilities Act (ADA), and mobility management programs.

Section 5310 Program projects are eligible to receive an 80 percent Federal share if the 20 percent match is secured. Match may be derived from any combination of non-U.S. Department of Transportation Federal, State, or local resources. The IIJA also allows advertisement and concessions revenue as local match. Passenger fare revenue is not eligible as a local match.

PLAN DEVELOPMENT METHODOLOGY

Some human service agencies transport their clients with their agency vehicles, while others may also serve
the general public or purchase transportation from another entity. Regardless of how services are provided, transportation providers and human service agencies are all searching for ways to economize, connect, increase productivity, and provide user-friendly access to critical services and community amenities. In an era of increasing need and demand for shared-ride and non-motorized transportation and stable or declining revenue, organizational partnerships must be explored, and cost-saving measures must be made to serve the state's changing transportation demands. Interactive coordinated transportation planning provides the best opportunity to accomplish this objective.

According to FTA requirements, the HSTP must be developed and approved through a process that includes participation by older adults and individuals with disabilities. WVDOT and FTA also encourage active participation in the planning process from representatives of public, private, and nonprofit organizations that provide or support transportation services and initiatives and the general public. The methodology used in this plan update includes meaningful efforts to identify these stakeholders and facilitate their participation in the planning process.

The fundamental element of the planning process is the identification and assessment of existing transportation resources and local/regional unmet transportation needs and gaps in service. The assessment of existing resources was accomplished by receiving input from the stakeholders noted above through a public meeting, telephone interviews, email conversations, and completing a public survey available both online and on paper.

> *"My husband and I are in our 70's. We are 11 miles from the nearest town. We are fine right now, but as we age, we may not be able to stay in our home. When we can no longer drive ourselves, we can't stay here."*
> *-Survey Respondent from Greenbrier County*

The HSTP update incorporated the following planning elements:

1) Review of the previous coordination plan to understand the progress made in recent years and develop a basis for evaluation and recommendations;

2) Evaluate existing economic/demographic conditions in each county;

3) Survey the general public. It must be noted that general public survey results are not statistically valid but are intended to provide insight into the opinions of the local community. The survey also includes distribution to agencies serving older adults, individuals with disabilities, and their consumers. A statistically valid public survey was beyond the scope of this project. However, U.S. Census data is provided to accompany any conclusions drawn based on general public information;

4) Conduct two local meetings for stakeholders and the general public to solicit input on transportation needs, service gaps, goals, objectives, and implementation strategies to meet these deficiencies;

5) Update the inventory of existing transportation services provided by public, private, and non-profit organizations;

6) Update the assessment of unmet transportation needs and gaps in service obtained through meetings, interviews, and surveys; and

7) Development of an updated implementation plan, including current goals, strategies, responsible parties, and performance measures.

II. TRANSPORTATION AND MOBILITY NEEDS ASSESSMENT

COMMUNITY MEETING AND PUBLIC SURVEY RESULTS

A public meeting was facilitated on April 4, 2023, at the Region IV Planning and Development Council. The meeting was promoted to the public in local newspapers, websites, and through emails and word-of-mouth.

Meeting participants discussed the unmet transportation needs for each county within the Region, as well as the unmet needs and gaps in access to transportation that involve travel across jurisdictional boundaries.

A second meeting was facilitated on July 18, 2023, using a virtual format. The meeting was advertised through email invitations and word-of-mouth. Meeting participants reviewed the conclusions of the needs assessment and voted to prioritize the goals to address the identified needs. The prioritized goals are presented in this plan. The unmet needs are identified in the following table.

In addition to local meetings, a public survey was distributed online and in paper copy format. The survey was promoted in local media, on websites, at public meetings, and through emails and word-of-mouth by local stakeholders. The survey was available for three months. There were 82 survey responses from

Region IV and 78 percent of the responses were of residents of Greenbrier County. Fayette County residents represented 10 percent of the survey respondents. Seven percent of respondents were from Nicholas County; two percent were from Pocahontas County; and two percent were from Webster County.

Approximately 44 percent of the survey respondents were age 65 or older, and 15 percent identified that they, or someone in their household, had a disability that limited their ability to drive or use available transportation services.

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

Table II.1: 2023 Needs Assessment Update	
Topic Area	**Description of Needs**
Non-Emergency Medical Transportation	Medicaid-eligible trips scheduled through the Medicaid brokerage can be inconsistent and unreliable
	More transportation providers or vehicles/drivers are needed for the non-Medicaid eligible trips - 12% of survey respondents said that they are unable to go to medical appointments because they do not have reliable transportation - The majority of unmet need for survey respondents going to medical appointments occurs between 6:00 AM and 3:00 PM
	Transportation options are needed for people weighing 350 pounds or more
	After-hours transportation options are needed for people released at times later than the hours of operation for public transportation
	After-hours transportation options are needed for people who need to go to a recovery program during evening or late-night hours
	Greenbrier County residents need transportation to destinations that are outside of the MTA service area so that people can access appointments with medical specialists that are not otherwise available in the local area
Employment or Education	Flexible-schedule transportation options are needed to meet employment-related trip needs because major employers do not share the same shift start and end times - 9% of survey respondents have difficulty getting to work because they do not have reliable transportation - The majority of respondents who need transportation to work indicated that the need is greatest from 6:00 AM to 8:00 AM and 3:00 PM to 6:00 PM - 5% of survey respondents are unable to further their education because they don't have reliable transportation
	43.8% of the population earns less than $35,000 per year; 18.2% of those households earn less than $10,000 (Source: 2021 American Community Survey 5-Year Estimates)

	Transportation after 7:00 PM is needed for employment and work, particularly in the MTA service area
General Purpose Needs for Communities and Non-Profit Agency Clients (continued)	God's Way Home needs another vehicle to take people to work and programs
	12% of survey respondents indicated that they are unable to do essential errands because they do not have reliable transportation
	Survey respondents and meeting participants indicated that they need more wheelchair-accessible vehicles and services - Approximately 21 to 28 percent of the population in each Region IV County has a disability (Source: 2021 American Community Survey 5-Year Estimates)
	Local funding is needed to support the transportation services that non-profit agencies could provide
	Road access issues for the Dylan Heights community (Summersville) are preventing transit vehicle access to the housing area. Re-construction of the road or entrance to the community is needed so that residents with limited mobility can access public transit vehicles
	First/Last mile rides are needed to connect destinations (work, home, shopping) with the nearest bus stop. This need is especially common in Greenbrier and Nicholas Counties.
	Break the cycle people who lose a driver's license are in when they need to pay fines to get their driver's license back but cannot get to work due to lack of transportation
	Access to fresh food at grocery stores is limited throughout rural areas due to a combination of the lack of local grocery stores and limited transportation options for people who do not have access to a car or do not drive - 6% of survey respondents have difficulty feeding themselves or their families because they do not have reliable transportation.
	Expand MTA demand response service in rural areas to provide transportation options to more people
	Approximately nine percent of households in the region do not have a vehicle. The communities with the highest percentage of households without a vehicle are found throughout the region and in each county. All of Webster County has moderate to high densities of zero-vehicle households. (Source: 2020 U.S. Census)
Improve Awareness of Existing Services & Enhance Customer Service	Passengers would like to have a customer-facing app that gives them information about available transportation
	Customers, agency staff, and medical professionals need easier or better access to information about available transportation services (i.e., printed maps and schedules at agencies and medical offices)
Additional Vehicles and Drivers	More vehicles, including, but not limited to, wheelchair accessible vehicles are needed
	There is a shortage of drivers and transit systems need more drivers to meet the existing demand for trips and grow
	There is a shortage of skilled maintenance

"Rainelle WV does not have any transportation. We worked to provide transportation from Rainelle to Lewisburg through MTA, but it was not successful. As a county commissioner I do hear often the need for transportation for elderly who do not have ways to get groceries or go to the doctor. Greenbrier County has MTA."

Approximately 83 percent of the Region IV public survey respondents indicated that they drive their personal vehicle. More than one-fourth (28 percent) of those same respondents also rely on a family member or friend to drive them and smaller percentages (five percent) of respondents indicated that they use public transit, ride with an agency transportation service, and/or use Medicaid transportation. These survey sample responses indicate that while people living in Region IV may have access to a vehicle, as many as 25 percent are not always driving themselves. Instead, they rely on a family member or friend to drive them or they use another transportation option. Survey and public meeting participants also indicated that as they age, they are more likely to need a transportation alternative to their automobile.

Exhibit II.1 illustrates the comparison between the survey respondents from Region IV and the statewide survey results. Region IV survey respondents are more likely to drive their vehicle and less likely to rely on alternative modes of transportation than respondents from other parts of the state.

Exhibit II.1: Mode of Transportation

How do you manage your transportation needs?

- Drive my own vehicle: Region IV 83%, Statewide 65%
- A family member or friend: Region IV 21%, Statewide 28%
- Walk or ride a bike: Region IV 7%, Statewide 14%
- Public transit: Region IV 5%, Statewide 20%
- Provider through Medicaid to medical appointments: Region IV 5%, Statewide 6%
- Agency transportation service: Region IV 4%, Statewide 9%
- Uber or Lyft: Region IV 2%, Statewide 6%
- Other: Region IV 0%, Statewide 2%

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The majority of Region IV respondents (72 percent) stated that they do not use public transportation because they drive their vehicle. Other common reasons for not riding public transit included: because it is not available where people live (20 percent); it doesn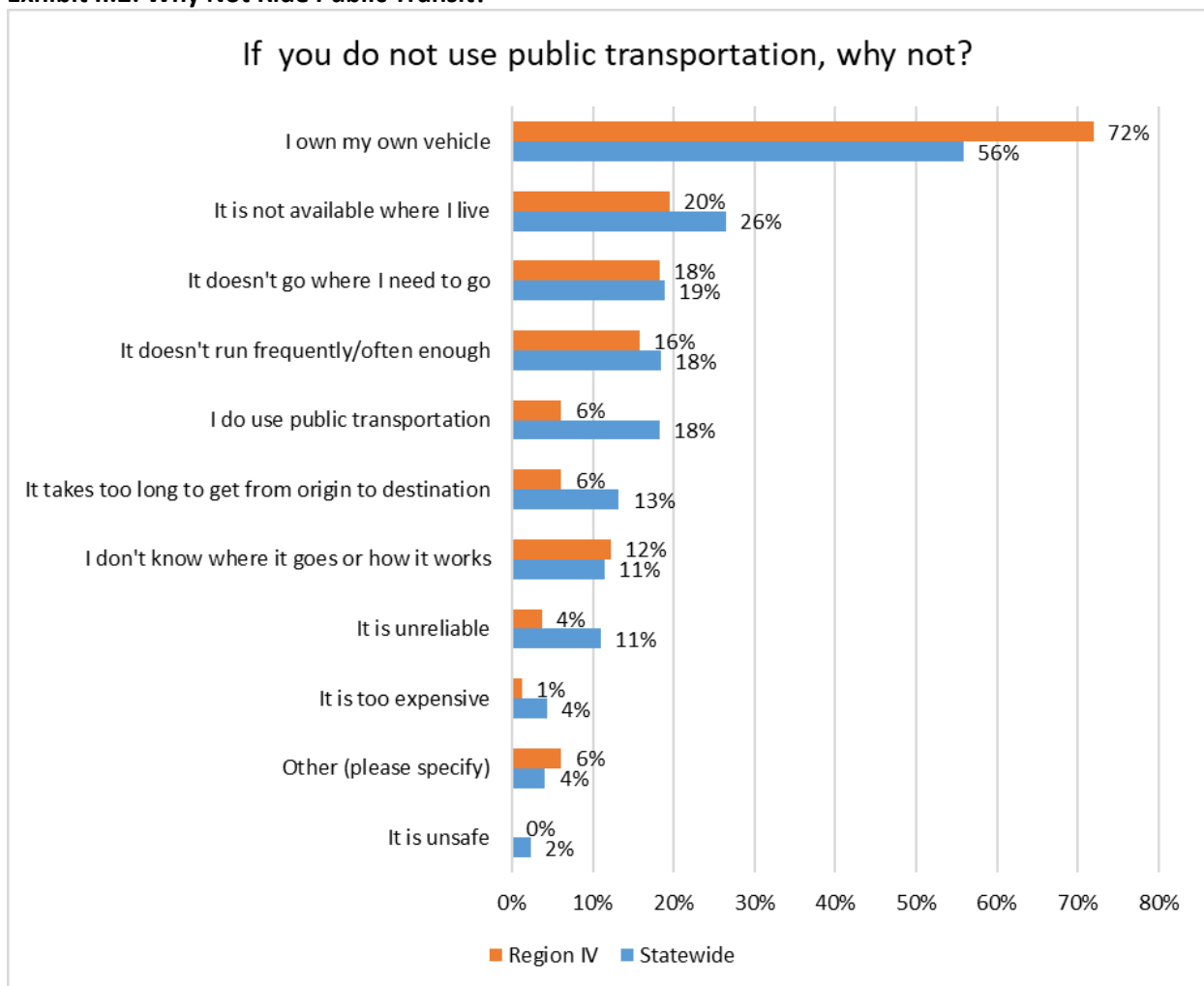't go where they need to go (18 percent); or it does not run frequently enough/often enough (16 percent). Exhibit II.2 illustrates the comparison of reasons why survey respondents from Region IV do not ride public transit compared to the statewide survey results. As indicated, survey respondents in Region IV are more likely to have their car. They are slightly less likely than other respondents for all other reasons, except that they do not know where public transit goes or how it works. Region IV residents were relatively equally likely as statewide respondents to indicate that they do not know how to use public transit.

> *"The Meadow River Valley (Western Greenbrier County) is in desperate need of a wider range of transportation services. Whether it is through the MTA, taxi services, or individuals, the community members here need assistance getting to and from doctor's appointments, grocery shopping visits, and other essential trips. This is an issue that contributes to the health disparities in our community (access to care, etc.)." -Greenbrier County Survey Respondent*

Exhibit II.2: Why Not Ride Public Transit?

If you do not use public transportation, why not?

Reason	Region IV	Statewide
I own my own vehicle	72%	56%
It is not available where I live	20%	26%
It doesn't go where I need to go	18%	19%
It doesn't run frequently/often enough	16%	18%
I do use public transportation	6%	18%
It takes too long to get from origin to destination	6%	13%
I don't know where it goes or how it works	12%	11%
It is unreliable	4%	11%
It is too expensive	1%	4%
Other (please specify)	6%	4%
It is unsafe	0%	2%

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In Region IV, survey respondents were asked what time of the day they need transportation and do not always have it. Exhibit II.3 illustrates the survey results by trip purpose. Results indicate that between the hours of 6:00 AM and 8:00 AM the most common unmet transportation need is employment.

Employment transportation needs also rank high between 8:00 AM and 12:00 PM and again between 3:00 PM and 6:00 PM. However, the most common unmet transportation needs between 8:00 AM and 3:00 PM are for medical or dental appointments or shopping. After 6:00 PM, the most common unmet transportation needs are for social or recreational activities or shopping.

