Coordinated Public Transit - Human Services Transportation Plan
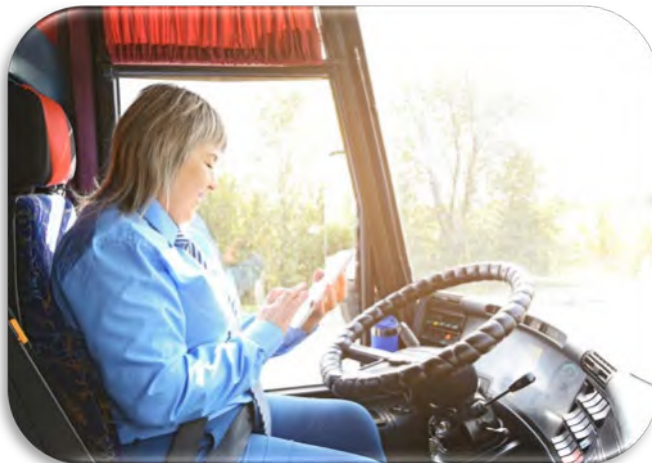## For
Region III: Boone, Clay, Kanawha, and Putnam Counties

November 15, 2023

West Virginia Department of Transportation

Division of Multimodal Transportation Facilities-Public Transit
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Building Five, Room 132
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I. INTRODUCTION

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PURPOSE

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This plan updates the West Virginia Region III Coordinated Public Transit-Human Services Transportation Plan for Boone, Clay, Kanawha, and Putnam Counties. The plan was initially 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 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 transportation and limited resources to meet needs, opportunities to strengthen the local network of transportation services must be explored 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. The methodology used in this plan update includes meaningful efforts to identify the appropriate 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 a public survey.

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 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.

SECTION 5310 FUNDS TRANSFER

The WV Division of Multimodal Transportation Facilities - Transit Section (Transit Section) announced at the second public and stakeholder input meeting for this plan update that it will exercise its option to transfer Section 5310 grant award funds from the small urban program category to the rural program category - or vice versa - if the need arises. This action will begin with the state's Fiscal Year 2024 apportionment for Section 5310 funding from the Federal Transit Administration (FTA). When the Transit Section deems this move necessary, the Transit Section will adhere to FTA Circular 9070.1G requirements. Section III of this circular states:

"**Transfer to Other Areas within the Program:** A State may use funds apportioned for small urbanized and rural areas for projects serving another area of the State if the Governor of the State certifies that all of the objectives of the Section 5310 program are being met in the specified areas. For example, if all objectives of the Section 5310 program are being met in rural areas, funds designated for rural areas may be transferred to urbanized areas of less than 200,000 in population. Funds apportioned to small urbanized and rural areas may also be transferred for use anywhere in the State, including large urbanized areas, if the State has established a statewide program for meeting the objectives of the Section 5310 program. A recipient may transfer apportioned funds only after consulting with responsible local officials, publicly owned operators of public transportation, and nonprofit providers in the area from which the funds to be transferred were originally apportioned. Funds apportioned to large UZAs may not be transferred to other areas."

II. TRANSPORTATION AND MOBILITY NEEDS ASSESSMENT

COMMUNITY MEETING AND PUBLIC SURVEY RESULTS

Community meetings were promoted to the public in local newspapers, websites, and through emails and word-of-mouth. There were two rounds of meetings. During the first round, participants discussed the unmet transportation needs for each county and community within the region, as well as needs and gaps in services that cross jurisdictional boundaries. Meeting participants were also invited to discuss preliminary coordinated transportation goals and strategies that could be implemented to address the identified needs. Meeting participation included senior citizens, individuals with disabilities, and organizations that represent individuals with disabilities and people with low incomes.

A public survey was distributed on-line and in hard copy format. The survey was promoted in local media, on websites, at public meetings, and through emails and word-of-mouth with local stakeholders. The survey was available for three months. There were approximately 72 survey responses from Region III; 2.74 percent of survey respondents were age 65 and older and 30.56 percent of respondents had someone in their household with a disability that limits his or her mobility, or ability to drive or use other available transportation services.

Detailed public survey results, a demographic analysis, and public and stakeholder meeting materials are included in Appendix A.

A summary of salient demographic and survey data points is provided below:

♦ **Population Projections:**
  o Region III's population is projected to decline to 250,008 by 2040, representing a 6.7 percent decrease from 2020.
  o Boone, Clay, Kanawha and Putnam Counties are all projected to experience population decreases.
♦ **Population Density:**
  o Population density varies across Region III, with higher density around Interstate 64 in Kanawha County and portions of Putnam County.
  o Areas of lower densities are scattered throughout the outlying areas of the Region.
  o Transportation planning considers population density; demand response is effective in less dense areas, while fixed route services are more appropriate for high-density areas.
♦ **Population Projection for Older Adults:**
  o Concentrations of individuals over 65 years of age are similar to the overall population, primarily located around Interstate 64 in Kanawha and Putnam Counties.
  o The older adult population in an area is an indicator of potential transit demand.
♦ **Individuals with Disabilities:**
  o Approximately 11 percent to 27 percent of each county's population in Region III reported having a disability.

- o Clay County had the highest percent (27%) of its population with a disability compared to the other three counties. Boone had the second-highest percent of its population with a disability (25.1%).
- o No reliable data is available to define individuals with mobility limitations that prevent them from traveling independently outside of the home.
- ♦ **Household Incomes:**
  - o In Region III, 36 percent of households earn less than $35,000 annually.
    - ▪ Of those earning less than $35,000, 20.7 percent earn less than $10,000 per year.
- ♦ **Zero Vehicle Households:**
  - o 9.1 percent of households in Region III (9,966 households) have no available vehicle.
    - ▪ Areas with the highest concentration of zero-vehicle households are Charleston, Dunbar, Clay, Sissonville, and Handley.
- ♦ **Minority and Limited English Proficiency (LEP) Population:**
  - o Approximately 87 percent to 99 percent of the population in each county is white.
  - o African American individuals are the second most common race, followed by people who are two or more races.
- ♦ **Languages Spoken:**
  - o Most of the population in Region III speaks only English.
  - o Limited English proficiency is reported in various languages, with small percentages in Spanish, French, German, Russian, and other languages.
- ♦ **Managing Transportation Needs:**
  - o Statewide, 20 percent of respondents indicated that they use public transit to manage their transportation needs.
    - ▪ However, in Region III, nearly half of respondents (46%) stated that they use public transit to manage their transportation needs.
  - o In Region III, aside from the 46% percent who stated they use public transit, respondents manage their transportation needs as follows:
    - ▪ 39 percent of respondents stated that they drive their own vehicle to manage their transportation needs
    - ▪ 31 percent ride with a family member or friend
    - ▪ 17 percent walk or ride a bike
    - ▪ 14 percent of respondents in Region III use Uber of Lyft to manager their transportation needs
    - ▪ 14 percent use Medicaid transportation
    - ▪ Three percent use an agency transportation service
- ♦ **Driving Preference:**
  - o Region III respondents who cited a preference for driving as the reason for not using public transportation were significantly lower than the statewide percentage.
- ♦ **Safety and Time Concerns:**
  - o The percentage of Region III respondents expressing concerns about safety or lengthy travel times as reasons for not using public transportation was notably higher than the statewide average.
- ♦ **Frequency and Availability Issues:**
  - o 18 percent of Region III respondents indicated that insufficient frequency of service was a barrier to using public transportation.
  - o 17 percent mentioned the unavailability of public transportation in their residential areas.

- ♦ **Limited Reach:**
  - o 13 percent of Region III respondents reported that public transportation did not cover their needed destinations.
- ♦ **Overall Challenges:**
  - o There is a need for increased education and outreach to inform residents about alternative service options.
  - o These key data points highlight specific reasons for the underutilization of public transportation in Region III, emphasizing the importance of addressing safety concerns, improving service frequency, expanding coverage, and enhancing public awareness about available alternatives.
- ♦ **Temporal Patterns of Transportation Needs**
  - o **12:00 AM - 6:00 AM:**
    - ▪ Employment is the most common trip purpose during this period.
    - ▪ Social/recreational trips are the second most common.
  - o **6:00 AM - 8:00 AM:**
    - ▪ Employment remains the most common trip purpose.
    - ▪ Medical and dental appointments become the second most common.
  - o **8:00 AM - 12:00 PM:**
    - ▪ Medical/dental and shopping trips surpass employment and other purposes.
  - o **12:00 PM - 3:00 PM:**
    - ▪ Medical/dental appointments become the most common need.
  - o **3:00 PM - 6:00 PM:**
    - ▪ Employment trips peak, likely commute home or to the start of a shift.
    - ▪ Shopping trips are a close second.
  - o **6:00 PM - 9:00 PM:**
    - ▪ Social/recreational and shopping become the most common trip purposes.
  - o **9:00 PM - 12:00 AM:**
    - ▪ Social/recreational remains the most common need.
    - ▪ Employment becomes the second most common, likely for the second or third shift.

Meeting participants and survey respondents were asked to identify unmet transportation needs and gaps in available services in the Region. Results from all stakeholder input and the demographic analysis are summarized in the following tables.

Table II.1: 2023 Needs Assessment – Access and Accessibility
Rural transit service options to access healthcare, grocery, wellness, and more
Sidewalk, curb cuts, and road improvements for wheelchair accessibility
More transportation capacity for dialysis appointments
More transportation options across county lines
Enhanced transportation capacity for senior programs
Getting people to major medical centers here and outside of the region (Cleveland, Cincinnati, Columbus, Pittsburgh)
Access to grocery stores or the mobile food pantry

Table II.2: 2023 Needs Assessment – Information and Education
Access to broadband in rural areas so people can use digital platforms if transit providers switch
Transportation literacy
A centralized resource of transportation options
Attract new transit riders
No Wrong Door approach to transportation

Table II.3: 2023 Needs Assessment – Service Characteristics
Safe, accessible and well-maintained vehicles available for public transportation
Convenient and affordable transportation options
Transportation options suitable to transport individuals with disabilities to work
First/last mile transportation

Table II.4: 2023 Needs Assessment – Resources Needed
Technology and structure to coordinate trip needs from agencies and medical providers to a pool of transportation options
Transit service planning software
Training and continued recruitment and retention of drivers
Sidewalk and roadway improvements for access to public transit bus stops
Transit marketing plan to attract new riders

The public survey asked people to identify all of the ways they manage transportation needs. Exhibit II.1 illustrates the comparison between the survey respondents from Region III and the statewide survey results. Statewide, 20 percent of respondents indicated that they use public transit. However, in Region III, nearly half of respondents (46%) stated that they use public transit to manage their transportation needs.

In Region III, 39 percent of respondents stated that they drive their own vehicle to manage their transportation needs, 31 percent ride with a family member or friend, and 17 percent walk or ride a bike. Additionally, 14 percent of respondents in Region III use Uber of Lyft to manager their transportation needs, 14 percent use Medicaid transportation, and three percent use an agency transportation service.

Exhibit II.1: How do you manage your transportation needs?
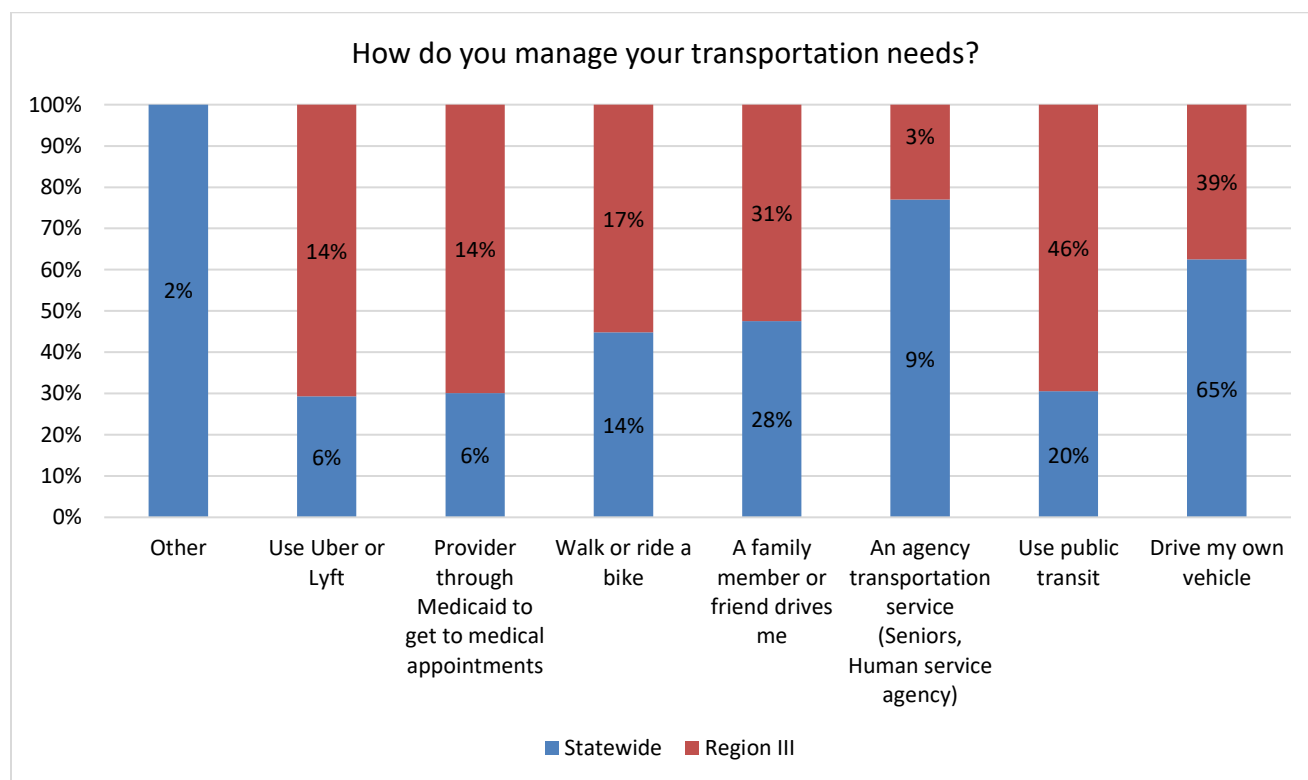
[1] Response totals are more than 100% because respondents could select multiple answers.

Survey respondents were asked to identify why they do not use public transportation. The percent of respondents from Region III who stated that they do not ride transit because they prefer to drive is significantly less than the statewide percentage. The percent of Region III respondents who indicated that they do not ride because they do not feel safe or because it takes too long to get from origin to destination was significantly higher than the statewide percentage. Moreover, 18 percent of Region III respondents indicated that they did not use public transportation because it does not run frequently/often enough; 17 percent said public transportation is not available where they live; and 13 percent stated it does not go where they need to go.

Some or all of these reasons reveal challenges with the public transportation network and indicate a need for additional education and outreach about the available service alternatives that exist.

Exhibit II.2: If you do not use public transportation, why not?

[2]

To understand when transportation is needed and not available (temporal gaps), survey respondents were asked when they need transportation for various trip purposes.

◆ Between 12:00 AM and 6:00 AM, employment was the most common trip purpose needed and social/recreational trip purposes were the second most common.

◆ Between 6:00 AM and 8:00 AM, employment was the most common trip purpose needed. Medical and dental appointments were the second most common trip purpose.

◆ Between 8:00 AM and 12:00 PM, medical/dental trip purposes and shopping outweighed employment and all other trip purposes.

◆ Between 12:00 PM and 3:00 PM, medical/dental trip purposes were the most common need.

◆ Between 3:00 PM and 6:00 PM, employment trips peak again (most likely the ride home after a shift or the ride to the start of a shift). Shopping trip purposes were a close second.

◆ Between 6:00 PM and 9:00 PM, social/recreational and shopping were the most common trip purposes.

◆ Between 9:00 PM and 12:00 AM, social/recreational trip purposes were the most common need. Employment was the second most common need (most likely for the second or third shift).

Exhibit II.3: When do you need transportation for each of the following purposes?

When do you need transportation for each of the following purposes?
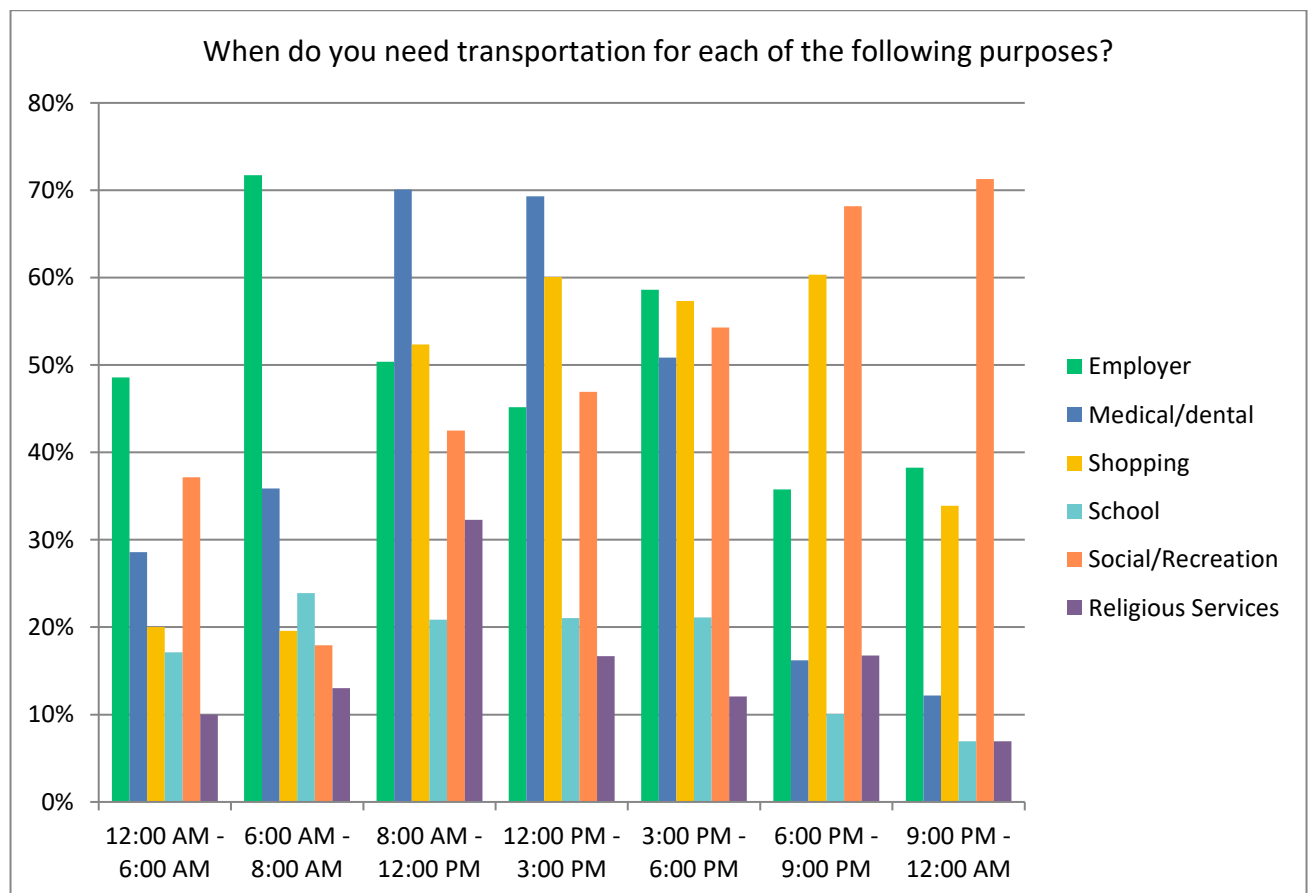
While survey results indicate that many households have access to a personal vehicle and can drive, Census data indicates that there are high densities of zero-vehicle households throughout the region. Households with no available vehicle are likely to depend on public or human service agency transportation resources for day-to-day needs.

Survey results reveal that 25 percent to 28 percent of respondents are unable to run daily errands or attend agency appointments due to a lack of reliable transportation. Twenty-four percent of survey respondents have difficulty getting to work due to a lack of reliable transportation. Others are missing medical appointments because of a lack of transportation (15%). Residents use public transit, human service agency transportation, ride with family members/friends, and walk or bike to access necessary resources. Approximately 46 percent of respondents reported that they use public transportation. When asked why they do not ride public transit, common responses provided were as follows: inaccessible sidewalk infrastructure, lack of earlier or later bus service, insufficient number of bus routes, inaccessible transit shelters, public transit is too crowded, public transit trip times are too long, insufficient weekend transit service, public transit service is unavailable in certain areas, too much traffic congestion, and the current bus service is unreliable.

Further analysis of temporal gaps in transportation indicated there are transportation needs during early morning and evening hours when public, private, and human service agency transportation may not be available in rural areas and Charleston.

III. PREVIOUS RELEVANT PLANS AND STUDIES

2050 Metropolitan Transportation Plan

On September 9, 2021, the 2050 Metropolitan Transportation Plan (MTP) was adopted by the Policy Board of the Regional Intergovernmental Council (RIC). Developed in response to federal mandates and at the request of residents, the MTP serves as the overarching guide for the development of a regional transportation system impacting Kanawha and Putnam Counties. The plan was designed to meet present mobility needs while projecting future transportation demand in the area. The MTP covers goals and requirements for all modes of transportation, including autos, freight, bicycles, pedestrians, and transit. The MTP also looks at air quality and other environmental considerations, safety and security, and financial elements.

FY 2022-2025 Transportation Improvement Program (TIP)

The FY 2022-2025 Transportation Improvement Program (TIP) is required by the US Department of Transportation and is a multi-modal transportation document designed to meet the goals of the Metropolitan Transportation Planning Process. To qualify to receive federal operating or capital assistance, each urbanized area must have a continuous, cooperative, and comprehensive transportation planning process that results in the development of compatible plans and programs.

The TIP for the Charleston, West Virginia Metropolitan Area plans for much-needed transit and highway projects. Identified projects are scheduled for implementation between FY 2022 through FY 2025. The following agencies assisted in the planning process and preparation of the TIP document: the US Department of Transportation's Federal Highway Administration, the Federal Transit Administration, the West Virginia Department of Transportation, the Kanawha Valley Regional Transportation Authority (KVRTA), and local communities.

FY 2023 Unified Planning Work Program (UPWP)

The FY 2023 Unified Planning Work Program (UPWP) contains the FY transportation planning budget as well as the Metropolitan Transportation Plan (MTP) projects that are included in the UPWP as work tasks for Kanawha and Putnam counties.

Comprehensive Safety Action Plan (CSAP)

The Regional Intergovernmental Council (RIC) Regional Comprehensive Safety Action Plan identifies action steps and strategies designed to develop a safer transportation system for Kanawha and Putnam Counties. The planning process brought to light four major areas of concern in the region – intersections, pedestrians, roadway departure, and speed and aggressive driving. The CSAP's objective is to eradicate roadway fatalities and serious injuries through the implementation of the Safe System Approach (SSA), which looks at safe roads, safe road users, safe speeds, safe vehicles, and post-crash

care. The following diverse stakeholders from a variety of disciplines participated in the development of the CSAP: the West Virginia Division of Highways (WVDOH), the Federal Highway Administration (FHWA), the Kanawha Valley Regional Transportation Authority (KRT), and law enforcement and emergency response personnel.

Kanawha Putnam Regional Transportation Plan

The Kanawha Putnam Regional Transportation Plan is the Region's Long Range Transportation Plan. It was completed by the Regional Intergovernmental Council (RIC). The plan involves all aspects of transportation ranging from highways and transit to bicycles and pedestrian access. The complete plan is available on the RIC website (www.wvregion3.org). Sections of the plan that are most relevant to coordinated transportation are discussed in the following paragraphs.

