

**Coordinated Public Transit - Human
Services Transportation Plan
For
Region X: Marshall, Ohio, and Wetzel
Counties**

October 2023



West Virginia
Department of Transportation

Division of Multimodal Transportation Facilities-Public
Transit

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Introduction

I. INTRODUCTION

OVERVIEW

This plan updates the West Virginia Planning and Development Region X Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) for Marshall, Ohio and Wetzel Counties. The plan was initially developed in 2011 and last updated in 2019. The plan was initially developed to fulfill the planning requirements for the United We Ride initiative and the Federal Transit Administration's (FTA) requirements under the Safe, Accountable, Flexible, and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU). The SAFETEA-LU Act was the Federal surface transportation authorization effective through September 30, 2012. These requirements continued under subsequent transportation authorizations. On November 15, 2021, the Infrastructure Investment and Jobs Act (IIJA) was enacted into law. The IIJA continues the policies set forth by previous authorizations 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.

Funding to update this locally-developed regional Coordinated Plan was provided by the West Virginia Department of Transportation (DOT) Division of Multimodal Transportation Facilities - Transit Section and 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 Section 5310 Program because participation in a locally developed Coordinated 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 Division of Multimodal Transportation Facilities - Transit Section is the direct recipient for West Virginia's rural and small urban areas. As the direct recipient, the Transit Section solicits applications and selects Section 5310 Program recipient projects for funding. 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 State, local, or non-U.S. Department of Transportation Federal (within the Federal program's guidelines) resources. Passenger fare revenue is not eligible as a local match.

Section 5310 Funds Transfer

The WV Division of Multimodal Transportation Facilities - 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. 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."

PLAN DEVELOPMENT METHODOLOGY

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

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

The fundamental element of the planning process is the identification and assessment of existing transportation resources and local/regional unmet transportation needs and gaps in service. This was accomplished by receiving input from the stakeholders noted above through a public meeting,

telephone interviews, email conversations, and completing a public survey available both online and on paper.

The Coordinated Plan update incorporated the following planning elements:

1. Review of the previous Coordinated Plan to develop a basis for evaluation and recommendations;
2. Evaluation of existing economic/demographic conditions in each county;
3. Conduct of a survey of 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 of two open 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 of the inventory of existing transportation services provided by public, private, and non-profit organizations;
6. Update of 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.

Needs

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 mailings, emails, and word-of-mouth. The meeting dates and locations were:

- ◆ March 29, 2023 at Ohio County Public Library, Wheeling, WV
- ◆ July 20, 2023 virtual via GoToMeeting

At the first meeting, 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.

The public survey was distributed online 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 five months. There were 36 survey responses from Region X. Approximately 19.44% of survey respondents were age 65 and older and 22.22% indicated that they, or someone in their household, had a disability that limits his or her mobility, ability to drive or use available transportation services.

Detailed public survey results, demographic analysis and public and stakeholder meeting materials are included in the appendices to this report. A summary of the needs assessment findings is provided in Table II.1. Survey results are summarized in the following tables.

Table II.1: 2023 Needs Assessment
Long Distance ModivCare Trips <ul style="list-style-type: none"> ◆ Long distance ModivCare trips are needed in the Region from local communities to Morgantown and other locations outside of the Region. Transportation providers have difficulty finding drivers willing to make those trips.
Trips to Grocery Stores <ul style="list-style-type: none"> ◆ People under the age of 60 who do not qualify for transportation services are in need of help getting to and from grocery stores.
Employment Transportation <ul style="list-style-type: none"> ◆ There is a need for people who do not drive to have access to transportation in order to make it to and from employment. ◆ Additionally, people looking for jobs need information about transportation routes and services so they understand whether public or human service transportation is available to get them to work.
Bus Stops <ul style="list-style-type: none"> ◆ There is difficulty for individuals in some housing authorities to get to and from OVRTA bus stops. ◆ There is also a need for more accessible stops along the transit routes.
Service Hours <ul style="list-style-type: none"> ◆ People need rides in the evenings and early morning hours, outside of most providers' hours of operation. As an example, return trips are not available for individuals receiving treatment at the

Table II.1: 2023 Needs Assessment

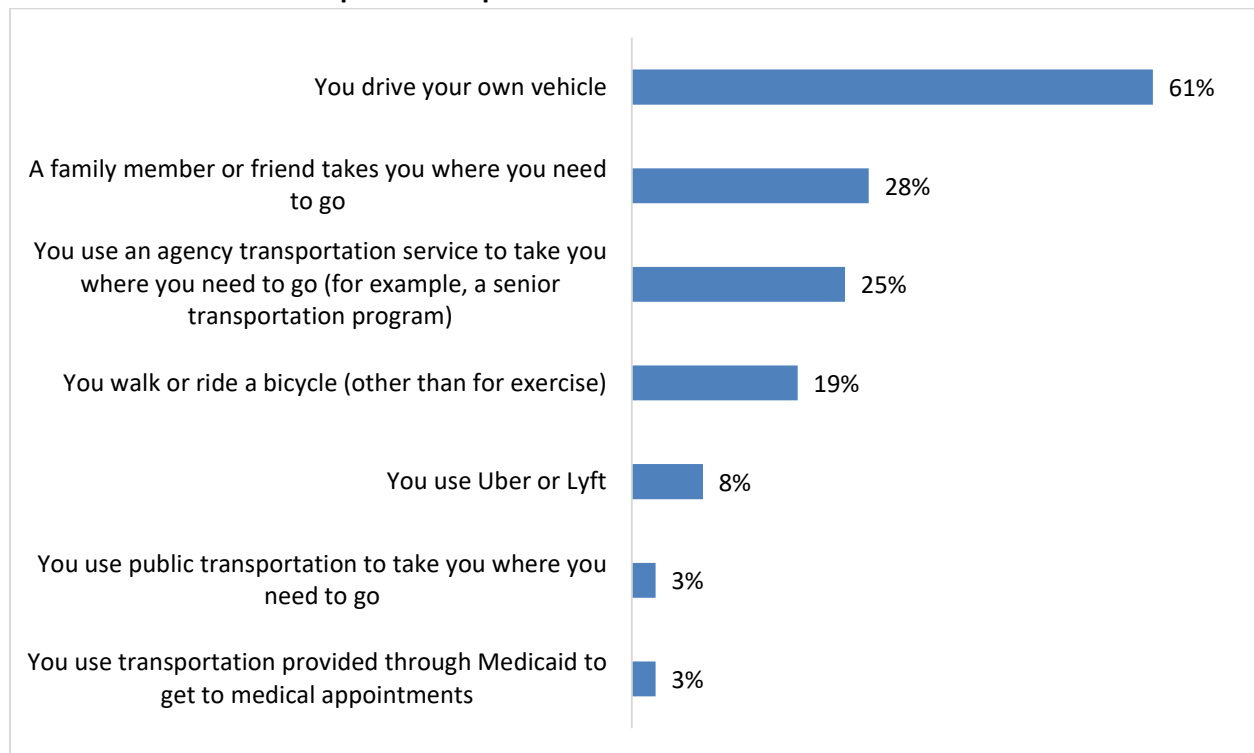
<p>Wheeling Comprehensive Treatment Center. In addition, expanded hours are needed for employment transportation. Many do not have family and friends available to provide rides for employment shifts that begin or end before or after transit operating hours.</p>
<p>NEMT Transportation</p> <ul style="list-style-type: none"> ◆ There is a need throughout the region for NEMT transportation. Specifically, in Wetzel County, there is a need for non-ambulatory transportation to and from dialysis centers or rehab facilities. ◆ Some senior transportation is available, but it is not available to younger people. ◆ Low-income individuals who do not qualify for senior transportation or Medicaid lack access to medical transportation. There is also an extremely limited pool of providers available to transport individuals for medical appointments from Wetzel County to Wheeling and other locations.
<p>Access to Non-ambulatory Transportation</p> <ul style="list-style-type: none"> ◆ The region has a lack of accessible non-ambulatory transportation. Many individuals may be in need of an accessible vehicle in order to get to follow-up appointments or from a medical facility to their home, but sometimes take an ambulance because it is the only vehicle available that can accommodate them.
<p>Non-medical Transportation Needs</p> <ul style="list-style-type: none"> ◆ A need exists for transportation to hospitals, emergency shelters, jails/prisons or health centers. The need exists not only for individuals who participate in programs (such as the monthly re-entry alliance meetings in Marshall County), but also for family/friends who are visiting the individual in the facility.
<p>Rural Transportation</p> <ul style="list-style-type: none"> ◆ People living in rural areas need to get to cities (e.g., Wheeling, Moundsville, New Martinsville, etc.) for services.
<p>Communication</p> <ul style="list-style-type: none"> ◆ Transportation providers and stakeholders need to communicate in order to identify opportunities to collaborate on improvements to services, including educating funders and the public about the need for resources to expand service.
<p>Demographics:</p> <ul style="list-style-type: none"> ◆ There are many areas throughout Region X where between 8.2% and 31.4% of households do not have a vehicle. Census block groups with between 31.5% and 66.7% “zero vehicle households” are located in Ohio and Marshall Counties around Moundsville and Wheeling. ◆ Single vehicle households with multiple people throughout the Region need public, agency, and/or private transportation options to supplement the availability of their personal vehicle. ◆ Population density – both for older adults and the general population – is moderate to high in Wheeling and Moundsville and the surrounding areas. Moderate older adult and general population density can also be found in New Martinsville and Paden City.
<p>Public Survey Results:</p> <p>36 Region X residents completed the public survey.</p> <ul style="list-style-type: none"> ◆ 19% of respondents were age 65+. ◆ 22% have a mobility limitation or someone in their family has a mobility limitation. Survey respondents shared whether they have difficulty with specific activities due to lack of transportation: <ul style="list-style-type: none"> ○ 14% have trouble getting to medical appointments because they do not have reliable transportation. ○ 14% are sometimes unable to run errands because of a lack of reliable transportation. ○ 8% find it difficult to feed themselves or their families because of a lack of transportation. ○ 17% have difficulty getting to work because of a lack of reliable transportation.

Table II.1: 2023 Needs Assessment

- 19% find it difficult to get to **agency appointments** because of a lack of transportation.
- 14% find it difficult to attend Sunday **religious services** because of a lack of transportation.
- 8% have trouble furthering their **education** due to a lack of transportation.

Approximately 61% of public survey respondents indicated that they drive their own vehicle. Only 3% stated that they use public transportation. Respondents were asked to identify all the ways they manage transportation needs. Exhibit II.1 illustrates that while a majority of the respondents drive a car, 28% ride with a family member or friend, 19% walk or ride a bicycle, 25% use human service agency-sponsored transportation services (i.e., senior centers, non-profit agencies, etc.), 3% use Medicaid-sponsored transportation services for medical appointments, and 8% use Transportation Network Companies (TNCs, e.g., Uber/Lyft).