Exhibit II.3: Time of Day and Trip Purpose When a Ride is Needed
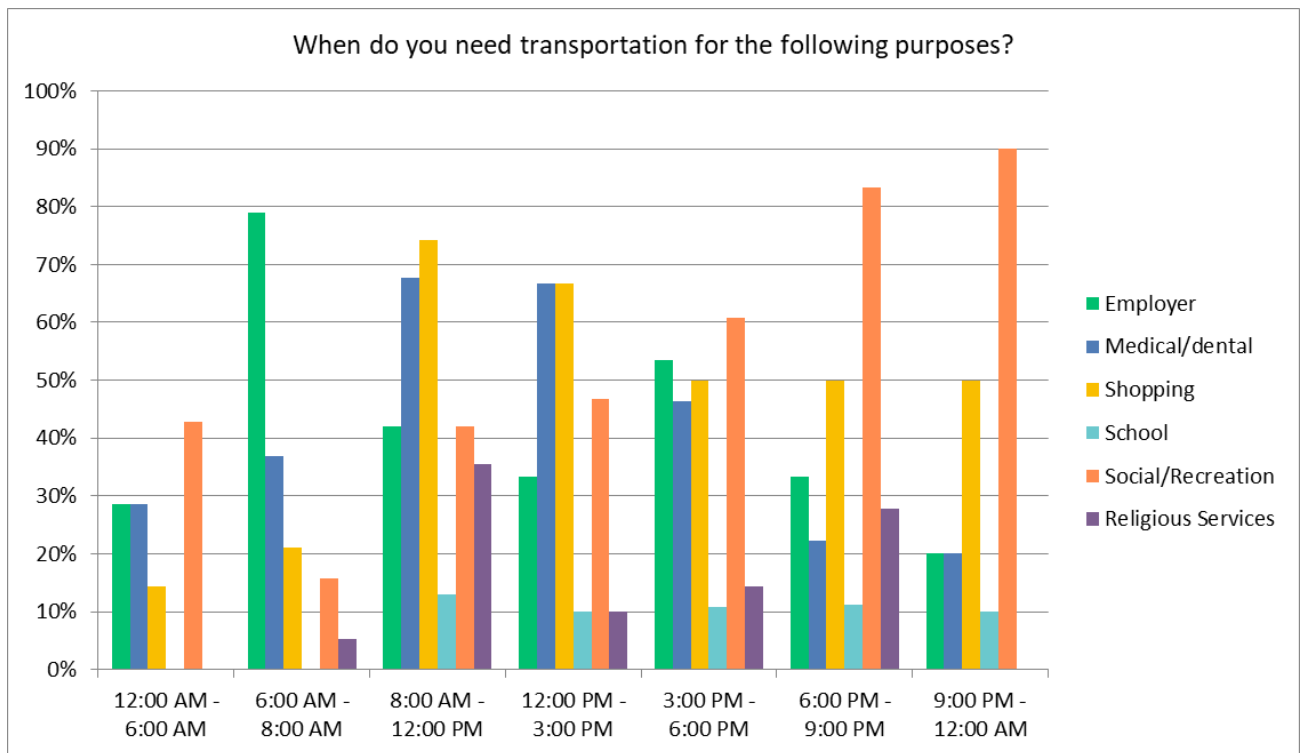
The results above are likely to pertain to a minority of the survey respondents. However, that does not minimize the importance to individuals who are unable to access employment, groceries, or other community activities. Exhibit II.4 below indicates that while 76 percent of survey respondents indicated that they do not have transportation limitations, 12 percent do not go to medical appointments and are unable to run errands because they do not have reliable transportation.

Nine percent have difficulty getting to work because they do not have reliable transportation. Six percent are not able to go to appointments or find it difficult to feed themselves or their family because they do not have reliable transportation. Others indicated that

"My husband and I coordinate the local food pantry. We often have folks tell us that they can't get to the food pantry because of transportation."
-Region IV Survey Respondent

transportation is a barrier to continuing their education or attending Sunday religious services. Four percent need access to wheelchair accessible vehicles.

Exhibit II.4: Transportation Limitations

Do you have any transportation limitations?

You do not have transportation limitations	76%
You don't go to medical appointments because you don't have reliable transportation	12%
You're not able to do errands because you don't have reliable transportation	12%
You have difficulty getting to work because you don't have reliable transportation	9%
You're not able to go to other appointments (social services, legal, etc.) because you don't have reliable transportation	6%
You find it difficult to feed yourself or your family because you don't have reliable transportation	6%
You're not able to further your education because you don't have reliable transportation	5%
You can't attend Sunday religious services because you don't have reliable transportation	4%
You need access to wheelchair accessible vehicles	4%

CONCLUSION

Public input results indicate that unmet transportation needs are found throughout the region. The most common unmet transportation needs or barriers to accessing community resources like employment, medical appointments, or food are:

♦ Reliable non-emergency medical transportation (including Medicaid-eligible and non-Medicaid-eligible services).
♦ Transportation that is suitable and available for access to employment.
♦ Access to wheelchair accessible vehicles.
♦ More frequent transportation service.
♦ More capacity for transportation throughout the areas outside of towns.
♦ Better information or access to information about how to use available transportation.
♦ Households with low incomes and/or no available vehicles are located throughout the region. Webster County has the lowest average household income.

III. TRANSPORTATION PROVIDER INVENTORY

The public and human services transportation providers serving the counties and communities in Region IV are listed in this chapter. Human Service Agencies provide rides to specific segments of the population, such as older adults, individuals with disabilities, people with low incomes, or veterans. Many human service transportation agencies provide transportation as an ancillary service to their clients only. Some agencies cover a multi-county region.

Basic information about the transportation providers is listed below. Public transit providers are listed first, followed by the region's senior services and other human service transportation providers.

Public Transit – Open to the general public
Mountain Transit Authority
New River Transit Authority
West Virginia Osteopathic School (funds transportation for medical trips)

Human Service Agencies or Senior Services – Open to a segment of the population based on eligibility criteria
Greenbrier County Committee on Aging
Nicholas County Community Action Partnership
Pocahontas County Senior Citizens, Inc.
Putnam Aging Program, Inc. /Fayette Senior Programs
Rides for Recovery (volunteer driver program)
Webster County Senior Citizens, Inc.

Human Service Agencies or Senior Services – Provides transportation to agency clients only

Genesis Pine Lodge (nursing home)
God's Way Home
Nicholas County Community Action Partnership

Other Transportation Services
Baron's Bus
Ambulance Providers: GenCare, Priority, Ghent, Bradley, White Sulpher, Wilderness

MAJOR TRIP GENERATORS

Major trip generators are destinations frequently served by the public, human service agencies, and senior center transportation programs. The destinations include medical facilities, nutrition sites, apartment complexes, senior centers, large employers, shopping areas, and recreation venues. Each transportation provider that participated in the coordinated transportation plan was invited to provide a list of the top

destinations they serve or are requested to serve. That data was added to trip generators identified by the consulting team through data analysis. As illustrated on the following map, trip generators are concentrated in and around Summersville, Fayetteville, Lewisburg, Marlinton, Oak Hill, and Webster Springs. The map also illustrates the location of Beckley (Raleigh) where many of the area's medical and shopping facilities are located.

Exhibit II.5: Major Trip Generators
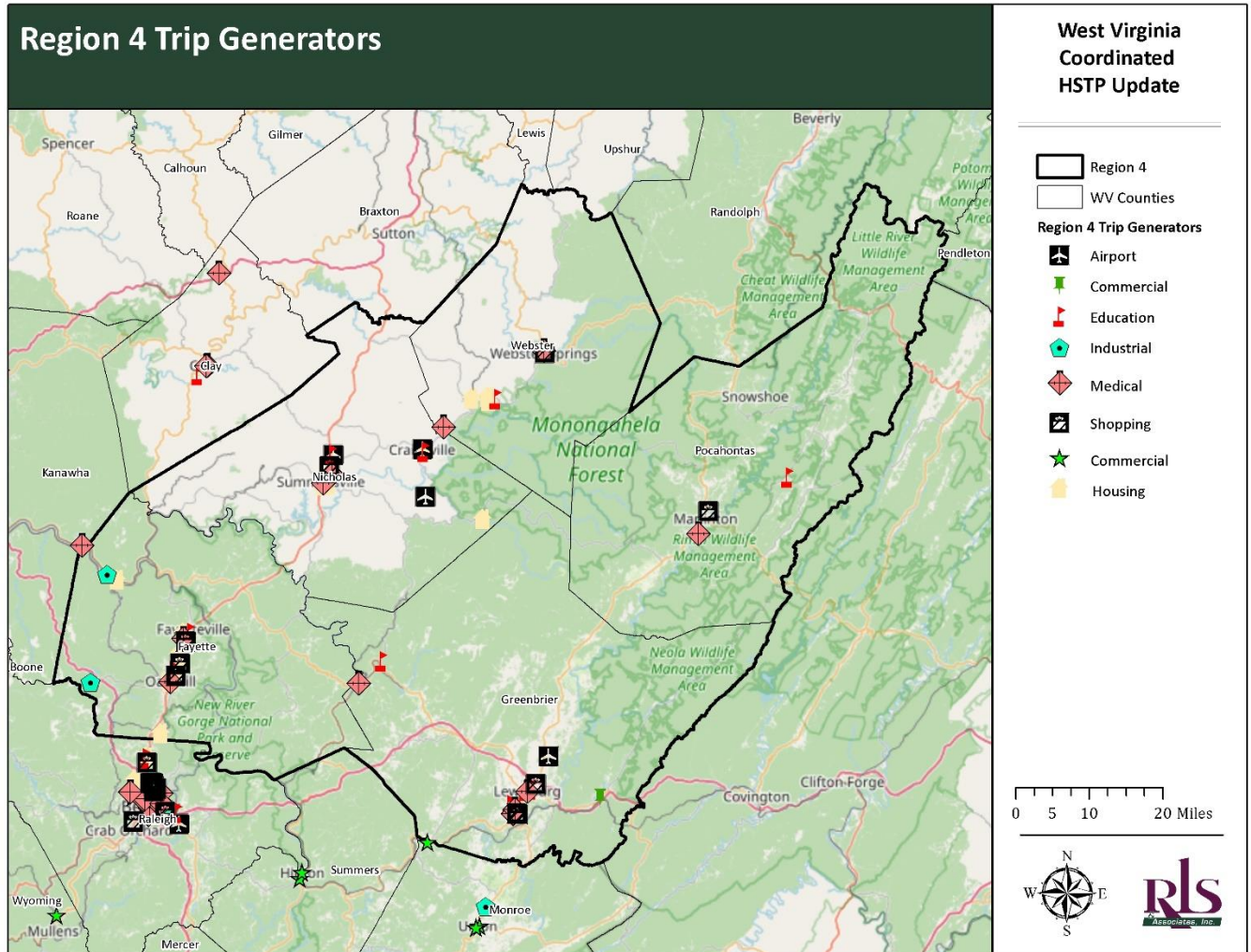
IV. REVIEW OF PROGRESS SINCE 2019 COORDINATED PLAN UPDATE

The 2019 Plan Update included the goals and objectives listed in the following tables. In 2019, the transportation stakeholders in Region IV were dedicated to continuing their long-standing cooperative partnerships and building new relationships. The following tables provide a summary of the goals, strategies, and action steps that were established in 2019. The discussion at the bottom of each table identifies the progress made in accomplishing the goal.

Goal #1A: Improve Communication Among Transportation Providers and Stakeholders in Region IV	
Strategy	**The Region IV Planning and Development Council will facilitate a sub-committee that consists of Region IV public and human services transportation stakeholders that meets quarterly or biannually to discuss coordination and unmet transportation needs.**

Action Steps	1. **Identify an appropriate standing transportation committee to serve this purpose OR form a new committee. In either case, include the following providers, at minimum, as members:**
	   • **Mountain Transit Authority**
	   • **New River Transit Authority**
	   • **Greenbrier County Committee on Aging**
	   • **Pocahontas County Senior Citizens, Inc.**
	   • **Putnam Aging Program, Inc./Fayette Senior Programs**
	   • **Webster County Senior Citizens, Inc.**

	2. **Establish a calendar of quarterly or biannual meetings including time and location, and draft an agenda for the first meeting.**
	3. **Offer an annual public and stakeholder input meeting to provide updates on progress on all Goals, Strategies, and Action Steps.**
Discussion	No progress was made on any of the Goal #1A action steps. There is continued interest at the local level in forming a standing committee that plans transportation coordination activities. MTA has expressed interest in leading this strategy.

Goal #1B: Improve Communication Among Transportation Providers Throughout the State of West Virginia	
Strategy	**Region IV public transit and human service transportation providers will participate in the West Virginia Public Transit Association.**
Action Steps	1. **Identify one or more transportation providers in each county in Region IV to participate in the WVPTA.**
	2. **Attend WVPTA meetings and participate in regular conference calls.**
	3. **WVPTA members report on WVPTA initiatives and activities to the regional subcommittee convened by the Region IV Planning and Development Council.**
Discussion	The MTA participates in the WVPTA meetings regularly and discusses unmet transportation needs and challenges with peer transit agencies.

Goal #2: Maintain Current Levels of Transportation Services for Older Adults, Individuals with Disabilities, and People with Low Incomes.	
Strategy	Existing transportation services for the target populations are important and the quality of service from those organizations must be maintained. Transportation providers will work together to provide safe vehicles that are in good condition and maintain a high standard of staff training and customer service. Providers will acquire vehicles that can safely transport individuals on all types of rural roadways and comfortably accommodate people with mobility challenges.
Action Steps	1. Continue to operate public and human service transportation programs in Region IV.
	2. In addition to traditional accessible and non-accessible vehicles, purchase vehicles that are appropriately sized and capable of accessing remote, rural areas (and unpaved or gravel roads), as appropriate.
Discussion	Transportation providers have maintained the previous levels of transportation and made some improvements. Accessible and non-wheelchair-accessible vehicles have been purchased or ordered on schedule; however, national manufacturing delays have impacted the timely delivery of new and replacement vehicles.

Goal #3: Improve Information Sharing with the Public and Access to Transportation Services Through Effective Regional Mobility Management.	
Strategy	Enhance Informational Resources for Mobility Options and Ride Sharing.
Action Steps	1. Mountain Transit Authority will house a Mobility Manager position (part-time or full-time). This employee will create and maintain a Ride Guide with basic information about all public, private, and non-profit transportation resources in the Region. The Ride Guide will include eligibility requirements, service area, modes of service, accessibility, hours/days of operation, and contact information for scheduling a trip. Transportation providers are responsible for providing updated information to the Mobility Manager whenever service aspects change.
	2. The Ride Guide information will be provided to 211 and WVDOT and updated promptly.
	3. Create an online resource with content from the Ride Guide. The site will be hosted by a lead agency such as the MTA or Region IV Planning and Development Council. Links to the online Ride Guide will be included on partner organization websites.
Discussion	Enhanced information resources continue to be a priority for transportation providers. Small advances have been made to improve information sharing and the providers have included this goal in the updated plan so that they can continue to implement better information sharing processes.

Goal #4: Extend Operating Hours and Service Areas for Transportation Services	
Strategy	**New and existing transportation service providers will expand service for older adults, individuals with disabilities, and people with low incomes for medical appointments, shopping and errands, employment, education, and other trip purposes.**
Action Steps	**1. Expand demand-response transportation services to more areas of Region IV, such as areas of counties that do not currently receive adequate service.**
	2. Extend Mountain Transit Authority routes to more communities, for more days/hours of service, and to connect with providers in adjacent areas, such as New River Transit Authority.
	3. Offer a routine feeder service that connects northwest Fayette County communities with Kanawha Valley Regional Transportation Authority Route 22.
	4. Extend hours of operation for transportation providers in areas where demand and/or potential demand is identified.
Discussion	MTA has expanded its service area coverage and improved connectivity to transit providers in surrounding areas. Non-profit agencies have also initiated transportation services to help fill the spatial and temporal gaps in public transit service operations.

CONCLUSION

The previous plan was created just before the onset of the COVID-19 pandemic; an event that changed the transportation needs for people in Region IV and throughout the country. With the onset of enhanced telehealth appointments and work-from-home opportunities to help protect the health of residents and stop the spread of the virus, transportation demand shifted but did not go away.

The local transportation providers also experienced significant driver shortages, from which they are still recovering. Driver shortages and changes in transportation needs were experienced in rural communities throughout the country.

Transportation providers all over the United States worked tirelessly to continue to provide life-sustaining and vital access to medical care, food, work, and other community resources for the communities they serve. The providers in Region IV are no exception. During that unprecedented time, the goals set in 2019 continued to be important, but the priority of responding to trip needs with limited staff and new safety protocol changes brought about by COVID-19 took precedence. For that reason, efforts to address some of the goals set in 2019 had to be delayed but will be continued through the coming years.

V. GOALS, STRATEGIES, AND IMPLEMENTATION

GOALS AND STRATEGIES

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

Each goal includes a strategy and action steps. Parties responsible for leading and supporting the action steps are identified but could change as partners make progress in coordinating services. A potential implementation timeline is included as a target that will, in most cases, be largely impacted by funding cycles for local and federal revenue sources and the capacity of the transportation providers.

Goal #1: Maintain, at minimum, the Current Levels of Transportation Services for Older Adults, Individuals with Disabilities, People with Low Incomes, and the General Public

The focus of this goal is to ensure that the vehicle fleets operated by the local transportation provider organizations are sufficient and appropriate for meeting the needs of potential passengers. The transportation needs assessment revealed a need for vehicles that are wheelchair accessible as well as vehicles that have capacity to safely transport passengers weighing 350 pounds or more. The goal includes strategies for replacing vehicles that have met their useful life and expanding vehicle fleets.

Goal #1: Maintain Current Levels of Transportation Services for Older Adults, Individuals with Disabilities, and People with Low Incomes.	
Strategy	Transportation providers will work together to provide safe vehicles that are in good condition. Providers will acquire vehicles that can safely transport individuals on all types of rural roadways and comfortably accommodate people with mobility challenges.
Action Steps	1. Continue to operate public, non-profit, volunteer, and human service transportation programs in Region IV.
	2. Purchase new and replacement vehicles that will enable providers to meet the needs within the existing service areas and hours of operation, and to expand the scope of services.
	3. In addition to traditional accessible and non-accessible vehicles, purchase vehicles that are appropriately sized and capable of transporting a passenger weighing 350 pounds or more.