The Transit Element of the plan focuses on KRT, the public transit provider for Kanawha County and portions of Putnam County. KRT routes extend into small portions of Putnam and Fayette Counties. Similar to input received during the Coordinated Public Transit-Human Services Transportation Plan Update, there are ongoing requests for KRT to expand its routes throughout Putnam County. The Kanawha Putnam Regional Transportation Plan revealed that there is insufficient interest and funding available to implement the expansion.

The plan also explored interest in restarting the commuter bus service between Charleston and Huntington, WV. The former commuter route started in January 2009 to control the volume of commuter traffic between the two cities by offering an affordable alternative to driving. The primary funding source for the route was Congestion Mitigation and Air Quality Act funding (CMAQ), a Federal funding program intended for new programs that improve air quality. When CMAQ grant funding was finished in 2012, the passenger fare was increased and the operating costs were shared by KRT, the State of West Virginia, and the Tri-State Transit Authority (TTA). The combination of increased fares and decreasing gas prices brought about declining ridership on the route. The service was discontinued in 2015 due to low productivity.

The Long Range Plan also explores the valuable Amtrak Cardinal route providing service from Chicago, IL to New York, NY, and stops in Charleston, Huntington, and other West Virginia communities. In 2016, local communities, universities, and other public and private interests built a coalition to seek improvements for the Cardinal route – including daily service. According to the West Virginia State Rail Plan, at the time of the report, daily service would depend upon ridership and revenue increases as well as improved connectivity to significant passenger trip generators, such as universities, hotels, and ski resorts. Improved connectivity could be shared by public, private, or non-profit transportation providers in the Charleston area. As of May 2019, daily service on the Cardinal route had not been implemented.

The Long Range Plan also included an analysis to address the increasing volume of bicycle and pedestrian travel in the Region. Non-motorized transportation is a common alternative for residents of all ages to travel between residential and commercial locations.

In 2013, with the passage of Senate Bill 158, West Virginia created the Complete Streets Advisory Board composed of various agencies including the West Virginia Department of Transportation (WVDOT). Locally, in 2016, RIC formed a Bicycle and Pedestrian Advisory Committee in collaboration with local community members and bicycle activists. The committee convenes several times per year and promotes widespread participation.

The RIC Bicycle and Pedestrian Advisory Committee and Steering Committee developed the following Long Range Plan goals:[3]

♦ Increase bicycle and pedestrian connectivity between population centers and educational institutions, public recreational areas, and retail/entertainment activity centers in Kanawha and Putnam Counties.
♦ Improve safety and user comfort levels on all bicycle and pedestrian facilities.
♦ Increase public awareness of bicycle and pedestrian facility locations.
♦ Promote education on bicycle safety among both motorized and non-motorized users.
♦ Promote the adoption and implementation of the Complete Streets concept within each community in Kanawha and Putnam Counties. The Complete Streets Initiative promotes safer streets designed to serve all citizens, including motorized and non-motorized transportation.

Bike & Trail Master Plan

In 2016, Charleston released its Bike & Trail Master Plan which describes an expanded network of bikeways and trails connecting all parts of the city and supports multi-modal travel choices. Ten priority projects are included in the plan.

Kanawha-Putnam Bicycle and Pedestrian Plan

In 2019, the Regional Intergovernmental Council (RIC) completed the Kanawha-Putnam Bicycle and Pedestrian Plan which will serve as a guide for communities in Kanawha and Putnam counties interested in enhancing bicycle and pedestrian access, mobility, and safety. The Plan provides a strategy for the implementation of recommended improvements to a network of bikeways, trails, and pedestrian facilities. Strategies were developed with input from a stakeholder committee that met several times throughout 2018 to develop priorities and recommendations. The goals for the plan were as follows:

♦ Increase bicycle and pedestrian connectivity between population centers, educational institutions, public recreational areas, and retail/entertainment activity centers in Kanawha and Putnam Counties.
♦ Improve safety and user comfort levels on all bicycle and pedestrian facilities.

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[3] Kanawha Putnam Regional Transportation Plan, Regional Intergovernmental Council.

- Increase public awareness of bicycle and pedestrian facility locations.
- Promote education on bicycle safety among both motorized and non-motorized users.
- Promote the adoption and implementation of the Complete Streets concept within each community in Kanawha and Putnam counties.
- Incorporate bicycle and pedestrian improvements into the transportation network and development projects.
- Institutionalize bicycle and walking friendliness as core values of County and Municipal projects, policies, and programs.

Goals were prioritized using a pre-determined set of criteria. Extensive public involvement was conducted and the opportunity for funding and programs was thoroughly evaluated. It was determined that bicycle and pedestrian improvements should be combined with planned roadway improvements where feasible, potential improvements such as pavement rehabilitation, and/or drainage maintenance or safety projects. Several potential public funding programs could support improvements including the National Highway System, Surface Transportation Block Grant Program, and Congestion Mitigation/Air Quality Program funds which are being used for maintenance or safety funds and can be applied to include the pedestrian and bicycle recommendations. Other public programs include Transportation Enhancement activities through the Transportation Alternative Program and Safe Routes to School, the Highway Safety Improvement Program, and the Recreational Trails Program. Private funding is also an option.

CONCLUSION

Region III has many important and effective transportation resources that are vital to the local population. Ongoing studies recognize the need for maintaining a network of services that incorporates motorized and non-motorized modes of transportation. Residents and stakeholders have expressed goals of expanding rural demand response services for access to wellness, healthcare, grocery, and entertainment; improving sidewalks near bus stops so that people using wheelchairs can safely access public transit; developing methods of improving driver recruitment and retention, including volunteer drivers; making transportation information easily and prominently available throughout the Region and educating people about the benefits of transit; identifying cost-effective technology to assist in scheduling and dispatching; replacing and expanding vehicle fleets, including accessible vehicles, to meet demand and address gaps in access to transportation; and building a robust and flexible network of transportation options. These and other goals, in addition to accompanying strategies and action steps, will be discussed in Chapter VI.

IV. TRANSPORTATION PROVIDER INVENTORY

This chapter provides a list of Region III transportation providers. Human service transportation provides rides to specific segments of the population, such as seniors, individuals with disabilities, people with low incomes, or veterans. Many human service transportation agencies are social services organizations that provide transportation as an ancillary service to their clients only. Some human service transportation and Non-Emergency Medical Transportation (NEMT) providers are regional, offering service in multiple counties.

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

PUBLIC TRANSIT – Open to the General Public
Kanawha Valley Regional Transportation Authority (KRT)
Tri-River Transit

HUMAN SERVICE AGENCIES AND/OR SENIOR SERVICES – Open to a segment of the population   based on eligibility criteria

Appalachian Center for Independent Living
Boone County Community Organization
Clay Senior and Community Services, Inc.
Hansford Senior Services (Friends of Hansford)
KAT (Kanawha Alternative Transit)
Kanawha Valley Senior Services, Inc. (KVSS)
Kanawha County Emergency Ambulance Authority
Prestera Center
Putnam County Aging Program, Inc.
United Way of Central West Virginia Retired and Senior Volunteer Program (RSVP)
Veterans Administration
YMCA

PRIVATE TRANSPORTATION SERVICES

C&H Taxi	Ready Transport Services
Elite Limousine	Teays Valley Taxi
Express Cab Company	

OTHER TRANSPORTATION SERVICES

Amtrak	Yeager Airport
Barons Bus	Transportation Network Companies
Greyhound	Uber/Lyft

MAJOR TRIP GENERATORS

Major trip generators are destinations frequently served by public, private, human service agency and/or senior transportation providers such as medical facilities, nutrition sites, apartment complexes, senior centers, employers, shopping, and entertainment venues. Each transportation provider that participated in the coordinated transportation plan effort provided a list of the top destinations served or requested to serve. Exhibit IV.1 depicts the location of major trip generators throughout the region. As illustrated in the map, most trip generators are located in Charleston and South Charleston. The destinations include medical facilities, human service agencies, shopping areas, schools, and apartment complexes.

It is important to understand that while many of the major trip generators are located in the larger communities of Boone, Kanawha, and Putnam Counties, the individuals needing a ride to and from those destinations live outside of the core area and beyond the KRT fixed route service area (including the three-fourths of a mile service area boundary for KRT ADA paratransit). There are limited trip generators in Clay County.

Transportation providers are challenged by providing effective and efficient transportation to a large service area that has a relatively low population density outside Charleston and the corridor between South Charleston and Teays Valley. Furthermore, hours of operation for rural public and human service agency transportation services are not as extensive as KRT and the private taxi operators, further limiting access to major destinations for individuals living in the rural portions of the region. Therefore, access to employers and services is limited both geographically and temporally.

Exhibit IV.4: Region III Major Trip Generators
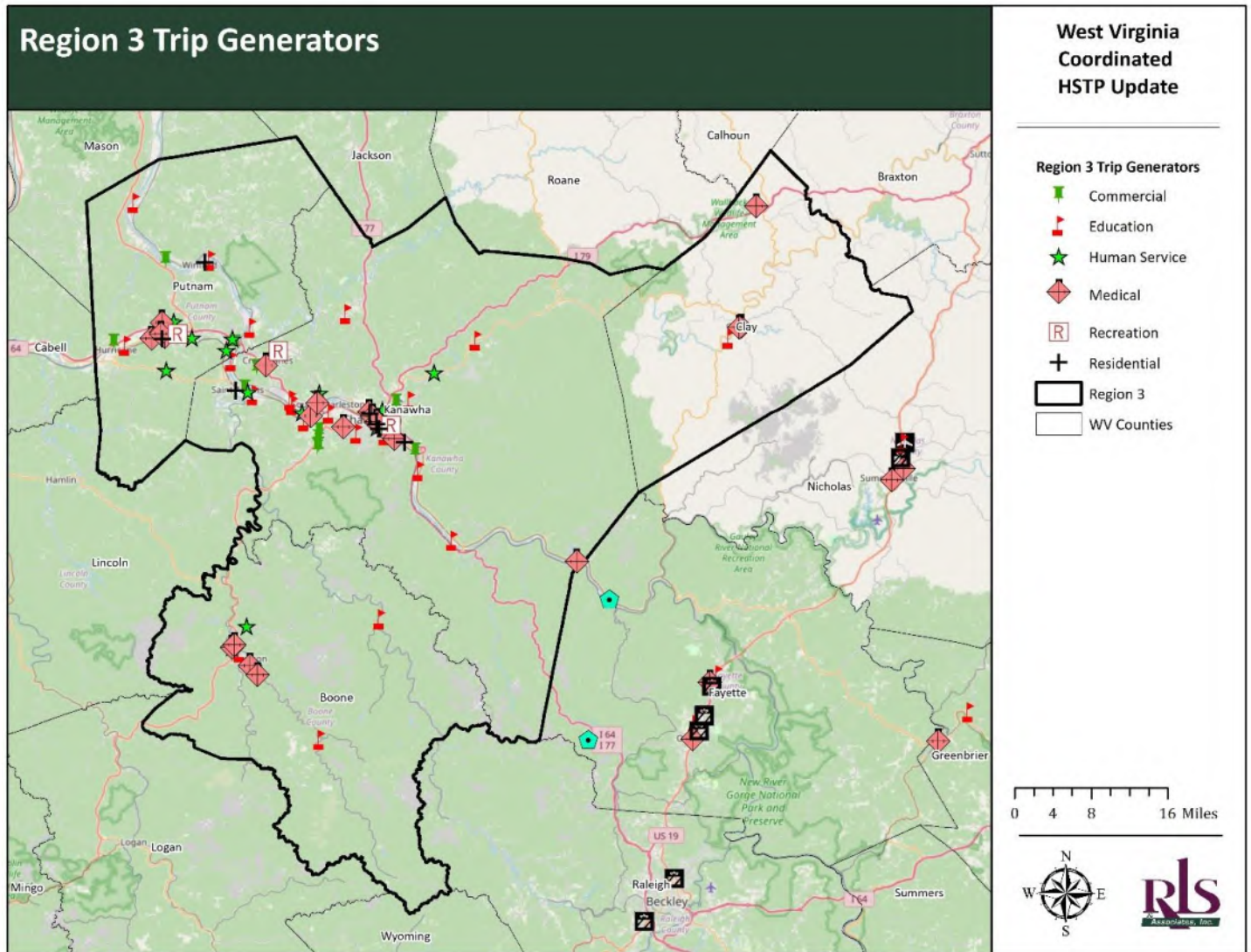
V. REVIEW OF PROGRESS SINCE 2019 COORDINATED PLAN UPDATE

The 2019 Plan Update included the goals and objectives listed in the following tables. In 2019, the primary foci for addressing unmet needs and gaps in services were improving communication among transportation providers in the region; maintaining current levels of transportation services for older adults, individuals with disabilities, and people with low incomes; ensuring that vehicles are equipped to provide safe, accessible transportation services; developing coordinated outreach strategies; implementing a centralized call center for trip scheduling; connecting the four counties through public transit; developing new transportation services for rural areas; and implementing formal transfer points at the Kanawha County lines.

During the 2023 Plan Update process, the transportation providers indicated that progress has been made in addressing the 2019 coordination goals. The following tables display the 2019 goals and objectives and the progress made in achieving these goals.

2019 Goal #1: Improve Communication Among Transportation Providers and Other Stakeholders in the Region and Throughout West Virginia.	
Action Steps	1. Distribute the Coordinated Public Transit – Human Service Agency Transportation Plan Update to Directors of human service agency programs including programs for seniors, individuals with disabilities, and people with low incomes. Also share the plan with local elected officials, non-profit organizations, and other interested parties.
	2. Establish an effective communication network among regional coordination partners. Start this network with the development and/or update of a regional transportation resource guide available in print and electronic versions. Consider making a poster that explains the purpose of the resource guide, how to use it, and where to get additional information. Put the poster in waiting areas at human service agencies and in other places where the public might gather or read a bulletin board.
	3. Facilitate annual regional public and stakeholder input meetings with the mobility manager. Stakeholders provide updates on progress toward meeting all of the goals and challenges to successfully implementing the action steps. Also, discuss amendments to the plan such as adding new transportation providers/programs or updating the goals and priorities.
	4. Active regional representation in one or more statewide committees or councils such as the West Virginia Transit Association as an opportunity to share information about mobility management and coordination goals, successes, and challenges with other transportation providers.
Progress: The public transportation providers participate in the West Virginia Public Transit Association meetings which provides a statewide committee to discuss prevailing challenges and issues with peers across the state. The United Way has established the 211 network which includes information about how to obtain transportation and other services.	

2019 Goal #1: Improve Communication Among Transportation Providers and Other Stakeholders in the Region and Throughout West Virginia.	
Action Steps	1. Distribute the Coordinated Public Transit – Human Service Agency Transportation Plan Update to Directors of human service agency programs including programs for seniors, individuals with disabilities, and people with low incomes. Also share the plan with local elected officials, non-profit organizations, and other interested parties.
	2. Establish an effective communication network among regional coordination partners. Start this network with the development and/or update of a regional transportation resource guide available in print and electronic versions. Consider making a poster that explains the purpose of the resource guide, how to use it, and where to get additional information. Put the poster in waiting areas at human service agencies and in other places where the public might gather or read a bulletin board.
	3. Facilitate annual regional public and stakeholder input meetings with the mobility manager. Stakeholders provide updates on progress toward meeting all of the goals and challenges to successfully implementing the action steps. Also, discuss amendments to the plan such as adding new transportation providers/programs or updating the goals and priorities.
	4. Active regional representation in one or more statewide committees or councils such as the West Virginia Transit Association as an opportunity to share information about mobility management and coordination goals, successes, and challenges with other transportation providers.

Challenges:

No established network or committee in the region includes human service agencies and public or private transportation providers. The lack of such a committee makes it a challenge for the key stakeholders to maintain consistent communication with each other and to work toward solutions.

2019 Goal #2: Maintain Current Levels of Transportation Services for Older Adults, Individuals with Disabilities, and People with Low Incomes. Ensure that Vehicles are Equipped to Provide Safe, Accessible Transportation Services.	
Action Steps	1. Transportation providers will inform WVDOT about vehicle specification preferences so that the selection of vehicles to be purchased from the WVDOT contract will be appropriate for local transportation needs. Vehicles will be appropriate and user-friendly for people with disabilities as well as those who do not need a ramp or lift.
	2. Acquire vehicles that are equipped with ramps to accommodate ambulatory individuals who use walkers or canes, through WVDOT grant applications or local funding sources. Explore vehicle specifications where ramps are stored under the floor rather than upright inside the vehicle.
	3. Collaborate to ensure that affordable and qualified maintenance technicians are available to all transportation providers, including public, volunteer, private, and non-profit organizations, as well as for contracted drivers working for app-based transportation companies.

Progress:

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2019 Goal #1: Improve Communication Among Transportation Providers and Other Stakeholders in the Region and Throughout West Virginia.	
Action Steps	1. Distribute the Coordinated Public Transit – Human Service Agency Transportation Plan Update to Directors of human service agency programs including programs for seniors, individuals with disabilities, and people with low incomes. Also share the plan with local elected officials, non-profit organizations, and other interested parties.
	2. Establish an effective communication network among regional coordination partners. Start this network with the development and/or update of a regional transportation resource guide available in print and electronic versions. Consider making a poster that explains the purpose of the resource guide, how to use it, and where to get additional information. Put the poster in waiting areas at human service agencies and in other places where the public might gather or read a bulletin board.
	3. Facilitate annual regional public and stakeholder input meetings with the mobility manager. Stakeholders provide updates on progress toward meeting all of the goals and challenges to successfully implementing the action steps. Also, discuss amendments to the plan such as adding new transportation providers/programs or updating the goals and priorities.
	4. Active regional representation in one or more statewide committees or councils such as the West Virginia Transit Association as an opportunity to share information about mobility management and coordination goals, successes, and challenges with other transportation providers.

KRT and the Section 5310 program recipients inform the Transit Section about preferences for a selection of vehicles that can be purchased from the state contract.

Public transportation providers and C&H Taxi continue to acquire wheelchair accessible vehicles and are providing increasing levels of both demand response services and scheduled routes.

The State Transit Section has ordered 70 vehicles for the rural transit providers (statewide) and they are expected to arrive in 2023 and 2024. Delivery of the vehicles is dependent upon vehicle manufacturing schedules.

Challenges:
The COVID-19 pandemic and post-COVID have created unprecedented shortages for the transit workforce and vehicle supply chain. As a result, transportation providers have at times struggled to maintain the levels of service operated in 2019. By 2023, service levels are beginning to stabilize as additional drivers are hired and vehicles are replaced. Transportation providers continue to work toward maintaining current levels of service, at a minimum.

2019 Goal #3: Develop Coordinated Outreach Strategies.	
Action Steps	1. Apply to WVDOT for funding to support a Mobility Manager for the Region.
	2. Collaborate to develop shared marketing, outreach opportunities, and approaches to educate the public about transportation options.
	3. Create a printed resource with complete information about all transportation options.
	4. Provide up-to-date information to WVDOT for the online Statewide Transportation Directory and to West Virginia 211 for phone-based referrals.
	5. Plan and design an app for access to transportation information, trip planning, and potentially trip scheduling.

Progress:

West Virginia 211 continues to provide information about available transportation services. As the Medicaid brokerage system in West Virginia becomes more established over time, it has successfully advanced the network of providers in the region. The program continues to work toward effectively meeting demand with limited drivers and vehicles.

In 2023, Bridging Resources initiated the **No Wrong Door** resource (www.bridgingresourceswv.org) to coordinate services that are available to older adults and individuals with disabilities. The software was developed with input from a statewide advisory board. Public transit was not on the Board, but Bridging Resources would like to include them in the future. Transportation resources are included in the No Wrong Door directory.

WV Transit Section is working with a consultant to develop a cohesive marketing plan for the state.

Challenges:

Progress toward creating and developing a shared marketing or outreach effort has struggled as a lead agency has not stepped forward to assume responsibility for implementing the new effort.

The COVID pandemic also delayed the ability to collaborate as each agency struggled to meet the changing transportation needs that they experienced within their programs.

	2019 Goal #4: Implement a Centralized "Call Center" for Trip Scheduling.
Action Steps	1. An eligible organization will develop and apply for funding to design, develop, and implement an app for coordinated trip scheduling. Eligible organizations have the option to partner with private organizations to design the most cost-efficient and effective program.
	2. The lead agency will develop formal contractual agreements with partner organizations that will participate in the trip sharing by providing service information and accepting trip requests at a mutually agreed-upon price.
	3. Once funding is secured, create and submit an RFP for a vendor to set-up the app.
	4. Implement and market the new app and services.
	5. Expand the use of the app to organizations that could schedule transportation on behalf of their customers (such as hospitals and medical offices).

Progress:
- KRT is working toward the implementation of an on-line trip-scheduling app for riders.

Challenges:
- Limited funding for planning and technology to develop a centralized trip coordination platform.
- No public transportation system has taken the lead in developing a centralized call center for trip scheduling with multiple providers. Priorities shifted to providing transportation during the COVID pandemic and then, adjusting to limited vehicle and driver resources. Progress toward this goal was delayed but it continues to be a goal.

	2019 Goal #5: Achieve Multi-County Regional Connectivity and Develop New Transportation Services in Rural Areas.	
Action Steps	1. Implement transportation services to operate one-to-two days per week in Putnam and Clay Counties to improve access to grocery stores and pharmacies for older adults, people with disabilities, and individuals with low incomes. Consider implementing the service under an organization that is eligible to apply for Federal Transit Administration funding and contracting the service to a private operator. Contracted service that meets the definition of Capital Cost of Contracting is eligible as a capital cost and requires only a 20% local match (as opposed to a 50% local match for operating dollars).
	2. Transportation providers and other community partners will develop new services that will connect existing rural transit and human service agency transportation service areas with KRT. These programs could be any mode of service and may include community-based circulators, scooters, or bike-share (where appropriate infrastructure is available), or other "first/last mile" shuttles that bring passengers to the nearest KRT bus stop.

Progress:
- Private transportation providers work to address the gap in multi-county services and to serve the rural areas of the region, including Clay and Putnam Counties.

Challenges:
- Travel patterns and levels of demand shifted during and after the COVID-19 pandemic.
- Ensuring effective communication and collaboration between all involved parties.
- Addressing potential resistance or concerns from existing transit providers or community members.
- Developing a long-term funding strategy for ongoing operational and maintenance costs associated with multi-county trips.
- Establishing mechanisms for continuous community feedback and service evaluation.
- Navigating complex federal and state regulations governing transit services.
- Ensuring that all proposed services adhere to safety and accessibility standards.

	2019 Goal #6: Implement Formal Transfer Points at the Kanawha County Lines.	
Action Steps	1. KRT and private and human service agency transportation providers in Montgomery will work together to implement a connection/transfer point in Montgomery to connect Fayette County with Charleston.
	2. Public, private, and human service agency transportation providers will work with the Department of Veterans Assistance (DVA) to discuss opportunities for veterans to transfer to/from another agency's vehicles to complete a multi-county trip. It was noted during the study that the DVA provides transportation throughout the state and opportunities for transfers with local providers may exist.
	3. Transportation providers and other community partners will develop new services that will connect existing rural transit and human service agency transportation service areas with KRT. These programs could be any mode of service and may include scooters or bike-

2019 Goal #6: Implement Formal Transfer Points at the Kanawha County Lines.	
	share (where appropriate infrastructure is available), or other "first/last mile" shuttles that bring passengers to the nearest KRT bus stop.