Exhibit II.1: Available Transportation Options

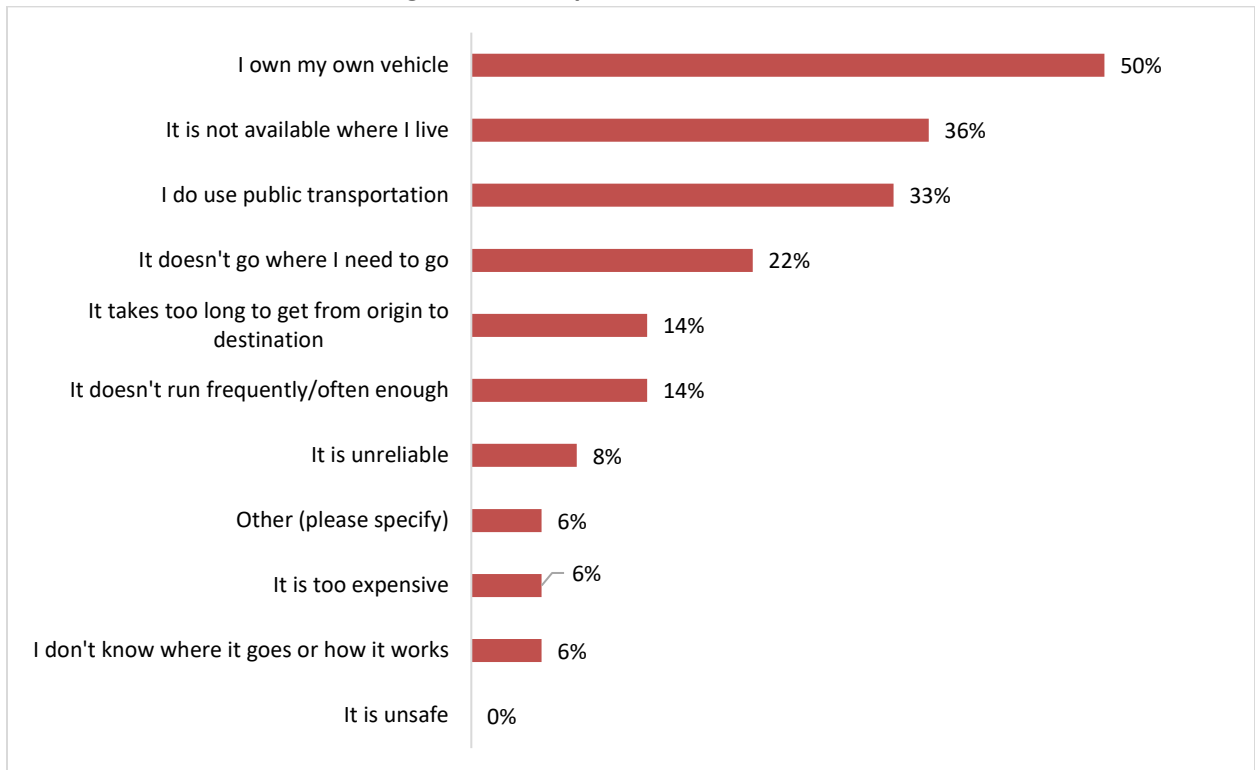


*Responses total is more than 100% because respondents could select multiple answers.

Survey respondents were asked to identify why they do not use public transportation. Most of those who own a vehicle listed that as their reason for not riding transit. Approximately 36% of respondents stated that they do not use public transit because it is not available where they live. Another 22% stated that public transit does not go where they need to go. These reasons indicate spatial gaps between origins and destinations that are not filled by public transit.

Approximately 14% indicated that public transit does not run often enough for it to be feasible for them to use. Fewer than 6% cited other reasons for not using public transit, including issues with reliability, trip times, and affordability. 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.

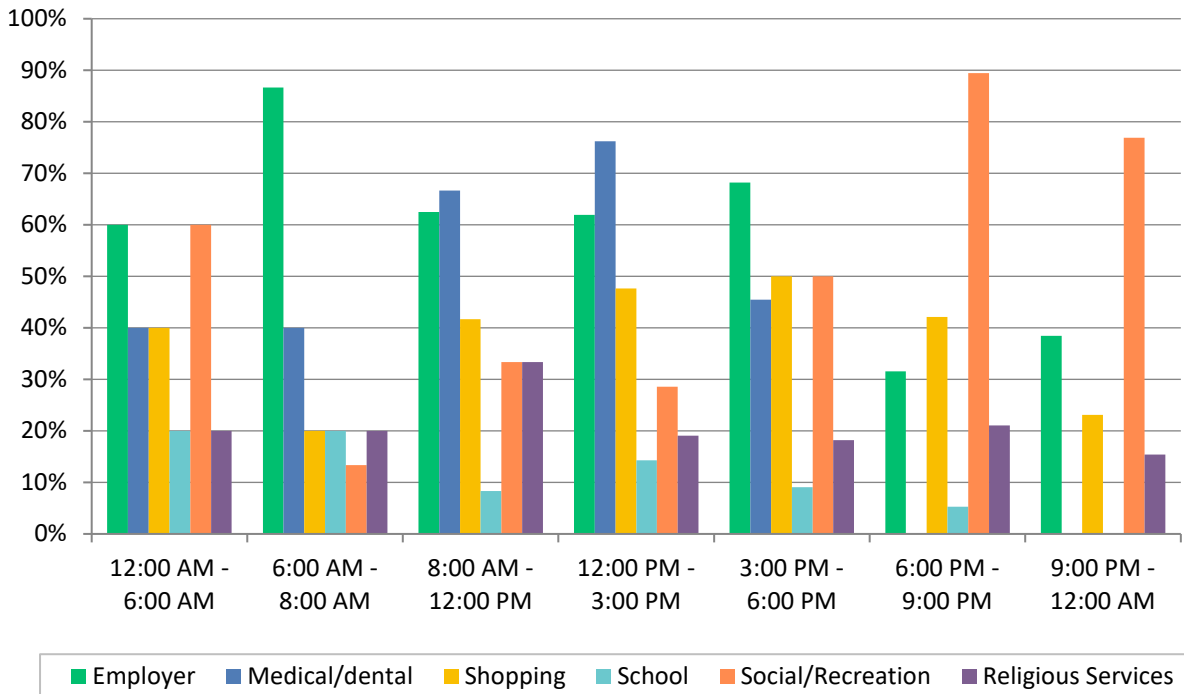
Exhibit II.2: Reasons for Not Using Public Transportation



*Response totals are more than 100% because respondents could select multiple answers.

To understand when transportation is needed and not available (temporal gaps), survey respondents were asked when they need transportation for various trip purposes. As illustrated in Exhibit II.3, transportation needs for employment are highest between 6:00 AM and 8:00 AM. Shopping transportation needs occur throughout the day. Social/recreational needs peak between 6:00 PM and 12:00 AM. Medical/dental trip needs occur more often between 12:00 PM and 3:00 PM. As indicated in the assessment of existing services, transportation resources are minimal during early morning and late evening hours.

Exhibit II.3: Temporal Needs for Transportation



Conclusion

While survey results and socio-economic Census data indicate that many have access to a personal vehicle and can drive, there are high densities of zero-vehicle households in many areas of the Region, including in less densely populated areas of all three counties. Survey results reveal that 14% of respondents have difficulty running daily errands or attending medical appointments due to lack of transportation. Others are struggling to feed themselves and their families because of transportation difficulty. Some residents use human service agency transportation, ride with family/friends, and walk or bike to access necessary resources. Approximately 33% of respondents reported that they use public transportation. When asked why they do not ride public transit, many respondents indicated spatial gaps – that is, no transportation service is available to/from where they live or where they need to go.

Providers

III. TRANSPORTATION PROVIDER INVENTORY

This chapter provides a list of transportation providers operating in Region X. Human service transportation provides rides to specific segments of the population, such as older adults, individuals with disabilities, people with low incomes, or veterans. Many human service transportation agencies 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

Ohio Valley Regional Transportation Authority

Human Service Agencies and/or Senior Services – Open to a segment of the population based on eligibility criteria

Family Service Upper Ohio Valley

Faith in Action Caregivers

Marshall County Senior Citizens Center

Serenity Hills Life Center

Wetzel County Committee on Aging

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

Northwood Health Systems

Russell Nesbitt Services

Transitions Thru Life

Major Trip Generators

Major trip generators are destinations frequently served by public, human service agency and/or senior transportation providers such as medical facilities, nutrition sites, apartment complexes, senior centers, employers, shopping, and recreation venues. Each transportation provider that participated in the coordinated transportation plan provided a list of the top destinations they serve or are requested to serve. Exhibit III.1 depicts the location of major trip generators throughout the Region. As illustrated in the map, most trip generators are located in Wheeling, Moundsville, and New Martinsville. It is important to understand that while many of the major trip generators are located in these towns, the individuals needing a ride to and from those destinations often live in outlying rural areas. Transportation providers are challenged by providing effective and efficient

Exhibit III.2: Hours of Operation for Transportation Providers

	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00
Marshall County																	
Ohio Valley Regional Transportation Authority		Weekdays and Saturdays															
Marshall County Senior Citizens				Weekdays													
Family Service Upper Ohio Valley				Weekdays													
Russell Nesbitt Services			Weekdays														
Northwood Health Systems					Weekdays (Possible Weekends)												
Transitions Thru Life				Weekdays													
Ohio County																	
Ohio Valley Regional Transportation Authority		Weekdays and Saturdays															
Family Service Upper Ohio Valley			Weekdays														
Faith in Action Caregivers				Weekdays and Saturdays													
Russell Nesbitt Services			Weekdays														
Northwood Health Systems					Weekdays (Possible Weekends)												
Serenity Hills Life Center				Weekdays													
Transitions Thru Life				Weekdays													
Wetzel County																	
Wetzel County Committee on Aging				Weekdays													
Russell Nesbitt Services			Weekdays														
Northwood Health Systems					Weekdays (Possible Weekends)												
Transitions Thru Life				Weekdays													
		General Public Service															
		Open to a Segment of the Population (for example, older adults or individuals with disabilities)															
		Transportation for Agency Clients															

IV. REVIEW OF PROGRESS SINCE 2019 COORDINATED PLAN UPDATE

The 2019 Plan Update included the goals and objectives listed in the following tables. In 2019, the primary focus for addressing unmet needs and gaps in services was improving communication between transportation providers and establishing a regional mobility management program to better inform the public of available resources. The following tables display the 2019 goals and objectives and progress made in achieving these goals.

GOAL #1A: IMPROVE COMMUNICATION AMONG TRANSPORTATION PROVIDERS AND STAKEHOLDERS IN REGION X	
Strategy	OVRTA, Family Resource Network (Ohio County) and Belomar Regional Council will co-facilitate a subcommittee that consists of Region X public and human services transportation stakeholders that meets quarterly or biannually to discuss coordination, mobility management and unmet transportation needs.
Action Steps	1. Identify an appropriate standing Belomar Regional Council committee to serve this purpose OR form a new subcommittee.
	2. Establish a meeting schedule and advertise meetings.
	3. Conduct quarterly meetings.
	4. Offer an annual public and stakeholder input meeting to provide updates on progress of all Goals, Strategies, and Action Steps.
Discussion: The Region X Coordinated Transportation Committee formed in 2019, and has met routinely for the past four years. Committee meetings are attended by transportation providers, planning entities, human service organizations, and local government officials. In the meetings, transportation providers give updates on ridership and new programs, discuss unmet needs, and brainstorm ways that local organizations can collaborate to meet these needs. The Committee members also review and discuss progress made on the Coordinated Plan goals. The Committee has been chaired by the Ohio County Family Resource Network since its inception, and requires a new chair to volunteer to continue its successful approach to improving communication within Region X.	

2019 GOAL #1B: IMPROVE COMMUNICATION AMONG TRANSPORTATION PROVIDERS THROUGHOUT THE STATE OF WEST VIRGINIA	
Strategy	Region X public transit and human service transportation providers will participate in the West Virginia Transportation Coordinating Council, West Virginia Public Transit Association and/or other statewide venue.
Action Steps	1. Identify one or more transportation providers in Region X to participate in these organizations, as permitted by membership eligibility criteria.
	2. Attend statewide meetings.
	3. Report on statewide initiatives and activities to the Regional committee identified in Goal #1A.
Discussion: OVRTA continues to participate in WVPTA, and maintain communications with statewide transportation initiatives such as ModivCare and Statewide Opioid Response (SOR).	