	4. In addition to traditional accessible and non-accessible vehicles, purchase vehicles that are appropriately sized and capable of travel in remote, rural areas (and unpaved or gravel roads), as appropriate.
Parties Responsible for Leading Implementation	Public transit and human service transportation providers
Parties Responsible for Supporting Implementation	♦ Region IV Planning and Development Council (to provide a forum for sharing information about agency vehicle purchases and to disseminate grant applications from state and Federal sources). ♦ Transportation providers will track vehicle conditions, seek funding, and apply for grants to support timely vehicle replacement schedules and appropriate service expansion
Resources Needed	♦ Funding for transportation capital expenses. ♦ Available vehicles and parts for purchase.
Potential Cost Range	♦ The cost range is scalable based on the sizes of the transportation services and the type and quantity of vehicles.
Potential Funding Sources	♦ FTA Sections 5310 and 5311 (Section 5311 is limited to public service for rural areas) - FTA capital funds require a 20% local match. Local match funding may be derived from state, local, or non-USDOT Federal programs, grants, and contributions. Potential local sources of revenue include local employers or hospitals that benefit from the services provided. Contract revenue from agencies that use the transportation service for consumers is also an eligible local match resource.
Performance Measures or Targets	♦ Local stakeholders have a better understanding of the challenges faced by Medicaid transportation service providers and brokers. ♦ New funding sources or changes in funding sources are identified and secured by local transportation providers as a result of more open communication with DHHR. ♦ Additional transportation services are identified and included in the Medicaid transportation brokerage. ♦ Transportation providers achieve better service efficiency through new scheduling practices for Medicaid and non-Medicaid-eligible trips.
Needs or Gaps Addressed	♦ Access to medical, grocery, and transportation for other purposes for older adults, individuals with disabilities, people with low incomes, and the general public. ♦ Identification of new funding.
Priority Level and/or Timeframe	♦ High priority ♦ Ongoing implementation

Goal #2: Develop Driver and Maintenance Staff Recruitment and Retention Tools and Training

Staffing levels for transportation programs (public and private) and human service agencies declined during the COVID-19 pandemic either as a result of changes in the employer's needs or the employee's work preferences. Likewise, the labor market for the transportation, non-profit, and human service agency industries changed as other labor market sectors began paying higher wages or offering attractive benefits that the public and non-profit sectors could not afford for employees with similar skill sets. Transportation providers and human service agencies in Region IV have experienced recruitment and retention challenges that are impacting their ability to sustain or expand services in a way that would address transportation needs.

Goal #2 focuses on developing a shared and collaborative approach to building a larger qualified labor pool for transportation services. An example statewide driver recruitment tool developed for Illinois may inspire ideas for creating a similar tool in Region IV or statewide in West Virginia. The Illinois tool includes a listing of and links to job openings throughout the state and video tutorials from current transit employees. The Illinois driver recruitment tool can be viewed at the following link:
https://storymaps.arcgis.com/stories/062df18e709c4083850eeb22e113ef6b

Goal #2: Develop Driver and Maintenance Staff Recruitment and Retention Tools and Training.	
Strategy	**Individual agencies will develop recruitment and retention strategies and opportunities for a statewide or regional approach to hiring drivers and mechanics. A statewide effort to address hiring and retention for the transit industry will be explored for application in Region IV.**
Action Steps	**1. Partner with West Virginia Courtesy Patrol (WVCP) as a potential pool for trained drivers. WVCP is operated by a nonprofit Citizens Conservation Corps via a contract with the WV Division of Highways. WVCP also provides driver training and education opportunities.**
	2. Work with local colleges to use and train interns as assistant mechanics.
	3. Revamp driver recruitment outreach materials to include videos, storymaps, and infographics about the job openings and the benefits of starting a career or retirement job with a local transportation provider.
Parties Responsible for Leading Implementation	♦ Transportation providers will work with the WV DOT- Public Transit and/or WV Public Transit Association (WVPTA) to explore the local benefits of a statewide labor market strategy for transportation. ♦ Transportation providers will work with the Region IV Planning and Development Council, Region 1 Workforce Development Board, and or MTA to discuss opportunities for shared recruitment and retention strategies to help with labor force shortages. ♦ Region IV Planning and Development Council, MTA, or other participating agency stakeholders will contact the West Virginia Courtesy Patrol to discuss opportunities for shared training and education programs or internships.

West Virginia
Department of Transportation

Parties Responsible for Supporting Implementation	♦ Region 1 Workforce Development Board will be a resource for information. ♦ Local universities and the West Virginia Courtesy Patrol will be invited to provide information and or become a partner in the effort. ♦ Non-profit agencies and other local organizations that focus on addressing unemployment such as WV Department of Health and Human Services programs.
Resources Needed	♦ Partnerships between transportation providers and educational, workforce development, or training organizations.
Potential Cost Range	♦ The cost range is scalable based on the approach to enhanced recruitment and retention. A labor market analysis study for the region, if desired, may cost between $10,000 and $30,000. Development and distribution of marketing and outreach materials could range from minimal costs associated with social media campaigns, attending job fairs, and making job description updates to higher costs associated with an extensive marketing campaign.
Potential Funding Sources	♦ Marketing and outreach are eligible expenses under the FTA Section 5311 Program and would be included in the operating budget of public transit agencies. Public transit operating budgets require up to 50 percent local match. Local match may be derived from local and state funds or grants. Non-U.S. DOT federal funds also may be eligible as local revenue sources. ♦ For other agencies that do not receive public transit funding, potential funding sources include colleges, universities, grants, and foundations with a mission related to education and job training.
Performance Measures or Targets	♦ Local stakeholders have a better understanding of the challenges faced by Medicaid transportation service providers and brokers. ♦ New funding sources or changes in funding sources are identified and secured by local transportation providers as a result of more open communication with DHHR. ♦ Additional transportation services are identified and included in the Medicaid transportation brokerage. ♦ Transportation providers achieve better service efficiency through new scheduling practices for Medicaid and non-Medicaid-eligible trips.
Needs or Gaps Addressed	♦ Staff shortages in the transportation and human services industries. ♦ Need agencies to be fully staffed to increase transportation services identified in other goals. ♦ Training for drivers and mechanics.
Priority Level and/or Timeframe	♦ High priority ♦ Initiate in 2023 and continue through 2024. Update regularly after the plan is in place.

Goal #3: Transportation for Medicaid-eligible Trips will be Reliable and Consistent.

Local stakeholders expressed concerns about the reliability of Medicaid non-emergency medical transportation (NEMT) services in the region. The Medicaid transportation broker for West Virginia was in attendance at the needs assessment meeting and is receptive to coordinated efforts to address the gaps in services. Like other organizations in the transit industry, the transportation providers that operate trips through the brokerage are suffering from staffing shortages which further limit their availability. However, all parties understand that NEMT trips are often a person's only access to life-sustaining or, at least, essential wellness treatment. Goal #3 recommends that the organizations receiving the Medicaid-eligible patient, the transportation providers, and the broker work together to discuss opportunities to expand service availability and/or revise scheduling in a way that promotes ride-sharing and other efficiencies.

Goal #3: Transportation for Medicaid-eligible Trips will be Reliable and Consistent.	
Strategy	**Stakeholders, including the agencies receiving passengers and the transportation providers, will meet with the Medicaid NEMT broker regularly to clarify gaps and unmet needs and develop solutions to avoid last-minute trip cancellations.** **Solutions must be created to ensure people can get to necessary treatment.**
Action Steps	1. **The Medicaid Broker or Department of Health and Human Resources (DHHR) will invite transportation providers, medical office representatives, and treatment providers to a conference to clarify specific transportation issues that are occurring and to develop solutions.**
	2. **Survey nursing homes and medical facilities in the region to assess the financial impact of missed appointments. Share findings with the participants who joined the conference (noted above). Use the data to examine the benefit of expanding or changing the way Medicaid-eligible appointments or trips are scheduled.**
	3. **The conference will establish goals, track performance benchmarks, and revisit them bi-annually. New strategies will be identified and implemented. Likely, the staffing and vehicle shortages discussed under Goals #1 and #2 will impact the viable solutions for Goal #3.**
Parties Responsible for Leading Implementation	DHHR and the Medicaid Broker

Parties Responsible for Supporting Implementation	♦ Public and human service transportation providers that transport people to medical appointments and addiction treatment, including non-Medicaid eligible trips. ♦ Medical providers and addiction treatment facilities that receive patients using public or human service agency transportation.
Resources Needed	Staff time for leading and supporting organizations
Potential Cost Range	♦ $1,000 or more per year per agency (approximately) for staff time dedicated to actively attending conference meetings and conducting research and analysis. Staff time should be dedicated as part of an existing employee's job duties.
Potential Funding Sources	♦ Existing budgets for partner agencies
Performance Measures or Targets	♦ Local stakeholders have a better understanding of the challenges faced by Medicaid transportation service providers and the broker. ♦ New funding sources or changes in funding sources are identified and secured by local transportation providers as a result of more open communication with DHHR. ♦ Additional transportation services are identified and included in the Medicaid transportation brokerage. ♦ Transportation providers achieve better service efficiency through new scheduling practices for Medicaid and non-Medicaid-eligible trips.
Needs or Gaps Addressed	♦ Reliable transportation for non-emergency medical transportation. ♦ Access to healthcare and treatment.
Priority Level and/or Timeframe	♦ High priority ♦ Initiate implementation in 2023 and continue throughout 2026

Goal #4: Create a Transportation Information Resource.

The new transportation information resource will be a single place where people can go to access information about transportation options in Region IV. It could potentially be expanded into a statewide information resource.

Goal #4: Create a Transportation Information Resource.	
Strategy	**Enhance Informational Resources for Mobility Options and Ride Sharing. Ultimately, the strategy will involve a customer-facing app for trip planning. Initial steps may be limited to information about transportation options.**
Action Steps	**1. A Ride Guide will include eligibility requirements, service area, modes of service, accessibility, hours/days of operation, and contact information for scheduling a trip.** **Transportation providers are responsible for providing updated information to the lead entity whenever service aspects change.**
	2. The Ride Guide information will be provided to 211 and WVDOT Public Transit and updated promptly.
	3. Create an online resource with content from the Ride Guide. The site will be hosted by a lead agency such as the MTA or Region IV Planning and Development Council. Links to the online Ride Guide will be included on partner organization websites. Potential to include the ability for the customer to schedule or plan a trip if an app is developed.
Parties Responsible for Leading Implementation	♦ Mountain Transit Authority ♦ Region IV Planning and Development Council
Parties Responsible for Supporting Implementation	♦ Transportation providers are responsible for providing and updating data. ♦ Local agencies and government organizations are responsible for promoting the resources on websites and/or hard copies.
Resources Needed	♦ Staff time to develop and manage the resource information. ♦ Funding to develop the application if a local online Ride Guide is created.
Potential Cost Range	♦ Up to $4,000 for printing if the Ride Guide is distributed in hard copy and for promoting it on social media to ensure broad awareness.
Potential Funding Sources	Section 5310 Program, for Mobility Management

Performance Measures or Targets	♦ Ride Guide is developed, produced, and distributed. ♦ The number of calls providers receive after people find them on the Ride Guide. ♦ Number of shared rides arranged (including transfers between providers). ♦ Spatial gaps in transportation are reduced as providers become more aware of opportunities to share rides or coordinate transfers.
Needs or Gaps Addressed	♦ Improved coordination of transportation across county lines. ♦ Improved awareness of transportation options for new riders, family members, and caregivers of people needing transportation. ♦ Easier access to information about available transportation options. ♦ Customer-facing information about transportation options.
Priority Level and Timeline	♦ Moderate to moderately high priority ♦ Implementation timeframe of 2024 or later

Goal #5: Educate Communities about Transportation Options and Unmet Needs.

Goal #5 focuses on grassroots efforts to educate people about unmet transportation needs and the impact that transportation has on a person's health, well-being, and quality of life. The intent is that through education and community involvement, stakeholders and communities will fund and/or develop their transportation programs that target the needs of their local communities.

Goal #5: Educate Communities about Available Transportation Options and Local Unmet Needs.	
Strategy	Educate community members and local officials about transportation options that are available in the local area and the gaps and unmet needs that still exist. Inform the community about the negative impact that barriers to transportation can have on individuals and communities and the potential solutions to barriers that exist today.
Action Steps	1. Develop grassroots programs that inform community members, foundations, and local officials about the specific transportation challenges that exist in individual communities. These challenges may include the need to access a specific food bank or to transport people the "first/last mile" from a rural area
	2. Create a matching fund program to help people with temporary transportation solutions if their driver's license is suspended.
	3. Educate first responders and others about accessible vehicle (vehicles modified to be accessible) safety.
	4. Create ride-share/volunteer driver programs targeting drivers with modified accessible personal vehicles that could provide trips for individuals needing a ride. The program could be created using social media if it is managed through a reliable and recognized local agency.

Parties Responsible for Leading Implementation	Non-profit agencies including but not limited to agencies with a mission to serve individuals with disabilities.
Parties Responsible for Supporting Implementation	♦ All transportation providers will provide information about available services, their goals for addressing gaps or needs, and opportunities to coordinate for efficiencies such as shared passenger safety training, customer service training, or shared-maintenance
Resources Needed	♦ Motivated and informed community leaders to spread the word about the importance of transportation. ♦ Funding to support the safe and efficient operation of grassroots efforts. ♦ Potential need for vehicles and volunteer drivers to support new programs.
Potential Cost Range	The cost range is scalable based on the sizes of the transportation services and the type and quantity of vehicles.
Potential Funding Sources	Foundations and grants that involve a partnership with the medical community, insurance providers, or a network of human service agencies are strongly recommended.
Needs or Gaps Addressed	♦ Break the cycle that people find themselves in after their driver's license is suspended and they need to earn money to pay the reinstatement fee. ♦ Access to accessible vehicles during hours when traditional transportation providers are not operating or to locations outside of the traditional transportation operators' service area. ♦ Additional affordable transportation options for households with low incomes. ♦ Additional capacity to fill gaps in the existing network of transportation services. ♦ Help people access essential shopping and treatment.
Priority Level and Timeframe	♦ Moderate to low-priority ♦ Ongoing implementation

Goal #6: Increase the Service Area Coverage, Days, Hours of Operation, and Frequency of Service for Public Transportation.

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

Goal #6: Increase the Service Area Coverage, Days, Hours of Operation, and Frequency of Service for Public Transportation.	
Strategy	New and existing transportation service providers will expand service for older adults, individuals with disabilities, and people with low incomes for medical appointments, shopping and errands, employment, education, and other trip purposes.
Action Steps	1. Expand demand-response transportation services to more areas of Region IV, such as areas of counties that do not currently receive adequate service. 2. Extend Mountain Transit Authority routes to more communities, for more days/hours of service, and to connect with providers in adjacent areas. 3. Extend hours of operation for transportation providers in areas where demand and/or potential demand is identified.
Parties Responsible for Leading Implementation	Public transit and human service transportation providers
Parties Responsible for Supporting Implementation	Public transit operators
Resources Needed	♦ Additional operating funds ♦ Additional vehicles (including wheelchair-accessible vehicles) ♦ Additional drivers and dispatchers/schedulers
Potential Cost Range	Varies depending on the scope of implementation
Potential Funding Sources	♦ FTA Sections 5310 and 5311 grant programs ♦ Local match from state, local, or non-US DOT Federal programs ♦ Local businesses, employers, or hospitals that benefit from extended hours or service areas ♦ Contract revenue from agencies that use the new services for consumers
Performance Measures or Targets	♦ Number of trips provided annually with the new services. ♦ Productive number of passenger trips per mile and/or hour of service during extended hours or on extended routes. ♦ The cost per trip for extended service is similar to the average cost for core service hours/service area. ♦ Passenger satisfaction as measured through surveys

West Virginia
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Needs or Gaps Addressed	♦ Transportation services available to more residences and destinations. ♦ Better connectivity between urban/core areas and rural areas for access to medical care, employment, shopping, and other trip purposes ♦ More access to community resources or employment during early morning, evening, or weekend hours
Priority Level and/or Timeframe	♦ High to moderately high priority ♦ Timeframe will be ongoing because it is highly dependent upon funding cycles and availability.