Progress:
- KRT intends to continue to work toward connecting with rural transit, human service agencies, and private transportation providers to facilitate trips that cross county lines into or out of the KRT service area.
- C&H Taxi and KRT each have explored potential technology platforms that will promote mobility management and coordination of resources.

Challenges:
- Transportation providers are focused on serving existing needs and sustaining services during and after the COVID-19 pandemic and have not had the staff capacity to expand upon mobility management opportunities.
- Addressing potential resistance or concerns from existing transit providers or community members.
- Developing a long-term funding strategy for ongoing operational and maintenance costs.

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 III 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 III 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.

Despite COVID, local transportation stakeholders have made commendable progress toward addressing the needs identified in 2019 through creative strategies like mobile food pantries, subsidized health-related transportation, mobilized healthcare solutions, and a **No Wrong Door** information resource for individuals with disabilities and older adults that was created by Bridging Resources. Chapter V describes the 2023 goals, strategies, and action steps identified by the participating stakeholders to continue progress in developing effective coordination and mobility management structures.

VI. GOALS, STRATEGIES AND IMPLEMENTATION

2023 GOALS AND STRATEGIES

This chapter updates the goals, strategies, and implementation steps for coordinated transportation in Region III to address the unmet transportation needs and gaps in services identified by the public, local stakeholders, senior citizens, and individuals with disabilities. The following goals and strategies outline an approach to working together for the best use of existing resources and to plan for future changes and expansions. These strategies were refined during the second regional meeting and through feedback from participating stakeholders. Appendix A contains notes and sign-in sheets from all regional meetings.

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

GOAL #1: ENSURE RURAL COMMUNITIES CAN ACCESS THE SOCIAL DETERMINANTS OF HEALTH.

Goal #1 focuses on committing to equitable access and community health by ensuring that rural communities in Region III can conveniently and reliably access critical destinations such as medical facilities, grocery stores, food pantries, and social services, through an efficient and well-integrated public transit system. By adopting strategies like expanding rural demand response services throughout all counties, improving transportation education and outreach, and improving sidewalks and access to bus stops, Region III can foster improved access to health care, education, employment, and other social determinants of health for its communities. Undertaking this work can enhance the quality of life for all residents while promoting the overall health and well-being of underserved rural areas in Region III.

Local stakeholders indicated that a solid mix of both on-demand and fixed route services are needed to provide the mobility that is needed for rural communities. In Putnam County, door-to-door transportation is available, including for non-emergency medical transportation, groceries, and errands. The service is available from 4:00 AM to 6:00 PM.

Goal #1: Ensure Rural Communities Can Access the Social Determinants of Health	
Strategy	**Expand Rural Demand Response Services for Access to Wellness, Healthcare, Grocery, and Entertainment.**
Action Steps	1. **Provide Curb-to-Curb/ Door-to-Door transportation options in all counties.**
	2. **Ensure transportation operators can cross county lines without funding or jurisdictional obstacles.**
Parties Responsible for Leading Implementation	• KRT • Private and non-profit transportation providers
Parties Responsible for Supporting Implementation	Regional agencies/organizations that provide and/or fund transportation services for older adults, individuals with disabilities, and/or people with low incomes: • Local offices of human service agencies • Non-profit organizations • Faith-based organizations • Public transportation providers • Private transportation partners
Resources Needed	• Planning for strategic deployment of additional demand response services that extend into the surrounding counties that are outside of KRT's service area • Additional funding to support operating costs associated with expanded services
Potential Cost Range	Costs will be based on the level of service provided and the actual operating costs of the transportation provider.

Goal #1: Ensure Rural Communities Can Access the Social Determinants of Health	
Strategy	**Expand Rural Demand Response Services for Access to Wellness, Healthcare, Grocery, and Entertainment.**
Potential Funding Sources	Grants and contracts for services paid by the human service agencies, employers, or local communities to the transportation provider that benefits from the expanded services. If using FTA funds, local match may be derived from contracts for service, grants from non-profit agencies, and local government funding. Funding from other non-US DOT federal programs is often allowable as a local match.
Performance Measures or Targets	• Expanded transportation service is explored and planned for the areas with the highest densities of zero vehicle households, older adults, and individuals with disabilities. These groups are the most likely to need access to transportation in rural areas. • Costs for expanded service are defined based on the planning activities. • Transportation providers identify revenue to implement a pilot service. • If demand exists, additional revenue is identified to sustain the service.
Needs or Gaps Addressed	• Rural transit service options to access healthcare, grocery, wellness, and more • More transportation options across county lines • Enhanced transportation capacity for senior programs • Access to grocery stores or the mobile food pantry • Reliable access to employment opportunities
Priority Level and/or Timeframe	• Priority Ranking: High to Moderately-High • Implementation timeframe: Three Years

GOAL #2: PROVIDE ACCESSIBLE PUBLIC TRANSIT OPTIONS TO PEOPLE WITH DISABILITIES.

Goal #2 is all about embracing the significance of inclusivity and equal access through the creation of a comprehensive and seamless transit system that meets the needs of people with mobility limitations in Region III. The intent is to achieve this goal by improving sidewalks near bus stops so that people using wheelchairs can safely access public transit.

Improving sidewalks around bus stops for wheelchair accessibility satisfies legal requirements for accessible infrastructure while also improving general community accessibility, benefiting those with disabilities and the elderly who depend on public transportation to access medical facilities, grocery stores, and human services agencies in the area.

Goal #2: Provide Accessible Public Transit Options to the Mobility Impaired.	
Strategy	**Improve Sidewalks near Bus Stops so that People Using Wheelchairs Can Safely Access Public Transit.**
Action Steps	1. **Conduct a thorough examination of current bus stops and their surrounding walkways to identify spots with insufficient accessibility. Placement should be prioritized based on variables such as ridership, proximity to critical services, and possible use by people with disabilities.**
	2. **Improve roadways.**
	3. **Provide communities with new sidewalks to enhance walkability, accessibility, and connectivity.**
	4. **Address curb-cuts and ramps.**
	5. **Plan bus routes in conjunction with initiatives to enhance sidewalks. Give special priority to stops that are close to busy roads and important locations like hospitals, supermarkets, and schools.**
Parties Responsible for Leading Implementation	• Regional Intergovernmental Council (RIC) • The City of Charleston and State of West Virginia (depending on right-of-way ownership)
Parties Responsible for Supporting Implementation	• Regional Intergovernmental Council (RIC) • KRT • County and local governments • Agencies and organizations that serve older adults, individuals with disabilities, and people with low incomes must notify leaders of areas of improvement
Resources Needed	• Sidewalk and roadway improvements for access to public transit bus stops. • Funding to improve infrastructure • Tools to communicate to KRT riders the areas where bus stop access improvements have been made and areas where sidewalks and curb-cuts may still be limiting access to bus stops.

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Goal #2: Provide Accessible Public Transit Options to the Mobility Impaired.	
Strategy	**Improve Sidewalks near Bus Stops so that People Using Wheelchairs Can Safely Access Public Transit.**
Potential Cost Range	To be determined through the regional planning process.
Potential Funding Sources	• Federal, State, and Local funding for infrastructure improvements and maintenance • Federal Transit Administration and Federal Highway Administration flex funding to promote safer routes to transit (www.transit.dot.gov/funding/grants/grant-programs/flexible-funding-transit-and -highway-improvements)
Performance Measures or Targets	• The number of KRT bus stops and rural area bus stops that change from not being accessible due to lack of sidewalk, broken sidewalk, or curb-cut is reduced. • The number of passenger complaints about not being able to access a bus stop due to infrastructure is reduced. • The number of pedestrian injuries and fatalities declines.
Needs or Gaps Addressed	• Sidewalk, curb cuts, and road improvements for wheelchair accessibility • Individuals in a mobility device can safely access public transit stops
Priority Level and Timeframe	• Priority Ranking: Moderately High • Implementation timeframe: One to five years, and ongoing.

GOAL #3: CREATE CAPACITY TO PROVIDE PUBLIC TRANSIT SERVICES TO THE COMMUNITY.

Goal #3 focuses on ensuring a consistent supply of transit drivers to lay the foundation for a functional and efficient transit system. By creating a sustainable supply of qualified drivers, Region III can build its human capital capacity to provide effective and reliable public transit services to the community.

Goal #3: Create Human Capital Capacity to Provide Public Transit Services to the Community.	
Strategy	**Develop Methods of Improving Driver Recruitment and Retention, Including Volunteer Drivers.**
Action Steps	1. **Work with human service agency programs and probation offices.**
	2. **Work with local colleges to use interns for mechanics.**
	3. **Develop a regional or statewide driver recruitment program. The recruitment program should utilize a variety of channels, including online job boards, community events, and partnerships with local organizations. See the Illinois example at: https://storymaps.arcgis.com/stories/062df18e709c4083850eeb22e113ef6b**
	4. **Develop a volunteer recognition program that celebrates volunteer drivers for their contributions to the community.**
	5. **Partner with community organizations to create a volunteer matching program that identifies and recruits potential volunteer drivers.**
Parties Responsible for Leading Implementation	• All transportation providers • West Virginia Public Transit Association
Parties Responsible for Supporting Implementation	• West Virginia Department of Health and Human Resources • West Virginia Department of Transportation - Transit Section • Local schools and colleges
Resources Needed	• An organization must take the lead in organizing resources and developing a coordinated method for improving driver recruitment. • Website to use as a resource for information about available transit work opportunities. • Videos and testimonials from existing transit drivers and staff.
Potential Cost Range	• Up to $500 to develop a webpage and maintain the data and information. Webpage could be hosted on a partner agency site, if permissible.
Potential Funding Sources	• Public transit operating funds

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Goal #3: Create Human Capital Capacity to Provide Public Transit Services to the Community.	
Strategy	**Develop Methods of Improving Driver Recruitment and Retention, Including Volunteer Drivers.**
Performance Measures or Targets	- Driver and transit staff testimonial videos are produced. - Information about open positions and job descriptions from all transportation providers that are hiring is collected and compiled into a resource page. - Webpage/website is created and shared with all partner agencies to promote work opportunities in the transit industry. - The number of unfilled transit positions (paid and volunteer) is reduced. - A recognition program for volunteer drivers is created and shared across the region. - Transportation providers can regain pre-COVID levels of service and/or meet demand within their available operating budgets because the majority of driver positions are filled.
Needs or Gaps Addressed	- Enhanced transportation capacity to meet trip requests during existing operating hours. - Expanded transportation service areas and/or hours of operation to meet demand.
Priority Level and Timeline	Priority Ranking: Medium Implementation timeframe: Six-months to one-year

GOAL #4: CREATE A TRANSIT-INFORMED COMMUNITY.

Goal # 4 focuses on creating a transit-informed community, which entails cultivating a culture in which citizens, companies, and local stakeholders are educated, engaged, and empowered to make informed public transportation decisions.

By building a transit-informed community, Region III can lay a solid foundation of awareness, involvement, and support for public transportation. Region III can build a culture in which public transportation is recognized as an intrinsic part of everyday life by encouraging cooperation, education, and community engagement, resulting in improved mobility, connection, and quality of life for all residents.

Goal #4: Create a Transit-Informed Community.	
Strategy	**Make Information about Transportation Easily and Prominently Available throughout the Region and Educate People about the Benefits of Transit.**

Action Steps	1. **Add/enhance transit to the call center for information and referrals.**
	    a. **West Virginia 211 (United Way of Central West Virginia)**
	    b. **No Wrong Door (Bridging Resources)**

	2. **Develop informational one-pagers, videos, and travel training about how to use transit and its benefits.**
	3. **Provide WIFI/hotspots on transit vehicles and mobile food pantries to give more people access to online resources.**
	4. **Create a transit advisory committee (TAC) for Region III. The TAC could be comprised of community members, transit users, human services agencies, and employers in the region.** a. **The role of the TAC can be to provide ongoing feedback about transit services in the region.**
Parties Responsible for Leading Implementation	• KRT • United Way
Parties Responsible for Supporting Implementation	• Regional Intergovernmental Council • Bridging Resources West Virginia (Metro Area Agency on Aging) • Agencies and organizations that participated in the coordinated plan • The mobile food pantries offers a WIFI hotspot so people can access information about transit or any other services.

Goal #4: Create a Transit-Informed Community.	
Strategy	**Make Information about Transportation Easily and Prominently Available throughout the Region and Educate People about the Benefits of Transit.**
Potential Cost Range	Costs vary depending on the scope of the effort and the types of outreach materials and events conducted. Enhanced outreach and marketing typically range from $5,000 to $10,000 per year.
Potential Funding Sources	• FTA grant programs including the potential use of Section 5310 program funds for mobility management and travel training • Foundation grants or local, state, or federal (non-US DOT) funding programs
Performance Measures or Targets	• Enhanced marketing and outreach effort is designed and created. • Enhanced marketing and outreach effort is deployed. • Travel training is implemented and utilized including KRT and other transportation programs. • Increased transit ridership following the new outreach efforts. • Survey results indicate an improved awareness of public transit. • A number of WIFI hotspots are now available on transit vehicles and mobile food pantries.
Needs or Gaps Addressed	• Transportation literacy • Attract new transit riders • Improve access to the internet through WIFI hotspots • No Wrong Door approach to transportation
Priority Level and/or Timeline	• Priority Ranking: High • Implementation timeframe: One year to implement, then ongoing execution and improvements to the program

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GOAL #5: LEVERAGE TECHNOLOGY TO CREATE COST-EFFICIENCY AND COST-EFFECTIVENESS.

Goal #5 is all about discovering how Region III can use technological innovation to streamline operations, improve services, and ultimately save money while offering better transportation alternatives for the community.

Goal #5: Leverage Technology to Create Cost-Efficiency and Cost-Effectiveness.	
Strategy	**Identify Cost-Effective Technology to Assist in Scheduling and Dispatching.**
Action Steps	1. **Connect with C&H Taxi to learn more about the technical capabilities of the Link platform and app. The platform has multiple layers and features an affiliate layer that would allow the addition of partners. Jeb is willing to host an open house at C&H and allow community partners to visit and experience how the platform works. He is also willing to facilitate a virtual meeting to display the technology to the community.**
	2. **KRT and other local transportation providers will team up with local companies to explore the most effective technology packages to include scheduling and dispatching for providers and customer-facing access to information and trip planning.**
Parties Responsible for Leading Implementation	• C&H Taxi • KRT • Private, public, and human service agency transportation providers
Parties Responsible for Supporting Implementation	• C&H Taxi • KRT • Other partner transportation providers that also purchase and use the same technology
Resources Needed	• Technology & structure to coordinate trip needs from agencies and medical providers to a pool of transportation options • Transit service planning software • Funding to purchase and maintain the software • Skilled/Trained staff to use the software to its full functionality • Outreach plan to train and educate both drivers and riders prior to implementation
Potential Cost Range	• Transportation software price quotes should be collected and evaluated from multiple potential vendors while deciding upon the most appropriate platform for this region.

Goal #5: Leverage Technology to Create Cost-Efficiency and Cost-Effectiveness.	
Strategy	**Identify Cost-Effective Technology to Assist in Scheduling and Dispatching.**
Potential Funding Sources	• FTA Section 5307, Section 5311 programs • Foundation grants or local, state, or Federal (non-US DOT) funding programs to provide the local match for operating costs
Performance Measures or Targets	• The decision to establish a centralized call center is finalized between local providers. • Software quotes are received and evaluated. • Training and outreach are conducted along with implementation. • Number of trips per hour and mile of service is improved for participating providers. • The number of trip denials is reduced.
Needs or Gaps Addressed	• A centralized resource of transportation options is established. • Increase capacity through more efficient trip scheduling so that more trips for any purpose can be provided with existing resources.
Priority Level and/or Timeline	• Priority Ranking: Moderately High • Implementation timeframe: One to three years

GOAL #6: MEET DEMAND AND ADDRESS GAPS IN ACCESS TO TRANSPORTATION.

Goal #6 recognizes that meeting demand and closing transportation access gaps are crucial to the development of a well-connected and inclusive society. Adequate transportation is the foundation of economic progress, social cohesion, and individual opportunity. Region III can create access to educational, employment, and social opportunities by creating a public transportation system that meets the needs of its diverse communities.

Bridging transportation access gaps, especially in underserved areas in Region III, empowers persons who might otherwise be isolated, resulting in a more equitable distribution of possibilities. Furthermore, a broad and efficient transportation network improves the quality of life in Region III.

Goal #6: Meet Demand and Address Gaps in Access to Transportation.	
Strategy	**Replace and Expand Vehicle Fleets, including Accessible Vehicles, to Meet Demand and Address Gaps in Access to Transportation.**
Action Steps	1. **Create a Transit Asset Management Plan.**
	2. **Develop coordinated vehicle replacement schedules for section 5310. Consider Coordinated Vehicle Replacement Schedules for Section 5310.**
Parties Responsible for Leading Implementation	• Public Transit providers • Recipients of Section 5310 Program funds
Parties Responsible for Supporting Implementation	• West Virginia Department of Transportation – Transit Section
Resources Needed	• Vehicle supply chain improvements from manufacturers and parts suppliers • Qualified maintenance staff and/or maintenance garages • Wheelchair-accessible vehicles and non-wheelchair-accessible vehicles
Potential Cost Range	• Costs are subject to change depending on the number and type of vehicle. It is noted that the price of vehicles has significantly increased from 2022 to 2023 which places an additional burden on local operators.
Potential Funding Sources	• FTA Section 5307, Section 5339, Section 5311, or 5310 grant programs • Foundation grants or local, state, or Federal (non-US DOT) funding programs to provide up to 20% local match for capital costs

Goal #6: Meet Demand and Address Gaps in Access to Transportation.	
Strategy	**Replace and Expand Vehicle Fleets, including Accessible Vehicles, to Meet Demand and Address Gaps in Access to Transportation.**
Performance Measures or Targets	• Vehicles are replaced on schedule and vehicle conditions are monitored on an annual basis (i.e., through the Transit Asset Management Plan) • Number of maintenance training courses provided • Number of organizations using the shared maintenance facility and program • Condition of vehicles used in public, agency, and private transportation is sustained or improved at equal or less expense to the agency (identified in the Transit Asset Management Plan)
Needs or Gaps Addressed	• Rural transit service options to access healthcare, grocery, wellness, and more • More transportation capacity for dialysis appointments • More transportation options across county lines • Enhanced transportation capacity for senior programs • Getting people to major medical centers here and outside of the region (Cleveland, Cincinnati, Columbus, Pittsburgh) • Access to grocery stores or the mobile food pantry • Access to employment
Priority Level and/or Timeline	• Priority Ranking: High • Implementation timeframe: Ongoing

GOAL #7: CREATE A ROBUST TRANSPORTATION ECOSYSTEM.

Goal # 7 is focused on the creation of a robust transportation ecosystem that offers a seamless and integrated network of diverse forms of transportation such as public transportation, ridesharing, cycling, and walking. A robust transportation ecosystem improves mobility, accessibility, and quality of life by integrating diverse transportation alternatives and harnessing technology, assuring the vitality of the region's rural communities and the well-being of both citizens and the environment.

Goal #7: Create a Robust Transportation Ecosystem.	
Strategy	**Build a Robust and Flexible Network of Transportation Options.**
Action Steps	1. **Provide local circulator routes that connect to a more centralized pick-up point so people can transfer to a vehicle serving a bus route.**
	2. **Evaluate and implement (additional) micro-transit or on-demand service zones and/or hours of service.**
	3. **Consider a volunteer or Uber-like program for out-of-town trips. It could be funded through a contract with a hospital or a hospital/medical coalition.**
Parties Responsible for Leading Implementation	• KRT, C & H Taxi, and other public, non-profit, or private providers will lead the development of formal transfer points and schedules. • KRT and other public transit operators will develop community circulator routes or on-demand transportation zones, as appropriate.
Parties Responsible for Supporting Implementation	• Medical facilities, wellness programs, DVA, and other common destinations in the Charleston area will work with transportation providers to schedule appointments so that trips can be shared or grouped when feasible and so that passengers can utilize the new transportation options.
Resources Needed	• Technology and structure to coordinate trip needs and transfers. • Transit service planning software. • Training and continued recruitment and retention for drivers to support the expanded service. • Sidewalk and roadway improvements for access to public transit bus stops. • Transit marketing plan to attract new riders and inform existing riders.
Potential Cost Range	• Costs to implement formal transfer points will vary depending upon the locations and modes of transportation serving the transfer point. Cost could range from minimal fees to share space at an existing business, to construction of new facilities • The cost to implement on-demand service zones and hours will depend on the level of service to be provided, operating hours, and the operating costs for the provider • The cost of advertising the new options will also vary depending on how the services are advertised
Potential Funding Sources	• FTA Section 5307, Section 5339, Section 5311, or 5310 grant programs

	Goal #7: Create a Robust Transportation Ecosystem.		
Strategy	**Build a Robust and Flexible Network of Transportation Options.**
	• Foundation grants or local, state, or Federal (non-US DOT) funding programs to provide up to 50% of the local match for operating costs and 20% local match for capital costs o If the service is operated in compliance with Capital Cost of Contracting requirements, a local match of 20% (not 50%) is required
Performance Measures or Targets	• Number of transfer points formally established and advertised. • Number of passengers utilizing the transfer points and circulator routes. • Number of vehicles used and trips provided per vehicle hour for expanded on-demand service zones and/or hours. • The number of trips per hour in the local areas may increase for demand response providers because their vehicles are out of the county less often
Needs or Gaps Addressed	• Rural transit service options to access healthcare, grocery, wellness, and more • Sidewalks, curb cuts, and road improvements for wheelchair accessibility • More transportation capacity for dialysis appointments • More transportation options across county lines • Enhanced transportation capacity for senior programs • Getting people to major medical centers here and outside of the region (Cleveland, Cincinnati, Columbus, Pittsburgh) • Access to grocery stores or the mobile food pantry • Convenient and affordable transportation options • Transportation options suitable to transport individuals with disabilities to work • First/Last mile transportation
Priority Level and/or Timeline	• Priority Ranking: Medium • Implementation timeframe: One year to begin implementation and ongoing adjustments to meet demand while operating within the resource limitations

SUMMARY OF GOALS AND PRIORITIES

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

Exhibit II.4: Region III Major Trip Generators

Goal	Strategy	Needs Addressed	Implementation Timeline					
			2023	2024	2025	2026	2027	2028
1. Ensure Rural Communities Can Access the Social Determinants of Health	Expand Rural Demand Response Services for Access to Wellness, Healthcare, Grocery, and Entertainment	• Rural transit service options to access to healthcare, grocery, wellness, and more • Sidewalk, curb cuts, and road improvements for wheelchair accessibility • More transportation capacity for dialysis appointments • More transportation options across county lines • Enhanced transportation capacity for senior programs • Getting people to major medical centers here and outside of the region (Cleveland, Cincinnati, Columbus, Pittsburgh) • Access to grocery stores or the mobile food pantry	**High Priority**					
2. Provide Accessible Public Transit Options to the Mobility Impaired.	Improve Sidewalks near Bus Stops so that People Using Wheelchairs Can Safely Access Public Transit.	•Sidewalk, curb cuts, and road improvements for wheelchair accessibility •Individuals with a mobility device can safely access public transit stops	**Moderately High**					
3. Create Human Capital Capacity to Provide Public Transit Services to the Community.	Develop Methods of Improving Driver Recruitment and Retention, Including Volunteer Drivers.	• Enhanced transportation capacity to meet transportation needs during existing hours of operation and service areas. • More capacity to implement service expansions to address the changing transportation demands.	**Moderately High**					

Goal	Strategy	Needs Addressed	Implementation Timeline					
			2023	2024	2025	2026	2027	2028
4. Create a Transit-Informed Community.	Make Information about Transportation Easily and Prominently Available throughout the Region and Educate People about the Benefits of Transit.	• Access to broadband in rural areas so people can use digital platforms if transit providers switch • Transportation literacy • A centralized resource of transportation options • Attract new transit riders • No Wrong Door approach to transportation	**High Priority**					
5. Leverage Technology to Create Cost-Efficiency and Cost-Effectiveness.	Identify Cost-Effective Technology to Assist in Scheduling and Dispatching.	• Access to broadband in rural areas so people can use digital platforms if transit providers switch • Transportation literacy • A centralized resource of transportation options	Moderately High Priority					
6. Meet Demand and Address Gaps in Access to Transportation.	Replace and Expand Vehicle Fleets, including Accessible Vehicles, to Meet Demand and Address Gaps in Access to Transportation.	• Rural transit service options to access to healthcare, grocery, wellness, and more • Sidewalk, curb cuts, and road improvements for wheelchair accessibility • More transportation capacity for dialysis appointments • More transportation options across county lines • Enhanced transportation capacity for senior programs • Getting people to major medical centers here and outside of the region (Cleveland, Cincinnati, Columbus, Pittsburgh) • Access to grocery stores or the mobile food pantry	**High Priority**					

Goal	Strategy	Needs Addressed	Implementation Timeline					
			2023	2024	2025	2026	2027	2028
7. Create a Robust Transportation Ecosystem.	Build a Robust and Flexible Network of Transportation Options.	• Rural transit service options to access healthcare, grocery, wellness, and more • Sidewalks, curb cuts, and road improvements for wheelchair accessibility • More transportation capacity for dialysis appointments • More transportation options across county lines • Enhanced transportation capacity for senior programs • Getting people to major medical centers here and outside of the region (Cleveland, Cincinnati, Columbus, Pittsburgh) • Access to grocery stores or the mobile food pantry • Convenient and affordable transportation options • Transportation options suitable to transport individuals with disabilities to work • First/Last mile transportation	Moderately High Priority					

COORDINATED PLAN CHECKLIST REGION 3

Focus Groups, Workshops, and Public Meetings

Stakeholder and General Public Meetings

Dates: Meeting 1: Monday, March 31, 2023 from 10:00 AM to Noon
           Meeting 2: Friday, July 21, 2023 from 10:00 AM to Noon
Locations: Meeting 1: Kanawha Valley Regional Transportation (KRT) Authority 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
☒ 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: 17
                       Meeting 2: 10

☒ 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: 73

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
FAX: (304) 558-3326 • TDD: (800) 742-6991

Lucinda K. Butler
Commissioner

Jimmy Wriston, P.E.
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:

Friday, March 31, 2023 from 10:00 AM to Noon
Kanawha Valley Transportation Authority (KRT), Conference Room
1550 4th Avenue
Charleston, WV 25387

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.