2019 GOAL #1C: IMPROVE COMMUNICATION AMONG TRANSPORTATION PROVIDERS WITHIN REGION X COUNTIES

Strategy	Region X public transit and human service transportation providers and community stakeholders will meet regularly through countywide transportation committees and local broad-based committees that aim to improve access to social services and economic opportunities.
Action Steps	1. Responsible leading parties (Family Resource Networks in Ohio and Marshall Counties and Wetzel County Council for Children and Families) establish transportation committees in each county and set a quarterly schedule of meetings.
	2. Transportation committees meet on a quarterly basis to discuss the following subjects: <ul style="list-style-type: none"> a. Transportation provider updates; b. Unmet transportation needs in the county; and, c. Transportation provider ridership statistics.
	3. Family Resource Network (Ohio and Marshall Counties) and Wetzel County Council for Children and Families inform transportation providers of meetings times and locations for their community stakeholder committees. Transportation providers attend these meetings.
<p>Discussion: Intra-county communication efforts have continued in Ohio and Marshall Counties since the 2019 plan. In Wetzel County, stakeholders have not regularly convened to discuss transportation, and would benefit from a renewed interest in bringing interested parties together for better communication.</p>	

2019 GOAL #2: MAINTAIN CURRENT LEVELS OF TRANSPORTATION SERVICES FOR OLDER ADULTS, INDIVIDUALS WITH DISABILITIES, AND PEOPLE WITH LOW INCOMES

Strategy	Existing transportation services for the target populations are important and the quality of service from those organizations must be maintained. Transportation providers will work together to provide safe vehicles that are in good condition and maintain a high standard of staff training and customer service. Providers will acquire vehicles that are able to safely transport individuals on all types of rural roadways and comfortably accommodate people with mobility challenges.
Action Steps	1. Continue to operate public and human service transportation programs in Region X.
	2. In addition to traditional accessible and non-accessible vehicles, purchase vehicles that are appropriately sized and capable of accessing remote, rural areas (and unpaved or gravel roads), as appropriate.
<p>Discussion: The Region's providers have maintained their services, and have acquired appropriate vehicles as funding levels and vehicle availability permit. The Region's stakeholders indicated that they would like to continue this goal in the 2023 Plan.</p>	

2019 GOAL #3: IMPROVE INFORMATION SHARING WITH THE PUBLIC AND ACCESS TO TRANSPORTATION SERVICES THROUGH EFFECTIVE REGIONAL MOBILITY MANAGEMENT

Strategy	Enhance Informational Resources for Mobility Options and Ride Sharing.
Action Steps	1. OVRTA will house a Mobility Manager position (part-time or full-time). This employee will create and maintain a Ride Guide with basic information about all public, private, and non-profit transportation resources in the Region. The Ride Guide will include eligibility requirements, service area, modes of service, accessibility, hours/days of operation, and contact information for scheduling a trip. Transportation providers are responsible for providing updated information to the Mobility Manager whenever service aspects change.
	2. The Ride Guide information will be provided to 211 and WVDOT and updated in a timely manner.
	3. Create an online resource with content from the Ride Guide. The site will be hosted by a lead agency such as OVRTA. Links to the online Ride Guide will be included on partner organization websites.
	4. Transportation providers and stakeholders in Marshall County will offer a Ride Guide specifically for Marshall County.
Discussion: OVRTA did not produce a regional Ride Guide, but the providers discussed working together to ensure that OVRTA has Ride Guides to post on its website as a strategy in the 2023 Plan. Marshall County FRN continues to maintain a county Ride Guide.	

2019 GOAL #4: EXTEND OPERATING HOURS AND SERVICE AREAS FOR TRANSPORTATION SERVICES

Strategy	New and existing transportation service providers will expand service for older adults, individuals with disabilities, and people with low incomes for medical appointments, shopping and errands, employment, education, and other trip purposes.
Action Steps	1. Expand transportation services to more areas of Region X that offer service to the general public. Existing human service transportation providers can expand client eligibility to include the general public and/or public transportation providers can expand their geographical service areas.
	2. Extend OVRTA services to more communities and/or for more days/hours of service.
Discussion: OVRTA has piloted expansions of service to Moundsville and the Highlands; the Moundsville expansion has been successful, and OVRTA hopes to continue it if sustainable funding can be secured. Expansions of service have not occurred in rural areas of the Region. Transportation stakeholders wish to make this goal a high priority in the 2023 Plan.	

CONCLUSION

The large geography and rural nature of the majority of Region X presents challenges with meeting needs and coordinating efforts. The 2023 Plan Update presents an opportunity to select goals and strategies that have greater feasibility for implementation in the Region. The following chapter describes the goals, strategies, and actions steps identified by the participating stakeholders to continue developing effective coordination to address the transportation needs of today and to prepare for addressing the needs of the future.

V. GOALS, STRATEGIES, AND IMPLEMENTATION

GOALS AND STRATEGIES

This chapter updates the goals, strategies, and implementation steps for coordinated transportation in Region X and addresses the unmet transportation needs and gaps in services identified by the public, local stakeholders, older adults, and individuals with disabilities. The following goals and strategies outline an approach for working together to make 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 both 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 dependent upon identification of additional funding.

GOAL #1: IMPROVE COMMUNICATION AMONG TRANSPORTATION PROVIDERS AND STAKEHOLDERS

Goal #1 focuses on increasing engagement among transportation providers interested parties such as human service agencies. Communication allows parties with a mutual interest (securing transportation for older adults, people with disabilities or individuals with low incomes) to share information and identify opportunities for cooperative efforts to enhance the availability of services to people who need them.

Two strategies support this goal. Region X has succeeded at establishing a regional effort, the Region X Coordinated Transportation Committee. The committee meets on a quarterly basis to address unmet transportation needs and identify opportunities for coordination. This committee has provided a venue for information-sharing and cooperation since its formation 2019. Strategy 1.1 is to identify a new chair and continue this successful effort, which has included offering an annual public and stakeholder input meeting on progress made on implementation of the Coordinated Plan.

STRATEGY 1.1: CONTINUE THE SUCCESS OF THE REGION X COORDINATED TRANSPORTATION COMMITTEE

Action Steps	1. Select a new chair for the committee.
	2. Conduct quarterly meetings.
	3. Offer an annual public and stakeholder input meeting to provide updates on progress of all Goals, Strategies, and Action Steps.

STRATEGY 1.1: CONTINUE THE SUCCESS OF THE REGION X COORDINATED TRANSPORTATION COMMITTEE

Parties Responsible for Leading Implementation	A new chair is needed to replace the outgoing chair, the Ohio County Family Resources Network's (FRN) Executive Director.
Parties Responsible for Supporting Implementation	<p>Organizations that provide and/or fund transportation services for older adults, individuals with disabilities, and/or people with low incomes that operate in Region X:</p> <ul style="list-style-type: none"> ◆ OVRTA ◆ Belomar Regional Council ◆ Family Service Upper Ohio Valley ◆ Russell Nesbitt Services ◆ Northwood Health Systems ◆ Faith in Action Caregivers ◆ Marshall County Senior Citizens Center ◆ Wetzel County Committee on Aging ◆ Serenity Hills ◆ Jobs & Hope ◆ Ohio County FRN ◆ Marshall County FRN ◆ Transitions Thru Life ◆ United Way of the Upper Ohio Valley/211 ◆ ModivCare ◆ Other public, non-profit and for-profit organizations with an interest in transportation
Resources Needed	◆ Staff time for lead and supporting organizations.
Potential Cost Range	◆ Costs will be limited to time dedicated by paid staff to attend regional meetings. Staff time should be dedicated as part of an existing employee's job duties.
Potential Funding Sources	◆ Existing budgets of partner agencies.
Performance Measures or Targets	<ul style="list-style-type: none"> ◆ New chair selected. ◆ Quarterly meetings and annual public and stakeholder input meeting held. ◆ Local stakeholders feel they have a better understanding and more direct involvement in regional efforts to improve coordination of resources.
Needs or Gaps Addressed	◆ Transportation providers and stakeholders need to communicate in order to identify opportunities to collaborate on improvements to services, including educating funders and the public about the need for resources to expand service.

STRATEGY 1.1: CONTINUE THE SUCCESS OF THE REGION X COORDINATED TRANSPORTATION COMMITTEE

Priority Level and/or Timeframe	<ul style="list-style-type: none"> ◆ Short-term and ongoing implementation ◆ High priority
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Region X public transit and human service transportation providers and community stakeholders will also meet regularly within their counties through countywide transportation committees or local broad-based committees that aim to improve access to social services and economic opportunities. The Family Resource Network organizations will continue to lead on this strategy in their respective counties.

STRATEGY 1.2: IMPROVE COMMUNICATION AMONG TRANSPORTATION PROVIDERS WITHIN REGION X COUNTIES

Action Steps	1. Local stakeholder groups meet routinely in their counties.
	2. Transportation committees meet on a quarterly basis to discuss the following subjects and related matters: <ul style="list-style-type: none"> • Transportation provider updates; • Unmet transportation needs in the county; and, • Transportation provider ridership statistics.
	3. Ohio County Family Resource Network, Marshall County Family Resource Network, and Wetzel County Council for Children and Families inform transportation providers of meetings times and locations for their community stakeholder committees. Transportation providers attend these meetings.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> ◆ Ohio County Family Resource Network ◆ Marshall County Family Resource Network ◆ Wetzel County Council for Children and Families
Parties Responsible for Supporting Implementation	Organizations that provide and/or fund transportation services for older adults, individuals with disabilities, and/or people with low incomes that operate in Region X, including, but not limited to: <ul style="list-style-type: none"> ◆ OVRTA ◆ Family Service Upper Ohio Valley ◆ Russell Nesbitt Services ◆ Northwood Health Systems ◆ Faith in Action Caregivers ◆ Marshall County Senior Citizens Center ◆ Wetzel County Committee on Aging ◆ Serenity Hills ◆ Jobs & Hope ◆ Transitions Thru Life ◆ United Way of the Upper Ohio Valley/211 ◆ ModivCare

STRATEGY 1.2: IMPROVE COMMUNICATION AMONG TRANSPORTATION PROVIDERS WITHIN REGION X COUNTIES

	<ul style="list-style-type: none"> ◆ Other public, non-profit and for-profit organizations with an interest in transportation
Resources Needed	<ul style="list-style-type: none"> ◆ Staff time for lead and supporting organizations.
Potential Cost Range	<ul style="list-style-type: none"> ◆ Costs will be limited to time dedicated by paid staff to attend regional meetings. Staff time should be dedicated as part of an existing employee's job duties.
Potential Funding Sources	<ul style="list-style-type: none"> ◆ Existing budgets of partner agencies.
Performance Measures or Targets	<ul style="list-style-type: none"> ◆ Quarterly meetings attended by transportation stakeholders. ◆ Local stakeholders feel they have a better understanding and more direct involvement in efforts in their counties to improve coordination of resources.
Needs or Gaps Addressed	<ul style="list-style-type: none"> ◆ Transportation providers and stakeholders need to communicate in order to identify opportunities to collaborate on improvements to services, including educating funders and the public about the need for resources to expand service.
Priority Level and/or Timeframe	<ul style="list-style-type: none"> ◆ Short-term and ongoing implementation ◆ Medium priority

GOAL #2: MAINTAIN CURRENT LEVELS OF TRANSPORTATION SERVICES FOR OLDER ADULTS, INDIVIDUALS WITH DISABILITIES, AND PEOPLE WITH LOW INCOMES

Maintaining the existing level of transportation services for older adults, individuals with disabilities, and people with low incomes is an important step toward continuing to address transportation needs. Feedback from local stakeholders indicates that the services provided today are used almost to capacity and provide a vital resource. While efforts to expand and enhance services are important, stakeholders also strive to sustain the effectiveness of current services. Under Strategy 2.1, providers will work together to provide safe, reliable transportation options and maintain a high standard of staff training and customer service. Providers will acquire vehicles that are able to safely transport individuals on all types of rural roadways and comfortably accommodate people with mobility challenges.