SUMMARY OF GOALS AND PRIORITIES

The following table provides a summary of the implementation timeline for meeting the coordinated transportation goals and addressing identified needs. Implementation timelines are targets established for planning purposes and are highly contingent upon available funding resources.

Exhibit V.1: Implementation Timeline and Priorities

SUMMARY OF GOALS AND PRIORITIES							
Goals	**Needs or Service Gaps Addressed**	**Implementation Timeline**					
		2023	2024	2025	2026	2027	2028
Maintain current levels of transportation	Access to medical, grocery, and transportation for other purposes for older adults, individuals with disabilities, people with low incomes, and the general public. Identification of new funding.	High Priority					
Develop driver and maintenance staff recruitment and retention tools and training	Staff shortages. Agencies must be fully staffed in order to address other goals. Training for drivers and mechanics.	High Priority					
Transportation for Medicaid-eligible trips will be reliable and consistent	Reliable non-emergency medical transportation. Access to healthcare and treatment.	High Priority					
Create a transportation information resource	Easier access to information about available options. Improved awareness of transportation options. Customer-facing information about transportation.		Moderate Priority				
Educate communities about available transportation options and local unmet needs	Break the cycle for people who lose their driver's license. Access to accessible vehicles outside of traditional transportation. Additional capacity to fill gaps in existing network. Affordable options for low income households.	Moderate to Low Priority					
Increase the service area coverage, days, hours of operation, and frequency of service of public transportation	Transportation to more destinations. Better connectivity between rural areas and trip generators. More access to community resources or employment.	High to Moderate Priority					

APPENDIX A: PUBLIC AND STAKEHOLDER OUTREACH

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COORDINATED PLAN CHECKLIST REGION IV

</div>

Focus Groups, Workshops, and Public Meetings

Stakeholder and General Public Meetings

Dates: Meeting 1: Tuesday, April 4, 2023, from 9:30 AM to 11:30 AM
             Meeting 2: Tuesday, July 18, 2023, from 10:00 AM to Noon
Locations: Meeting 1: Region IV Planning and Development Council Conference Room
             Meeting 2: GoToMeeting Virtual Platform

Invitations Distributed

☒ Email: Meeting 1: Date Sent: March 17, 2023
             Meeting 2: Date Sent: June 9, 2023
☒ Newspaper Notice (list of papers): Charleston Gazette-Mail and The Nicholas Chronicle
☒ Flyer distributed in local community/senior centers, etc.
☒ Information was provided in alternative formats, upon request
☒ Events were open to all individuals, including hearing impaired and limited English-proficient
☒ Interpreters available, upon request

Number of Attendees: Meeting 1: 22
                            Meeting 2: 8

☒ Invitation letter and mailing list attached
☒ Copy of flyers, brochures, etc.
☒ Attendee List/Sign-in Sheet attached
☒ Public Meeting Presentations included

Surveys

Date(s) Surveys Were Distributed/Available On-Line: March 13, 2023 through July 5, 2023
☒ Web Posting: Survey Monkey
☒ E-mail and hard copy of survey provided upon request
☒ Newspaper notice: see information above
☒ Distributed in local community/senior centers, etc.
☒ Information was provided in alternative formats, upon request
☒ Total number of electronic and paper surveys completed: 82

Other Outreach Efforts

☒ Flyers
☒ Meetings were available on GoToMeeting for those who could not attend in person
☒ Other (i.e., Interviews with key stakeholders)

WEST VIRGINIA DEPARTMENT OF TRANSPORTATION
Division of Multimodal Transportation Facilities
1900 Kanawha Boulevard East • Building Five • Room 132
Charleston, West Virginia 25305-0432 • (304) 414-4645

Lucinda K. Butler   FAX: (304) 558-3326 • TDD: (800) 742-6991   **Jimmy Wriston, P.E.**
Commissioner   **Secretary of Transportation**
                                                                                                                Commissioner of Highways

Dear Transportation Stakeholder:

The West Virginia Department of Transportation, Division of Multimodal Transportation Facilities-Public Transit is initiating updates to the Coordinated Public Transit-Human Service Transportation Plan for your region. This Coordinated Plan Update is a requirement of the Federal Transit Administration (FTA) Enhanced Mobility of Seniors & Individuals with Disabilities (Section 5310) grant program. An update to the transportation needs assessment and strategies in the Coordinated Plan is necessary to remain in compliance with FTA regulations.

The Division of Multimodal Transportation is working with RLS & Associates, Inc. to update the plans. A local public meeting is scheduled for:

Tuesday, April 4, 2023 from 9:30 AM to 11:30 AM
Region IV Planning and Development Council
885 Broad Street, #100
Summersville, WV 26651

The meeting will be an opportunity to discuss gaps in transportation service, opportunities, and priorities for addressing the identified gaps through coordinated transportation. Transportation stakeholders will be asked to share their concerns about the challenges of coordinating services. A second, follow-up meeting will be held at a later date to prioritize goals and strategies for transportation coordination.

All grant applications for Section 5310 funding must be clearly stated in the recommended goals and strategies of the updated Coordinated Plan. Therefore, your participation in the process is required if you intend to apply for Section 5310 funding. If you submit an application for a project not included in the plan, it may not be approved due to FTA requirements.

If you represent an agency, please encourage your clients to attend and provide input by posting or sharing the enclosed flyer. If you are unable to attend the meeting, please contact Bethany Renner with RLS at (937) 299-5007 or brenner@rlsandassoc.com. This meeting will be in-person, but online participation is available to those who are unable to travel to the meeting location. To sign up to participate online, please register at surveymonkey.com/r/MtgInviteWV by Monday, March 27.

Thank you for your participation.

Company	Name
Access Health Fayette Clinic	
Ansted Health Care Center	Debbie Bess, Administrator
Blue Skies Elderly Care	
Camden Family Health	
Camden Family Health Central WV Community Health Center	
DaVita Greenbrier Dialysis	
Fairview Health Associates	
Fayette Committee on Aging	
Fayette County Child Development, Inc.	
Fayette County DHHR Office	
Fayette Nursing & Rehabilitation Center	
Greenbrier Care Family Clinic	
Greenbrier Clinic	
Greenbrier County Committee on Aging	
Greenbrier County DHHR Office	
Greenbrier County Schools	
Greenbrier Health Care Center	
Greenbrier Physicians Inc.	
Greenbrier Valley Children's Home	
Greenbrier Valley Medical Center	
Hidden Valley Health Care	
Hilltop Center	
Hope Medical Center	
Johnson's Valley Elderly Care	
Judyville Group Home	
K & B Assisted Living	
Liberty Dialysis Mountain Ridge	
Meadow Bridge Clinic	
Med Surg Group Inc	
MedExpress Urgent Care	
Montgomery General Hospital	
Montgomery Rehab and Nursing	
Mount Olive Correctional Center	
Mountain Transit Authority	Tim Thomas
MTM	Christina Meyer
New River Health Association	Manager
New River Health Oak Hill	
New River Ranch	Carla White-Torres, Executive Director
Nicholas County Community Action Partnership, Inc.	Angela Williams, Executive Director
Nicholas County DHHR Office	
Nicholas-Webster Home Health	
North Central West Virginia Community Action Head Start	
North Central West Virginia Community Action Head Start	
Northern Greenbrier Health Clinic	
Oak Hill Place	
Open Doors, Inc.	

Plateau Medical Center
Pocahontas Center
Pocahontas County Commission   Walt Helmick, President
Pocahontas County DHHR Office
Pocahontas County Senior Program
Pocahontas Memorial Hospital
Rainelle Medical Center
Ready Transportation Services, dba City Cab and City Van Service
Region 4 Planning and Development Council
Rescare/VOCA of WV
Rupert Primary Care
Seasons Place
Seneca Health Services - Greenbrier County
Seneca Health Services - Nicholas County
Seneca Health Services - Pocahontas County
Seneca Health Services - Webster County
Sheltering Arms, Inc.
Snowshoe Mountain Resort
Stars of Appalachia
Stonerise Lewisburg
Stonerise Rainelle
Summersville Regional Medical Center
Valley Health Associates
Voca-Duffy Street Group Home
Webster County DHHR Office
Webster County Memorial Hospital, Inc.
Webster County Senior Center
Webster Nursing & Rehabilitation Center
White Sulphur Ssprings Center
Willow Bay
WorkForce West Virginia
WorkForce West Virginia
WV Virginia Health Care Alliance
WVSOM Health CTR

PUBLIC MEETING ON
TRANSPORTATION NEEDS

Please come tell state and local planning partners what you think! We are seeking input on the transportation needs of older adults, people with disabilities, and others who may not drive.

**Tuesday
April 4, 2023
9:30 AM – 11:30 AM**

**Region IV Planning & Development Council
885 Broad St #100
Summersville, WV 26651**

Fayette, Greenbrier, Nicholas, Pocahontas, & Webster Counties

Take our transportation needs survey online!
surveymonkey.com/r/WVPlans

For questions about accessibility or to request an accommodation, or to obtain instructions for virtual participation, please call (937) 299-5007 or email brenner@rlsandassoc.com and reference the date and location of the meeting.

STATE OF WEST VIRGINIA DEPARTMENT OF TRANSPORTATION

For Immediate Release

Date: September 18, 2023

Contact: Bethany Renner, Associate, RLS & Associates, (937) 299-5007 (office) or brenner@rlsandassoc.com
Bill Robinson, Executive Director, Division of Multimodal-Facilities-Transit Section, West Virginia Department of Transportation, (304) 558-0428 (office) or bill.c.robinson@wv.gov

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

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

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

The public is encouraged to attend the following meeting to learn more about the plan and share their input. Agencies who receive or intend to receive funding under the Federal Transit Administration Section 5310 Program must participate in coordination planning. Parking is available at the facility. All meeting locations are wheelchair accessible. Anyone who requires an auxiliary aid, service for effective communication or would like to obtain instructions for virtual participation, should contact Bethany Renner by phone at (937) 299-5007 or email brenner@rlsandassoc.com.

Coordinated Plan Input Meeting for Fayette, Greenbrier, Nicholas, Pocahontas, & Webster Counties (Region IV)

Tuesday, April 4, 2023, 9:30 AM to 11:30 AM
Region IV Planning and Development Council
885 Broad Street, Suite 100
Summersville, WV 26651

Residents are asked to provide their input through the public survey available online at: https://www.surveymonkey.com/r/WVPlans. Paper versions of the survey are available upon request by calling (937) 299-5007.

For additional information, contact Bethany Renner with RLS & Associates at (937) 299-5007 or Bill Robinson with West Virginia Department of Transportation at (304) 558-0428.

Meetings are taking place per region across the state and are listed below. Please note the counties primarily impacted following each date and location.

PUBLIC MEETINGS ON TRANSPORTATION NEEDS

2023 West Virginia Coordinated Public Transit-Human Services Transportation Plan Updates

Please come tell state and local planning partners what you think! We are seeking input on the transportation needs of older adults, people with disabilities, and others who may not drive.

Wednesday, March 29, 2023 2 PM – 4 PM
Ohio County Public Library Auditorium
52 16th St, Wheeling
Marshall, Ohio, & Wetzel Counties

Thursday, March 30, 2023 10 AM – noon
Mid-Ohio Valley Transit Conference Room
520 Juliana Street, Parkersburg
Calhoun, Jackson, Pleasants, Ritchie, Roane, Tyler, Wirt, & Wood Counties

Friday, March 31, 2023 10 AM – noon
KRT Conference Room
1550 4th Avenue, Charleston
Boone, Clay, Kanawha, & Putnam Counties

Monday, April 3, 2023 10 AM – noon
Bluefield Area Transit
3208 John Nash Blvd, Bluefield
Mercer, McDowell, Monroe, Raleigh, Summers, and Wyoming Counties

Monday, April 3, 2023 10 AM – noon
Marion County Senior Center Auditorium
105 Maplewood Dr, Fairmont
Doddridge, Harrison, Marion, Monongalia, Preston, & Taylor Counties

Tuesday, April 4, 2023 9:30 AM – 11:30 AM
Region IV Planning & Development Council
885 Broad St #100, Summersville
Fayette, Greenbrier, Nicholas, Pocahontas, & Webster Counties

Tuesday, April 4, 2023 10 AM – noon
Upshur County Senior Center
28 N Kanawha St, Buckhannon
Barbour, Braxton, Gilmer, Lewis, Randolph, Tucker, & Upshur Counties

Thursday, April 13, 2023 10 AM – noon
Shepherd University Martinsburg Center
261 Aikens Center, Martinsburg
Berkeley, Jefferson, & Morgan Counties

Friday, April 14, 2023 10 AM – noon
Potomac Valley Transit Authority
185 Providence Ln, Petersburg
Grant, Hampshire, Hardy, Mineral, & Pendleton Counties

To obtain instructions for virtual participation, please call (937) 299-5007 or email brenner@rlsandassoc.com and reference the date and location of the meeting.

###

Slide 1

RLS & Associates, Inc.

Moving Public Transportation
Into the Future

2023 West Virginia Region IV Coordinated Public Transit-Human Services Transportation Plan Update
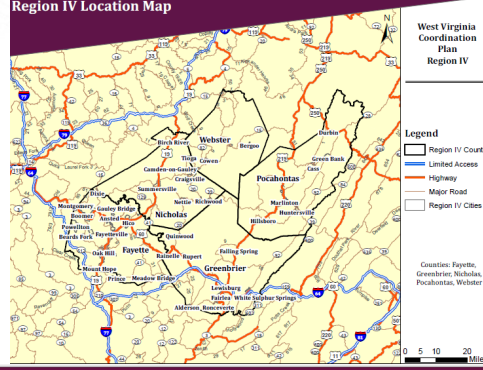
Presented April 4, 2023
By Laura Brown, Director of Planning Initiatives RLS & Associates, Inc.
3131 Dixie Hwy. Suite 545 Dayton, OH 45439

www.rlsandassoc.com

Slide 2

Planning Area

Region IV Location Map

Counties:
Greenbrier
Fayette
Nicholas
Pocahontas
Webster

Slide 3 — Meeting Objectives

RLS & Associates, Inc.

Meeting Objectives

- Purpose and IIJA Act Highlights
- Develop Inventory of Transportation Resources
- Update List of Unmet Transportation Needs & Gaps
- Review Regional Coordination Progress Since 2019
- Discuss Suggested Coordination Strategies

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Slide 4 — Why Do We Do Coordination Plans?

Why Do We Do Coordination Plans?