Organization	Name
All-Aid Services, Inc.	
Appalachian Center for Independent Living, Inc.	Manager
ARC of Three Rivers	
Barons Bus	John Goebel
Boone Co. Commission/ Boone EDA	Eddie Hendricks
Boone County Community Action Organization	Director
Boone County DHHR Office	
Boone Memorial Health	Case Management/Social Work
Branches	Amanda Weiss McComas, Executive Director
Buffalo Senior Citizens	Tommy Atkinson
C&H Taxi	Jeb Corey
CAMC General Hospital	Case Management/Social Work
CAMC Teays Valley Hospital	Case Management/Social Work
Cedar Ridge Center	Thomas Kelley, Jr.
Chandler's Limousine Service	Manager
Charleston Area Alliance	Nicole Christian
Charleston Surgical Hospital	Case Management/Social Work
City of Charleston	Dan Vriendt
City of Hurricane	Ben Newhouse, City Manager
Clay Co. DHHR	Executive Director
Clay Senior & Community Services, Inc.	Stephanie Duffield, Executive Director
Coordination Council for Ind. Living	
DHHR Boone Co.	
EnAct	
Fair Shake Network	Paul Smith
Good News Mountaineer Garage	Jennifer Thacker, Executive Director
Greyhound Bus Lines	General Manager
Hansford Senior Services	Kathy Barnette
Head Start Program	
Hometown Senior Center	Cindy Bright, Center Director
John Henson Senior Center	Barb Lambert, Center Director
Kanawha Co. DHHR	Executive Director
Kanawha Co. Director of Emergency Services	Executive Director
Kanawha Co. Emergency Ambulance Authority	Executive Director
Kanawha County Schools Head Start	Executive Director
Kanawha Emergency Management	CW Sigman
Kanawha Valley Regional Transportation Authority	Sean Hill, Executive Director
Kanawha Valley Regional Transportation Authority	Todd Goldman, President
Kanawha Valley Senior Services	Vicky Foster, Co-Interim Executive Director
Kanawha/Putnam Emergency Planning Committee	Administrator
Kanawha-Charleston Health Department	
Metropolitan Community Development Corporation, Inc.	Melissa Hill, Director
Mountain Mission	John Roberts, Executive Director
MTM	Christina Meyer
Nitro Community Center	Executive Director
Nitro Senior Center	

Prestera Center	Director
Prestera Center	Director
Prestera Center	Lisa Zappia, CEO
Putnam Aging Program	Jenni Sutherland, Executive Director
Putnam Co. Chamber of Commerce	Ashley Alford, President
Putnam Co. Development Authority	Morganne Tenney, Executive Director
Putnam Co. Director of Emergency Services	Kraig Barker, Director
Putnam County DHHR Office	
Ready Transportation Services	Manager
Region III WDBKC	Julie Norman, Executive Director
Regional Family Resource Network	Cathy Schrader, Executive Director
Regional Intergovernmental Council (RIC)	
Salvation Army	Executive Director
Select Specialty Hospital	Case Management/Social Work
So. Charleston Chamber of Commerce	Executive Director
So. Charleston Nutrition Center	Executive Director
St. Albans Regional Dev. Assoc.	
Thomas Memorial Hospital	Case Management/Social Work
Tri-River Transit	Paula Smith, Executive Director
United Way of Central WV	Margaret Ann O'Neal
Upper Kanawha Valley Improvement Council	Executive Director
Veterans Administration	
West Virginia Bureau of Senior Services	Robert E. Roswall
West Virginia Division of Rehabilitation Svcs.	Cari J. Stone, Rehab Specialist
WIC Program	Manager
WorkForce WV Office	
WV Society of the Blind	Robert Ramsburg
WVSC-Metro AAA	Brenda Landers, Director
WV Society of the Blind	

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.

**Friday
March 31, 2023
10 AM – noon**

**KRT Conference Room
1550 4th Avenue
Charleston, WV 25387**

Boone, Clay, Kanawha, & Putnam 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.

For Immediate Release

Date: November 15, 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 Boone, Clay, Kanawha & Putnam Counties (Region III)

Friday, March 31, 2023, 10:00 AM to Noon
KRT: Kanawha Valley Regional Transportation Authority
1550 4th Avenue
Charleston, WV 25387

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.

###

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

Presented March 31, 2023
By Laura Brown, Director of Planning Initiatives RLS & Associates, Inc.
3131 Dixie Hwy. Suite 545 Dayton, OH 45439

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Planning Area

Region III Location Map

West Virginia Coordination Plan Region III

Legend
- Region III Counties
- Region III Cities
- Limited Access
- Highway
- Major Road

Counties: Boone, Clay, Kanawha, Putnam
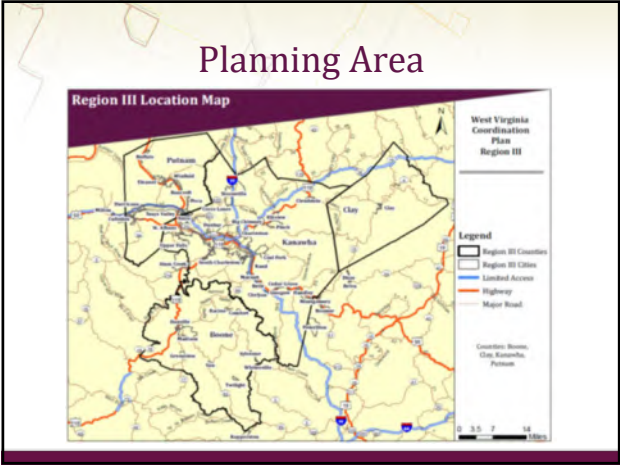
Meeting Objectives

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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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
  - Effective Use of FTA Section 5310 Funds
  - The 2019 Plan Is Out of Date With New Legislation and Must Be Updated
    - IIJA (Infrastructure Investment and Jobs Act)
    - FY2022-FY2026

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% can be used for nontraditional projects
    - 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

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 3 Plan

- Appalachian Center for Independent Living	- Kanawha Valley Senior Services
- Boone County Community Org.	- Prestera Center
- C&H Taxi	- Putnam County Aging Program
- Clay Senior and Community Services	- Regional Intergovernmental Council
- Enact Community Action	- Tri-River Transit
- John Henson Senior Center	- United Way RSVP
- Kanawha Emergency Management	- WV Dept. of Transportation, Division of Public Transit
- Kanawha Valley Regional Transportation Authority (KRT)	- WV Dept. of Veterans Assistance
	- YMCA

Stakeholder Participation Goal in the 2023 Plan Update

- All Transportation Providers (Public, Private, Non-Profit, Agency, Etc.)
- All 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 3 Population Density — West Virginia Coordinated HSTP Update
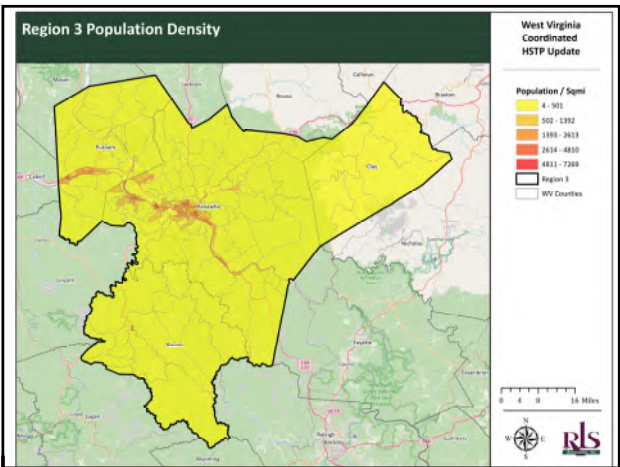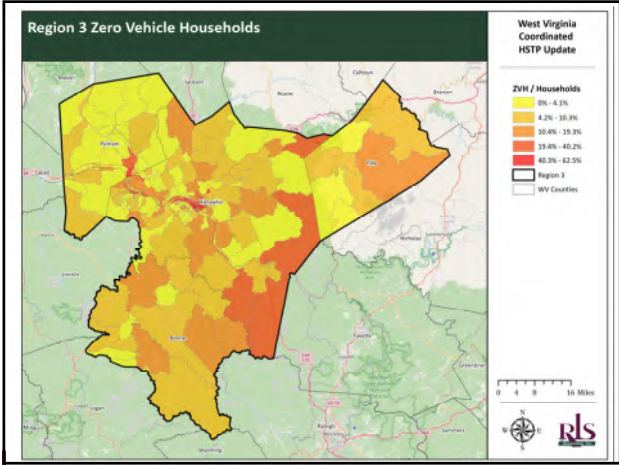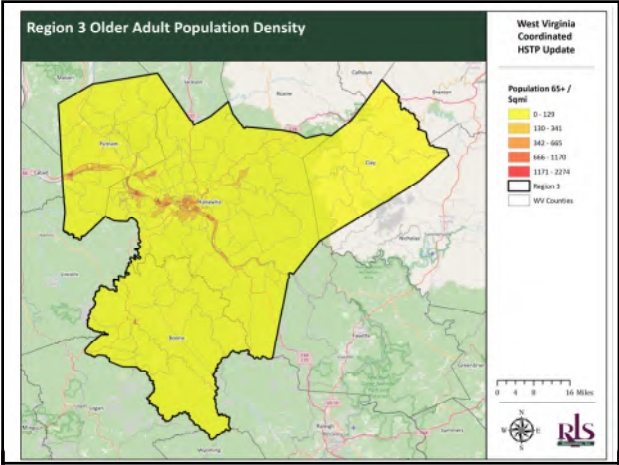
2023 Unmet Needs

❖ GROUP DISCUSSION

♦ What Unmet Needs Exist in 2023?
♦ Please Write Down Five Unmet Needs on the Index Cards

2019 Unmet Needs

♦ Affordability
♦ Access to Grocery Stores/Charleston Trips
♦ Need for Multi-County Trips
♦ Transportation to Employment
♦ Training Programs for Providers/Drivers
♦ Additional VA Transportation
♦ Service Days/Hours
♦ Marketing/Advertisements to Promote Transportation Services

Progress on 2019 Goals

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

2019 Goals

1. Improve Communication Among Transportation Providers and Stakeholders in the Region
   ○ Establish effective communication network among regional coordination partners
   ○ Facilitate annual regional public and stakeholder meetings

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
   - Recruit/train qualified drivers

2019 Goals (Con't)

3. Develop Coordinated Outreach Strategies
   - Educate public about transportation options
   - Hire a Mobility Manager

2019 Goals (Con't)

4. Implement a Centralized "Call Center" for Trip Scheduling
   - Local organization to host the trip planning and scheduling app

2019 Goals (Con't)

5. Achieve Multi-County Regional Connectivity and Develop New Transportation Services in Rural Areas
   - Transportation providers work together to develop new services to fill gaps
     - Utilize services considered cost-efficient and effective

2019 Goals (Con't)

6. Implement Formal Transfer Points at the Kanawha County Lines
   - Transportation providers work together to develop formal transfer points to fill gaps
     - Utilize services considered cost-efficient and effective
       - Sharing trips with another operator will be cost-effective and user friendly

New Goals and Priorities

- What Are Preliminary Coordinated Transportation Goals and Priorities that you would Recommend for 2023 - 2027?

NEXT STEPS FOR THE PLANNING PROCESS

Update Inventory & 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
- ♦ Location: TBD
- ♦ Agenda:
  - ○ Refine coordination strategies and develop a prioritized Implementation Plan

www.rlsandassoc.com

Questions?

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

www.rlsandassoc.com

West Virginia Coordinated Plan Update

Input Meeting Sign-In Sheet

Date: Friday March 31, 2023

Location: Region 3 Charleston

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Brenda Sanders	WVSU Metro AAA	304 766-5125	landerbr@wvstateu.edu
Kim Taylor Newsome	WVSU Aging & Disability	304 720 6861	kimberly.taylor-newsome@wvstateu.edu
Meredith Pride	Appalachian Center for Independent Living, Inc.	(304) 965-0596	meredithacil@yahoo.com
Janet Darves	"	"	janetacil@yahoo.com
Jessica Haas, RN/MSN, C-ONQS	West Virginia Primary Care Association	304-544-4281	Jessica.haas@wvpca.org
Caroline Smith, MPA	West Virginia Primary Care Association	419-357-0280	Caroline.Smith@wvpca.org
Karen Johnson	Putnam Co Aging Program	304-690-3448	kjohnson@putnamaging.com
Kathy Rhodes	Putnam Co Aging Program	304-744-9070	KRhodes@putnamaging.com
Stephanie Young	Family Care Health Centers	304-201-5025	Stephanie.M.Young@familycare.org
Kelsey Harrah	Regional Intergovernmental Council	304-744-4258	Kelsey@wvregion3.org
Erin Martin	Kanawha Valley Senior Services	304-348-0707	emartin@kvss.org

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West Virginia Coordinated Plan Update

Input Meeting Sign-In Sheet

Date: Friday, March 31, 2023

Location: Region 3, Charleston

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Sean Hill	KRT	304-552-2466	seanhill@rtdonkt.com
Terra L Muncy	LV Aged & Disabled Waiver	304-400-3783	terralmuncy@gmail.com
Angela Adkins	WV Aged + Disabled (Paim)	304-539-8618	adkins05172@gmail.com
Aaron Morris	WVBHPC/Fath	304-360-4355	aaronmorris137@gmail.com
Jeb Corey	City Taxi	304-720-1796	jcorey@chtaxi.com
Laura Gainer	The Health Plan	931-246-9199	lgainer@healthplan.org
Todd Bucchus	Modivcare	304-421-4252	Todd.Bucchus@Modivcare.com
Rod Johnson	Kanawha Co. EMA	304-543-1085	Rod.Johnson@kanawha.us
Logan Neeley	Modivcare	304-415-5297	logan.neeley@modivcare.com
Katie Moss	UniCare HealthPlan	304-400-5488	kathryn.moss@anthem.com
Dan Vriendt	City of Charleston Planning Dept	304-348-8105	dan.vriendt@cityofcharleston.org
Tara Martinez	WVARF	304-205-7971	tmartinez@wvarf.org

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For Immediate Release

Date: November 15, 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 Boone, Clay, Kanawha & Putnam Counties (Region III))

Friday, July 21, 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

###

Bethany Renner <brenner@rlsandassoc.com>

Save the Date: Transportation Plan Region III Virtual Meeting – Friday, July 21, 2023
1 message

Bethany Renner <brenner@rlsandassoc.com>   Fri, Jun 9, 2023 at 9:08 AM
To: Laura Brown <lbrown@rlsandassoc.com>
Bcc: aaronmorris127@gmail.com, adkins0872@gmail.com, landerbr@wvstateu.edu, caroline.smith@wvpca.org, Dan.vriendt@cityofcharleston.org, emartin@kvss.org, janetacil@yahoo.com, jcorey@chtaxi.com, jessica.haas@wvpca.org, kjohnson@putnamaging.com, krhodes@putnamaging.com, "Moss, Kathryn" <kathryn.moss@anthem.com>, Kelsey Harrah <kelsey@wvregion3.org>, kimberly.taylor-newsome@wvstateu.edu, lgarner@healthplan.org, logan.neeley@modivcare.com, meredithacil@yahoo.com, rodjohnson@kanawha.us, Sean Hill <seanhill@rideonkrt.com>, Stephanie.M.Young@familycarewv.org, nhobbs@wvarf.org, terralmuncy@gmail.com, Todd Bacchus <todd.bacchus@modivcare.com>, "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 III 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 Boone, Clay, Kanawha and Putnam 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.

Friday, July 21, 2023
10:00 AM to 11:30 AM
VIRTUAL MEETING ONLY VIA LINK or PHONE NUMBER BELOW
Region III: WV Stakeholder and Public Input Meeting #2
Please join the meeting from your computer, tablet or smartphone
https://meet.goto.com/135487637
You can also dial in using your phone
United States: +1 (872) 240-3311
Access Code: 135-487-637

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 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

Moving Public Transportation Into the Future

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

Presented on Friday, July 21, 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

Meeting Objectives

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

2

Introductions

♦ Please introduce yourself with your name, affiliation and role (if applicable)
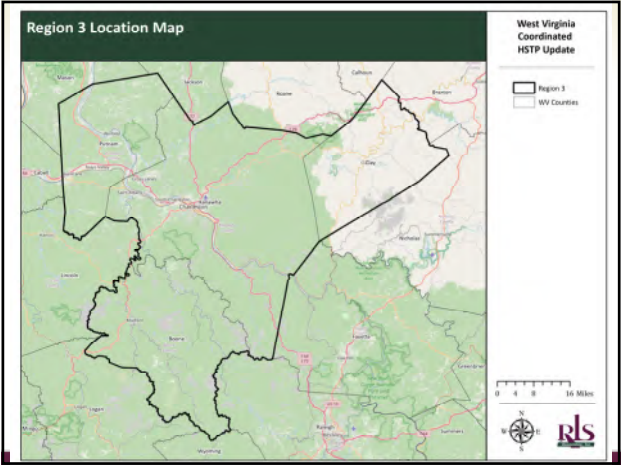
3

Region 3 Location Map

West Virginia Coordinated HSTP Update

Region 3
WV Counties

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

5

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

6

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

Exhibit III.2: Hours of Operation for Transportation Providers

Region 3 Population Density — West Virginia Coordinated HSTP Update

Region 3 Zero Vehicle Households — West Virginia Coordinated HSTP Update

NEEDS ASSESSMENT

Access and Accessibility

♦ Rural transit service options to access to healthcare, grocery, wellness, and more
♦ Sidewalk, curb cuts, and road improvements for wheelchair accessibility
♦ More transportation capacity for dialysis appointments
♦ More transportation options across county lines
♦ Enhanced transportation capacity for senior programs
♦ Getting people to major medical centers here and outside of the region (Cleveland, Cincinnati, Columbus, Pittsburgh)
♦ Access to grocery stores or the mobile food pantry

Information and Education

- Access to broadband in rural areas so people can use digital platforms if transit providers switch
- Transportation literacy
- A centralized resource of transportation options
- Attract new transit riders
- No Wrong Door approach to transportation

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Service Characteristics

- Safe, accessible and well-maintained vehicles available for public transportation
- Convenient and affordable transportation options
- Transportation options suitable to transport individuals with disabilities to work
- First/Last mile transportation

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Resources Needed

- Resource Needs
  - Technology & structure to coordinate trip needs from agencies and medical providers to a pool of transportation options
  - Transit service planning software
  - Training and continued recruitment and retention for drivers
  - Sidewalk and roadway improvements for access to public transit bus stops
  - Transit marketing plan to attract new riders

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Survey Results

Boone	1	1%
Clay	2	3%
Kanawha	66	92%
Putnam	3	4%
Total	72	100%

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Survey Results

Mode of Transportation

	Statewide	Region III
Use public transit	10%	46%
Drive my own vehicle	65%	39%
A family member or friend drives me	28%	31%
Walk or ride a bike	14%	17%
Use Uber or Lyft	6%	14%
Use Medicaid transportation	6%	14%
Use an agency transportation service	9%	3%
Other	2%	0%
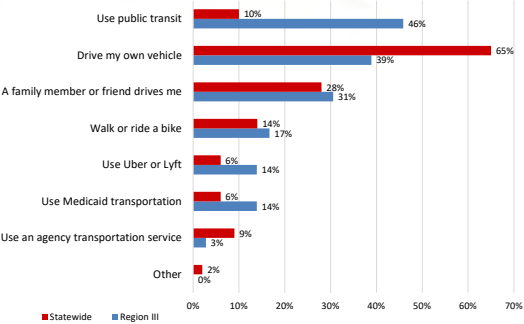
17

Survey Results

Transportation Limitations Without Transportation

	Statewide	Region III
You do not have transportation limitations	64%	40%
You're not able to do errands	24%	28%
You're not able to go to other appointments (social services, legal, etc.)	20%	25%
You have difficulty getting to work	18%	24%
You can't attend Sunday religious services	13%	17%
You're not able to further your education	8%	17%
You need access to wheelchair accessible vehicles	7%	17%
You don't go to medical appointments	18%	15%
Difficultly to feed yourself or your family	11%	10%

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Survey results

Please come to Putnam county, we need transportation service for Poca, Winfield, Eleanor, Trays Valley, and Hurricane. Please come to Putnam County, WV.

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Survey results

Kanawha resident: My daughter uses a wheelchair and needs bus services to WV State. As it is now they would have to transfer to three or four different buses and be on the bus four to five hours for a ten mile ride.

20

Survey results

Kanawha resident: Additional transportation options for seniors for medical appointments, shopping, etc. Significant need for out-of-town transportation (i.e. Cleveland Clinic and Ruby Hospital).