STRATEGY 2.1: CONTINUE TO PROVIDE PUBLIC AND HUMAN SERVICE TRANSPORTATION AT EXISTING SERVICE LEVELS

Action Steps	1. Providers will continue to operate public and human service transportation programs in Region X.
	2. Providers will replace transportation vehicles as appropriate.
Parties Responsible for Leading Implementation	♦ Public transit and human service transportation providers.
Parties Responsible for Supporting Implementation	♦ Belomar Regional Council (to provide a forum for sharing information and to disseminate grant applications from State and Federal sources).
Resources Needed	♦ Funding for transportation operating and capital expenses.
Potential Cost Range	♦ Cost range is scalable based on the sizes of the transportation services (including travel training programs) and the type and quantity of vehicles.
Potential Funding Sources	♦ FTA Sections 5307, 5310 and 5311 (Section 5311 is limited to public service for rural areas). ♦ Local match from State, local, or non-USDOT Federal programs <ul style="list-style-type: none"> ○ Many non-DOT Federal funding programs available to West Virginia communities may be eligible to fund transportation expenses and be used as local match – for more information, view information provided by the Federal Coordinating Council on Access and Mobility (CCAM) at www.transit.dot.gov/regulations-and-guidance/ccam/about/ccam-program-inventory and www.transit.dot.gov/regulations-and-programs/ccam/about/coordinating-council-access-and-mobility-ccam-federal-fund

STRATEGY 2.1: CONTINUE TO PROVIDE PUBLIC AND HUMAN SERVICE TRANSPORTATION AT EXISTING SERVICE LEVELS

	<ul style="list-style-type: none"> ◆ Local businesses, employers, hospitals that benefit from extended hours or service areas. ◆ Contract revenue from agencies that use the services for consumers.
Performance Measures or Targets	<ul style="list-style-type: none"> ◆ Vehicles are replaced on schedule and vehicle conditions are monitored on an annual basis (i.e., through the Transit Asset Management Plan). ◆ Ridership on public and human service transportation systems.
Needs or Gaps Addressed	<ul style="list-style-type: none"> ◆ Transportation to and from grocery stores for people under the age of 60 ◆ Employment transportation ◆ Accessible non-ambulatory transportation to medical facilities ◆ Rides to hospitals, emergency shelters, jails/prisons or health centers ◆ Transportation from rural areas to cities
Priority Level and Timeframe	<ul style="list-style-type: none"> ◆ Medium priority ◆ Ongoing implementation

GOAL #3: IMPROVE INFORMATION SHARING WITH THE PUBLIC ABOUT HOW TO USE AVAILABLE SERVICES

Communicating to current and potential riders about when, where, and how to use available transportation resources is an ongoing challenge for transportation providers. Goal 3 involves an effort to improve access to information about available transportation resources and to use that information to assist passengers with building trips that may involve multiple transportation providers. Strategy 3.1 involves making Ride Guides for each county available online.

STRATEGY 3.1: PROVIDE ONLINE INFORMATION TO THE PUBLIC ABOUT TRANSPORTATION OPTIONS

Action Steps	<ol style="list-style-type: none"> 1. The FRN organizations, as part of their activities to convene transportation providers and stakeholders within their counties (see Strategy 1.2) will create and maintain Ride Guides with basic information about all public, private, and non-profit transportation resources in their counties. The Ride Guides will include eligibility requirements, service area, modes of service, accessibility, hours/days of operation, and contact information for scheduling a trip. Transportation providers are responsible for providing updated information whenever service aspects change. 2. The Ride Guide information will be provided to OVRTA, 211 and WVDOT and updated in a timely manner.
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STRATEGY 3.1: PROVIDE ONLINE INFORMATION TO THE PUBLIC ABOUT TRANSPORTATION OPTIONS

	3. OVRTA and other key organizations (e.g., United Way/211; FRNs; local governments) will host the Ride Guides on their websites, or link to the Ride Guides.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> ◆ Ohio County Family Resource Network ◆ Marshall County Family Resource Network ◆ Wetzel County Council for Children and Families ◆ OVRTA
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> ◆ Public and human service transportation providers are responsible for providing and updating data.
Resources Needed	<ul style="list-style-type: none"> ◆ Staff time to develop and manage the resource information.
Potential Cost Range	<ul style="list-style-type: none"> ◆ Costs will be limited to time dedicated by paid staff to attend regional meetings. Staff time should be dedicated as part of an existing employee's job duties.
Potential Funding Sources	<ul style="list-style-type: none"> ◆ Existing budgets of partner agencies.
Performance Measures or Targets	<ul style="list-style-type: none"> ◆ Ride Guides are developed, produced, and posted online. ◆ Number of calls providers receive after people find them through a Ride Guide.
Needs or Gaps Addressed	<ul style="list-style-type: none"> ◆ Information about transportation routes and services is more widely available to people who do not drive who are seeking employment - or trying to access medical care, shopping, etc.
Priority Level and Timeline	<ul style="list-style-type: none"> ◆ Medium priority ◆ Implement in 2024

Strategy 3.2 is for OVRTA to provide a trip planning and real-time bus tracking app and webpage so that the public can more easily plan and take trips on public transit. This type of tool would help to market the new bus route to Moundsville and raise awareness of public transit in the OVRTA service area while improving the customer experience and attracting new riders. Other transportation providers would promote the new app and webpage. Potentially, the technology could later be expanded to incorporate other providers of demand response and human service transportation, depending on available functionality and cost.

This strategy would require the installation of a CAD/AVL (computer-assisted dispatch/automatic vehicle location) base system device (mobile data system – MDS) and software. Real-time passenger information modules are available from vendors of CAD/AVL. Or, OVRTA can procure transit operations support software that would add live tracking or trip planning based on pre-existing on-board communications

technology. There are multiple technology solutions for trip planning and real-time tracking that OVRTA can review and select, depending on funding availability, existing system technology and staffing capacity for implementation.

STRATEGY 3.2: PROVIDE A TRIP PLANNING AND REAL-TIME BUS TRACKING APP	
Action Steps	1. OVRTA will investigate the cost and feasibility of adding technology to enable real-time bus tracking and trip planning.
	2. OVRTA will supply its General Transit Feed Specification (GTFS) data to Google so that the public can plan transit trips in Google Maps.
	3. OVRTA will identify funding for new technology.
	4. OVRTA will procure and implement its selected approach.
	5. The participants in the Region X Coordinated Transportation Committee will assist with promoting the new technology to the public.
Parties Responsible for Leading Implementation	♦ OVRTA
Parties Responsible for Supporting Implementation	♦ Region X Coordinated Transportation Committee
Resources Needed	<ul style="list-style-type: none"> ♦ OVRTA staff time to research technologies and costs, write funding applications, and procure and implement the technology. ♦ Funding to procure technology.
Potential Cost Range	♦ \$100,000 to \$300,000 to acquire technology; ongoing maintenance fees would apply.
Potential Funding Sources	<ul style="list-style-type: none"> ♦ FTA Section 5307 or Section 5339 formula funding for urban transit, or FTA competitive grants (see www.transit.dot.gov/grants) ♦ Local match from State, local, or non-USDOT Federal programs (see CCAM information in Strategy 2.1)
Performance Measures or Targets	<ul style="list-style-type: none"> ♦ Technology implemented ♦ Number of app downloads/website hits to use trip planning/bus tracking ♦ Ridership increases
Needs or Gaps Addressed	♦ Information about transportation routes and services is more widely available to people who do not drive who are seeking employment - or trying to access medical care, shopping, etc.
Priority Level and Timeline	<ul style="list-style-type: none"> ♦ Low priority ♦ 2025 or later

GOAL #4: EXPAND TRANSPORTATION SERVICES TO MEET MORE NEEDS

The following strategy and action steps include service expansions that will be considered as opportunities to address spatial and temporal needs and gaps in available transportation services. Where there are areas of unmet transportation need, such as low-income housing developments and major employers that are not located on fixed bus routes, public and human service transportation providers should collaborate with local stakeholders to discuss opportunities for, and costs associated with, increasing services in those areas. This includes urban areas as well as rural areas, which would benefit from general public demand response service to help residents access jobs and services in cities and towns. Expansions could involve existing human service transportation providers expanding client eligibility to include the general public; and/or OVRTA expanding their geographical service areas or days/hours of service.

STRATEGY 4.1: EXTEND OPERATING HOURS AND SERVICE AREAS FOR TRANSPORTATION SERVICES	
Action Steps	1. Identify new or expanded funding that would allow providers to extend services to more areas of Region X and/or more hours and days. This funding could be temporary, such as a grant for a pilot, or an ongoing dedicated funding source such as a levy.
	2. Operate six-month pilots of new routes, demand response services, or days/hours of service to determine cost-effectiveness.
	3. Make successful pilot changes permanent.
Parties Responsible for Leading Implementation	<ul style="list-style-type: none"> Public transit and human service transportation providers
Parties Responsible for Supporting Implementation	<ul style="list-style-type: none"> Region X Coordinated Transportation Committee members
Resources Needed	<ul style="list-style-type: none"> Additional operating funds Additional vehicles (including wheelchair accessible vehicles) (Potentially) additional drivers and schedulers
Potential Cost Range	<ul style="list-style-type: none"> Varies depending on the scale of the expansion
Potential Funding Sources	<ul style="list-style-type: none"> FTA Sections 5307, 5310 and 5311 grant programs, depending on location and target clientele (general public or a specific population like older adults) Local match from State, local, or non-USDOT Federal programs (see CCAM information in Strategy 2.1) Local businesses, employers, hospitals, and other entities that benefit from extended hours or service area

STRATEGY 4.1: EXTEND OPERATING HOURS AND SERVICE AREAS FOR TRANSPORTATION SERVICES

	<ul style="list-style-type: none"> ◆ Contract revenue from agencies that use the new service for consumers
Performance Measures or Targets	<ul style="list-style-type: none"> ◆ Number of trips provided annually with the new services ◆ Productive number of passenger trips per mile and/or hour of service during extended hours or on extended routes ◆ Cost per trip for extended service is similar to average cost for core service hours/service area ◆ Passenger satisfaction as measured through surveys
Needs or Gaps Addressed	<ul style="list-style-type: none"> ◆ Transportation to and from grocery stores for people under the age of 60 ◆ Employment transportation ◆ Accessible non-ambulatory transportation to medical facilities ◆ Rides to hospitals, emergency shelters, jails/prisons or health centers ◆ Transportation from rural areas to cities ◆ NEMT transportation (if new services are used to provide NEMT trips under contract to Modivcare)
Priority Level and/or Timeframe	<ul style="list-style-type: none"> ◆ High priority ◆ 2025 or later

SUMMARY TABLE

A summary table on the following page provides an overview of the goals, strategies, unmet needs addressed, priority and timeline for implementation.