- Why Were Plans Developed?
- Aim to Improve Transportation for People with Disabilities, Older Adults, and Individuals with Low Incomes
- The 2019 Plan Is Out of Date With New Legislation and Must Be Updated
- IIJA (Infrastructure Investment and Jobs Act)
  - FTA Section 5310
  - FY2022-FY2026

Slide 5 — Section 5310 Program

Section 5310 Program

- Enhanced Mobility for Seniors and Individuals with Disabilities
  - At least 55% of funds dedicated to the State must be used on traditional capital projects
  - 45% for nontraditional projects
    - Projects formerly eligible under Section 5317
      - Travel training
      - Volunteer Driver Programs
      - Building accessible paths
      - Improving signage or way-finding technology
      - Same-day service or door-to-door service
      - Vehicles for new accessible taxis, ride sharing
      - Mobility Management

Slide 6 — IIJA Highlights

IIJA Highlights

- Fixed Guideway, Bus and Bus Facilities Capital Investment Grants (5309)
  - Increased funding under IIJA
- Enhanced Mobility of Seniors and Individuals with Disabilities (5310)
  - IIJA continues the Section 5310 Program with no changes
- Formula Grants for Rural Areas (5311)
  - Increased funding under IIJA

Why It Is Important To Participate

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

Recent History of WV Coordinated Plans

- Regional Plans Were Last Updated in 2019 To Satisfy FAST Act Legislation Requirements
  - Your 2019 Plan is available for download at https://transportation.wv.gov/publictransit/Pages/PublicTransit-HumanServicesTransportationPlans.aspx

Recent History of Coordinated Transportation Plans

Participants in the 2019 Region IV Plan

- City of Smithers
- Greenbrier County Committee on Aging
- Mountain Transit Authority
- Nicholas County Commission
- Nicholas County Community Action Partnership
- Pocahontas County Senior Citizens
- Putnam Aging/Fayette Senior Programs
- Region 4 Planning and Development Council
- Webster County Senior Citizens
- WV Dept. of Transportation, Division of Public Transit

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Stakeholder Participation Goal in the 2023 Plan Update
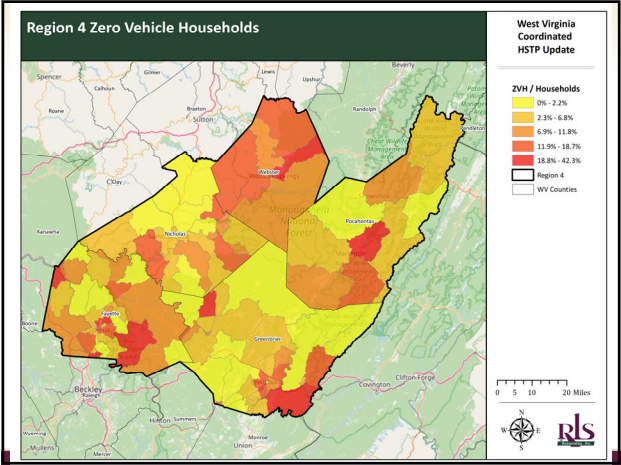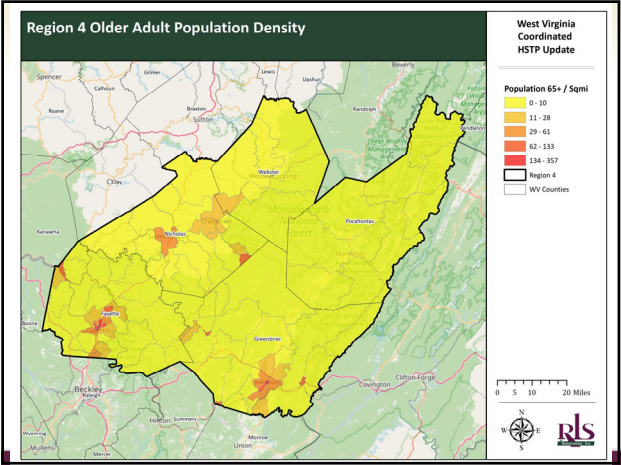
- Transportation Providers (Public, Private, Non-Profit, Agency, Etc.)
- Human Service Agencies and Other Organizations That Serve
  - Individuals with Disabilities
  - Older adults
  - People with low incomes
  - General public
- Regional Planning Council
- West Virginia DOT, DPT
- Local Citizens

UPDATE OF CURRENT RESOURCES AND UNMET NEEDS

Region 4 Population Density

Region 4 Older Adult Population Density — West Virginia Coordinated HSTP Update

Region 4 Zero Vehicle Households — West Virginia Coordinated HSTP Update
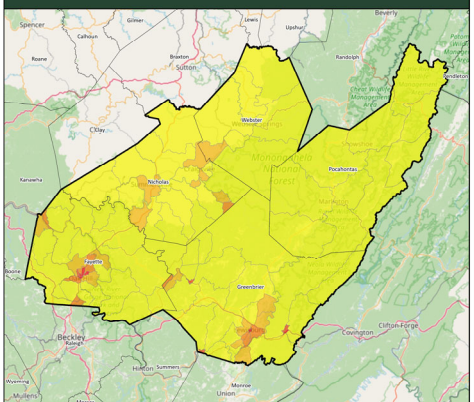
2023 Unmet Needs

❖ GROUP DISCUSSION

♦ What Unmet Needs Exist in 2023?
♦ Please Write Down Five Unmet Needs

2019 Unmet Needs

♦ Long Distance Medical Transportation
♦ Transportation to Employment
♦ Rural Areas Need for Transportation for Essential Errands
♦ Difficulty Obtaining Rides with LogistiCare
♦ Hospital Discharge Transportation
♦ Unserved Communities Need for Transportation
♦ Pocahontas Co. General Public Service Need
♦ Service Days/Hours

2019 Goals

1. Improve Communication Among Transportation Providers and Stakeholders in the Region and Throughout WV
   ○ Region IV Planning and Development Council and Mountain Transit Authority to co-facilitate a subcommittee
   ○ Meet quarterly or biannually to discuss coordination, mobility management and unmet needs

2019 Goals (Con't)

2. Maintain Current Levels of Transportation Services for Older Adults, Individuals with Disabilities, and People with Low Incomes
   ○ Transportation providers working together to provide safe vehicles
   ○ Providers acquire vehicles to safely transport on all types of rural roadways

2019 Goals (Con't)

3. Improve Information Sharing with the Public and Access to Transportation Services Through Effective Regional Mobility Management
   ○ Enhance informational resources for mobility options and ride sharing
   ○ Hire a Mobility Manager
   ○ Create Ride Guide

2019 Goals (Con't)

4. Extend Operating Hours and Service Areas for Transportation Services
   ○ New/existing transportation providers expand service for older adults, individuals with disabilities, and people with low incomes for appointments, other trip purposes

Progress on 2019 Goals

- Are the 2019 Goals Still Valid?
- What Progress Has Been Made?
- What Were the Challenges?
- What Were the Successes?

New Goals and Priorities

- What Are Preliminary Coordinated Transportation Goals and Priorities That You Would Recommend for 2023?

NEXT STEPS FOR THE PLANNING PROCESS

Update Inventory and Needs Assessment

- RLS Interviews Transportation Providers
- Stakeholders Complete a Survey or Interview
- Distribute Public Needs Assessment Surveys
  ○ On-line with announcements on vehicles and posted at agencies, websites, social media, etc.
  ○ Paper copies available
- Draft Inventory and Needs Assessment Report Issued

Public Meeting #2

- Date: TBD (Late Summer)
- Location: TBD (Possibly Virtual)
- Agenda:
  - Refine coordination strategies and develop a prioritized Implementation Plan

Questions?

- Follow Up Questions:
  - RLS & Associates, Inc.
    - (813) 482-8828 Direct Phone
    - (937)-299-5007 Main Office Phone
    - lbrown@rlsandassoc.com
    - brenner@rlsandassoc.com

www.rlsandassoc.com

West Virginia Coordinated Plan Update

Input Meeting Sign-In Sheet

Date: Tuesday, April 4, 2023

Location: Region 4, Summersville

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Tony O'Leary	WV Public Transit	304-414-5338	tony.m.oleary @ wv.gov
Kayla Shaw	PCSC (Fiscal Officer)	304-799-6337	Kayla @pcscwv.org
Stephanie Bennett	PCSC (Transportation Coor.)	304-799-6337	Stephanie @ pcscwv.org
Andrew Bailes	God's Way Home, Inc. & Valley Works Resource Center	304-646-6655	andrew @ godswayhome.org
Tim Thomas	MTA	304-872-5872	thomas @ mtawv.com
Butch Fox	MTA	304-872-5872	bfox @ mtawv.com
Matt Martin	MTA	304-872-5872	mmartin @mtawv.com
Angie Gilstrap	Webster Co Senior Citz	304 847 5252	webcosencitz@frontemet.nel
Amanda Stect	Webster Co Senior Citz	304 847 5252	webcosencitz@frontiernet.net
Jerry Boyko	WVSILC	304-766-4624	jerry.boyko @wvsilc.org
Marilyn Guerrero (Lenn)	Region 4 PDC	304-872-4970-EXT311	mguerrero @reg4wv.org
Kathryn Scott	WVU Med	3042375226	kathryn.scott @ WVUmedicine.org
Susan Moten	Pine Lodge - Genesis	304-252-6317	susan.moten@genesishcc.com
Janet A Pyles		304-619-4756	janetpyles4@gmail.com

Alison Suptic   CAMC Plateau Medical Center   304-469-8623   alison.suptic@ vandalia health.org

Janet Pyles has e-mail but doesn't really use = no smart phone or computer - have tablet & flip phone

Angela Sims   Fresenius Kidney Care   Ph (w) 304-645-4634   email: angela.sims @fresenius medical
1255 Maplewood Ave   (c) 304-640-6947   care.com
Lewisburg, WV 24901

For Immediate Release

Date: September 18, 2023

Contact: Bethany Renner, Associate, RLS & Associates, (937) 299-5007 (office) or brenner@rlsandassoc.com
Bill Robinson, Executive Director, Division of Multimodal-Facilities-Transit Section, West Virginia Department of Transportation, (304) 558-0428 (office) or bill.c.robinson@wv.gov

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

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

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

The public is encouraged to attend the following virtual public meeting to learn more and share their input. Agencies who receive or intend to receive funding under the Federal Transit Administration Section 5310 Program must participate in coordination planning. Please contact Bethany Renner by phone at (937) 299-5007 or email brenner@rlsandassoc.com with questions or to RSVP.

Coordinated Plan Input VIRTUAL Public Meeting for Fayette, Greenbrier, Nicholas, Pocahontas, & Webster Counties (Region IV)

Tuesday, July 18, 2023, 10:00 AM – Noon
RSVP to Bethany Renner at brenner@rlsandassoc.com for the virtual meeting link information.

Meetings are taking place per region across the state and are listed below. Please note the counties primarily impacted.

WV Division of Public Transit
2023 Public Transit – Human Service Transportation Coordinated Plans
VIRTUAL Public and Stakeholder Input Meetings Schedule, Meeting #2
All meeting times set in EST

Region	Counties Included	Date	Time
1 – I	Mercer, McDowell, Monroe, Summers, Wyoming, Raleigh	Monday, July 31, 2023	1:00 – 3:00 PM
3 – III	Boone, Clay, Kanawha, Putnam	Friday, July 21, 2023	10:00 AM – Noon
4 – IV	Fayette, Greenbrier, Nicholas, Pocahontas, Webster	Tuesday, July 18, 2023	10:00 AM – Noon
5 – V	Calhoun, Jackson, Pleasants, Ritchie, Roan, Tyler, Wirt, Wood	Wednesday, July 12, 2023	1:00 – 3:00 PM
6 – VI	Doddridge, Harrison, Marion, Monongalia, Preston, Taylor	Tuesday, July 11, 2023	10:00 AM - Noon
7 – VII	Barbour, Braxton, Gilmer, Lewis, Randolph, Tucker, Upshur	Thursday, July 13, 2023	9:00 – 11:00 AM
8 – VIII	Grant, Hampshire, Hardy, Mineral, Pendleton	Monday, July 17, 2023	9:00 – 11:00 AM
9 – IX	Berkeley, Jefferson, Morgan	Wednesday, July 19, 2023	9:00 – 11:00 AM
10 - X	Marshall, Ohio, Wetzel	Thursday, July 20, 2023	1:00 – 3:00 PM

###

RLS Associates, Inc.

Bethany Renner <brenner@rlsandassoc.com>

Save the Date: Transportation Plan Region IV Virtual Meeting – Tuesday, July 18, 2023
1 message

Bethany Renner <brenner@rlsandassoc.com>   Fri, Jun 9, 2023 at 9:12 AM
To: Laura Brown <lbrown@rlsandassoc.com>
Bcc: alison.suptic@vandaliahealth.org, janetpyles4@gmail.com, Angela Sims <angela.sims@freseniusmedicalcare.com>, andrew@godswayhome.org, bfox@mtawv.com, mmartin@mtawv.com, Tim Thomas <thomas@mtawv.com>, kayla@pcscwv.org, stephanie@pcscwv.org, susan.moten@genesishcc.com, Todd Bacchus <todd.bacchus@modivcare.com>, Marilyn Guerrero <mguerrero@reg4wv.org>, "Moss, Kathryn" <kathryn.moss@anthem.com>, care@websterseniors.org, jerry.boyko@wvsilc.org, "Scott, Kathy" <kathryn.scott@wvumedicine.org>, Jamie Baker <jbaker@reg4wv.org>, Cassandra Lawson <clawson@reg4wv.org>, Amanda Smarr <asmarr@reg4wv.org>, John Tuggle <jtuggle@reg4wv.org>, "O'Leary, Tony M" <Tony.M.OLeary@wv.gov>, Bill Robinson <bill.c.robinson@wv.gov>, charles.n.vance@wv.gov

Please Attend:
Stakeholder and Public Input Meeting to Continue the Update of the
Coordinated Public Transit-Human Services Transportation Plan

A virtual meeting will be hosted by RLS & Associates, Inc., to collect input into the Region IV Coordinated Public Transit-Human Services Transportation Plan draft needs assessment and strategies for improving mobility options for older adults, people with disabilities, and low-income individuals in Fayette, Greenbrier, Nicholas, Pocahontas and Webster Counties. The purpose of the meeting is to reach consensus on goals and strategies for coordinated public and human service transportation in these counties for the next four years.

Tuesday, July 18, 2023
10:00 AM to 11:30 AM
VIRTUAL MEETING ONLY VIA LINK or PHONE NUMBER BELOW
Region IV: WV Stakeholder and Public Input Meeting #2
Please join the meeting from your computer, tablet or smartphone
https://meet.goto.com/558141413
You can also dial in using your phone
United States: +1 (571) 317-3122
Access Code: 558-141-413

RSVP for the meeting by calling RLS & Associates at 937-299-5007. If you have any questions, require language translation services or need information for other region meetings, please call me, Bethany at RLS & Associates, Inc. at 937-299-5007 or email brenner@rlsandassoc.com.

Organizations that plan to apply for the Federal Transit Administration Section 5310 funding through the WV Department of Transportation must participate in the planning effort.

Thank you,

Bethany A. Renner | Associate
3131 S. Dixie Hwy. Suite 545, Dayton, OH 45439
937.299.5007 | www.rlsandassoc.com
RLS & Associates, Inc...Celebrating 35 Years of Service to the Transit Industry

Slide 1

RLS & Associates, Inc.

Moving Public Transportation
Into the Future

2023 West Virginia Region IV Coordinated Public Transit-Human Services Transportation Plan Update

Presented on Tuesday, July 18, 2023
by Laura Brown, Director of Planning Initiatives, RLS & Associates, Inc.
3131 South Dixie Hwy., Suite 545 Dayton, Ohio
(937) 299-5007

www.rlsandassoc.com

1

Slide 2

Meeting Objectives

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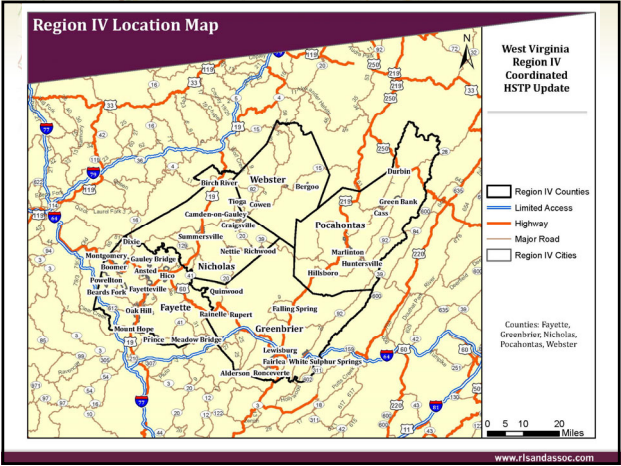- Prioritize Strategies
- Next Steps

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2

Slide 3

Introductions

- Please introduce yourself with your name, affiliation and role (if applicable)

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3

Slide 4

Region IV Location Map

West Virginia Region IV Coordinated HSTP Update

Counties: Fayette, Greenbrier, Nicholas, Pocahontas, Webster

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Slide 5

Why Are Plans Developed?

- Aim to Improve Transportation for People with Disabilities, Older Adults, and Individuals with Low Incomes
- The 2019 Plan is Out of Date, Available on WV DOT website
- IIJA (Infrastructure Investment and Jobs Act) Requires a Plan for Section 5310 Funding

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Slide 6

Why Are Plans Developed?