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GOALS AND STRATEGIES

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Goals and Strategies

➢ Goals Must Be Directly Related to Unmet Transportation Needs and Gaps in Service
➢ Section 5310 Grant Application Projects Must Be Directly Related to Goals and Needs
➢ Goals and Strategies Must be Prioritized:
1. Immediate Implementation (6 mos. to 1 Year)
2. Mid-Term Implementation (1 to 2 Years)
3. Near-Term Implementation (2 to 3 Years)
4. Long-Term Implementation (3 to 4+Years)

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Goals and Strategies

REQUIRED TOPICS FOR EACH STRATEGY

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

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

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Draft Goal #1

- Expand Rural Demand Response Services for Access to Wellness, Healthcare, Grocery, and Entertainment
  - Curb-to-Curb/ Door-to-Door transportation options in all counties
  - Transportation operators that cross county lines

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Draft Goal #2

- Improve Sidewalks near Bus Stops so that People Using Wheelchairs Can Safely Access Public Transit
  - Action Steps
    - Curbcuts and Ramps
    - Roadwas Improvements
    - New Sidewalks

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Draft Goal #3

- Goal #3: Develop Methods of Improving Driver and Recruitment and Retention Including Volunteer Drivers.
  - Action steps
    - Work with human service agency programs and probation offices?
    - Work w/local colleges to use interns for mechanics?
    - Develop a regional or statewide driver recruitment tool

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Example for Driver Recruitment

- Illinois' new statewide driver recruitment tool

https://storymaps.arcgis.com/stories/062df1 8e709c4083850eeb22e113ef6b

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Draft Goal #4

- Make Information about Transportation Easily and Prominently Available throughout the Region and Educate People about the Benefits of Transit
  - Action Steps
    - Add/Enhance Transit to the Call Center for Information and Referrals
      - West Virginia 211 (United Way of Central West Virginia)
    - Develop Informational One-Pagers, Videos, Travel Training about how to use transit and its benefits
    - WiFi/Hotspots on transit vehicles and mobile food pantry to give more people access to online resources

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Draft Goal #5

- Identify Cost-Effective Technology to Assist in Scheduling and Dispatching
  - Single-system vs. coordinated, multi-provider system
  - Action steps?

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Draft Goal #6

- Replace and Expand Vehicle Fleets, including Accessible Vehicles, to Meet Demand and Address Gaps in Access to Transportation
  - Action Steps
    - Transit Asset Management Plan
    - Coordinated Vehicle Replacement Schedules for Section 5310

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Draft Goal #7

- Build a Robust and Flexible Network of Transportation Options
  - Action steps
    - Local circulator routes that connect to a more centralized pick-up point so people can transfer to a vehicle serving a bus route
    - Microtransit or on-demand service zones and or hours of service
    - Volunteer or Uber-like program for out-of-town trips
      - Could be funded through a contract with a hospital or a hospital/medical coalition

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Prioritize the Goals

- Goals must be ranked to identify the local priorities
- Please use the Chat to rank each goal when prompted
  - Rank on a scale of 1 to 5
    - 1 is the highest priority
    - 5 is the lowest priority

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FUNDING DISCUSSION

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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?

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NEXT STEPS

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A-23

Meeting 2 PowerPoint

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 Name	Telephone	Email
Brenda Landers	WVSU Metro AAU	(304) 766-5125	landerbr@wvstateu.edu
Erin Martin	Kanawha Valley Senior Services	(304) 348-0707	emartin@kvss.org
Jeb Corey	C&H Taxi	(304) 720-1796	jcorey@chtaxi.com
Karen Johnson	Putnam Co. Aging Program	(304) 690-3448	kjohnson@putnamaging.com
Kathy Rhodes	Putnam Co. Aging Program	(304) 741-9070	krhodes@putnamaging.com
Laura Garner	The Health Plan	(931) 266-9199	lgarner@healthplan.org
Nita Hobbs	WVARF	(304) 205-7971	nhobbs@wvarf.org
Jake Smith	Regional Intergovernmental Council	304.744.4258	jakesmith@wvregion3.org
Rodney Hill	Putnam Co. Aging Program		Rodney@putnamaging.com
Sam Richardson	Regional Intergovernmental Council	304.744.4258	srichardson@wvregion3.org

RLS Associates, Inc.

Bethany Renner <brenner@rlsandassoc.com>

Coordinated Plan Update, Region III: Thank You/Input Requested
1 message

Bethany Renner <brenner@rlsandassoc.com>   Mon, Jul 24, 2023 at 10:02 AM
To: Laura Brown <lbrown@rlsandassoc.com>, Michelle Perales <mperales@rlsandassoc.com>
Bcc: aaronmorris127@gmail.com, adkins0872@gmail.com, landerbr@wvstateu.edu, caroline.smith@wvpca.org, Dan.vriendt@cityofcharleston.org, emartin@kvss.org, jakesmith@wvregion3.org, janetacil@yahoo.com, Jeb Corey <jcorey@chtaxi.com>, jessica.haas@wvpca.org, Karen Johnson <kjohnson@putnamaging.com>, Kathy Rhodes <krhodes@putnamaging.com>, "Moss, Kathryn" <kathryn.moss@anthem.com>, Kelsey Harrah <kelsey@wvregion3.org>, kimberly.taylor-newsome@wvstateu.edu, lgarner@healthplan.org, logan.neeley@modivcare.com, meredithacil@yahoo.com, rodjohnson@kanawha.us, Sean Hill <seanhill@rideonkrt.com>, Stephanie.M.Young@familycarewv.org, Nita Hobbs <nhobbs@wvarf.org>, Terra L Muncy <terralmuncy@gmail.com>, Todd Bacchus <todd.bacchus@modivcare.com>, Rodney@putnamaging.com, srichardson@wvregion3.org, "Mundy, Kimberly A" <kimberly.a.mundy@wv.gov>, Jacob Pitman <jpitman@rideonkrt.com>

Hello,

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

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. We'd also like to hear from those that could not attend or have further thoughts following the meeting. Input can be provided to Laura and Michelle 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 III.

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

📄 **Region III - Public Input Meeting #2 - July 21, 2023.pdf**
1454K

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

Answered: 73   Skipped: 0

You drive your own vehicle — **38.36%**

You walk or ride a bicyc... — **16.44%**

A family member or... — **30.14%**

You use an agency... — **2.74%**

You use public transportati... — **46.58%**

You use Uber or Lyft — **13.70%**

You use transportati... — **10.96%**

Other — **2.74%**

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
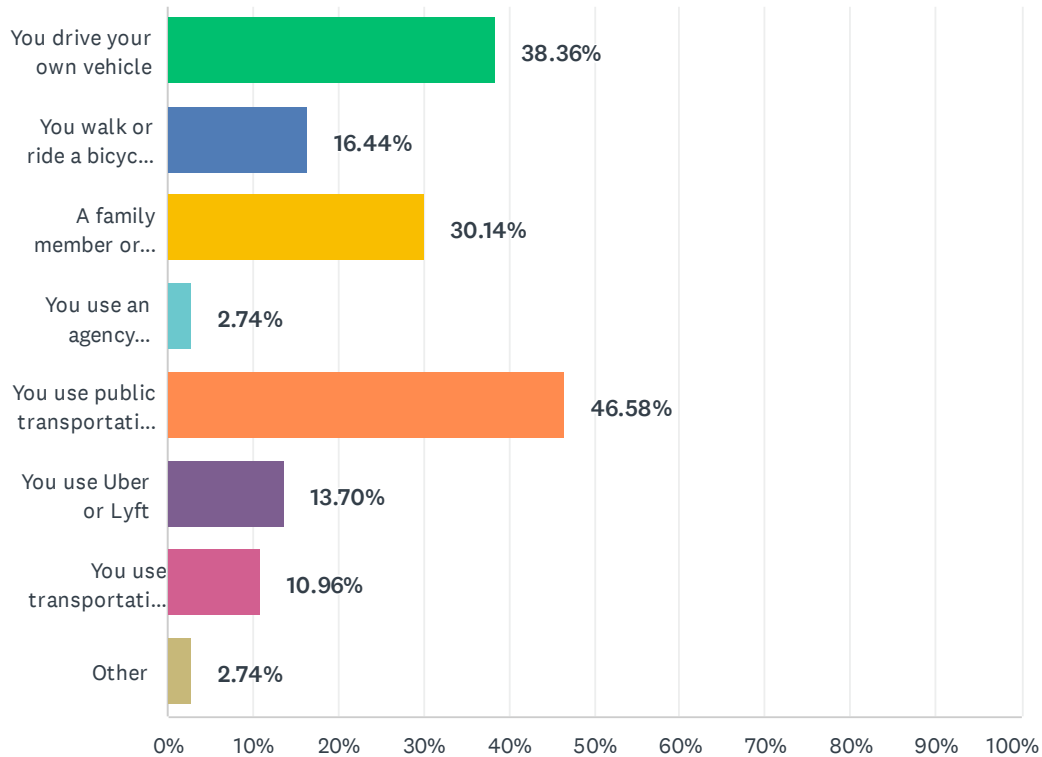
ANSWER CHOICES	RESPONSES	
You drive your own vehicle	38.36%	28
You walk or ride a bicycle (other than for exercise)	16.44%	12
A family member or friend takes you where you need to go	30.14%	22
You use an agency transportation service to take you where you need to go (for example, a senior transportation program)	2.74%	2
You use public transportation to take you where you need to go	46.58%	34
You use Uber or Lyft	13.70%	10
You use transportation provided through Medicaid to get to medical appointments	10.96%	8
Other	2.74%	2
Total Respondents: 73		

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

Answered: 66   Skipped: 7
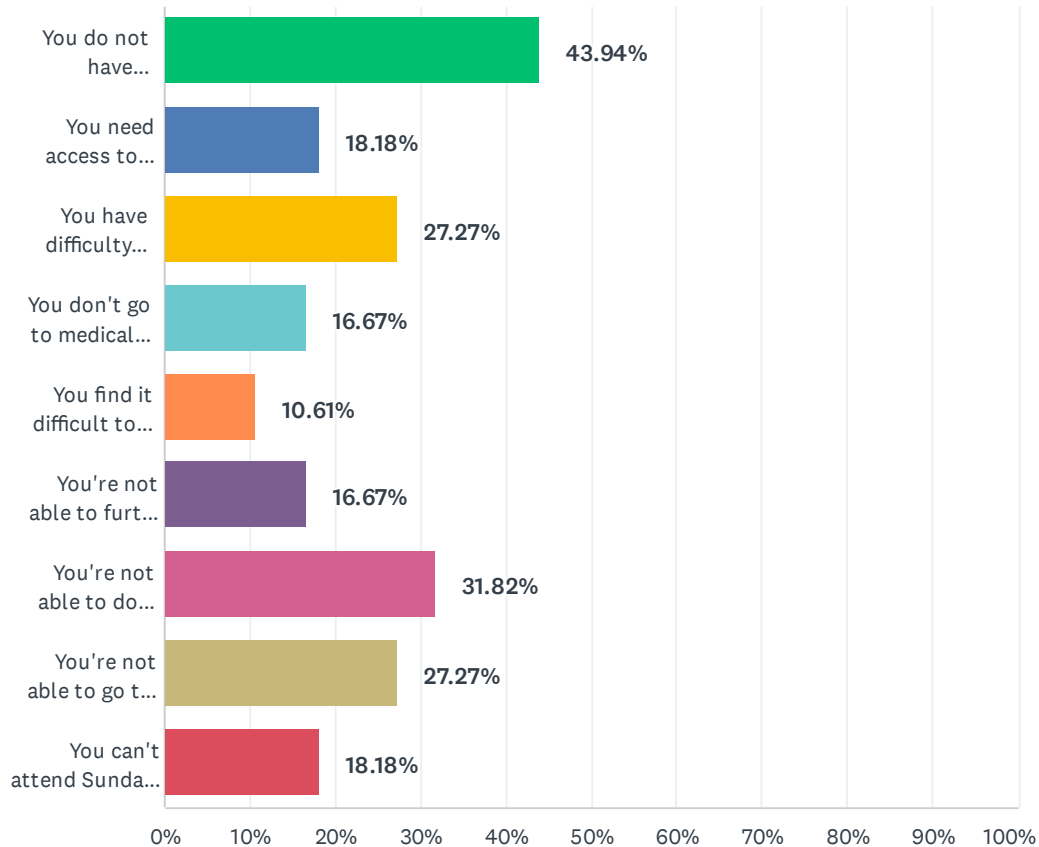
ANSWER CHOICES	RESPONSES	
You do not have transportation limitations	43.94%	29
You need access to wheelchair accessible vehicles	18.18%	12
You have difficulty getting to work because you don't have reliable transportation	27.27%	18
You don't go to medical appointments because you don't have reliable transportation	16.67%	11
You find it difficult to feed yourself or your family because you don't have reliable transportation	10.61%	7
You're not able to further your education because you don't have reliable transportation	16.67%	11
You're not able to do errands because you don't have reliable transportation	31.82%	21
You're not able to go to other appointments (social services, legal, etc.) because you don't have reliable transportation	27.27%	18
You can't attend Sunday religious services because you don't have reliable transportation	18.18%	12
Total Respondents: 66		

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

Answered: 40   Skipped: 33
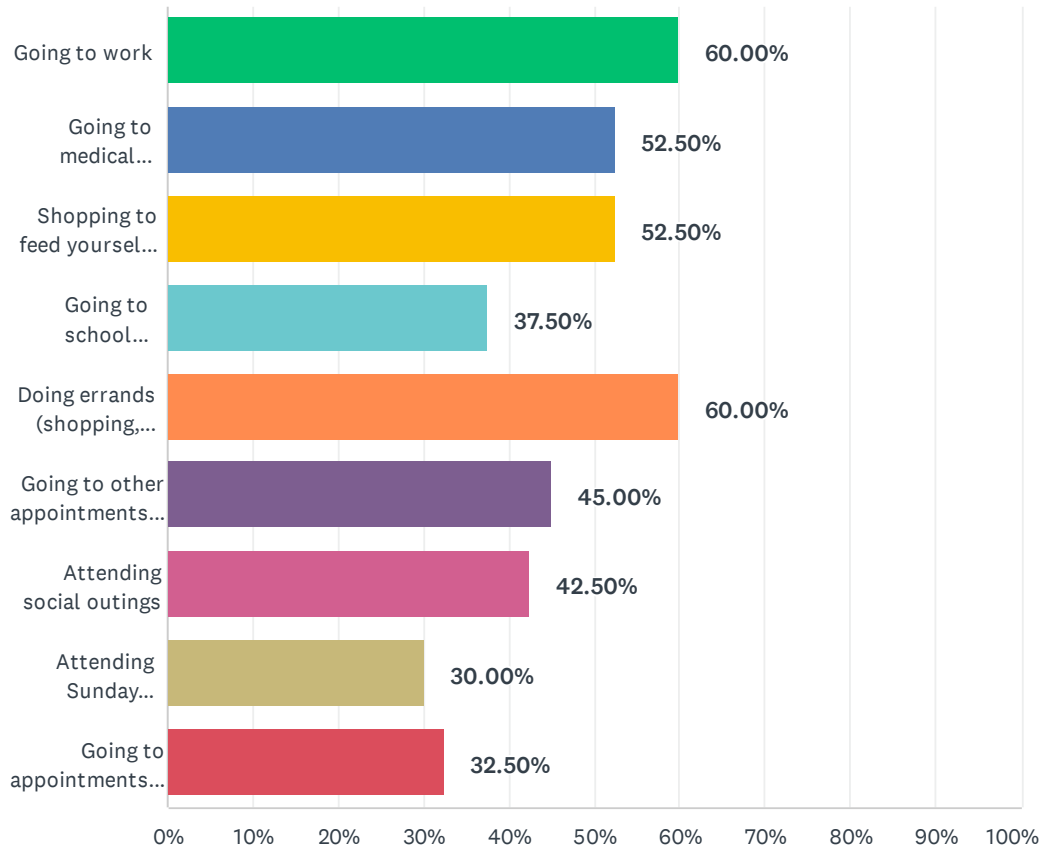
ANSWER CHOICES	RESPONSES	
Going to work	60.00%	24
Going to medical appointments	52.50%	21
Shopping to feed yourself or your family (going to grocery stores, farmers markets, nutrition sites such as food banks, etc)	52.50%	21
Going to school (vocational school, college, university, etc.)	37.50%	15
Doing errands (shopping, library, banking etc.)	60.00%	24
Going to other appointments (social service, legal, etc.)	45.00%	18
Attending social outings	42.50%	17
Attending Sunday religious services	30.00%	12
Going to appointments outside your county	32.50%	13
Total Respondents: 40		

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

Answered: 71   Skipped: 2

#	RESPONSES	DATE
1	Kanawha city	7/10/2023 8:33 AM
2	South charleston	6/9/2023 11:53 PM
3	Cross Lanes	6/4/2023 11:52 AM
4	Dunbar w.v	5/31/2023 12:32 AM
5	Dunbar w.v	5/31/2023 12:32 AM
6	Dunbar w.v	5/31/2023 12:32 AM
7	Chesapeake	5/30/2023 4:30 PM
8	Poca	5/29/2023 4:05 PM
9	St. Albans	5/25/2023 1:28 PM
10	Charleston	5/25/2023 1:16 PM
11	Charleston	5/25/2023 12:40 PM
12	nitro	5/23/2023 1:42 PM
13	Dunbar	5/22/2023 10:31 AM
14	Lizemores	5/22/2023 7:46 AM
15	Sissonville	5/22/2023 1:26 AM
16	Charleston, Wv	5/21/2023 3:28 PM
17	Sissonville	5/20/2023 2:42 AM
18	Hurricane wv	5/18/2023 9:32 PM
19	St albans	5/18/2023 7:07 PM
20	Kanawha City	5/18/2023 6:06 PM
21	Chelyan.	5/18/2023 5:35 PM
22	South Charleston	5/18/2023 5:07 PM
23	Charleston	5/18/2023 4:48 PM
24	Dunbar, WV	5/18/2023 4:15 PM
25	Cross Lanes	5/16/2023 2:16 PM
26	cha	5/15/2023 9:49 PM
27	South Charleston	5/12/2023 10:46 PM
28	Charleston	5/12/2023 5:55 PM
29	Charleston	5/12/2023 3:22 PM
30	Elkview	5/12/2023 11:12 AM
31	South Charleston	5/12/2023 7:59 AM
32	Peytona	5/12/2023 7:57 AM
33	Charleston	5/12/2023 6:58 AM

34	Saint Albans	5/11/2023 9:25 PM
35	Charleston, WV	5/11/2023 6:27 PM
36	Charleston	5/11/2023 6:14 PM
37	Charleston	5/11/2023 5:34 PM
38	Charleston	5/11/2023 5:33 PM
39	Saint Albans	5/11/2023 5:26 PM
40	South Charleston	5/11/2023 5:23 PM
41	Saint Albans	5/11/2023 5:18 PM
42	Crosslanes	5/11/2023 5:14 PM
43	Charleston	5/11/2023 4:16 PM
44	Charleston	5/10/2023 11:18 AM
45	Cross Lanes	5/10/2023 10:04 AM
46	Charleston	5/10/2023 9:21 AM
47	Poca	5/3/2023 1:33 PM
48	Charleston	4/7/2023 10:52 AM
49	South Charleston	3/31/2023 2:58 PM
50	Charleston	3/30/2023 6:08 PM
51	St. Albans	3/30/2023 5:28 PM
52	KC	3/30/2023 4:07 PM
53	Nitro	3/22/2023 9:53 AM
54	Cross Lanes	3/22/2023 9:26 AM
55	South Charleston	3/22/2023 9:16 AM
56	South Charleston	3/21/2023 3:09 PM
57	East Bank	3/21/2023 1:13 PM
58	Belle, WV	3/21/2023 7:30 AM
59	South Charleston	3/18/2023 11:39 AM
60	Belle	3/17/2023 6:44 PM
61	Charleston - Callie Road (poor people of South Hills)	3/17/2023 4:18 PM
62	Charleston	3/17/2023 12:10 PM
63	Charleston	3/16/2023 3:55 PM
64	Charleston	3/16/2023 3:10 AM
65	Charleston	3/15/2023 4:27 PM
66	Clay	3/15/2023 8:29 AM
67	Cross Lanes	3/13/2023 5:05 PM
68	Charleston, WV	3/13/2023 12:20 PM
69	Charleston	3/13/2023 10:33 AM
70	St albans / Parkersburg	3/13/2023 10:08 AM
71	Charleston	3/9/2023 8:58 AM

Q5 What county do you live in?