Goal	Strategy	Needs or Service Gaps Addressed	2023	2024	2025	2026	2027
Goal 1: Improve Communication Between Transportation Providers and Stakeholders	Strategy 1.1: Continue the Success of the Region X Coordinated Transportation Committee	<ul style="list-style-type: none"> Transportation providers and stakeholders need to communicate in order to identify opportunities to collaborate on improvements to services, including educating funders and the public about the need for resources to expand service. 	High Priority				
			✓	✓	✓	✓	✓
	Strategy 1.2: Improve Communication Among Transportation Providers Within Region X Counties	<ul style="list-style-type: none"> Transportation providers and stakeholders need to communicate in order to identify opportunities to collaborate on improvements to services, including educating funders and the public about the need for resources to expand service. 	Medium Priority				
			✓	✓	✓	✓	✓
Goal 2: Maintain Current Levels of Transportation	Strategy 2.1: Continue to Provide Public and Human Service Transportation at Existing Service Levels	<ul style="list-style-type: none"> Transportation to and from grocery stores for people under 60 Employment transportation Accessible non-ambulatory transportation to medical facilities Rides to hospitals, shelters, jails/prisons or health centers Transportation from rural areas to cities 	Medium Priority				
			✓	✓	✓	✓	✓
Goal 3: Improve Information Sharing with the Public About How to Use Available Services	Strategy 3.1: Provide Online Information to the Public about Transportation Options	<ul style="list-style-type: none"> Information about transportation routes and services is more widely available to people who do not drive who are seeking employment - or trying to access medical care, shopping, etc. 	Medium Priority				
				✓			
	Strategy 3.2: Provide a Trip Planning and Real-Time Bus Tracking App	<ul style="list-style-type: none"> Information about transportation routes and services is more widely available to people who do not drive who are seeking employment - or trying to access medical care, shopping, etc. 	Low Priority				
					✓		
Goal 4: Expand Transportation Services to	Strategy 4.1: Extend Operating Hours and Service Areas for Transportation Services	<ul style="list-style-type: none"> Transportation to and from grocery stores for people under 60 Employment transportation 	High Priority				
					✓	✓	✓

Goal	Strategy	Needs or Service Gaps Addressed	2023	2024	2025	2026	2027
Meet More Needs		<ul style="list-style-type: none"> ◆ Accessible non-ambulatory transportation to medical facilities ◆ Rides to hospitals, shelters, jails/prisons or health centers ◆ Transportation from rural areas to cities ◆ NEMT transportation (if new services are used to provide NEMT trips under contract to ModivCare) 					

APPENDIX A: PUBLIC AND STAKEHOLDER OUTREACH

COORDINATED PLAN CHECKLIST

Stakeholder and General Public Meetings

Dates: Meeting 1: Wednesday, March 29, 2023 2:00 PM to 4:00 PM
Meeting 2: Thursday, July 20, 2023 from 1:00 PM to 2:30 PM
Locations: Meeting 1: Ohio County Public Library Auditorium
Meeting 2: GoToMeeting Virtual Platform

Invitations Distributed

- ☒ Mail: March 17, 2023
- ☒ Email: Meeting 1: Date Sent: March 17, 2023
Meeting 2: Date Sent: June 9, 2023
- ☒ Newspaper Notice (list of papers): Intelligencer
- ☒ 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: 25
Meeting 2: 20

- ☒ 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 August 1, 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: 36

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:

Wednesday, March 29, 2023 from 2:00 PM to 4:00 PM
Ohio County Public Library, Auditorium
52 16th Street
Wheeling, WV 26003

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.

Stakeholder Contact List

Organization	Name
Bel-O-Mar Regional Council	James T. Benner
Marshall County Senior Citizens Center	Joyce Howard, Director
CHANGE, Inc.	Jeff DeStefano, Trans. Manager
Northwood Health Systems	Larry A. Hundagen, CES Case Worker
Serenity Hills Life Center	Sharon Travis
Family Service - UOV	Paula Calvert, CEO
National Church Residences	Peggy Hickenbottom
Russell Nesbitt Services	Tamika Jones
Good Shepherd Nursing Home	Tawnya Pyles
Ohio Valley Regional Transportation Authority	Lisa Weishar
Wetzel County Committee on Aging	Mary Ash
Faith In Action Caregivers	Yvonne Verno
Affordable Elderly Care Providers	
Aids Task Force	Jay Adams
Altenheim Home for Aged	George Dakovic
Benwood-McMechen Housing Auth.	Erin Twigg Yoders
Bishop Hodges Continuous Care	
Brookpark Place Apartments	Laurie Thomas
Catholic Charities	Sister Constance Dodd
City Manager of Wheeling	Robert Herron
City of Benwood	Mayor Walter W. Yates
City of Cameron	Mayor H. Greg Galentine
City of Glen Dale	Mayor Janet Scott
City of McMechen	Mayor David Goddard
City of Moundsville	Mayor Allen Hendershot
City of Moundsville	Mayor Sara Wood-Shaw
City of New Martinsville	Mayor Sandy Hunt
City of Wheeling	Mayor Glenn F. Elliott, Jr.
Community Child Care Center	
Easter Seals Association	Lori Untch
Elmhurst	Jamie Crow
Florence Crittenton - Wellsprings Family Services	Kathy Szafran, CEO
FRN Marshall County	Stacie Dei
Greater Wheeling Homeless Coalition	Lisa Badia

Heart 2 Heart Volunteers - Living Free	Sharon Travis
House of the Carpenter	Mike Linger, Executive Director
Howard Long Wellness Center	Joe Slavik
JCC Transportation Company	
King's Daughters Child Care Center	Jamie Remp
Laughlin Memorial Chapel	Martha Wright
Marshall County Commission	Betsy Frohnapfel
Marshall County DHHR	
Marshall County Health Dept	Lee Thomas Cook, Administrator
Mason Rehab Center	
Montani Towers	
Moundsville Housing Authority	Shannon Marshall
New Martinsville Center	Eilish Burner
New Martinsville Towers	
Northern Panhandle Head Start	
Northwestern AAA	Lynn Williams DiPasquale
NPWIB, Inc.	Rosemary Guida, Executive Director
Oglebay Village Apartments	
Ohio County Commission	Don Nickerson, Commission President
Ohio County DHHR	
Ohio County FRN	Claudia Raymer
Ohio County Health Dept	Howard Gamble
Ohio Valley Child Learning Center	Mariah Burnley
Ohio Valley Medical Center	Social Services Dept
Peterson Healthcare and Rehabilitation Hospital	Case Management/Social Work
Petroplus Towers	
Providence Greene	Manager
REM WV Inc.	
Reynolds Memorial Hospital	Case Management/Social Work
RSVP Program	Kimberly Lee
S & B, LLC, First Class Limo	
Salvation Army	
Social Security Administration	

St. John's Home for Children	Jeff Kaiser, President
St. Paul's Terrace Apartments	
Stonerise Moundsville	
Tender Loving Care and Hospice	
The Seeing Hand Assoc	Karen Haught
The Wheeling Soup Kitchen	Becky Shilling-Rodocker
Town of Hundred	Mayor Charles Goff, Jr.
Town of Pine Grove	Mayor David Barr
Town of Smithfield	Mayor
Town of Triadelphia	Mayor Ken Murphy
Town of West Liberty	Mayor
United Way of Upper Ohio Valley	Staci Stephen
Upper Ohio Valley Sexual Assault Help Center	Ashley Carpenter
	Mayor, Charles J. Reinacher
Village of Clearview	
Village of Valley Grove	Mayor, Chad Kleeh
Warwood Estates	
Welty Apartments	Sherry Nolan
Welty Home for the Aged	Barb Ball
Wesley Park United Methodist Homes	
West Virginia Northern Community College	Michael Koon
Wetzel County Commission	Lisa Heasley, President
	Case Management/Social Work
Wetzel County Hospital	
Wetzel-Tyler County Health Dept	Karen Cain, Administrator
Wheeling Dialysis Center	Ceil Palmer
Wheeling Health Right, Inc.	Kathie Brown
Wheeling Hospital	Social Services Dept
Wheeling Housing Authority	
Wheeling Station Apartments	
Windsor Manor	
WorkForce West Virginia	
WV Department of Health and Human Resources	Kelly Fletcher
WV Department of Health and Human Resources	Mark B. Paree

WV DOT, Division of Public Transit	Bill Robinson, Director
WV Rehabilitation Services	Administrator
YWCA Family Violence Prevention Program	Lori Jones

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.

**Wednesday
March 29, 2023
2 PM – 4 PM**

**Ohio County Public
Library Auditorium
52 16th St
Wheeling, WV 26003**

Marshall, Ohio, &
Wetzel 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: March 21, 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. Free [parking](#) is available. 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 Marshall, Ohio and Wetzel Counties (Region X)

Wednesday, March 29, 2023, 2:00 PM to 4:00 PM

Ohio County Public Library Auditorium
52 16th Street
Wheeling, WV 26003

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.*

###



**Moving Public Transportation
Into the Future**

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

Presented March 29, 2023
By Christy Campoll, Senior Associate RLS & Associates, Inc.
3131 Dixie Hwy. Suite 545 Dayton, OH 45439

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Planning Area



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

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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


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Section 5310 Program

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


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IIJA Highlights

- ♦ Fixed Guideway 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
 - Pilot Program for Innovative Coordinated Access and Mobility
 - IIJA does not amend the ICAM Pilot Program


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Innovative Coordinated Access & Mobility (ICAM)

- ♦ Eligible To Be Recipients/Subrecipients of Section 5310 Funding
 - States and local governments
 - Private nonprofits
 - Public transportation operators
- ♦ Address Gaps Identified in the Coordinated Plan
- ♦ Up to 24 Months - Award to Completion
- ♦ Within First Year, Projects Must Demonstrate Impacts
- ♦ Capital Expenditures Only

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2021 ICAM Examples

- ♦ Ohio DOT
 - Launch a regional transportation resource center/one-stop hub for trip scheduling
 - Mobility management to coordinate trips with public and human service transportation providers
- ♦ Southwest Colorado Council of Governments
 - Develop online portal to coordinate travel information from providers across the region
- ♦ Virginia Department of Rail and Public Transportation
 - One-call, one-click directory of public and human service transportation


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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>

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Stakeholder Participation Goal in the 2023 Plan Update

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

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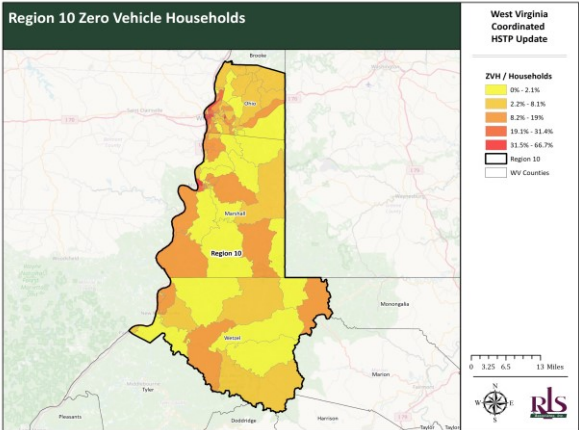
Recent History of Coordinated Transportation Plans

Participants in Previous Region X Plans

♦ Bel-o-mar Regional Council	♦ Northwood Health Systems
♦ Children Solutions	♦ Ohio County Family Resource Network
♦ City of Moundsville	♦ Ohio Valley Regional Transportation Authority
♦ City of Wheeling	♦ Russell Nesbitt Services
♦ Good Shepherd Nursing Home	♦ Serenity Hills Life Center
♦ Goodwill Industries	♦ United Way of the Upper Ohio Valley
♦ House of the Carpenter	♦ Unity Center
♦ Impact Coalition	♦ West Virginia Attorney General
♦ Family Service Upper Ohio Valley	♦ Wetzel County Committee on Aging
♦ Marshall County Family Resource Network	♦ Wetzel County Council for Children and Families
♦ Marshall County Senior Center	♦ Wheeling Heritage
♦ NAMI Greater Wheeling	♦ Workforce West Virginia
♦ National Church Residences Transportation, LLC	♦ YWCA Wheeling – WIND

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UPDATE OF CURRENT
RESOURCES AND UNMET
NEEDS



2019 Unmet Needs

- ♦ Marshall County Lack of Public Transportation
- ♦ Wetzel County Need for Public Transportation
- ♦ Wheeling Public Housing Not on OVRTA Routes
- ♦ Need for Four-wheel Vehicles
- ♦ Service Hours/Sunday Service



2023 Unmet Needs

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



2019 Goals

- ♦ Improve Communication Among Transportation Providers and Stakeholders
 - OVRTA, FRN (Ohio County) and Belomar Regional Council to co-facilitate subcommittee
 - Meet quarterly or biannually



2019 Goals (Con't)

- ♦ Maintain Current Levels of Transportation Services for Older Adults, Individuals with Disabilities, and People with Low Incomes
 - Continued operation of human service transportation programs in all counties and public transportation in the currently served counties
 - Purchase of vehicles appropriately sized and capable of accessing remote, rural areas



2019 Goals (Con't)

- ◆ Improve Information Sharing and Access to Transportation Services Through Effective Regional Mobility Management
 - OVRTA will house a Mobility Manager
 - Create Ride Guides
 - Basic information outlining all transportation resources available in the region
 - Marshall County providers/stakeholders to offer Ride Guide specific to Marshall County



2019 Goals (Con't)

- ◆ Extend Operating Hours and Service Areas
 - New and existing transportation service providers to expand service for older adults, individuals with disabilities, and people with low incomes for appointments and other trip purposes
 - Extend OVRTA services



Progress on 2019 Goals

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



New Goals and Priorities

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

NEXT STEPS FOR THE PLANNING PROCESS



Update Inventory and Needs Assessment

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

Meeting 1 PowerPoint



Public Meeting #2

- ◆ Date: TBD
- ◆ Location: TBD
- ◆ Agenda:
 - Refine coordination strategies and develop a prioritized Implementation Plan

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Questions?