- Integrate Network of Partners as Part of One Whole, Working from a Shared Vision
  - Take Incremental Steps to Get There
- Benefits of Coordination
  - Increased Availability of Transportation through Reducing Gaps in Service
  - Improved Service Quality
  - Potential to Leverage Additional Funding or Maintain Existing Funding

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Gaps in Service

- ♦ Gaps in service include…
  - ○ Temporal gaps: days and hours of service for all providers
  - ○ Spatial gaps:
    - ▪ Connectivity/transfers between providers
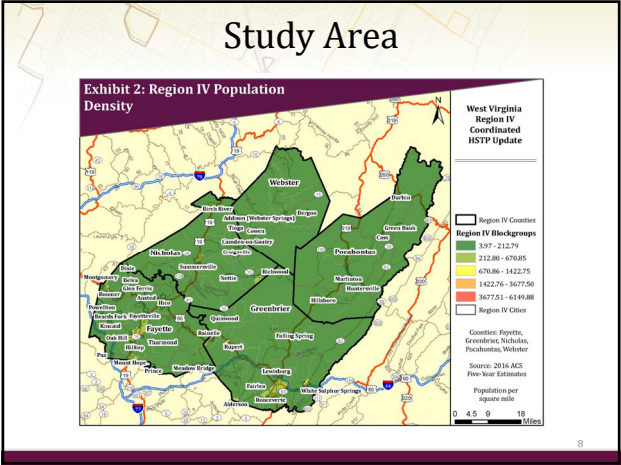   - ▪ Long-distance trips outside of county/region
  - ○ Eligibility gaps:
    - ▪ Service in some areas is not available to the general public

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Study Area

Exhibit 2: Region IV Population Density

8

NEEDS ASSESSMENT RESULTS

9

Needs Assessment

Exhibit 6: Region IV Zero Vehicle Households

10
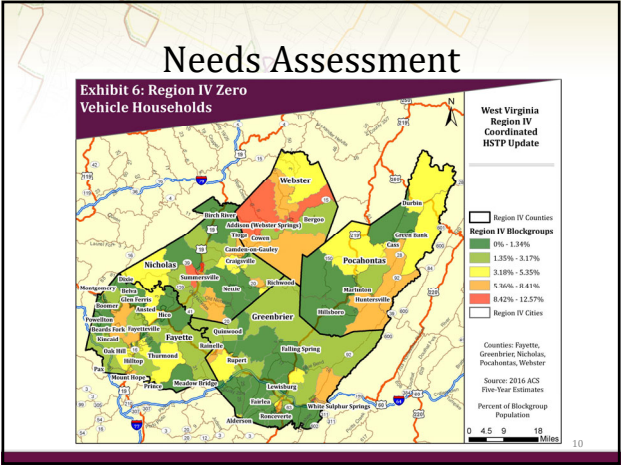
Needs Assessment

- ♦ Top Needs
  - ○ Non-emergency medical transportation for Medicaid-eligible trips can be inconsistent and unreliable
  - ○ More transportation resources are needed for non-Medicaid-eligible trips
  - ○ Transportation options are needed for people weighing 450 lbs. or more

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Needs Assessment

- ♦ Top Needs
  - ○ Afterhours transportation options are needed after hospital release or for attending recovery programs
  - ○ Flexible-schedule transportation options are needed to meet employment-related trip needs
  - ○ God's Way Home needs another vehicle
  - ○ Lewisburg needs more wheelchair-accessible vehicles and services

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Needs Assessment

♦ Top Needs
  - More local funding is needed to support the transportation that non-profit agencies could provide
  - Need to resolve the road access barrier for Dylan Heights community (Summersville)
  - Better/Easier to use customer information about transportation

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Needs Assessment

♦ Top Needs
  - First/Last mile ride (especially Greenbrier and Nicholas Counties)
  - Break the cycle of lost driver's license – need to pay fines – but can't get to work
  - Access to grocery is needed

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Needs Assessment

♦ Resource Needs
  - Training for drivers and mechanics, continued recruitment and retention
  - Road conditions (Dylan Heights) causing damage to vehicles & making some homes inaccessible to transit
  - Shortage of vehicles and parts
  - Customer-facing information about transportation options
  - Local funding to support service expansions

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PUBLIC SURVEY RESULTS

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Survey Participation Region IV

Fayette	8	10%
Greenbrier	64	78%
Nicholas	6	7%
Pocahontas	2	2%
Webster	2	2%

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Mode of Transportation (%)

Mode	Region IV	Statewide
Drive my own vehicle	83	65
A family member or friend drives me	21	28
Walk or ride a bike	7	14
Use Medicaid transportation	5	6
Use an agency transportation service	5	9
Use public transit	5	10
Use Uber or Lyft	2	6
Other	0	2

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Transportation Limitations (%)

Legend: Region IV (blue), Statewide (red)

Category	Region IV	Statewide
You need access to wheelchair accessible vehicles	4	7
You can't attend Sunday religious services	4	13
You're not able to further your education	5	8
You find it difficult to feed yourself or your family	6	11
You're not able to go to other appointments (social services, legal, etc.)	6	20
You have difficulty getting to work	9	18
You're not able to do errands	12	24
You don't go to medical appointments	12	18
You do not have transportation limitations	76	64

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Survey Results

"Greenbrier County - My husband and I are in our 70's. We are 11 miles from the nearest town. We are fine right now, but as we age, we many not be able to stay in our home. When we can no longer driver ourselves we can't stay here."

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Survey Results

"The Meadow River Valley (Western Greenbrier County) is in desperate need of a wider range of transportation services. Whether it is through the MTA, taxi services, or individuals, the community members here need assistance getting to and from doctors appointments, grocery shopping visits, and other essential trips. This is an issue that contributes to the health disparities in our community (access to care, etc.)."

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Survey Results

"My husband and I coordinate the local food pantry. We often have folks tell us that they can't get to the food pantry because of transportation. The buses don't run often and are sometimes unreliable."

22

Survey Results

"Rainelle WV does not have any transportation. We worked to provide transportation from Rainelle to Lewisburg through MTA, but it was not successful. As a county commissioner I do hear often the need for transportation for elderly who do not have ways to get groceries or go to the doctor. Greenbrier County has MTA."

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Survey Results

"The MTA bus is great but it doesn't run past 5:00 PM and people have transportation needs to grocery stores and such after those hours.

MTA doesn't take people out of a certain area and many people, young and old have specialist appointments in a different county because we have nothing here in Greenbrier County so everyone has to be referred out somewhere else and most have no way to get there. It is really a sad situation."

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Goals and Strategies

➢ Goals Must Address the Identified Unmet Transportation Needs and Gaps in Service

➢ Section 5310 Grant Application Projects Must Be Related to the Identified Needs or Goals

➢ Goals and Strategies Must be Prioritized:
1. Immediate Implementation (6 mos. to 1 Year)
2. Mid-Term Implementation (1 to 2 Years)
3. Near-Term Implementation (2 to 3 Years)
4. Long-Term Implementation (3 to 4+Years)

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Goals and Strategies

ORGANIZATION OF EACH STRATEGY

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

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

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Draft Goal #1

♦ Maintain, at Minimum, the Current Levels of Transportation Services for Older Adults, Individuals with Disabilities, People with Low Incomes, and the General Public
   ○ Replace wheelchair accessible vehicles according to the useful life replacement cycles
   ○ Procure wheelchair accessible expansion vehicles to support additional services

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Draft Goal #2

♦ Develop Driver & Maintenance Staff Recruitment and Retention Tools and Training
   ○ Action steps:
      ▪ Partner with WV Courtesy Patrol (WVCP) as a potential pool for trained drivers
         • WVCP is operated by a nonprofit Citizens Conservation Corps via a contract with WV Division of Highways
         • Provides driver training and education opportunities
      ▪ Work w/local colleges to use interns for mechanics
      ▪ Revamp driver recruitment outreach materials…

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Sample Driver Recruitment

Illinois' new statewide driver recruitment tool

https://storymaps.arcgis.com/stories/062df18e709c4083850eeb22e113ef6b

29

Draft Goal #3

♦ Meet with the Medicaid NEMT Broker to Clarify Solutions for Last-Minute Cancellations
   ○ Solutions must be addressed to ensure people can get to necessary medical appointments
   ○ Potential Responsible Parties
      ▪ Committee of Nursing Home, Medical, DHHR, and public transit system representatives

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Draft Goal #4

♦ Create a Transportation Information Resource
  ○ A single place people can go to access information about transportation options
    ▪ Goal to apply it statewide
    ▪ Could initiate it anywhere
  ○ First Step: Google Map Transit Data
  ○ Examples:
    ▪ Go!Vermont (www.connectingcommuters.org)
      • Vermont Agency of Transportation
    ▪ Gohio Commute (www.gohiocommute.com)
      • Mid-Ohio Regional Planning Commission

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Draft Goal #5

♦ Educate Communities About Transportation Services and Unmet Needs
  ○ Grassroots effort
  ○ Matching fund program to help people with temporary transportation if driver's license is suspended
  ○ Educate first responders and others about accessible vehicle safety
  ○ Ride-Share/volunteer drivers program targeting drivers with accessible vehicles providing accessible trips

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Draft Goal #6

♦ Meet Demand for Wheelchair Accessible Vehicles Throughout the Region
  ○ More accessible vehicles in Lewisburg and other communities
  ○ Accessible non-emergency transportation services for passengers weighing 450 pounds or more

33

Draft Goal #7

♦ Increase Transportation Service Area Coverage, Days and Hours of Operation and Frequency
  ○ Areas for coverage
  ○ Days/hours
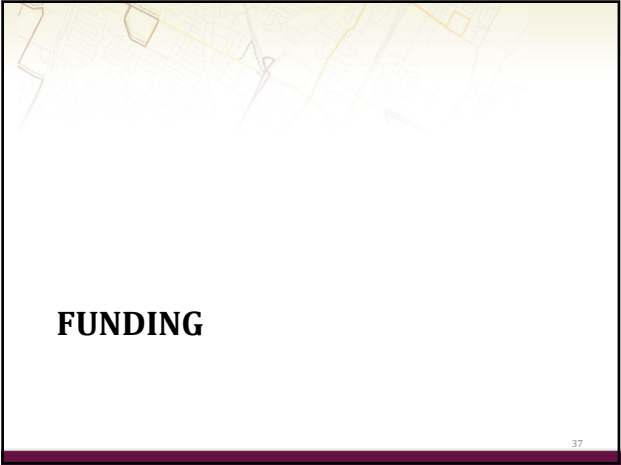 ○ Demand response/on-demand transportation
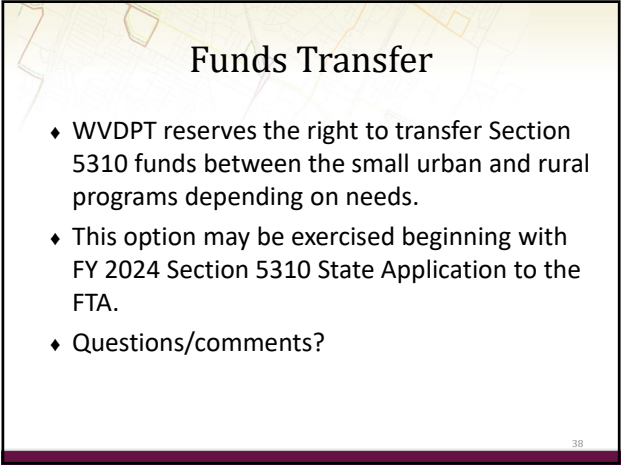
34

Additional Goals?

35

Priority Ranking

♦ Please Use the Chat to Rank Each in Order of Importance on a Scale of 1 to 5
  ○ Rating of 1 is highest priority
  ○ Rating of 5 is lowest priority

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FUNDING
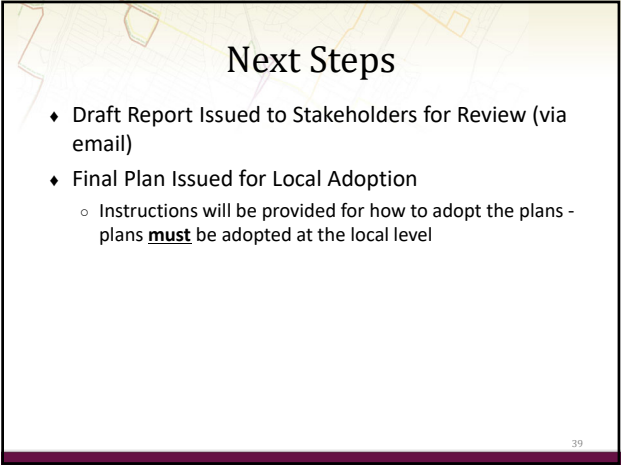
37

Funds Transfer

♦ WVDPT reserves the right to transfer Section 5310 funds between the small urban and rural programs depending on needs.

♦ This option may be exercised beginning with FY 2024 Section 5310 State Application to the FTA.

♦ Questions/comments?
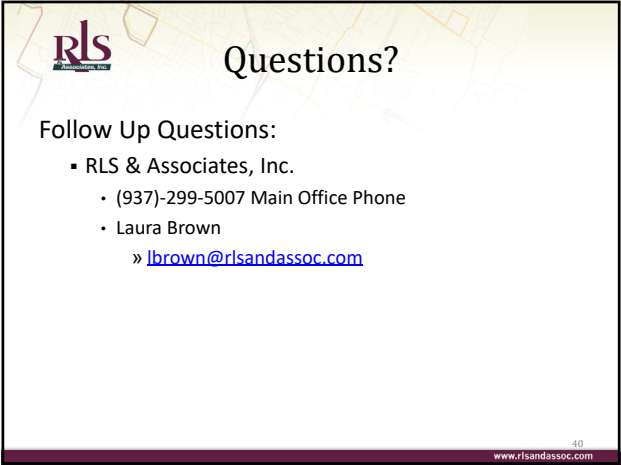
38

Next Steps

♦ Draft Report Issued to Stakeholders for Review (via email)

♦ Final Plan Issued for Local Adoption
  ○ Instructions will be provided for how to adopt the plans - plans **must** be adopted at the local level

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Questions?

Follow Up Questions:

▪ RLS & Associates, Inc.
  • (937)-299-5007 Main Office Phone
  • Laura Brown
    » lbrown@rlsandassoc.com

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Name	Agency	Telephone	Email
Amanda Smarr	Region 4 PDC		asmarr@reg4wv.org
Angie Gilstrap	Webster Co Seniors	(304) 847-5252	care@websterseniors.org
Barbara Burdette	Greenbrier County Committee on Aging	304-257-1666	gcca@suddenlinkmail.com
Jerry Boyko	WV SILC (Statewide Independent Living Council)	(304) 766-4624	jerry.boyko@wvsilc.org
Julie Bishop	Hidden Valley Center, Genesis Healthcare	(304) 465-1903	Julie.Bishop@genesishcc.com
Kayla Shaw	PCSC (Fiscal Officer)	(304) 799-6337	kayla@pcscwv.org
Marilyn (Lina) Guerrero	Region 4 PDC	(304) 872-4770	mguerrero@reg4wv.org
Stephanie Bennett	PCSC (Transportation Coordinator)	(304) 799-6337	stephanie@pcscwv.org

Bethany Renner <brenner@rlsandassoc.com>

Coordinated Plan Update, Region IV: Thank you/Input Requested
1 message

Bethany Renner <brenner@rlsandassoc.com>   Tue, Jul 18, 2023 at 12:26 PM
To: Laura Brown <lbrown@rlsandassoc.com>
Bcc: alison.suptic@vandaliahealth.org, Amanda Smarr <asmarr@reg4wv.org>, care@websterseniors.org, Andrew Bailes <andrew@godswayhome.org>, Angela Sims <angela.sims@freseniusmedicalcare.com>, gcca@suddenlinkmail.com, bfox@mtawv.com, Cassandra Lawson <clawson@reg4wv.org>, Jamie Baker <jbaker@reg4wv.org>, janetpyles4@gmail.com, jerry.boyko@wvsilc.org, John Tuggle <jtuggle@reg4wv.org>, "Bishop, Julie" <Julie.Bishop@genesishcc.com>, "Scott, Kathy" <kathryn.scott@wvumedicine.org>, "Moss, Kathryn" <kathryn.moss@anthem.com>, kayla@pcscwv.org, Marilyn Guerrero <mguerrero@reg4wv.org>, mmartin@mtawv.com, stephanie@pcscwv.org, susan.moten@genesishcc.com, Tim Thomas <thomas@mtawv.com>, Todd Bacchus <todd.bacchus@modivcare.com>

Good Afternoon,

Thank you to those who were able to participate in the second round of public meetings to discuss and prioritize goals that most effectively meets the transportation needs of transportation providers, community stakeholders, and residents within Region IV.

Enclosed you will find a copy of the presentation materials, including the draft goals for the region. Our team will be accepting questions, comments, and feedback on strategies, action items, and lead organization(s) for each goal by close of business on **Friday, August 4, 2023**. In particular, we need your input on the prioritization of the goals. You will find at the end of the presentation a summary of the prioritization levels discussed during the meeting. We'd also like to hear from those that could not attend or have further thoughts following the meeting. Input can be provided to me or Laura (copied above).

Again, thank you for your participation! Your engagement and input is invaluable to the Coordinated Public Transit-Human Service Transportation Plan Update for Region IV.