Answered: 73   Skipped: 0
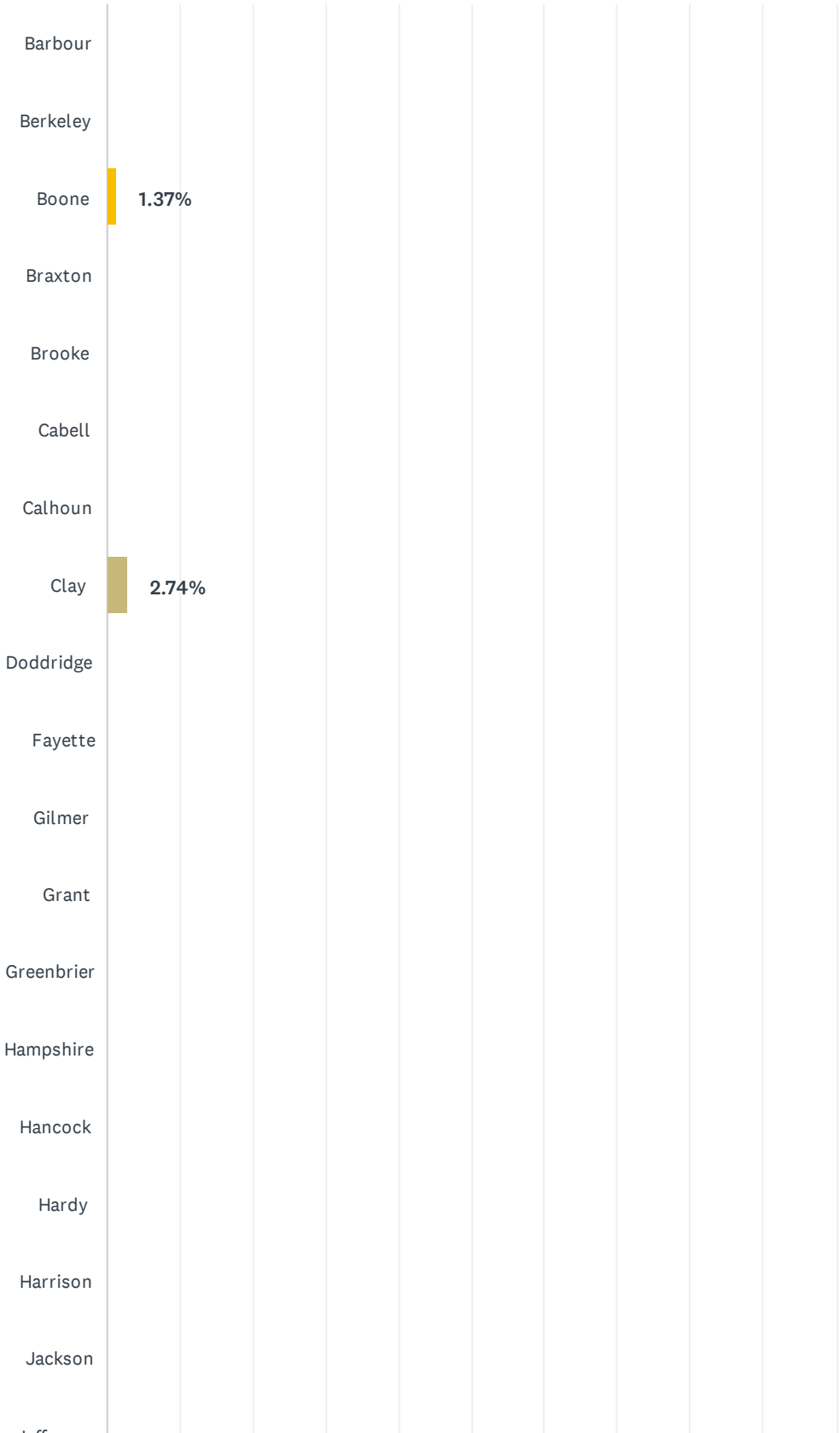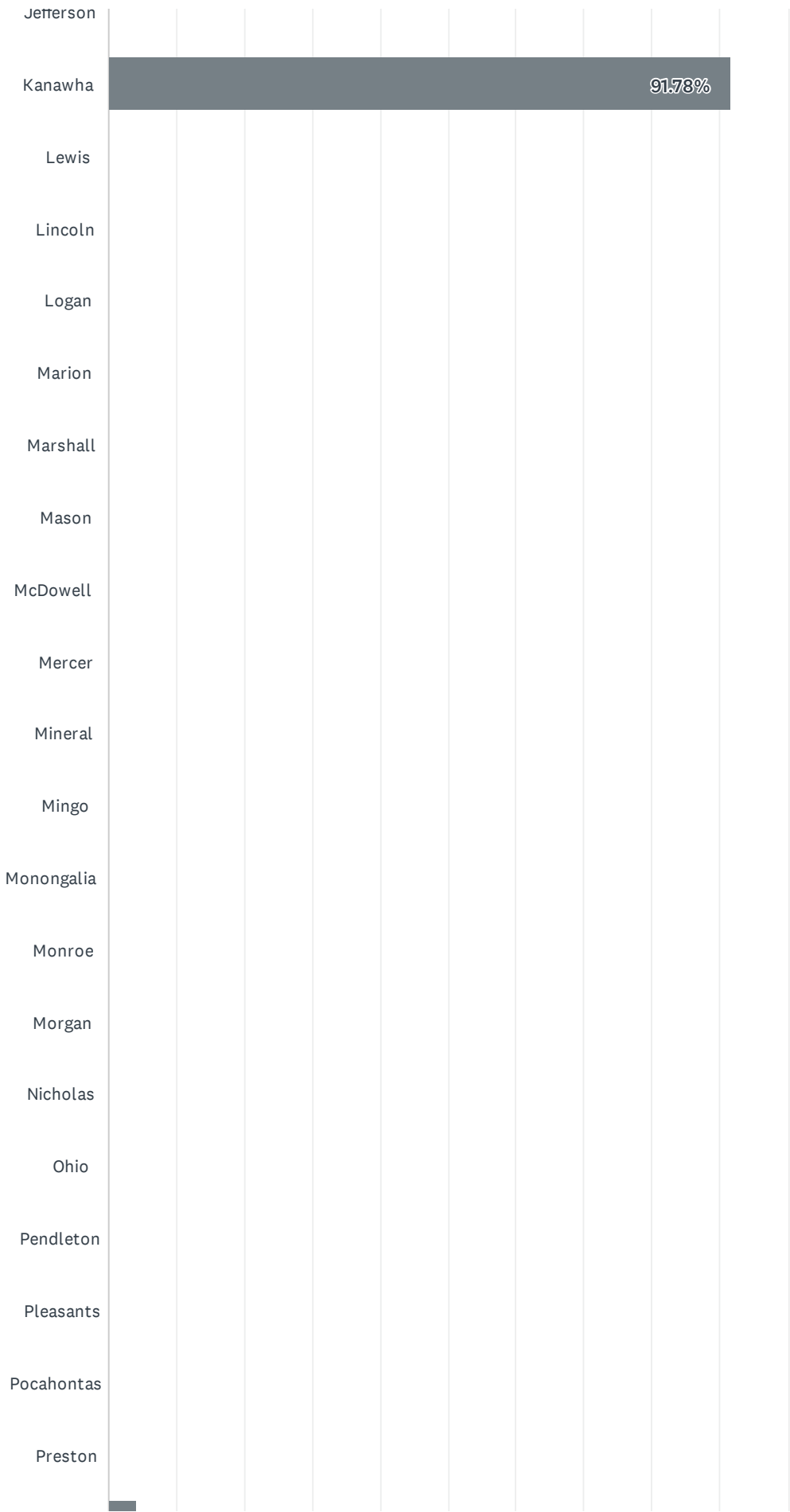
County	Value
Barbour	
Berkeley	
Boone	1.37%
Braxton	
Brooke	
Cabell	
Calhoun	
Clay	2.74%
Doddridge	
Fayette	
Gilmer	
Grant	
Greenbrier	
Hampshire	
Hancock	
Hardy	
Harrison	
Jackson	

West Virginia Coordinated Transportation Plan Update 2023

County		
Jefferson		
Kanawha		91.78%
Lewis		
Lincoln		
Logan		
Marion		
Marshall		
Mason		
McDowell		
Mercer		
Mineral		
Mingo		
Monongalia		
Monroe		
Morgan		
Nicholas		
Ohio		
Pendleton		
Pleasants		
Pocahontas		
Preston		

West Virginia Coordinated Transportation Plan Update 2023

Putnam — **4.11%**

Raleigh

Randolph

Ritchie

Roane

Summers

Taylor

Tucker

Tyler

Upshur

Wayne

Webster

Wetzel

Wirt

Wood

Wyoming

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

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ANSWER CHOICES	RESPONSES	
Barbour	0.00%	0
Berkeley	0.00%	0
Boone	1.37%	1
Braxton	0.00%	0
Brooke	0.00%	0
Cabell	0.00%	0
Calhoun	0.00%	0
Clay	2.74%	2
Doddridge	0.00%	0
Fayette	0.00%	0
Gilmer	0.00%	0
Grant	0.00%	0
Greenbrier	0.00%	0
Hampshire	0.00%	0
Hancock	0.00%	0
Hardy	0.00%	0
Harrison	0.00%	0
Jackson	0.00%	0
Jefferson	0.00%	0
Kanawha	91.78%	67
Lewis	0.00%	0
Lincoln	0.00%	0
Logan	0.00%	0
Marion	0.00%	0
Marshall	0.00%	0
Mason	0.00%	0
McDowell	0.00%	0
Mercer	0.00%	0
Mineral	0.00%	0
Mingo	0.00%	0
Monongalia	0.00%	0
Monroe	0.00%	0

West Virginia Coordinated Transportation Plan Update 2023

Morgan	0.00%	0
Nicholas	0.00%	0
Ohio	0.00%	0
Pendleton	0.00%	0
Pleasants	0.00%	0
Pocahontas	0.00%	0
Preston	0.00%	0
Putnam	4.11%	3
Raleigh	0.00%	0
Randolph	0.00%	0
Ritchie	0.00%	0
Roane	0.00%	0
Summers	0.00%	0
Taylor	0.00%	0
Tucker	0.00%	0
Tyler	0.00%	0
Upshur	0.00%	0
Wayne	0.00%	0
Webster	0.00%	0
Wetzel	0.00%	0
Wirt	0.00%	0
Wood	0.00%	0
Wyoming	0.00%	0
TOTAL		73

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

Answered: 70   Skipped: 3

Category	Percentage
I do use public...	40.00%
I own my own vehicle	38.57%
It doesn't go where I need...	12.86%
It takes too long to get...	24.29%
It is unreliable	8.57%
It doesn't run frequently/o...	18.57%
I don't know where it goe...	8.57%
It is unsafe	10.00%
It is too expensive	2.86%
It is not available wh...	17.14%
Other (please specify)	8.57%
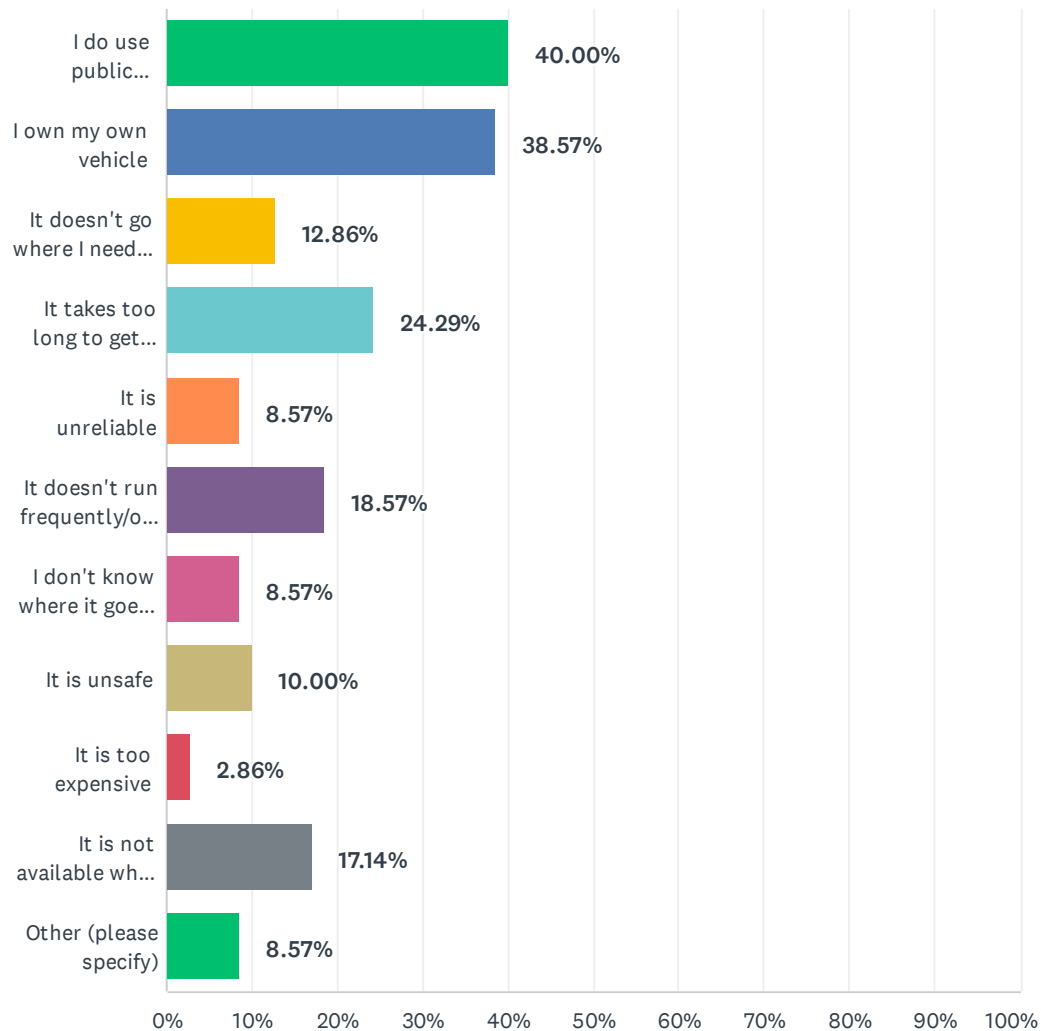
West Virginia Coordinated Transportation Plan Update 2023

ANSWER CHOICES	RESPONSES	
I do use public transportation	40.00%	28
I own my own vehicle	38.57%	27
It doesn't go where I need to go	12.86%	9
It takes too long to get from origin to destination	24.29%	17
It is unreliable	8.57%	6
It doesn't run frequently/often enough	18.57%	13
I don't know where it goes or how it works	8.57%	6
It is unsafe	10.00%	7
It is too expensive	2.86%	2
It is not available where I live	17.14%	12
Other (please specify)	8.57%	6
Total Respondents: 70		

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

Answered: 63   Skipped: 10
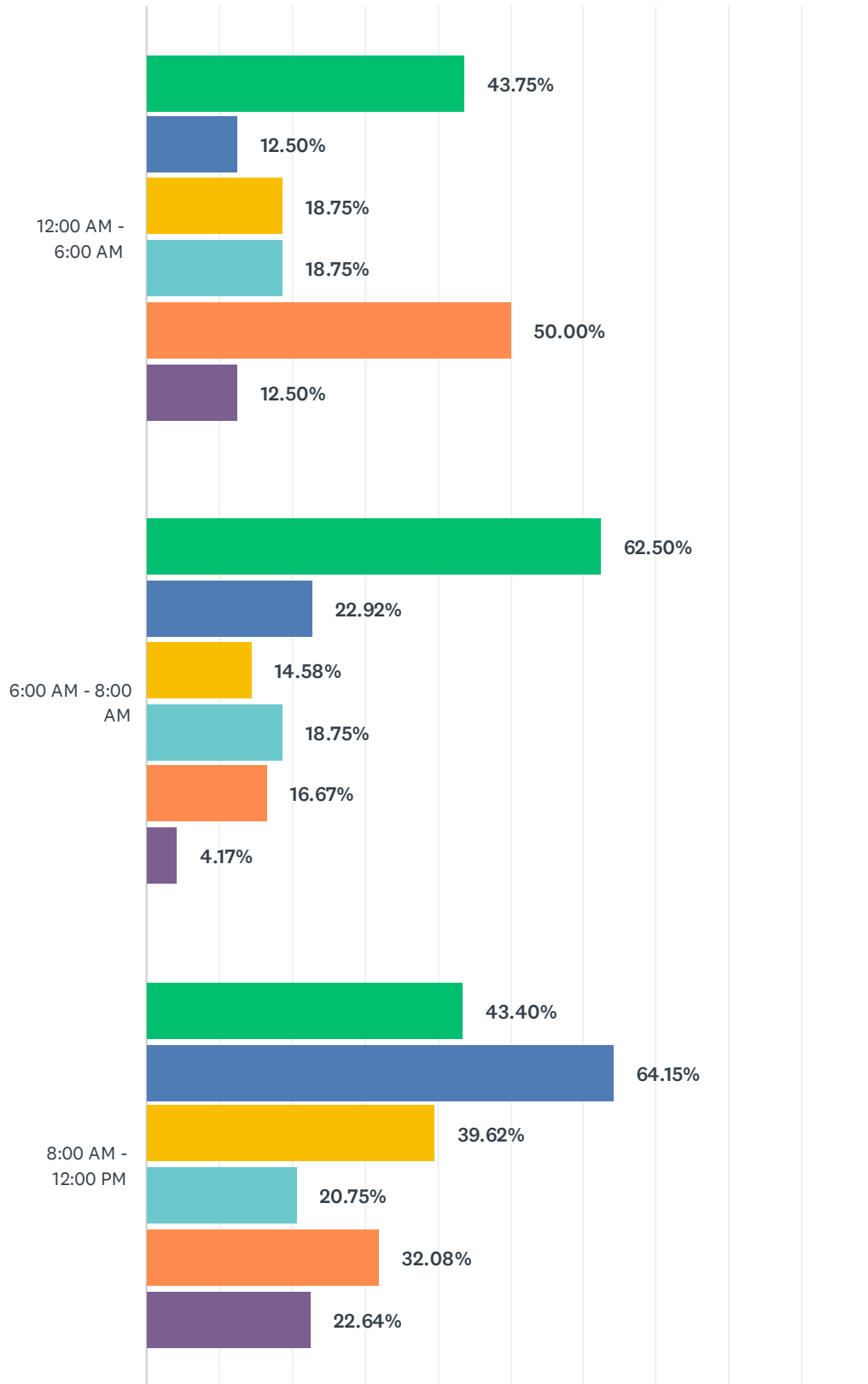
12:00 AM - 6:00 AM
- 43.75%
- 12.50%
- 18.75%
- 18.75%
- 50.00%
- 12.50%

6:00 AM - 8:00 AM
- 62.50%
- 22.92%
- 14.58%
- 18.75%
- 16.67%
- 4.17%

8:00 AM - 12:00 PM
- 43.40%
- 64.15%
- 39.62%
- 20.75%
- 32.08%
- 22.64%

B13

West Virginia Coordinated Transportation Plan Update 2023

12:00 PM - 3:00 PM
- 36.36%
- 56.82%
- 54.55%
- 22.73%
- 31.82%
- 9.09%

3:00 PM - 6:00 PM
- 50.00%
- 38.46%
- 46.15%
- 21.15%
- 38.46%
- 5.77%

6:00 PM - 9:00 PM
- 31.58%
- 7.89%
- 55.26%
- 5.26%
- 55.26%
- 7.89%

- 48.15%
- 7.41%
- 29.63%
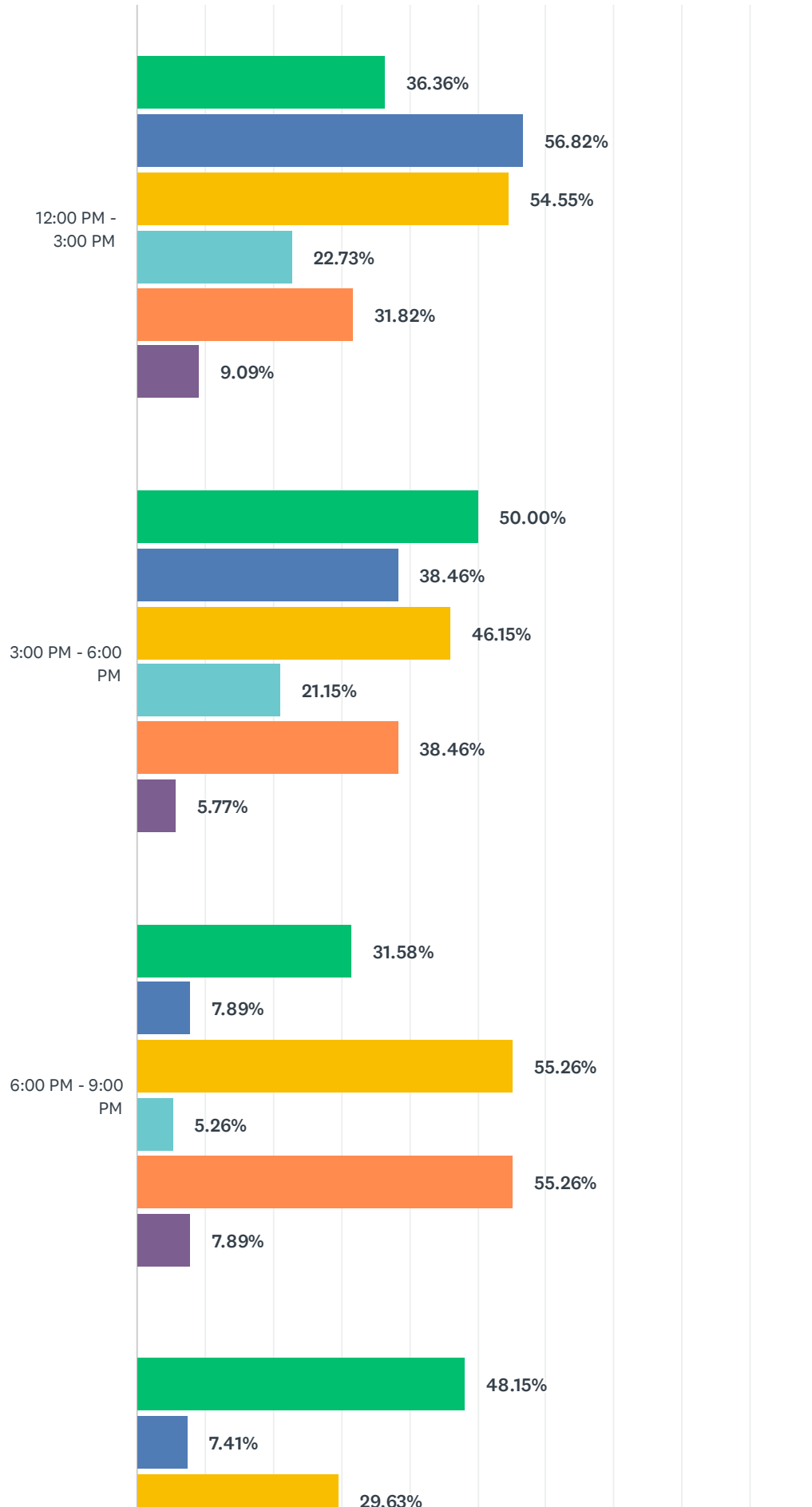
West Virginia Coordinated Transportation Plan Update 2023
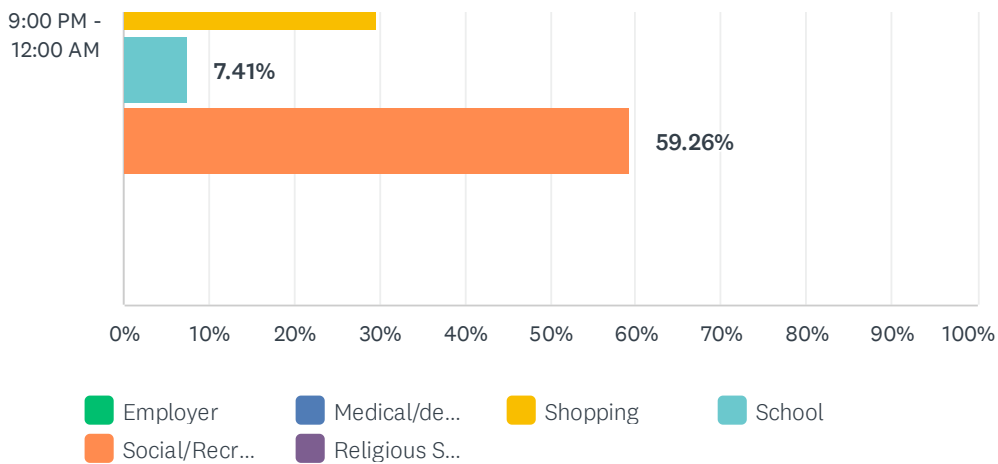
	EMPLOYER	MEDICAL/DENTAL	SHOPPING	SCHOOL	SOCIAL/RECREATION	RELIGIOUS SERVICES	TOTAL RESPONDENTS
12:00 AM - 6:00 AM	43.75% 7	12.50% 2	18.75% 3	18.75% 3	50.00% 8	12.50% 2	16
6:00 AM - 8:00 AM	62.50% 30	22.92% 11	14.58% 7	18.75% 9	16.67% 8	4.17% 2	48
8:00 AM - 12:00 PM	43.40% 23	64.15% 34	39.62% 21	20.75% 11	32.08% 17	22.64% 12	53
12:00 PM - 3:00 PM	36.36% 16	56.82% 25	54.55% 24	22.73% 10	31.82% 14	9.09% 4	44
3:00 PM - 6:00 PM	50.00% 26	38.46% 20	46.15% 24	21.15% 11	38.46% 20	5.77% 3	52
6:00 PM - 9:00 PM	31.58% 12	7.89% 3	55.26% 21	5.26% 2	55.26% 21	7.89% 3	38
9:00 PM - 12:00 AM	48.15% 13	7.41% 2	29.63% 8	7.41% 2	59.26% 16	0.00% 0	27

Q8 Please tell us your age.