- ◆ Follow Up Questions:
 - RLS & Associates, Inc.
 - (937)-299-5007 Main Office Phone
 - ccampoll@rlsandassoc.com

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West Virginia Coordinated Plan Update

Date: Wed. March 29, 2023

Input Meeting Sign-In Sheet

Location: Region 10, Wheeling

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
James Benner	Belamar	(304) 238-9860	jbenner@belamar.org
Debbie Moore	^{WV} Division of Rehab	304-238-1092	Debbie.j.moore@wv.gov
Lisa Weishan	OVRTA	304-232-2190	weishan@ovrta.org
Kevin Davis	OVRTA	304-232-2190	DAVIS@OVRTA.ORG
Tina Derksen	Northwood Health	304-234-3500	tderksen@northwoodhealth.com
Amanda Morgan	ModivCare	304-290-4325	amanda.morgan@modivcare.com
Tom Cook	Marshall County Health Dept	304-845-7840	Lee.T.Cook@wv.gov
Derek Redd	Intelligence	239-253-8923	dredd@theintelligence.net
Sara Wood-Shaw	Jobs + Hope W City of Martinsville	304 962 7355 304 659 6088	SWood@cityofmartinsville.com
Jennifer Chipp	Genesis Healthcare New Martinsville	304-476-2518	Jennifer.Chipp@genesishcc.com
Melinda Sampson	United Way WV WV 211	304 232 4625	msampson@unitedwaywv.org

West Virginia Coordinated Plan Update

Input Meeting Sign-In Sheet

Date: 3/29/23
 Location: Region 10 Wheeling

Please Print

Name	Agency Name and Address (if applicable)	Telephone	E-Mail
Bill Robinson	WV DOT DMJF-PT	304 558 0428	bill.c.robinson@wv.gov
Michelle Tracy	The Health Plan	740-699-6219	mtracy@healthplan.org
Tiffenice Wilson	Wheeling Comprehensive Treatment Center	(304) 547-9191	tiffanice.wilson@ctcprograms.com
Cherie Buzzard	Brooke Hancock Family Resource network / WVNPPAT	304-810-4522	cbuzzard@brookehancockfrn.org
Ayla Mathias	Aetna Better Health	304 203 7922	mathiasa@aetna.com
Amanda Scott	Brightwood Center	304 527 1100	amanda.scott@genesishcc.com
Traci Kinney	Marshall County FRN	304-845-3300	mcfrn@comcast.net
Paul L. Calvert	Family Service - Upshott Valley	304-233-2350 X105	pcalvert@fsvov.com
Colleen Mourey	Ohio Co. FRN	(304) 905-0205	colleen@ocfrn.com
Elizabeth Seckman	Wetzel Co. FRN	304-455-2468	eseckman@tccfvv.org
Laura Mayhew	UniCare	304-533-2187	Laura.Mayhew@anthem.com

For Immediate Release

Date: July 11, 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 Marshall, Ohio and Wetzel Counties (Region X)

Thursday, July 20, 2023, 1:00 – 3:00 PM

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 X Virtual Meeting – Thursday, July 20, 2023

1 message

Bethany Renner <brenner@rlsandassoc.com>

Fri, Jun 9, 2023 at 9:43 AM

To: Christy Campoli <ccampoli@rlsandassoc.com>

Bcc: amanda.morgan@modivcare.com, amanda.scott@genesishcc.com, "Mathias, Ayla" <mathiasa@aetna.com>, cbuzzard@brookehancockfrn.org, colleen@ocfrn.com, debbie.j.moore@wv.gov, dredd@theintelligencer.net, eseckman@tccfwv.org, James Benner <jbenner@belomar.org>, jennifer.chipps@genesishcc.com, Kaylee Bennington <kaylee@sexualassaulthelpcenter.com>, davis@ovrta.org, Laura.Mayhew@anthem.com, weishar@ovrta.org, lwallace@rns-watch.org, msampson@unitedwayuov.org, mtracy@healthplan.org, Pcalvert@fsuov.com, Rebekah Morris <rebekah.morris@freseniusmedicalcare.com>, swood@cityofmoundsville.com, tiffanie.wilson@ctcprograms.com, tderksen@northwoodhealth.com, lee.t.cook@wv.gov, mcfm@comcast.net, Vickie Koon <VKoon@taylorlawofficewv.com>, Todd Bacchus <todd.bacchus@modivcare.com>, Claudia Raymer <claudia@ocfrn.com>, Betsy Sweeny <bsweeny@wheelingheritage.org>, "O'Leary, Tony M" <Tony.M.OLeary@wv.gov>, Bill Robinson <bill.c.robinson@wv.gov>, charles.n.vance@wv.gov

Please Attend:

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

A virtual meeting will be hosted by RLS & Associates, Inc., to collect input into the Region X 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 Marshall, Ohio and Wetzel 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.

Thursday, July 20, 2023

1:00 PM to 2:30 PM

VIRTUAL MEETING ONLY VIA LINK or PHONE NUMBER BELOW

Region X: WV Public and Stakeholder Input Meeting #2

Please join the meeting from your computer, tablet or smartphone

<https://meet.goto.com/481493949>

You can also dial in using your phone

United States: **+1 (872) 240-3212**

Access Code: 481-493-949

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 X Coordinated Public Transit-Human Services Transportation Plan Update

Presented on Thursday, July 20, 2023
by Christy Campoll, Senior Associate, RLS & Associates, Inc.
3131 South Dixie Hwy., Suite 545 Dayton, Ohio
(937) 299-5007

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Meeting Objectives

Review Purpose of the Plan

Review of Transportation Needs Assessment & Goals

Select Coordinated Transportation Strategies

Prioritize Strategies

Next Steps

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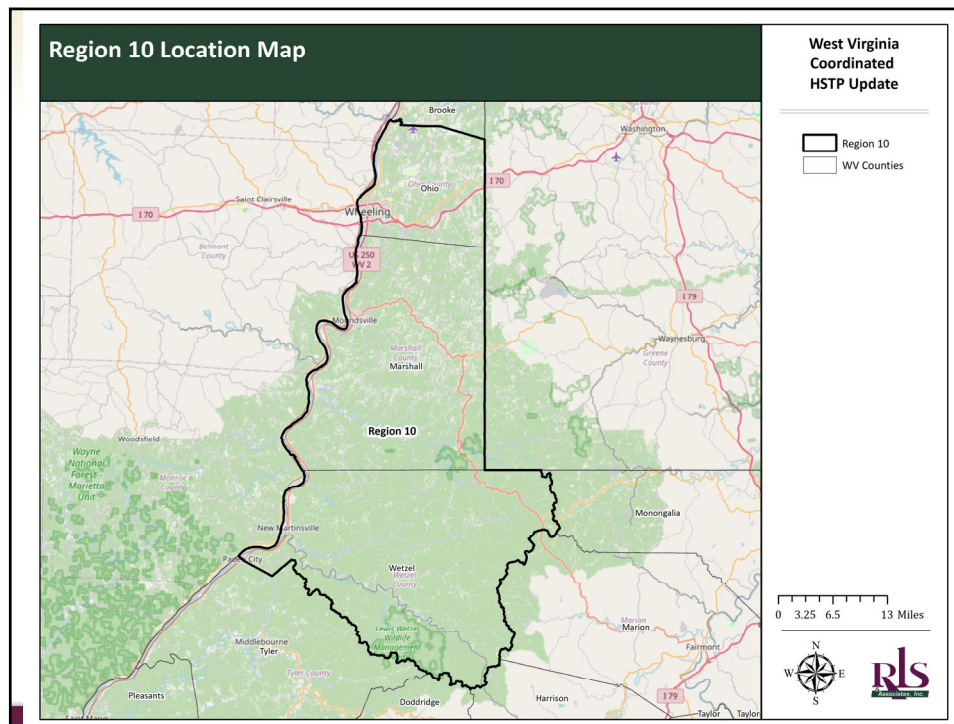


Introductions

- ◆ Please introduce yourself with your name, affiliation and role (if applicable)
- ◆ Open PollEverywhere on your computer or phone

pollev.com/ablewinds310

Practice - Whom does your agency serve?



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



Why Are Plans Developed?

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

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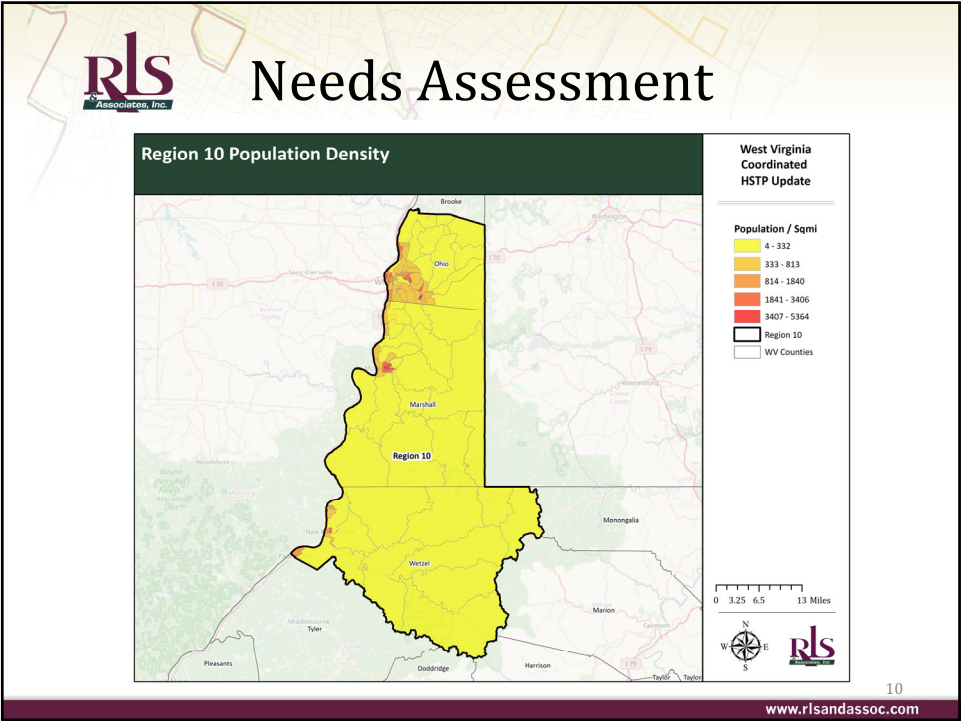
Gaps in Service