Kind regards,
Bethany

Bethany A. Renner | Associate
3131 S. Dixie Hwy. Suite 545, Dayton, OH 45439
937.299.5007 | www.rlsandassoc.com
RLS & Associates, Inc...Celebrating 35 Years of Service to the Transit Industry

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📄 **Region 4 - Meeting 2 Follow-up Packet - 7.18.23.pdf**
2659K

APPENDIX C: TRANSPORTATION PROVIDER INVENTORY

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

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

Mountain Transit Authority	
Transportation Service Type	Deviated Fixed Route and Demand-Response
Other Services Provided/Agency Mission	Transportation
Contact Information	
	304-872-5872
Hours	Pocahontas County Call-A-Ride: 7:30 AM to 8:00 PM Greenbrier County: 6:50 AM to 6:10 PM Webster County: 7:30 AM to 10:40 AM and 3:35 PM to 1:00 PM Richwood-Summersville: 7:30 AM to 11:20 AM and 1:30 PM to 4:10 PM Pocahontas County Routes: Various Hours (see website)
Service Area	Greenbrier, Nicholas, Pocahontas, and Webster Counties
Eligibility Requirements	General Public
Website	https://www.mtawv.com/

New River Transit Authority	
Transportation Service Type	Deviated Fixed Route
Other Services Provided/Agency Mission	Transportation
Contact Information	304-252-6396 x110
Hours	7:00 AM to 7:45 PM, Monday – Friday
Service Area	Beckley, Fayetteville, Oak Hill, Mt. Hope, Brookshire, Crab Orchard, Sophia
Eligibility Requirements	General Public
Website	http://newrivertransitauthority.org/

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Nicholas County Community Action Partnership	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Senior Services, Head Start, Weatherization, and Emergency Utility Assistance
Contact Information	
	304-872-1162
Hours	8:00 AM to 4:00 PM, Monday – Friday
Service Area	Nicholas County
Eligibility Requirements	Senior Services clients
Website	http://ncapwv.org/

Putnam Aging Program/Fayette Senior Programs	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Services for older adults: in-home care, meals, transportation, and other
Contact Information	
	304-755-2385
Hours	8:00 AM to 3:30 PM, Monday – Friday
Service Area	Fayette and Putnam Counties
Eligibility Requirements	60+ and Individuals with Disabilities
Website	http://putnamaging.com/transportation/

Greenbrier County Committee on Aging	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Services for older adults: in-home care, meals, transportation, and other
Contact Information	
	304-392-5138
Hours	8:00 AM to 4:00 PM, Monday – Friday
Service Area	Greenbrier County
Eligibility Requirements	60+ and Individuals with Disabilities
Website	Greenbrierwvchamber.org/list/member/greenbrier-county-committee-on-aging-inc-rupert-556

Pocahontas County Senior Citizens, Inc.	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Services for older adults: in-home care, meals, transportation, and other
Contact Information	
	301-799-6337
Hours	8:30 AM to 4:30 PM, Monday – Friday
Service Area	Pocahontas County
Eligibility Requirements	60+
Website	N/A

Webster County Senior Citizens, Inc.	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Services for older adults: in-home care, meals, transportation, and other
Contact Information	
	304-847-5800
Hours	8:00 AM to 4:00 PM, Monday – Friday
Service Area	Webster County
Eligibility Requirements	60+ and Individuals with Disabilities who are age 18 or older
Website	N/A

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ORGANIZATIONAL CHARACTERISTICS

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

Agency	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (if Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public Non-Profit,)	Are Vehicles Only Available for Human Service Agency Clients?
Mountain Transit Authority	Yes	No	Public Non-Profit	No
New River Transit Authority	No	Yes, Raleigh County Community Action Association	Public Non-Profit	No
Putnam Aging Program/Fayette Senior Programs	Yes	No	Private Non-Profit	No
Greenbrier County Committee on Aging	Yes	No	Public Non-Profit	No
Nicholas County Community Action Partnership	Yes	No	Private Non-Profit	Yes
Pocahontas County Senior Citizens, Inc.	Yes	No	Private Non-Profit	No
Webster County Senior Citizens, Inc.	Yes	No	Private Non-Profit	No

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FLEET, SERVICE AND BUDGET CHARACTERISTICS

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

Agency	Accessible Vehicles?	Number and Type of Vehicles in Total Fleet	Number of Drivers	Annual Expenses	Annual Revenue Sources
Mountain Transit Authority	18	22	12 Full-Time & 12 Part-Time	$1.3M	WV DPT/ FTA; SOR; NEMT; SOM; Contracts
New River Transit Authority	13	15	Not available	$1.05M	FTA Section 5307; Local Match; FTA Section 5310
Putnam Aging Program/Fayette Senior Programs	Yes	15 (7 accessible, 8 non-accessible)	20 (1 driver in Fayette County)	Not available	Not available
Greenbrier County Committee on Aging	2	5	1 Full-Time & 3 Part-Time	$60,937	Title III-B; Life Funds; Donations
Nicholas County Community Action Partnership	No	7	69 Part-Time Caregivers	Not available	Not available
Pocahontas County Senior Citizens, Inc.	3	10	5	$67,500	Older Americans Act-Title III; Donations; Medicaid NEMT
Webster County Senior Citizens, Inc.	1	3	2	Unsure	Older Americans Act-Title III; Donations; Life; Medicaid NEMT

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The following tables describe what trip purposes are allowed by each provider, the fares or donations that are paid by riders, and the process to request rides on each service (if applicable). Annual ridership and estimates of service hours were provided by most agencies. The final column provides the productivity of each service, calculating the number of trips provided for each hour of vehicle service.

Agency	Trip Purposes Allowed	Fares or Donations	Ride Request Process	Annual one-way passenger trips
Mountain Transit Authority	Any purpose	Fares	Phone call one day before for demand-response/deviations; NEMT rides are scheduled through ModivCare	35,211
New River Transit Authority	Any purpose	Fares	Phone call the day before for deviations; NEMT rides are scheduled through ModivCare	47,822
Nicholas County Community Action Partnership	Not available	Not available	Clients arrange transportation with caregivers	Not available

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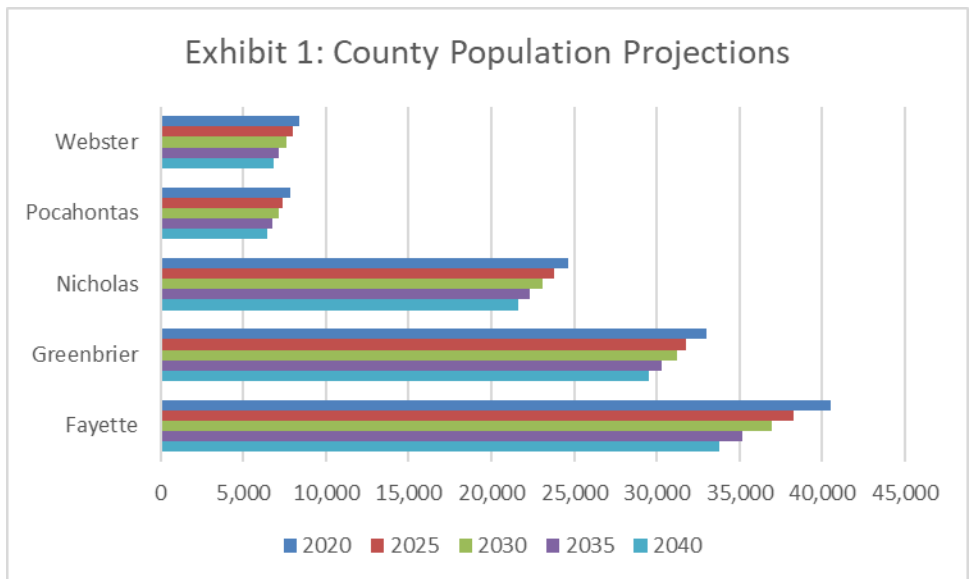| Agency	Trip Purposes Allowed	Fares or Donations	Ride Request Process	Annual one-way passenger trips
Putnam Aging Program/Fayette Senior Programs	Not available	Not available	Not available	Not Available
Greenbrier County Committee on Aging	Any for age 60+	Donations	Phone call	1,502
Pocahontas County Senior Citizens, Inc.	Any for age 60+	Donations	Phone call	306
Webster County Senior Citizens, Inc.	Any for age 60+	Donations	Phone call	1,652

APPENDIX D: DEMOGRAPHICS

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

The data provided in the following section have been gathered from multiple sources, including the U.S. Census Bureau's American Community Survey and the West Virginia University Bureau of Business and Economic Research. Census data are used to ensure that the most current and accurate information is presented. It is important to note that the American Community Survey (ACS) five-year estimates have been used to supplement census data that is not available through the 2020 Census. As a five-year estimate, the data represent a percentage based on a national sample and do not represent a direct population count.
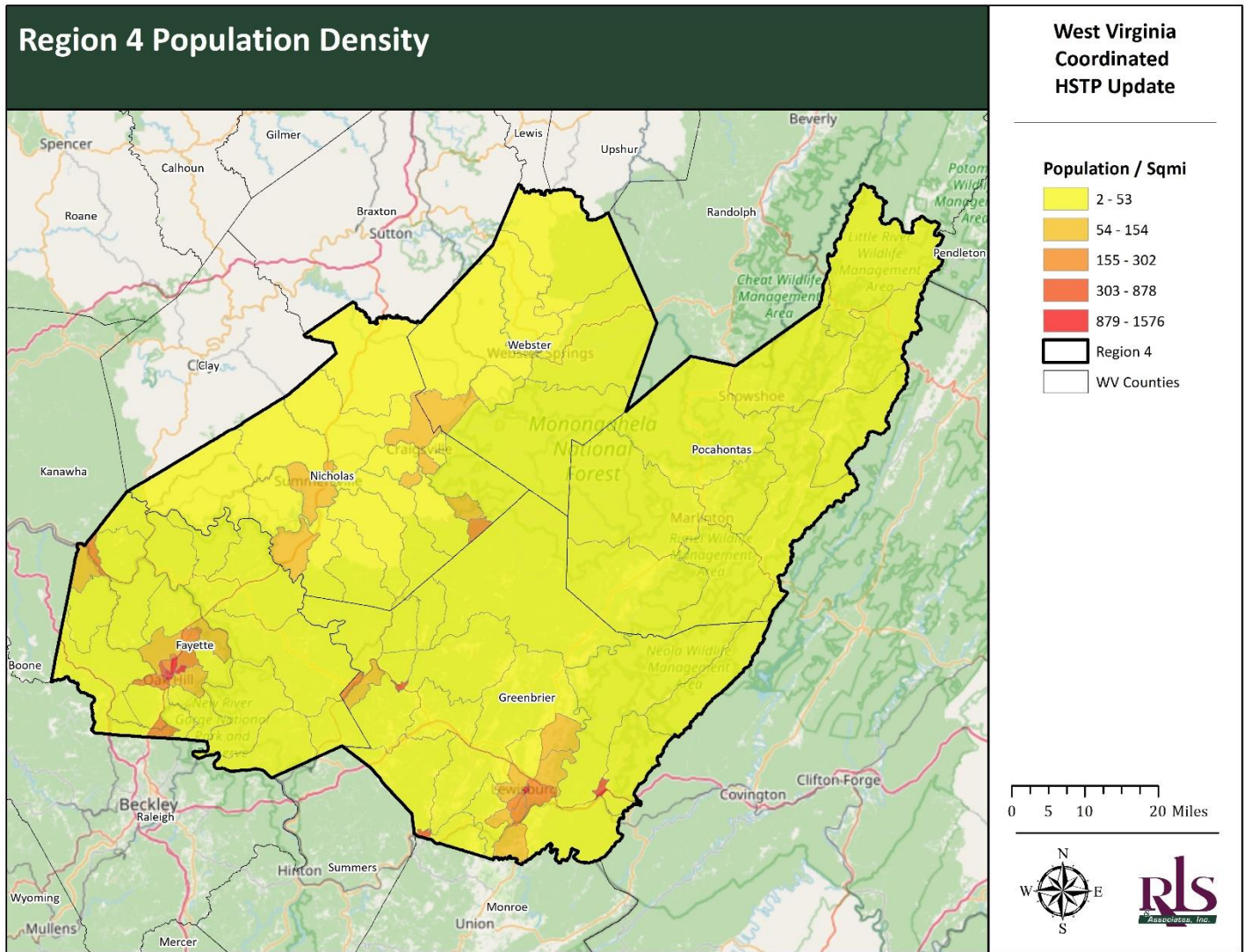
Population Projections

The population of Region IV is projected to decline to 98,139 by 2040, a 14.2 percent decrease from the 2020 projection. The population of Fayette, Greenbrier, Nicholas, Pocahontas, and Webster Counties is projected to decrease between 10 and 19 percent. Exhibit 1 shows population projections between 2020-2040 for each county in Region IV. (Source: West Virginia Bureau of Business and Economic Research.)

Exhibit 1: County Population Projections
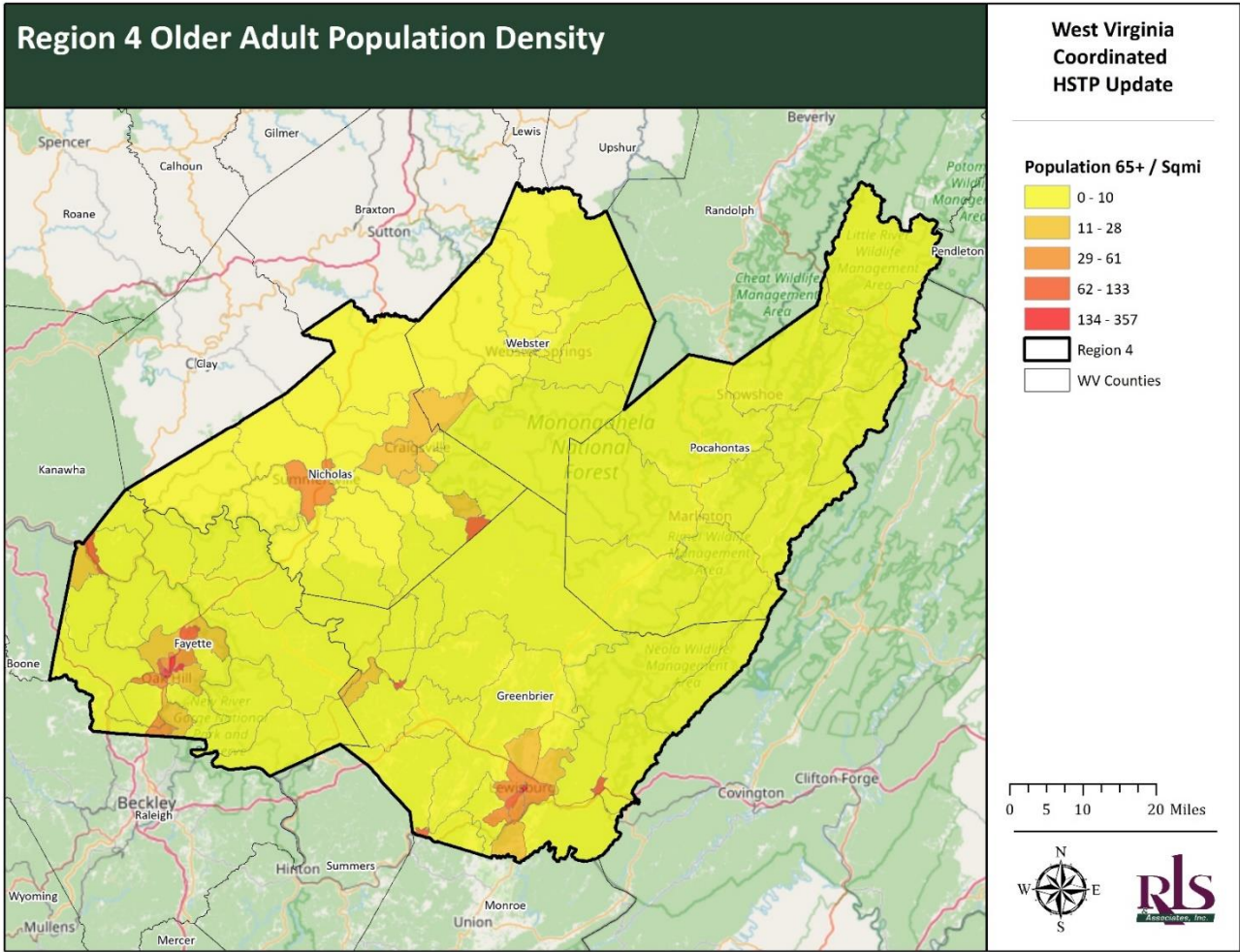
Population Density

Exhibit 2 illustrates a comparison of population densities for Census block groups in Region IV. The most densely populated area is in central Fayette County in Fayetteville. Other areas of higher densities throughout the region include Lewisburg in southern Greenbrier County. Population density is a factor in transportation planning because it helps transportation operators understand the most appropriate mode of service for an area. For example, in less densely populated areas with fewer clusters of trip generators, demand response transportation is typically more effective than fixed route services. Conversely, fixed route services are more appropriate for high-density areas.