Answered: 73   Skipped: 0
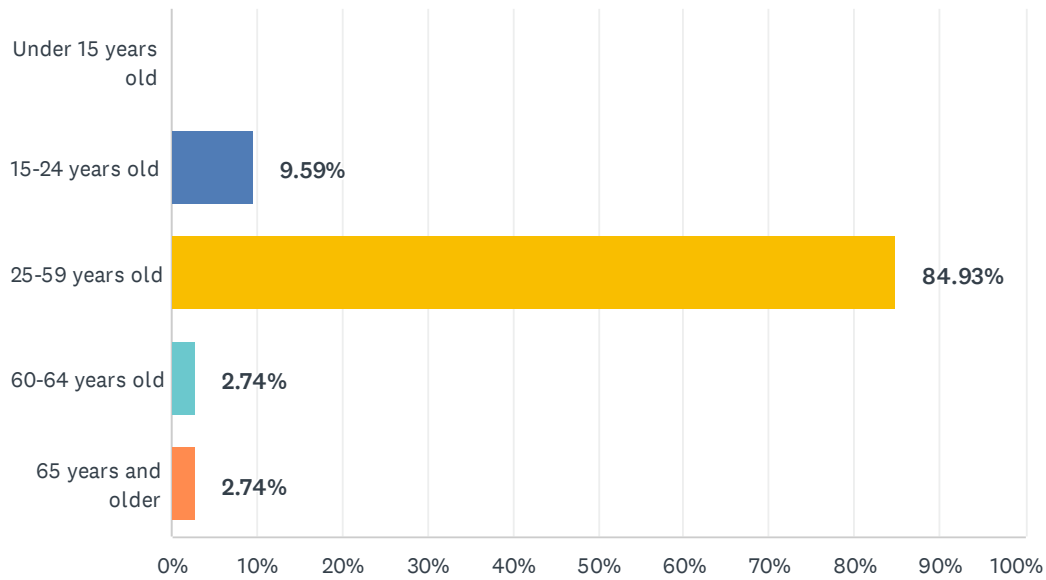
ANSWER CHOICES	RESPONSES	
Under 15 years old	0.00%	0
15-24 years old	9.59%	7
25-59 years old	84.93%	62
60-64 years old	2.74%	2
65 years and older	2.74%	2
TOTAL		73

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

Answered: 72   Skipped: 1
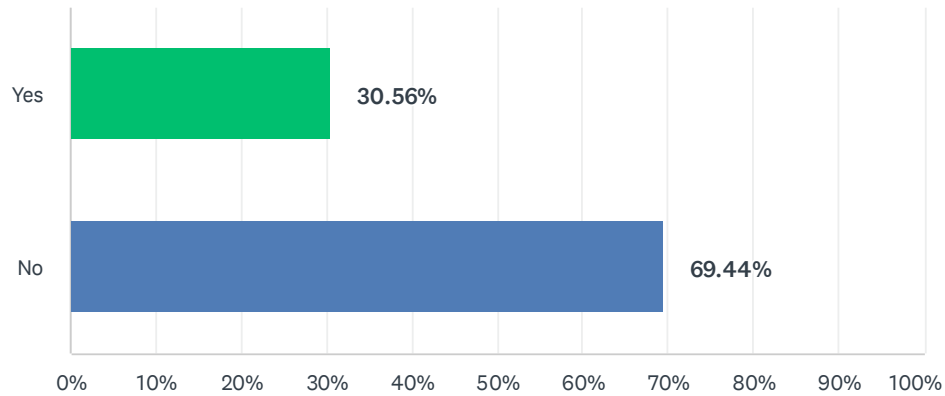
ANSWER CHOICES	RESPONSES	
Yes	30.56%	22
No	69.44%	50
TOTAL		72

Q10 Is English your first or primary language?

Answered: 73   Skipped: 0
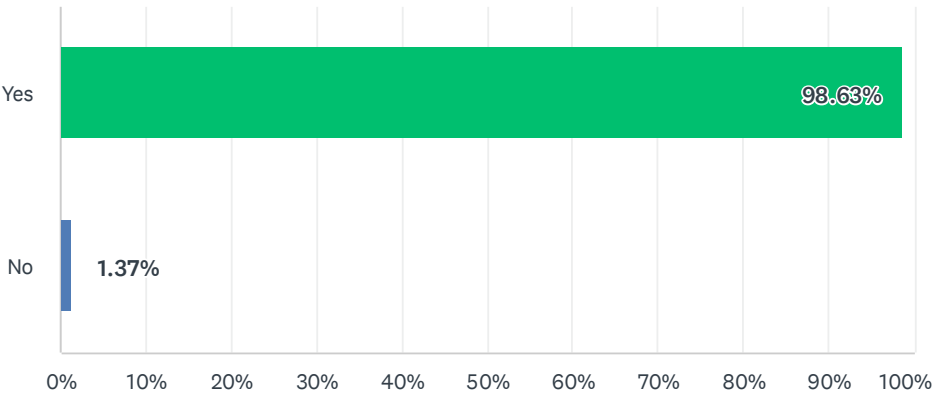
ANSWER CHOICES	RESPONSES	
Yes	98.63%	72
No	1.37%	1
TOTAL		73

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

Answered: 2   Skipped: 71
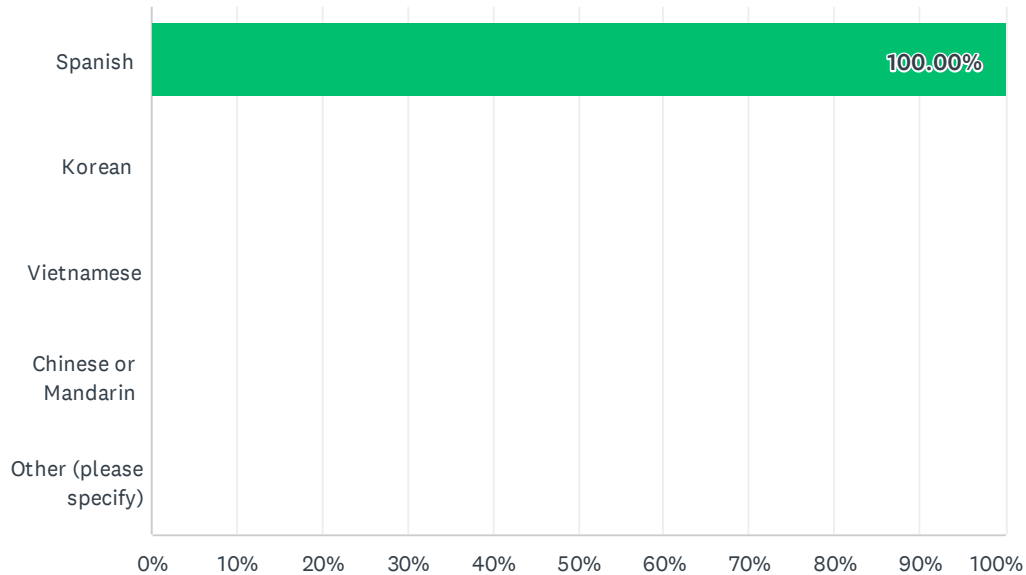
ANSWER CHOICES	RESPONSES	
Spanish	100.00%	2
Korean	0.00%	0
Vietnamese	0.00%	0
Chinese or Mandarin	0.00%	0
Other (please specify)	0.00%	0
TOTAL		2

Q12 Thank you for taking the time to help us understand transportation needs in West Virginia. Please use this space to share with us your comments or concerns about the transportation needs or services in your area.

Answered: 32   Skipped: 41

#	RESPONSES	DATE
1	Thier needs to be more help with transportation for people needing to grocery shop that rely on public transportation because it is to hard to travel on a bus with lots of groceries especially someone with a big family to feed. Thier needs to be more public transportation 24hours a day 7days a week for people who rely on public transportation for employment.	7/10/2023 8:33 AM
2	I used mostly 1SA from south charleson to east end it be great bus go back to 30 minutes. :)	6/9/2023 11:53 PM
3	Cross Lanes rush hour traffic is getting out of hand. Adding lanes between the interstate and Kroger (project WV 622 - Cross Lanes (GO BOND 4)) is not going to fix the issue. The stoplight intersections do not make sense; the majority of traffic is going to and from the interstate; Kroger and the Middle School do not need a major intersection. May I propose the council consider the viability of roundabouts as a solution to the increasing traffic congestion through Big Tyler from the interstate to the speedway?	6/4/2023 11:52 AM
4	I live in Dunbar wv on Roxalana Rd which had a bus route. Since the pandemic it was limited,now it's been removed, and I have to walk a mile to the nearest bus stop.	5/31/2023 12:32 AM
5	I live in Dunbar wv on Roxalana Rd which had a bus route. Since the pandemic it was limited,now it's been removed, and I have to walk a mile to the nearest bus stop.	5/31/2023 12:32 AM
6	I live in Dunbar wv on Roxalana Rd which had a bus route. Since the pandemic it was limited,now it's been removed, and I have to walk a mile to the nearest bus stop.	5/31/2023 12:32 AM
7	KRT has become extremely unreliable. Busses are usually 20-30 minutes late or don't show at all. Busses are usually overpacked, mostly with druggies who ride for free WIFI and don't have jobs to go back and forth to. Drivers are ofter rude and some even drive fast/recklessly.	5/30/2023 4:30 PM
8	While I do not need to rely on public transportation, I know that more accessible public transportation is needed for some people with disabilities, especially in rural areas. A wider variety of available times would also be helpful.	5/25/2023 1:28 PM
9	Solutions to transportation needs for people with disabilities: 1. use park and rides that already exists throughout the state as transportation hubs to reach rural areas. equip with accessible vehicles and drivers (volunteers or paid) 2. use the courtesy patrol to transport people. switch the trucks to accessible vehicles and when not helping stranded vehicles, provide transportation to people with disabilities. 3. Start a program like – (Gov. Justice's Get Paid to Pay it Forward campaign, compensating drivers for transporting individuals to substance abuse treatment) - for people with disabilities. With a little thought and planning these are realist solutions. People with disabilities have been struggling with transportation needs for decades. Now the Gov. creates a transportation program for substance abuse treatment. Nearly 25% West Virginian's have a disability, including our Governor. Many of these people have transportation problems. It's time to quit talking about it and get something done. If you need my assistance you may contact me at 304.766.4624 Jerry Boyko WVSILC, Executive Director	5/25/2023 1:16 PM
10	Additional transportation options for seniors for medical appointments, shopping, etc. Significant need for out of town transportation (i.e. Cleveland Clinic and Ruby Hospital).	5/25/2023 12:40 PM
11	The roads are horrible throughout the state. In many counties their is no transportation assistance	5/22/2023 7:46 AM
12	I have been using the KRT Buses for almost 4 years and never had an issue until last few months and it keeps getting worse. They don't show correctly on KRT Live, show up way before scheduled trip time, won't stop when you flag them down, or simply don't follow the	5/21/2023 3:28 PM

	schedule and come my direction at all. I've been standing at the corner of Thompson Street and Washington Street East since 2:16pm and it is now 3:27 and no bus has came by here at all and it shows 3 we're schedule my direction so now I am late for work and extremely frustrated over it all.	
13	I need the krt to have a route at 10 or 11pm that goes to sissonville so I will have a ride home from work	5/20/2023 2:42 AM
14	Please bring back the earlier Inbound Cabin Creek bus. Thank you	5/18/2023 6:06 PM
15	City Park bus isn't convient at stopping at 5pm it doesn't help at all	5/18/2023 4:48 PM
16	Please come to Putnam county, Putnam county needs a transportation service for poca, Winfield, Eleanor, trays valley, and hurricane. Please come to Putnam county, WV.	5/18/2023 4:15 PM
17	I would really like to have transportation available	5/16/2023 2:16 PM
18	Charleston / Dunbar needs more buses running on Sundays	5/12/2023 3:22 PM
19	I used public transport during the time that i was receiving cancer treatments	5/12/2023 6:58 AM
20	I personally drive myself. I work at a family care practice where there are a lot of patients on Medicaid without means of transportation, therefore, unable to get to their designated appointments.	5/11/2023 9:25 PM
21	Public transportation is crowded and not easily accessible. It takes way too long to travel from one destination to the next.	5/11/2023 6:27 PM
22	I primarily use Uber or Lyft to get to and from work. It can be a little expensive, but public transportation doesn't run to my work.	5/11/2023 6:14 PM
23	I have a daughter that uses a wheelchair and needs bus services to WV State. As it is now they would have to transfer to three or four different buses and be on the bus four to five hours for a ten mile ride.	5/11/2023 5:23 PM
24	Even though I personally have transportation I work in a field that witnesses a barrier of transportation every single day for our clients. WV is a rural state and transportation to and from appointments, court dates, access to health care, law enforcement, court houses, domestic violence assistance, substance abuse treatment etc etc are difficult for most people. So far, there has been no major strides to solve this difficult issue. I am hoping that changes.	5/10/2023 11:18 AM
25	Also, the sidewalks need fixed. They are uneven and often narrow if at all. In addition, they need to increase the areas where you can get onto the sidewalk.	3/30/2023 6:08 PM
26	I will be moving Montgomery, WV Fayette County. Unfortunately attending social or cultural activities takes planning or I may be able to due to lack of transportation. Evenings and Sundays are more difficult by bus	3/30/2023 5:28 PM
27	Modivcare will not take anyone to food banks or grocery stores. They're not reliable. I've had to cancel so many appts because they didn't show up. I've been refused to be seen by doctors because I've had so many cancelations.	3/21/2023 7:30 AM
28	I wish the 1SA KRT line returned to its pre-Covid schedule.	3/18/2023 11:39 AM
29	WVDOPT needs to spend money on making transit shelters wheelchair accessible. They have eligible federal money to do it. WVDOT needs to spend some percentage of STBG funds on renovating sidewalks in priority areas. There are many state roads in our declining region that need road diets. This could make more room for wider more comfortable waking spaces or protected cycling. We need more protected cycling lanes. Many people who depend on cycling for transportation do so out of necessity. They oftentimes ride with no helmets going against traffic. Normally these are working or shopping men. Rarely do women and children feel comfortable cycling on the road due to the lack of protected cycling infrastructure. HSIP funds need to be spent on traffic calming and roundabouts.	3/17/2023 4:18 PM
30	We need more!	3/16/2023 3:55 PM
31	Certain bus routes need later and earlier bus times throughout the whole week.	3/16/2023 3:10 AM
32	There needs to be more bus routes going to and from Bridge Valley - South Charleston	3/13/2023 12:20 PM

APPENDIX C: TRANSPORTATION PROVIDER INVENTORY

This chapter describes each public transit, senior, and human service transportation, non-emergency medical transportation (NEMT) provider, and private transit provider that operates in each county in the Region. Human service transportation provides rides to specific segments of the population, such as seniors, 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 is provided for each transportation provider. For each county, 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. The Prestera Center has locations in all four counties in the region, although it is only listed once with Kanawha County providers.

Kanawha County Transportation Providers

Kanawha Valley Regional Transportation Authority	
Transportation Service Type	Fixed Route and Paratransit
Other Services Provided/Agency Mission	Transportation
Contact Information	304-343-3840
Hours	4:15 AM to 12:45 AM, 7 days a week
Service Area	Charleston, Montgomery, Dunbar, Nitro, St. Albans, Cross Lanes, Clendenin, South Charleston, East Bank, and Belle, WV
Eligibility Requirements	General Public
Website	https://rideonkrt.com/

Appalachian Center for Independent Living	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Research, education, and consultation for individuals with disabilities
Contact Information	304-965-0376
Hours	8:00 AM to 4:00 PM, Monday to Friday

Service Area	Boone, Kanawha, Clay, Jackson, Roane, and Putnam Counties, WV
Eligibility Requirements	Individuals with disabilities
Website	https://www.ilru.org/projects/cil-net/cil-center-and-association-directory-results/WV

Kanawha County Emergency Ambulance Authority	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Emergency Transportation
Contact Information	304-345-2312
Hours	5:00 AM to 8:00 PM, Monday to Saturday
Service Area	Kanawha, WV
Eligibility Requirements	Accepts Medicaid
Website	http://www.kceaa.org/

KAT (Kanawha Alternative Transit)	
Transportation Service Type	Demand Response for Eligible Riders
Other Services Provided/Agency Mission	Transportation
Contact Information	304-343-0489
Hours	Check website or call for information about the most current hours of operation
Service Area	Kanawha County, WV
Eligibility Requirements	Individuals with disabilities, including but not limited to Medicaid-eligible trips
Website	http://www.rideonkrt.com/specialservices.htm

C&H Taxi	
Transportation Service Type	Taxi
Other Services Provided/ Agency Mission	Transportation
Contact Information	304-344-4902
Hours	24/7
Service Area	Kanawha County, WV
Eligibility Requirements	General Public
Website	https://www.chtaxi.com/

Hansford Senior Services	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Health and Wellness Education, Nutrition, Senior Recreational Activities
Contact Information	304-722-4621
Hours	7:30 AM to 4:00 PM, Monday - Friday
Service Area	Kanawha County, WV, although most transportation provided outside of medical transportation is to/from the Senior Center or for weekly/monthly grocery trips
Eligibility Requirements	60+, individuals with disabilities
Website	http://www.hansfordcenter.com/transportation.html

Kanawha Valley Senior Services, Inc.	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	In-Home Care, Adult Day Care, Nutrition, Senior Recreation
Contact Information	304-348-0707
Hours	8:00 AM to 4:30 PM, Monday to Friday

Kanawha Valley Senior Services, Inc.	
Service Area	Kanawha County, WV
Eligibility Requirements	60+, Accepts Medicaid
Website	www.kvss.org

Prestera Center	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Transportation, adult services, addiction recovery, child services, intellectual rehabilitation, and crisis support
Contact Information	
	877-399-7776
Hours	6:30 AM to 7:00 PM, Monday - Friday
Service Area	Statewide Centers; found in Kanawha, Boone, Putnam, and Clay Counties
Eligibility Requirements	Individuals with mental health disorders and individuals in addiction recovery
Website	http://www.prestera.org/

Putnam County Transportation Providers

Putnam County Aging Program, Inc.	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Homecare, Nutrition
Contact Information	304-755-2385
Hours	6:00 AM to 6:00 PM, Monday - Friday
Service Area	Putnam County, WV Fayette County, WV
Eligibility Requirements	60+ and individuals with disabilities
Website	http://putnamaging.com/transportation/ krhodes@putnamaging.com

Teays Valley Taxi	
Transportation Service Type	Taxi
Other Services Provided/ Agency Mission	Transportation
Contact Information	304-421-8124
Hours	24/7
Service Area	Putnam County, WV
Eligibility Requirements	General Public
Website	None found

Express Cab Company	
Transportation Service Type	Taxi
Other Services Provided/ Agency Mission	Transportation
Contact Information	304-757-3422
Hours	24/7
Service Area	Putnam County, WV
Eligibility Requirements	General Public
Website	None found

Clay County Transportation Providers

No transportation providers were identified in the study. Some private providers and human service agencies from surrounding counties may serve parts of Clay County upon request.

Boone County Transportation Providers

TriRiver Transit	
Transportation Service Type	Deviated Fixed Route Service
Other Services Provided/Agency Mission	Transportation
Contact Information	1-877-212-0815
Hours	7 AM to 7 PM, Monday - Friday
Service Area	Lincoln, Logan, Mason, Wayne, and Boone Counties, WV
Eligibility Requirements	General Public
Website	www.tririver.org

Organizational Characteristics

The table below provides a summary of the characteristics of the participating transportation providers. The rightmost column 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." The Prestera Center has locations in all 4 counties, however, is only listed once with Kanawha County providers.

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?
Kanawha County				
Kanawha Valley Regional Transportation Authority	Yes	No	Public Non-Profit	No
Appalachian Center for Independent Living	Yes	Unknown	Private Non-Profit	Yes
C&H Taxi	Yes	No	Private For-Profit	No
Hansford Senior Services	Yes	No	Private Non-Profit	Yes
Prestera Center	Yes	No	Private Non-Profit	Yes
Kanawha Valley Senior Services, Inc.	Yes	Yes	Private Non-Profit	Yes
Kanawha County Emergency Ambulance Authority	Yes	No	Private For-Profit	No
KAT (Kanawha Alternative Transit)	Yes	No	Public Non-Profit	No

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?
Putnam County				
Putnam County Aging Program, Inc.	Yes	No	Private Non-Profit	No
Teays Valley Taxi	Yes	No	Private For-Profit	No
Express Cab Company	Yes	No	Private For-Profit	No
Clay County				
Boone County				
TriRiver Transit	Yes	No	Public Non-Profit	No

Fleet, Service, and Budget Characteristics

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

Agency	Accessible Vehicles?	Number of Vehicles in Daily Operation	Number and Type of Vehicles in Total Fleet	Number and Type of Drivers	Annual Expenses	Items included in Annual Expenses
Kanawha County						
Kanawha Valley Regional Transportation Authority	Yes	47	47	Full-time drivers	$12,065,501 in 2017	All eligible operating expenses
Appalachian Center for Independent Living	Yes	Not provided	Not provided	Not provided	Not provided	Not provided

Agency	Accessible Vehicles?	Number of Vehicles in Daily Operation	Number and Type of Vehicles in Total Fleet	Number and Type of Drivers	Annual Expenses	Items included in Annual Expenses
Kanawha County Emergency Ambulance Authority	Yes	Not provided	Not provided	Not provided	Not provided	Not provided
C&H Taxi (Wave Service)	Yes	25	20 Sedans, 2 SUVs, and 3 Wheelchair Accessible	15 FT/5 PT	$1,300,000	Rent, Utilities, Labor, Vehicles, Technology, etc.
Hansford Senior Services	Yes	3	3	3 Part-Time	$50,000 estimated	All eligible operating expenses
Prestera Center	Yes	Not provided	Not provided	Not provided	Not broken out by County	N/A
Kanawha Valley Senior Services, Inc.	Yes, 7	7	7, Accessible vehicles	1 FT 3 PT	$113,959	Payroll, Payroll taxes, Vehicle maintenance, Annual licenses, and Fuel
KAT (Kanawha Alternative Transit)	Yes	Varies	Not provided	Not provided	Not provided	Not provided
Putnam County						

Agency	Accessible Vehicles?	Number of Vehicles in Daily Operation	Number and Type of Vehicles in Total Fleet	Number and Type of Drivers	Annual Expenses	Items included in Annual Expenses
Putnam County Aging Program, Inc.	Yes	6 if needed	7	1 FT 4 PT 3 FT staff fill-ins	$170,000	Wages, Fuel, Insurance, Vehicle maintenance and repair
Teays Valley Taxi	Not provided	Not provided	Not provided	Not provided	Not provided	Not provided
Express Cab Company						
Clay County						
Boone County						
TriRiver Transit	Yes	1 Route 2-4 NEMT	20 - 12/18 Pass Bus 13 - Mini-Vans Wheelchair accessible	18 FT 11 PT	$2,357,060	Payroll, Fuel, Insurance, Utilities

Trip Scheduling, Fares and Productivity Information

The following table describes 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 service hours estimates 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	Estimated Annual Service Hours	Estimated Productivity (Trips per Service Hour)
Kanawha County						
Kanawha Valley Regional Transportation Authority	Any	<u>Fixed Route</u> $1.50 for Adults $0.75 for Seniors and Disabled <u>Paratransit</u> $3.00 fare	Paratransit customers must reserve a ride the day before their desired trip	1,679,686	154,242	78.22
Appalachian Center for Independent Living	Not provided	Not provided	Not provided	Not provided	Not provided	Not provided
Kanawha County Emergency Ambulance Authority	Not provided	Not provided	Not provided	Not provided	Not provided	Not provided
C&H Taxi	All	Fares (based on distance and time)	Call, App, or Online	55,000	8,760	6.27
Hansford Senior Services	Medical, trips to/from the center, grocery trips	Donations for senior center trips; medical trips are charged according to distance	First-come, first-served but encouraged to schedule as soon as possible	6,500	Not available	Not available

Agency	Trip Purposes Allowed	Fares or Donations	Ride Request Process	Annual one-way passenger trips	Estimated Annual Service Hours	Estimated Productivity (Trips per Service Hour)
Prestera Center	Any	$2.00 one way	Call ahead	Don't track; serves 75 clients	2,178	Not available
Kanawha Valley Senior Services, Inc.	Non-emergency medical, to/from senior center, shopping, nutrition sites	Donations are accepted	The client calls the Senior Center and makes the appointment, we tell them about our services and schedule an appointment. We call 24 hours before to remind them of their appointment.	50	1200	4
KAT (Kanawha Alternative Transit)	Any	A variety of single or multi-day passes and a punch card are available	Call ahead to schedule a paratransit trip. No reservation for a fixed route, just board at the bus stop.	Not provided	Not provided	Not provided
Putnam County						

Agency	Trip Purposes Allowed	Fares or Donations	Ride Request Process	Annual one-way passenger trips	Estimated Annual Service Hours	Estimated Productivity (Trips per Service Hour)
Putnam County Aging Program, Inc.	NEMT, Grocery stores, Essential errands like DHHR, Transportation to center	Donations	Request 2-week notice	6,012	12,024	0.33
Teays Valley Taxi	Any	Metered rate	Call	Not provided	Not provided	Not provided
Express Cab Company	Any	Metered rate	Call	Not provided	Not provided	Not provided
Clay County						
Boone County						
TriRiver Transit	Public Transit Non-Emergency	Bus Route: $1.00 per boarding, plus an additional $1.00 per additional zone NEMT: $14.00 for 1st 30 miles and 0.45 cents each additional mile after 30	Bus Route - flag down stop NEMT - call the office to schedule a ride	90,000	40,000	3 passengers per hour

Appendix D: Demographics

The demographics of an area are a strong indicator of demand for public transportation services. Relevant demographic data was collected and is summarized here.