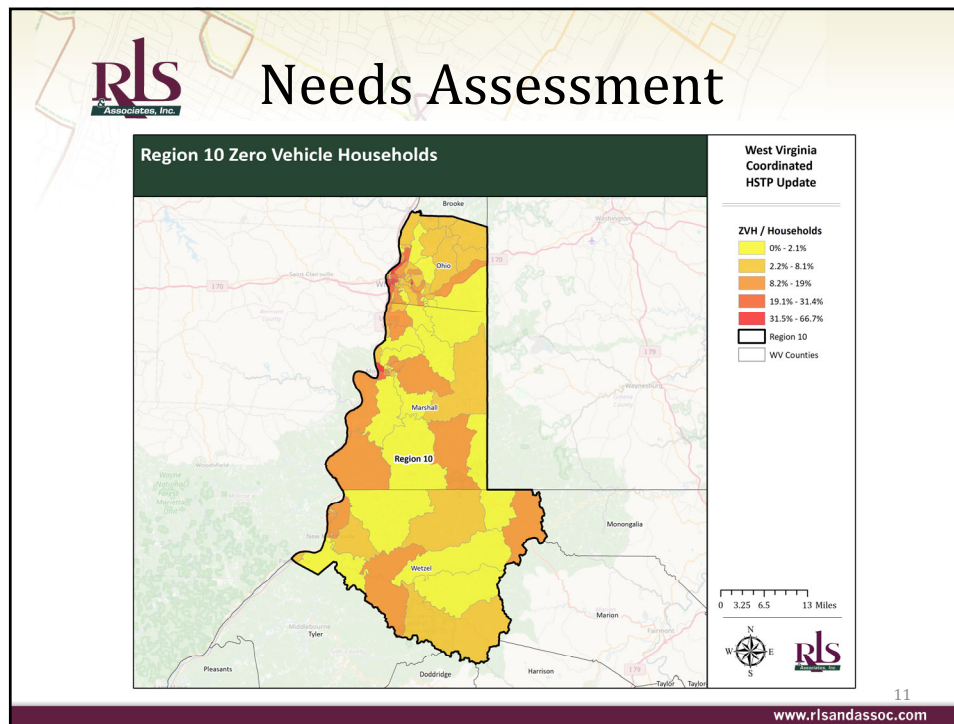
- ♦ Gaps in service include...
 - Temporal gaps: days and hours of service for all providers
 - Spatial gaps:
 - Connectivity/transfers between providers
 - Long-distance trips outside of county/region
 - Eligibility gaps:
 - Service in some areas is not available to the general public

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Exhibit III.2: Hours of Operation for Transportation Providers																								
	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	0:00				
Marshall County																								
Ohio Valley Regional Transportation Authority		Weekdays and Saturdays																						
Marshall County Senior Citizens		Weekdays																						
Family Service Upper Ohio Valley		Weekdays																						
Faith in Action Caregivers	Hours Are Based on Volunteer Availability																							
Russell Nesbitt Services		Weekdays																						
Northwood Health Systems		Weekdays																						
Ohio County																								
Ohio Valley Regional Transportation Authority		Weekdays and Saturdays																						
Family Service Upper Ohio Valley		Weekdays																						
Faith in Action Caregivers	Hours Are Based on Volunteer Availability																							
Russell Nesbitt Services		Weekdays																						
Northwood Health Systems		Weekdays																						
Wetzel County																								
Wetzel County Committee on Aging		Weekdays																						
Russell Nesbitt Services		Weekdays																						
Northwood Health Systems		Weekdays																						
<div><div></div> General Public Service</div> <div><div></div> Open to a Segment of the Population (for example, older adults or individuals with disabilities)</div> <div><div></div> Transportation for Agency Clients</div>																								
9																								





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Needs Assessment

- ♦ **Low-Income Individuals**
 - ♦ Individuals who do not qualify for Medicaid but are still low-income and cannot afford transportation service.
 - ♦ Service for low-income individuals under 60 to grocery shop. Forces them to shop at higher-priced stores that are closer
 - ♦ Rides to work outside of OVRTA route areas/hours
 - ♦ Availability of rides for people that need to assist others – example, parents visiting a child in the hospital

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Needs Assessment

- ◆ Rides for non-medical trips, such as work, work release programs, regional jail, court dates, adult education, or running errands
- ◆ **Older adults**
 - ◆ Individuals who shouldn't be driving are continuing to drive to appointments because they have no other viable transportation options
- ◆ **Accessibility**
 - ◆ More accessible stops on OVRTA routes
 - ◆ Selecting strategic destinations that have those accessible stops, such as housing authorities, hospital, other large trip generators

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Needs Assessment

- ◆ **Long Distance Medical Transportation**
 - ◆ Wetzel to Wheeling, lack of transportation for medical appointments, esp. in rural areas and for out-of-county or out-of-state appointments. Also mentioned, Wheeling to/from Morgantown
 - ◆ Medical transport for psychiatric/hospital admissions and discharges, dialysis or rehab facilities. Have senior transport, but the gap group that does not qualify.
 - ◆ Long distance trips like Wheeling to Morgantown, drivers hard to secure (Modivcare mentioned), specifically WVU Hospital in Morgantown

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Needs Assessment

- ♦ **Service Availability/Hours of Service**
 - ♦ Need continued service hour expansion and evening hour service with OVRTA
 - ♦ Need early morning and late day service
 - ♦ No return trips from facilities such as Wheeling Comprehensive Treatment Center
 - ♦ Lack of service for those in Marshall County, survey comments related to day to day struggle
 - ♦ More convenient rides for people who take multiple transit trips within one day

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Needs Assessment

- **Resource Needs**
 - Maintenance of aging vehicles/availability of replacement vehicles
 - Drivers for public transit/nonprofit operators
 - Volunteers for Faith in Action
 - New sources of funding

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Driver Recruitment

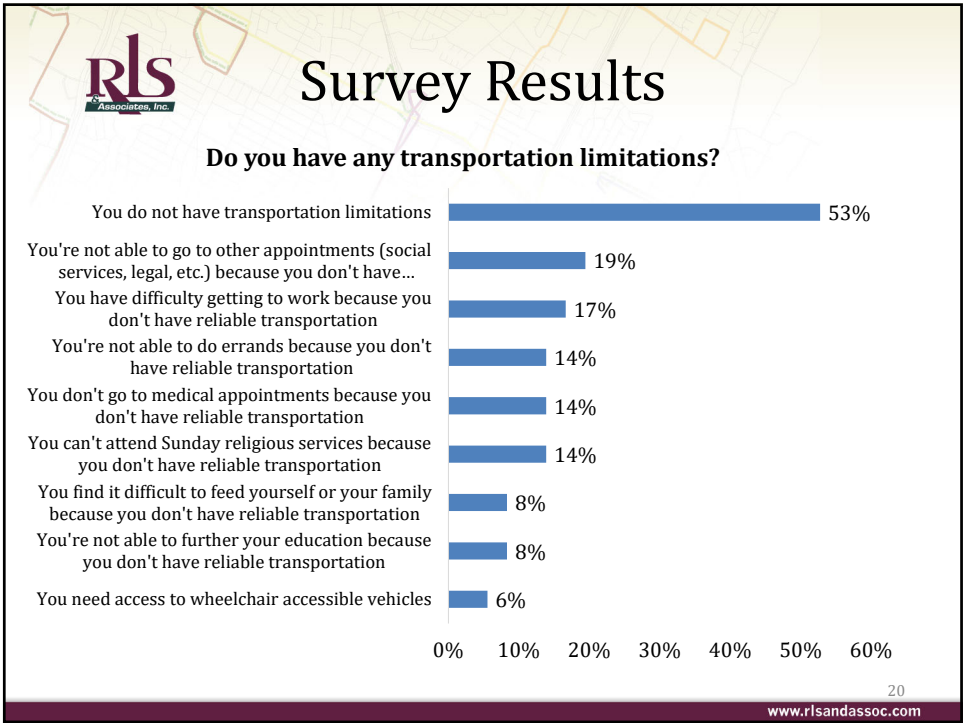
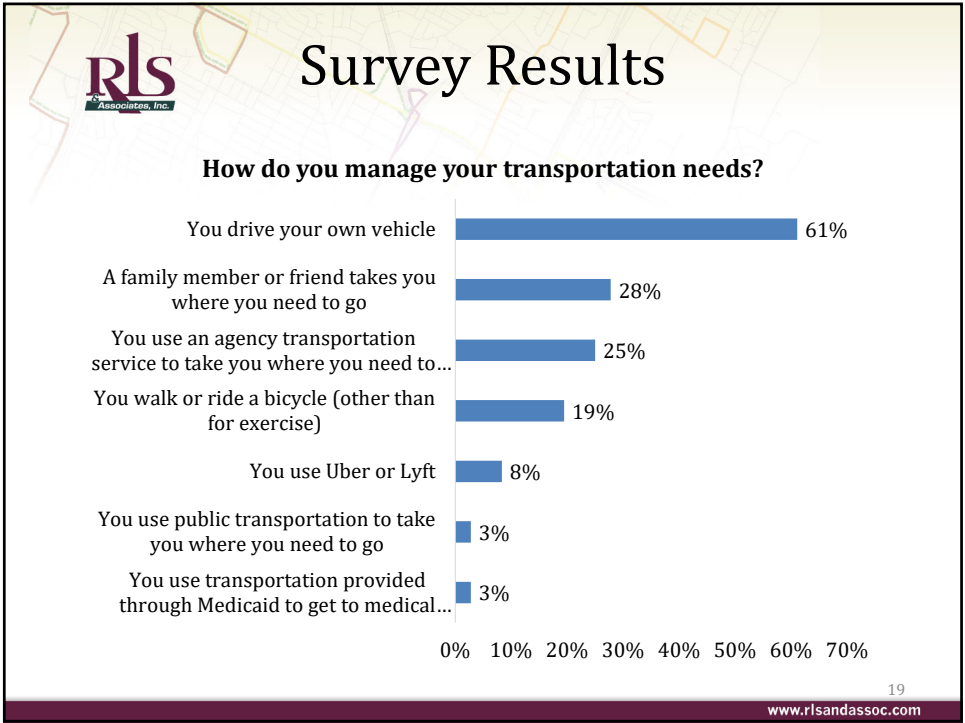
- ♦ Illinois’ new statewide driver recruitment tool

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



Survey Results

Marshall	16	44%
Ohio	17	47%
Wetzel	3	8%
Total	36	100%





Survey results

- ◆ There are no forms of public transportation in our area. We have to try to beg for rides, overpay neighbors, or miss appointments. That's why I had to spend money I don't have on the purchase of a car and all the expenses.

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Survey results

- ◆ I work for a local nonprofit and am constantly trying to find people opportunities to access public transportation in our area. The few options that we do have here in Marshall County, most people do not qualify for. This leaves many people unable to go to medical appointments, places of employment, and just to get basic necessities like groceries.

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Survey results

- ♦ Long distance transportation is challenging. More people are being referred to Morgantown, Pittsburgh, Cleveland, and other areas for medical care and transportation is really difficult to find and expensive when you do find it.

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Survey results

- ♦ I work in Marshall County and I receive calls on a weekly basis from individuals needing public transportation. However, the Current trial runs are so limited on pick up location and dates and times, it is still hard for them to utilize the current very limited options. Thank you.

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What is the top unmet transportation need in Region 10?

Top

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app



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)

When poll is active, respond at pollev.com/ablewinds310

Text **ABLEWINDS310** to **22333** once to join

What is the top goal for Region 10?