Region 4 Population Density

West Virginia Coordinated HSTP Update

Population / Sqmi
- 2 - 53
- 54 - 154
- 155 - 302
- 303 - 878
- 879 - 1576
- Region 4
- WV Counties

Population Projection for Older Adults

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

Exhibit 3 illustrates the population density of persons over 65 years of age by block group. Concentrations of this age group are more centralized in the larger cities in Region IV. Block groups with the highest concentrations are located in Fayette, Greenbrier, and Nicholas Counties. The rest of the region has a lower density of older adults.

Region 4 Older Adult Population Density

West Virginia Coordinated HSTP Update

Population 65+ / Sqmi
- 0 - 10
- 11 - 28
- 29 - 61
- 62 - 133
- 134 - 357
- Region 4
- WV Counties

Individuals with Disabilities

Individuals with disabilities are also likely to use public or human service agency transportation services. In Region IV, approximately 20 percent to 28 percent of each county's population reported having a disability. Not all disabilities involve mobility limitations that prevent a person from driving or using non-accessible transportation resources. While it would be a more accurate statistic for transportation planning, no reliable data are available from the US Census Bureau to define individuals with mobility limitations that prevent them from traveling independently outside the home.

Exhibit 4: Individuals with Disabilities	
County	**Percent of Population with a Disability**
Fayette	26.3%
Greenbrier	20.7%
Nicholas	22.3%
Pocahontas	28.3%
Webster	23.2%

Source: 2021 American Community Survey 5-Year Estimates

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Household Incomes

Exhibit 5 illustrates the household incomes for the Region. There are approximately 46,112 households in Region IV. Of those households, 43.8 percent earn less than $35,000 annually. Of the households earning less than $35,000, 18.2 percent earned less than $10,000 per year. (Source: 2021 American Community Survey 5-Year Estimates)
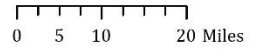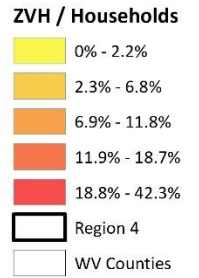
Exhibit 5: Median Household Income
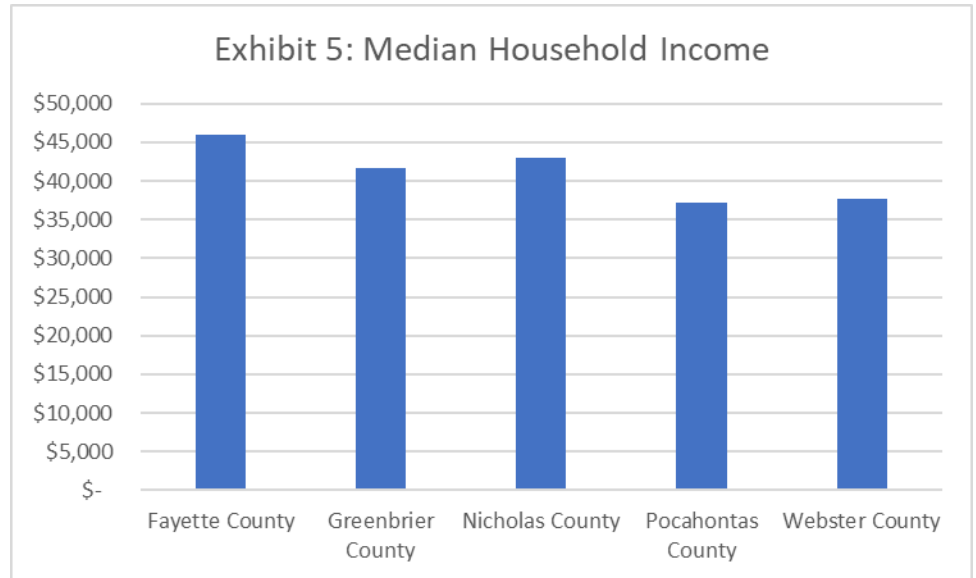
Zero Vehicle Households

The number of vehicles available to a household also is used as an indicator of demand for transit service. There are 4,247 households in Region IV that have no available vehicles. This is 9.2 percent of all households in the Region.

Exhibit 6 illustrates the percentage of households that have no available vehicle. The block groups with the darkest shading have the highest percentage of households with no available vehicles (18.8% - 42.3% block group population without a vehicle). The block group locations with the highest contraction of these households are located throughout the Region. Areas with a moderately high density of zero-vehicle households can also be found throughout all of the Counties in the Region.

Region 4 Zero Vehicle Households

ZVH / Households

- 0% - 2.2%
- 2.3% - 6.8%
- 6.9% - 11.8%
- 11.9% - 18.7%
- 18.8% - 42.3%
- Region 4
- WV Counties

0   5   10   20 Miles

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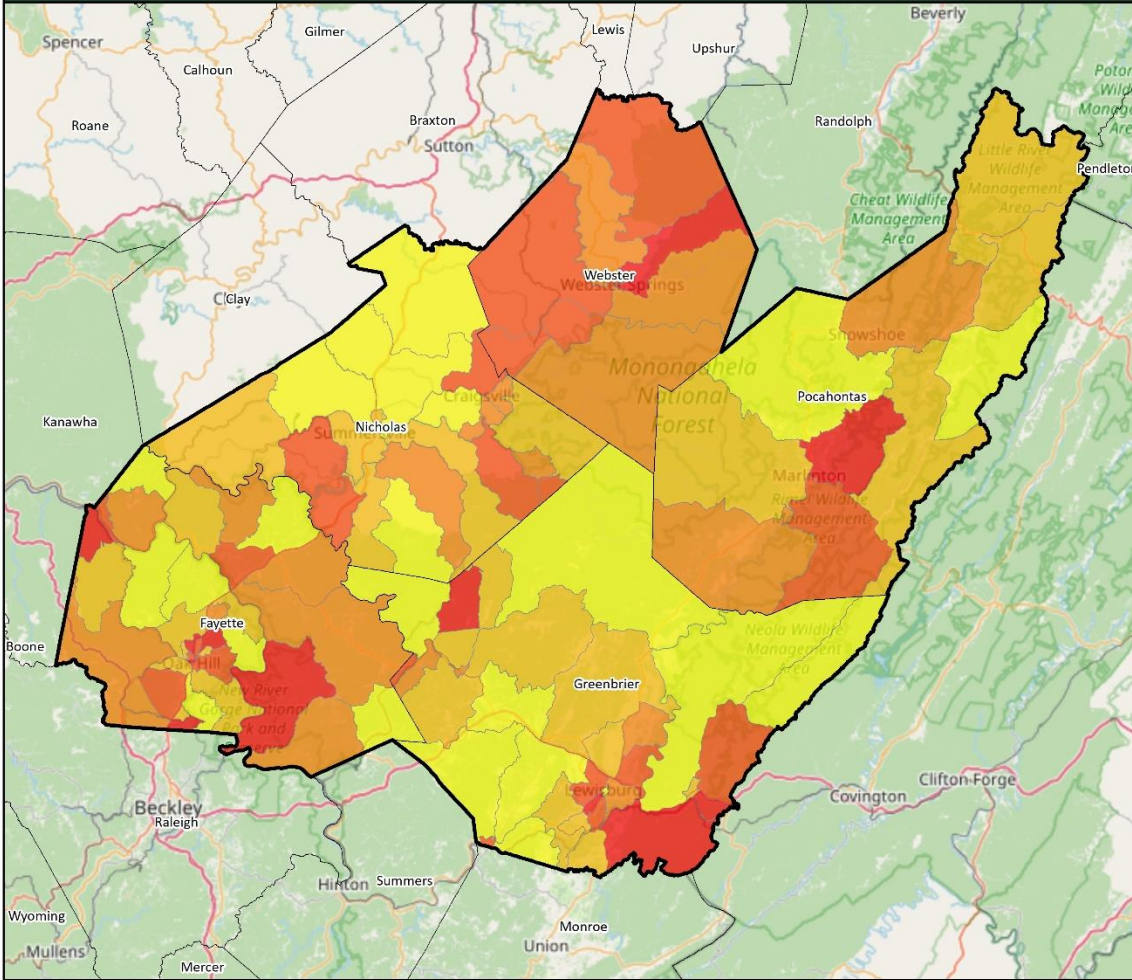
Minority and Limited English Proficiency (LEP) Population

Approximately 91 percent to 99 percent of the population in each county of the region is white. African American individuals are the second most common race, followed by people who are two or more races. The majority of the population speaks only English.

Race	Fayette	Greenbrier	Nicholas	Pocahontas	Webster
White or Caucasian	92.2%	91.3%	96.8%	98.7%	98.3%
Black or African American	5.0%	1.9%	0.3%	0.2%	0.0%
American Indian and Alaska Native	0.2%	0.1%	0.1%	0.0%	0.0%
Asian	0.0%	0.7%	0.2%	0.2%	0.0%
Native Hawaiian and Other Pacific Islander	0.0%	0.0%	0.0%	0.0%	0.0%
Some other race	0.0%	0.5%	0.0%	0.0%	0.0%
Two or more races	1.4%	3.5%	2.3%	0.7%	1.3%
Hispanic or Latino (of any race)	1.3%	2.0%	0.2%	0.3%	0.3%

Source: 2021 American Community Survey 5-Year Estimates

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Language	Fayette County	%	Greenbrier County	%	Nicholas County	%	Pocahontas County	%	Webster County	%
Total Population	38,944		31,577		23,585		7,626		8,023	
Speak only English	38,539	99.0%	30,589	96.9%	23,363	99.1%	7,578	99.4%	8,014	99.9%
Spanish	234	0.6%	428	1.4%	31	0.1%	15	0.2%	6	0.1%
Speak English less than "very well"	75	0.2%	117	0.4%	0	0.0%	0	0.0%	0	0.0%
French, Haitian, or Cajun	55	0.1%	22	0.1%	0	0.0%	0	0.0%	0	0.0%
Speak English less than "very well"	15	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
German or other West Germanic languages	15	0.0%	158	0.5%	0	0.0%	18	0.2%	0	0.0%
Speak English less than "very well"	0	0.0%	30	0.1%	0	0.0%	0	0.0%	0	0.0%
Russian, Polish, or other Slavic languages	3	0.0%	23	0.1%	93	0.4%	0	0.0%	0	0.0%
Speak English less than "very well"	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Other Indo-European languages	50	0.1%	37	0.1%	7	0.0%	0	0.0%	0	0.0%
Speak English less than "very well"	4	0.0%	10	0.0%	0	0.0%	0	0.0%	0	0.0%
Korean	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	0.0%
Speak English less than "very well"	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Chinese (incl. Mandarin, Cantonese)	0	0.0%	48	0.2%	11	0.0%	0	0.0%	0	0.0%
Speak English less than "very well"	0	0.0%	0	0.0%	11	0.0%	0	0.0%	0	0.0%
Vietnamese	0	0.0%	133	0.4%	0	0.0%	0	0.0%	0	0.0%
Speak English less than "very well"	0	0.0%	27	0.1%	0	0.0%	0	0.0%	0	0.0%
Tagalog (incl. Filipino)	20	0.1%	4	0.0%	23	0.1%	0	0.0%	0	0.0%
Speak English less than "very well"	7	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Other Asian and Pacific Island languages	20	0.1%	21	0.1%	31	0.1%	3	0.0%	0	0.0%
Speak English less than "very well"	0	0.0%	1	0.0%	9	0.0%	0	0.0%	0	0.0%
Arabic	8	0.0%	90	0.3%	0	0.0%	0	0.0%	0	0.0%
Speak English less than "very well"	0	0.0%	44	0.1%	0	0.0%	0	0.0%	0	0.0%
Other and unspecified languages	0	0.0%	24	0.1%	26	0.1%	12	0.2%	0	0.0%
Speak English less than "very well"	0	0.0%	0	0.0%	26	0.1%	0	0.0%	0	0.0%

Source: 2021 American Community Survey 5-Year Estimates

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APPENDIX E: RELEVANT FEDERAL GRANT PROGRAMS AND GLOSSARY OF TERMS

GLOSSARY OF TERMS

Bus and Bus Facilities Grants Program (Section 5339 Program) – The Grants for Buses and Bus Facilities program makes Federal resources available to States. It directs recipients to replace, rehabilitate, and purchase buses and related equipment and to construct bus-related facilities, including technological changes or innovations to modify low or no-emission vehicles or facilities. Funding is provided through formula allocations and competitive grants. Eligible recipients include direct recipients that operate fixed route bus services or allocate funding to fixed route bus operators; State or local governmental entities; and Federally recognized Indian tribes that operate fixed route bus services that are eligible to receive direct grants under Sections 5307 and 5311. Subrecipients may allocate amounts from the grant to subrecipients that are public agencies or private nonprofit organizations engaged in public transportation.

Coordinating Council on Access and Mobility (CCAM) – a Federal interagency council that works to coordinate funding and provide expertise on human service transportation for three targeted populations: people with disabilities, older adults, and individuals of low income. The CCAM works at the Federal level to improve Federal coordination of transportation resources and address barriers that states and local communities face when coordinating transportation. The CCAM's mission is to issue policy recommendations and implement activities that improve the availability, accessibility, and efficiency of transportation for CCAM's targeted populations, with the vision of equal access to coordinated transportation for all Americans. Additional information is available at https://www.transit.dot.gov/coordinating-council-access-and-mobility.

Direct Recipient – Federal formula funds for transit are apportioned to direct recipients; for rural and small urban areas, this is the West Virginia Department of Transportation. In large urban areas, a designated recipient is chosen by the governor. Direct recipients have the flexibility in how they select subrecipient projects for funding.

Enhanced Mobility for Seniors and Individuals with Disabilities (Section 5310 Program) – The program provides formula funding to improve mobility for seniors and individuals with disabilities by removing barriers to transportation services and expanding transportation mobility options. This program supports transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities in all areas – large urbanized, small urbanized, and rural. The West Virginia Department of Transportation, Office of Transit (WVDOT) administers the Section 5310 Program in West Virginia. The Federal share is 80 percent for capital projects.

Fixing America's Surface Transportation (FAST) Act – On December 4, 2015, President Obama signed the Fixing America's Surface Transportation (FAST) Act, reauthorizing surface transportation programs through Fiscal Year 2020. Details about the Act are available at www.transit.dot.gov/FAST.
West Virginia Department of Transportation administers the Section 5311 program
in West Virginia and the Section 5310 program for rural and small urban areas.

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

Infrastructure Investment and Jobs Act – The Bipartisan Infrastructure Law, as enacted in the Infrastructure Investment and Jobs Act, represents the largest Federal investment in public transportation in the nation's history. The legislation will advance public transportation in America's communities through four key priorities: safety, modernization, climate, and equity.
https://www.transit.dot.gov/BIL

Local Matching Funds – The portion of project costs not paid with the Federal share. Non-Federal share or non-Federal funds include the following sources of funding, or in-kind property or services, used to match the Federal assistance awarded for the grant or cooperative agreement: (a) Local funds; (b) Local-in-kind property or services; (c) State funds; (d) State in-kind property or services, and (e) Other Federal funds that are eligible, under Federal law, for use as cost-sharing or matching funds for the underlying agreement. For the Section 5310 Program, local match can come from any of the above noted sources, including other Federal (non-DOT) funds. Using other Federal funds can allow local communities to implement transportation programs with 100 percent Federal funding. One example is Older Americans Act (OAA) Title III-B Support Services.

Rural Transit Program (Section 5311 Program) – The Formula Grants for Rural Areas program provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations of less than 50,000, where many residents often rely on public transit to reach destinations. The program also provides funding for state and national training and technical assistance through the Rural Transportation Assistance Program. Additional information is available at www.transit.dot.gov/funding/grants/grant-programs/formula-grants-rural-areas-5311.

Seniors – For the Section 5310 Program, people 65 years of age and older are defined as seniors.

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

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

APPENDIX F: PARTICIPATING ORGANIZATIONS

The following organizations participated in the planning effort.

God's Way Home, Inc.
CAMC Plateau Medical Center
Fresenius Kidney Care
Greenbriar Council on Aging
ModivCare
Mountain Transit Authority (MTA)
Older Adult – General Public
Pine Lodge – Genesis
Pocahontas County Senior Center
Region IV Planning and Development Council
Valley Works Resource Center
Webster County Senior Citizens
West Virginia Center for Independent Living
West Virginia Department of Transportation – Public Transit
West Virginia University Medical