The data provided in the following section has 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 is 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 does not represent a direct population count.

Population Projections

Exhibit D.1: Population Projections by County[4]

County	7/1/2025	7/1/2030	7/1/2035	7/1/2040
Boone County	10,372	9,915	9,404	8,977
Clay County	3,761	3,527	3,262	3,046
Kanawha County	85,398	84,122	82,815	81,962
Putnam County	28,636	28,663	28,611	28,614

The data on population projections for the four counties in West Virginia for the years 2025, 2030, 2035, and 2040 provides the following insights:

The population in Boone and Clay Counties is projected to decline gradually and significantly from 2025 to 2040. Possible contributing factors to the population decline in Boone and Clay Counties include potential outmigration and/or declining rates of birth.

On the other hand, Kanawha and Putnam Counties are forecasted to have more stability in their population changes from 2025 to 2040. Even though Kanawha County is projected to experience a minor population decline, its population will remain relatively constant. Putnam County displays only a minimal forecasted population change and is slated to sustain its current population level.

It is important to note that population changes in these four counties can influence the need for social services, infrastructure, and public transit.

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[4] Source: https://business.wvu.edu/files/d/73f29801-fb12-40d4-b8d0-5802a29742be/wvsummary_2022.pdf

Population Density

Exhibit 2 illustrates a comparison of population densities for Census block groups in Region III. The most densely populated areas are around Interstate 64 throughout Kanawha County and portions of Putnam County. Areas of lower densities are scattered throughout the outlying areas of the Region. 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.

Exhibit D.2: Region 3 Population Density
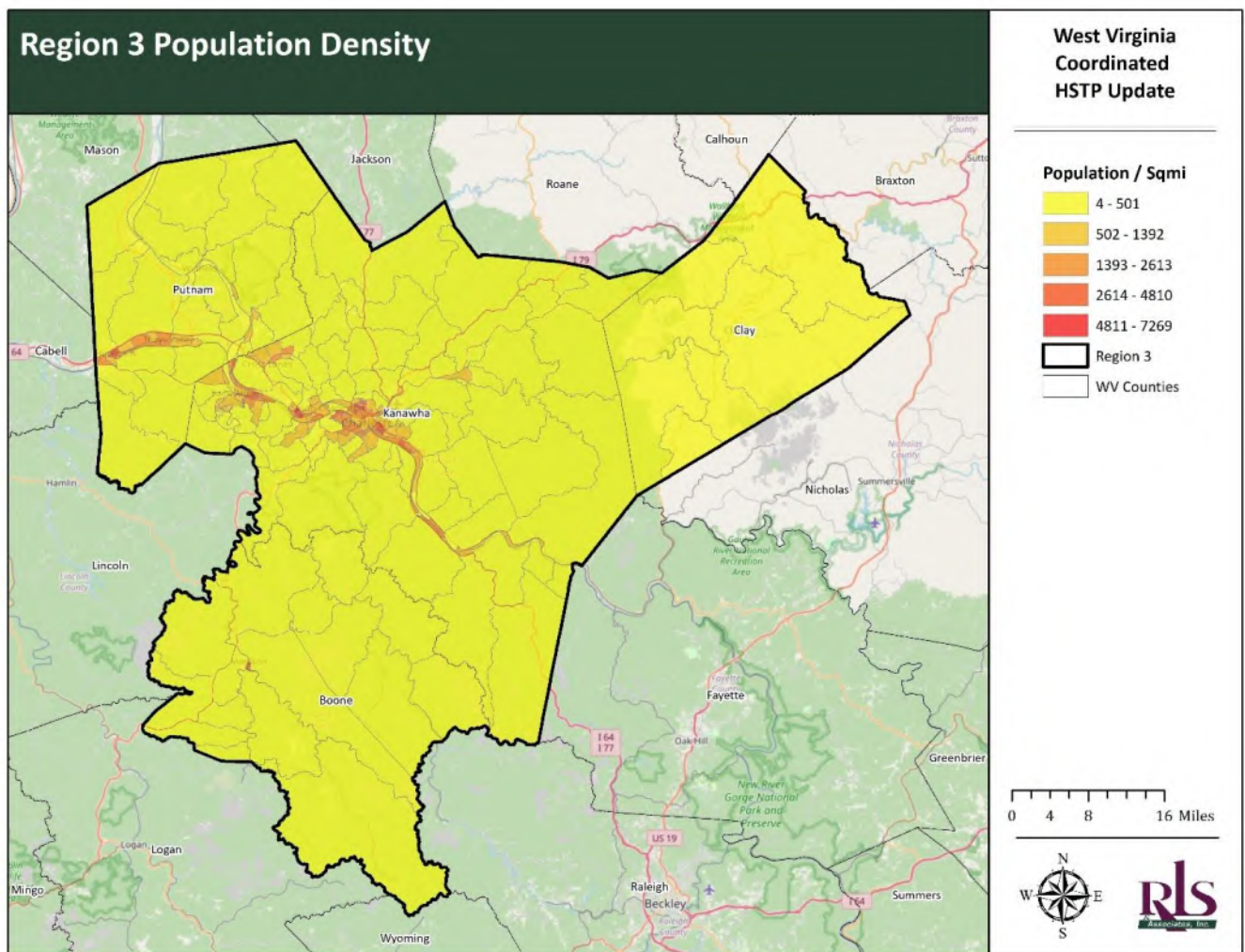
Individuals with Disabilities

Exhibit D.3: Individuals with Disabilities[5]

County	Percent of Population with a Disability
Boone	25.1%
Clay	27%
Kanawha	18.2%
Putnam	11.3%

Individuals with disabilities are also likely to use public or human service agency transportation services. In Region III, Clay County (27%) had the highest disability rate among the county population, followed by Boone County at 25.1%. At 11.3%, Putnam County had the lowest disability rate among the county population.

It is important to note that counties with higher rates of disability prevalence may require more extensive social services and support systems to properly address the needs of the disability community.

However, 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 is available from the U.S. Census Bureau to define individuals with mobility limitations that prevent them from traveling independently outside of the home.

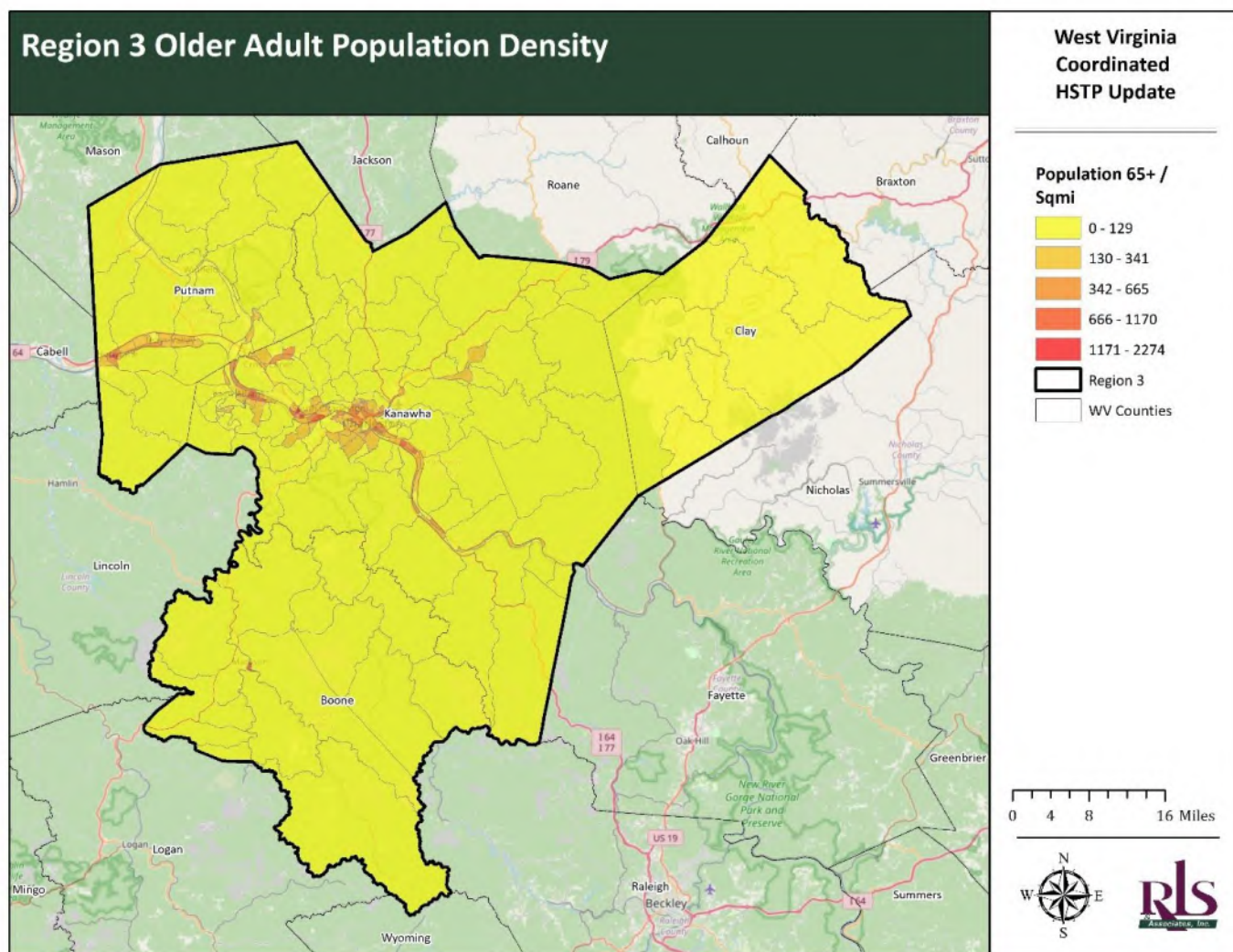**Population Projection for Older Adults**

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 limited incomes and, therefore, public transportation is a more economical option to owning a vehicle. For these reasons, the older adult population in an area is an indicator of potential transit demand.

Exhibit D.4 illustrates the population density of persons over 65 years of age by block group. Concentrations of this age group are similar to the overall population and located around Interstate 64 in Kanawha and Putnam Counties.

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[5] Source: 2017-2021 American Community Survey, 5-Year Estimates

**Exhibit D.4: Region 3 Older Adult Population Density**

Region 3 Older Adult Population Density

West Virginia Coordinated HSTP Update

Population 65+ / Sqmi
- 0 - 129
- 130 - 341
- 342 - 665
- 666 - 1170
- 1171 - 2274
- Region 3
- WV Counties

Household Incomes[6]

Exhibit D.5 illustrates the household incomes for Region III. There are approximately 109,711 households[7] in Region III. Of those, 33.2 percent earn less than $35,000 annually. Of the households earning less than $35,000, 6.62 pecent earned less than $10,000 per year

Exhibit: D.5 Region III Median Household Income
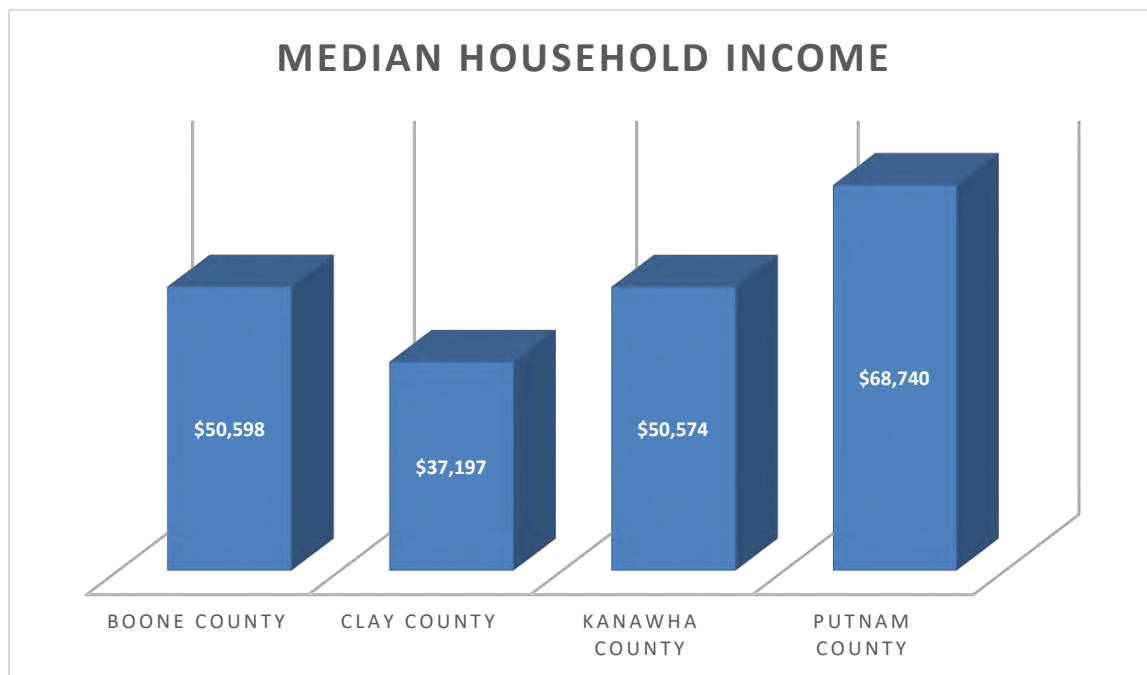
Zero Vehicle Households

The number of vehicles available to a household[8] is also used as an indicator of demand for transit service. There are 9,966 households in Region III that have no available vehicles. This is 9.1 percent of all households in the Region.

Exhibit D.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 (40.3% - 62.5%). The block group locations with the highest concentration of these households are within Charleston. Areas with a moderately high density of zero-vehicle households can be found in Charleston, Dunbar, Clay, Sissonville, and Handley.

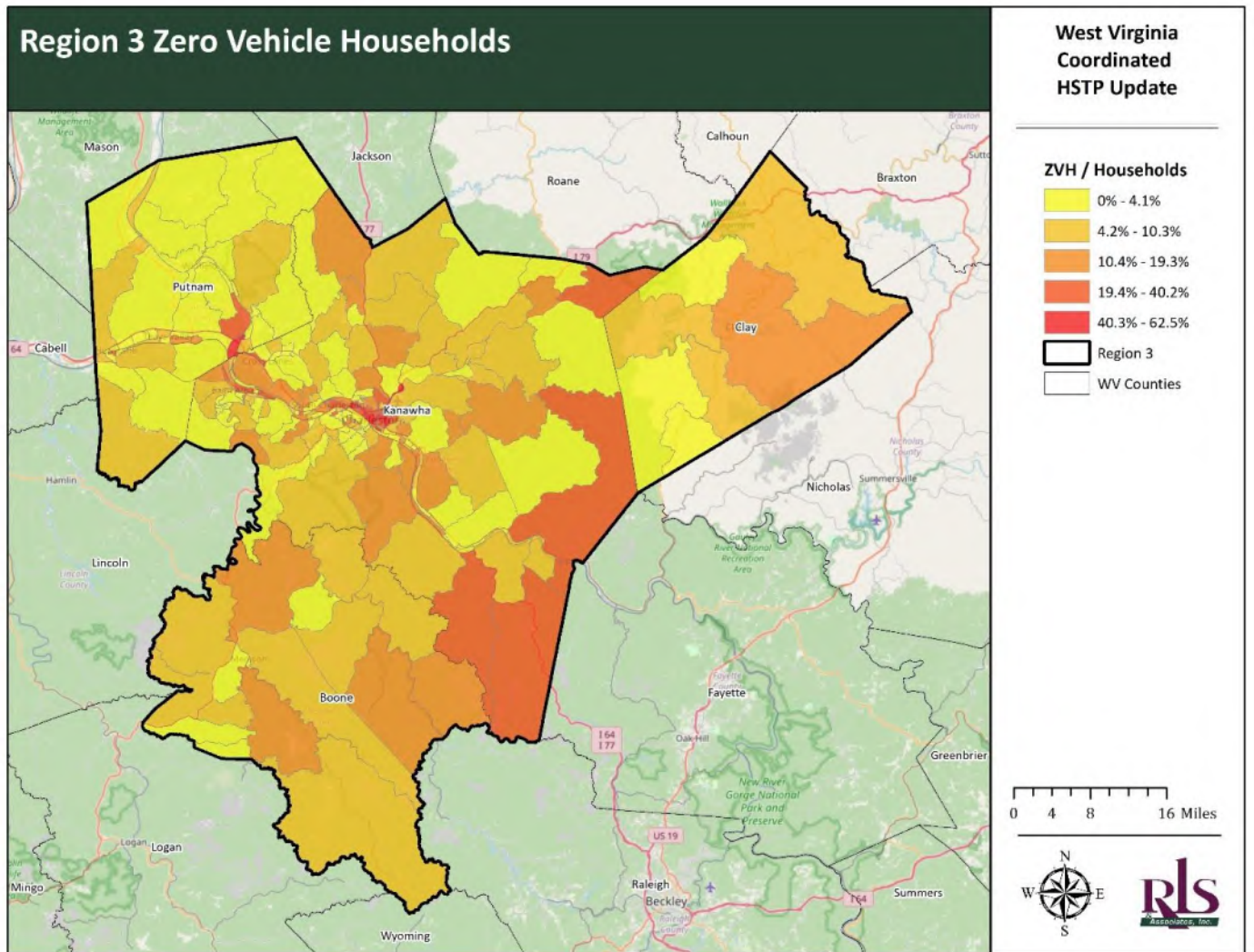[6] Source: 2017-2021 American Community Survey 5-Year Estimates
[7] Households are defined as occupied housing units.
[8] Households are defined as occupied housing units.

Exhibit D.6: Region 3 Zero Vehicle Households

Region 3 Zero Vehicle Households

West Virginia Coordinated HSTP Update

ZVH / Households
- 0% - 4.1%
- 4.2% - 10.3%
- 10.4% - 19.3%
- 19.4% - 40.2%
- 40.3% - 62.5%
- Region 3
- WV Counties

Minority and Limited English Proficiency (LEP) Population

Approximately 87.4% to 97.3% of the population in each county in Region III is white (Exhibit D.7). Black or African American is the second most common race, followed by two or more races, then Hispanic or Latino individuals. The majority of the population speaks only English (Exhibit D.8).

Exhibit D.7: Race[9]

Race	Boone	Clay	Kanawha	Putnam
White alone, not Hispanic or Latino	97.3%%	96.5%	87.4%	94.8%
Black or African American alone	0.8%	0.5%	7.5%	1.3%
Two or more races	1.0%	1.4%	2.8%	1.5%
Hispanic or Latino (of any race)	0.7%	1.1%	1.2%	1.4%
American Indian and Alaska Native alone	0.2%	0.4%	0.2%	0.2%
Asian alone	0.2%	0.1%	1.1%	0.9%
Native Hawaiian and Other Pacific Islander alone	Value greater than zero but less than half unit of measure shown	0.1%	Value greater than zero but less than half unit of measure shown	Value greater than zero but less than half unit of measure shown

Exhibit D.8: Limited English Proficiency[10]

Language	Boone	% of Total Population	Clay	% of Total Population	Kanawha	% of Total Population	Putnam	% of Total Population
Total Population	20,977		7,739		172,553		54,534	
Speak only English	20,877	99.5%	7,669	99.1%	168,471	97.6%	53,459	98%
Spanish or Spanish Creole:	92		14		1,002		398	
Speak English less than "very well"	64	0.3%	0	0.0%	215	0.1%	143	0.3%
Chinese	0		0		106		0	
Speak English less than "very well"	0	0.0%	0	0.0%	68	0.04%	0	0.0%
Vietnamese	0		0		36		0	
Speak English less than "very well"	0	0.0%	0	0.0%	32	0.02%	0	0.0%

[9] Source: 2017-2021 American Community Survey 5-Year Estimates
[10] Source: 2017-2021 American Community Survey 5-Year Estimates

APPENDIX E: RELEVANT TERMS

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

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

Glossary of Terms

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

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

Grants for Buses and Bus Facilities Formula Program (Section 5339) – The Grants for Buses and Bus Facilities Formula Program (49 U.S.C. 5339) makes Federal resources available to states and direct recipients to replace, rehabilitate, and purchase buses and related equipment and to construct bus-related facilities, including technological changes or innovations to modify low or no emission vehicles or facilities. Funding is provided through formula allocations and competitive grants. Eligible recipients include direct recipients that operate fixed route bus service or that allocate funding to fixed route bus operators; state or local governmental entities; and Federally recognized Indian tribes that operate fixed route bus service eligible to receive direct grants under Sections 5307 and 5311. Subrecipients may allocate amounts from the grant to subrecipients that are public agencies or private nonprofit organizations engaged in public transportation.

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

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

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

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

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

Urbanized Area – Urbanized area means a geographic area with a population of 50,000 or more, as designated by the U.S. Department of Commerce, Bureau of the Census.

Urbanized Area Formula Grants (Section 5307) – The Urbanized Area Formula Funding program (49 U.S.C. 5307) makes Federal resources available to urbanized areas and to governors for transit capital and operating assistance in urbanized areas and for transportation-related planning. An urbanized area is an incorporated area with a population of 50,000 or more that is designated as such by the U.S. Department of Commerce, Bureau of the Census. Funding is made available to designated recipients that are public bodies with the legal authority to receive and dispense Federal funds. Eligible activities include planning, engineering, design, and evaluation of transit projects and other technical transportation-related studies; capital investments in new and existing fixed guideway systems including rolling stock,

overhaul and rebuilding of computer hardware, software, and vehicles; and more. Additional information is available at https://www.transit.dot.gov/funding/grants/urbanized-area-formula-grants-5307.

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

APPENDIX F: PARTICIPATING ORGANIZATIONS

The following organizations participated in the Coordinated Plan Update:

Appalachian Center for Independent Living, Inc.
C & H Taxi
City of Charleston Planning Department
Clay Senior and Community Services
Family Care Health Centers
Kanawha County Emergency Management
Kanawha Regional Transportation Authority
Kanawha Valley Senior Services
Modivcare
Putnam County Aging Program
Regional Intergovernmental Council (RIC)
The Health Plan
Tri-River Transit
Unicare Health Plan
United Way
YMCA
WUSU Aging and Disability
WVARF
WVBHPC/Paimi
WV Aged and Disabled Waiver
WV Care Association
West Virginia Department of Transportation – Transit Section
WVSU Metro AAU
WV Primary Care Association