Improve Communication Among Transportation Providers and Stakeholders

Maintain Current Levels of Transportation

Improve Information Sharing with the Public and Access to Transportation Services Through Effective Regional Mobility Management

Expand Hours, Service Areas and Capacity for Transportation Services

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app



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

- ◆ Improve Communication Among Transportation Providers and Stakeholders in the Region and Throughout WV
 - Region X Coordinated Transportation Committee chaired by Ohio Co FRN – continues to meet (1A)
 - Improve Communication Among Transportation Providers Throughout WV (1B)
 - Improve Communication among Providers within Counties (1C)

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Draft Goal #2

- ◆ Maintain Current Levels of Transportation Services for Older Adults, Individuals with Disabilities, and People with Low Incomes
 - Issues/concerns?

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Draft Goal #3

- ◆ Improve Information Sharing with the Public and Access to Transportation Services Through Effective Regional Mobility Management
 - Enhance Informational Resources for Mobility Options and Ride Sharing

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Draft Goal #3

- ◆ 2019 Plan Strategies
 1. OVRTA will house a Mobility Manager/create and maintain a Ride Guide for Region X
 2. The Ride Guide information will be provided to 211 and WVDOT
 3. Create an online resource with content from the Ride Guide.
 4. Transportation providers and stakeholders in Marshall County will offer a Ride Guide specifically for Marshall County.

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Draft Goal #4

- ◆ Expand Hours, Service Areas and Capacity for Transportation Services
 - OVRTA new services – status update?
 - Moundsville route; Employment rides
 - Other new services that have begun?

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Draft Goal #4


- ◆ Draft Strategies
 - Identify Funding for Expansions
 - Expand OVRTA Routes in Moundsville
 - Expand OVRTA Demand Response for the Public
 - Add Capacity (More Drivers/Vehicles) and/or Expand Eligibility for Family Service Upper Ohio Valley, Marshall Co. Senior Citizens, Wetzel County Senior Citizens
 - Recruit Volunteers for Faith in Action Caregivers
 - Stand Up a New Provider to Meet Needs

34

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Meeting 2 PowerPoint

 When poll is active, respond at **pollev.com/ablewinds310**

 Text **ABLEWINDS310** to **22333** once to join

What is the highest-priority strategy?

Region X Coordinated Transportation Committee - Continue to Meet

Improve Statewide Communication Among Transportation Providers (Throughout WV)

Improve Communication among Providers within Each County

Keep Current Services Running

OVRTA Mobility Manager maintains a Ride Guide for Region X (providers in all 3 counties)

OVRTA adds Ride Guide information to a webpage (providers in all 3 counties)

Continue Marshall County Ride Guide

Identify Funding for Expansions

Expand OVRTA Routes in Moundsville


Expand OVRTA Demand Response for the Public


Add Capacity (More Drivers/Vehicles) and/or Expand Eligibility for Family Service Upper Ohio Valley, Marshall Co. Senior Citizens, Wetzel County Senior Citizens

Recruit Volunteers for Faith in Action Caregivers

Stand Up a New Provider to Meet Needs

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

 When poll is active, respond at **pollev.com/ablewinds310**

 Text **ABLEWINDS310** to **22333** once to join

Select the strategy you feel is lowest-priority.

Region X Coordinated Transportation Committee - Continue to Meet

Improve Statewide Communication Among Transportation Providers (Throughout WV)

Improve Communication among Providers within Each County

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OVRTA Mobility Manager maintains a Ride Guide for Region X (providers in all 3 counties)

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Recruit Volunteers for Faith in Action Caregivers

Stand Up a New Provider to Meet Needs

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app



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?

37

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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

38

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Questions?

Follow Up Questions:

- RLS & Associates, Inc.
 - (937)-299-5007 Main Office Phone
 - Christy Campoll
 - » ccampoll@rlsandassoc.com

Untitled

Current run (last updated Jul 20, 2023 2:53pm)

5

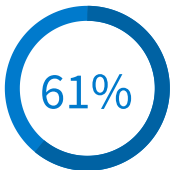
Activities

14

Participants

9

Average responses



Average engagement

Practice - Whom does your agency serve?

" Women, children and some men, social service agency (Domestic Violence, Recovery, Reentry, Human trafficking, Cultural Diversity and community outreach) "

" Public "

Responses

Women, children and some men, social service agency (Domestic Violence, Recovery, Reentry, Human trafficking, Cultural Diversity and community outreach)

Public

Ohio, Marshall, Wetzel

We are the MPO/Planning Commission for Ohio, Marshall and Wetzel Counties

Seniors in Ohio County

Ohio County, Marshal County, and Wetzel County in WV

Individuals in recovery from SUD, or are formerly justice involved, and individuals who have significant barriers to education/training and career employment.

Individuals with disabilities

Underserved Families in Ohio County

Individual and families from Hancock County to Tyler County in the Northern Panhandle

We serve all residents in Marshall County.

Individuals with disabilities

Community members with disabilities in the Northern Panhandle of WV

Families in Ohio County



Engagement

14

Responses

What is the top unmet transportation need in Region 10?



Responses	Upvotes	Downvotes
Funding	2	0
Transportation for those in rural areas to social services resources within the cities.	2	0
Availability and personnel shortages	2	0
Stops at low income housing	2	0
Expansion of public transportation geographically, days and hours.	2	0
Geographic expansion of AdVANTage program through OVRTA for more than 2 miles off the pre-existing routes	1	0
Availability of public transportation on a wider time schedule	1	0
Accessible transportation. Bus stops are not where the seniors are located	1	0
Accessibility to bus services from the rural areas in our Region	0	0
Lack of access, hours, coverage area	0	0



Engagement

10

Responses

What is the top goal for Region 10?



Response options	Count	Percentage
Improve Communication Among Transportation Providers and Stakeholders	0	0%
Maintain Current Levels of Transportation	0	0%
Improve Information Sharing with the Public and Access to Transportation Services Through Effective Regional Mobility Management	0	0%
Expand Hours, Service Areas and Capacity for Transportation Services	10	100%

71%

Engagement

10

Responses

What is the highest-priority strategy?



Response options	Count	Percentage
Region X Coordinated Transportation Committee - Continue to Meet	0	0%
Improve Statewide Communication Among Transportation Providers (Throughout WV)	0	0%
Improve Communication among Providers within Each County	0	0%
Keep Current Services Running	0	0%
OVRTA Mobility Manager maintains a Ride Guide for Region X (providers in all 3 counties)	0	0%
OVRTA adds Ride Guide information to a webpage (providers in all 3 counties)	0	0%
Continue Marshall County Ride Guide	0	0%
Identify Funding for Expansions	5	100%
Expand OVRTA Routes in Moundsville	0	0%
Expand OVRTA Demand Response for the Public	0	0%
Add Capacity (More Drivers/Vehicles) and/or Expand Eligibility for Family Service Upper Ohio Valley, Marshall Co. Senior Citizens, Wetzel County Senior Citizens	0	0%
Recruit Volunteers for Faith in Action Caregivers	0	0%



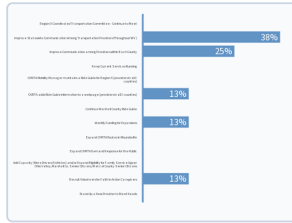
Engagement

5

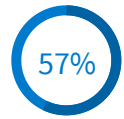
Responses

Response options	Count	Percentage
Stand Up a New Provider to Meet Needs	0	0%

Select the strategy you feel is lowest-priority.



Response options	Count	Percentage
Region X Coordinated Transportation Committee - Continue to Meet	0	0%
Improve Statewide Communication Among Transportation Providers Throughout WV)	3	38%
Improve Communication among Providers within Each County	2	25%
Keep Current Services Running	0	0%
OVRTA Mobility Manager maintains a Ride Guide for Region X (providers in all 3 counties)	0	0%
OVRTA adds Ride Guide information to a webpage (providers in all 3 counties)	1	13%
Continue Marshall County Ride Guide	0	0%
Identify Funding for Expansions	1	13%
Expand OVRTA Routes in Moundsville	0	0%
Expand OVRTA Demand Response for the Public	0	0%
Add Capacity (More Drivers/Vehicles) and/or Expand Eligibility for Family Service Upper Ohio Valley, Marshall Co. Senior Citizens, Wetzel County Senior Citizens	0	0%
Recruit Volunteers for Faith in Action Caregivers	1	13%



Engagement

8

Responses

Response options	Count	Percentage
Stand Up a New Provider to Meet Needs	0	0%

Name	Agency	Telephone	Email
Brady Wood	Belomar, Planning		bradyiwood@belomar.org
Carly Polis	Helping Heroes		carly@helpingheroesinc.org
Celise (CC) Roxby	CEO Transitions Thru Life, Inc. Defense Instructor		celiser398@gmail.com
Cherie Buzzard	Brooke Flangcock Family Resource Network/WVNPPAT	(304) 810-4522	cbuzzard@brookehancockfrn.org
Claudia Raymer	Executive Director, Ohio County Family Resource Network, Inc.	(304) 232-5600	Claudia Raymer < claudia@ocfrn.com >
Colleen Mouvey	Ohio Co. FRN	(304) 905-0205	colleen@ocfrn.com
Emily Doyle	Russell Nesbitt Services	3042320233	edoyle@rns-watch.org
Heather Caldwell	Russell Nesbitt Services, Employment Services Manager		Hcaldwell@rns-watch.org
James Benner	Belomar	(304) 238-9860	jbenner@belomar.org
Kaylee Bennington	Adult Victim Advocate, Sexual Assault Help Center		kaylee@sexualassaulthelpcenter.com
Kelly Coffin	Jobs & Hope Case Manager		kelly.coffin@wvesc.org
Laura Albertini Weigel	YWCA Wheeling		winddirector@ywcawheeling.org
Lisa Weishare	OVRTA	(304) 232-2190	weishar@ovrta.org
Lynn Wallace Dick	Russell Nesbitt Services, Watch Division Manager	(304)232-1750 (P)	lwallace@rns-watch.org
Mary Hess	The Unity Center, Ohio Valley Recovery Inc.	304-232-3888	theunitycenter4all@gmail.com
Melynda Sampson	United Way WV211	(304) 232-4625	msampson@unitedwayuov.org
Paula Calvert	Family Service - Upper Valley	(304) 233-2350	Pcalvert@fsuov.com
Reenna Truman	Unicare		reenna.truman@anthem.com
Sandy Hunt	Mayor, New Martinsville	304-455-9120	hunt1953@gmail.com
Traci Kinney	Marshall County FRN	(304) 845-3300	mcfrn@comcast.net



Bethany Renner <brenner@rlsandassoc.com>

Coordinated Plan Update, Region X: Thank You/Input Requested

1 message

Bethany Renner <brenner@rlsandassoc.com>

Thu, Jul 20, 2023 at 4:04 PM

To: Christy Campoll <ccampoll@rlsandassoc.com>

Bcc: Amanda Morgan <amanda.morgan@modivcare.com>, amanda.scott@genesishcc.com, "Mathias, Ayla" <mathiasa@aetna.com>, Betsy Sweeny <bsweeny@wheelingheritage.org>, bwood@belomar.org, carly@helpingheroesinc.org, Celise Roxby <celiser398@gmail.com>, Cherie Buzzard <cbuzzard@brookehancockfrn.org>, Claudia Raymer <claudia@ocfrn.com>, colleen@ocfrn.com, debbie.j.moore@wv.gov, dredd@theintelligencer.net, Elizabeth Seckman <eseckman@tccfwv.org>, Emily Doyle <edoyle@rns-watch.org>, Hcaldwell@rns-watch.org, James Benner <jbenner@belomar.org>, jennifer.chipps@genesishcc.com, Kaylee Bennington <kaylee@sexualassaulthelpcenter.com>, davis@ovrta.org, winddirector@ywcawheeling.org, "Mayhew, Laura" <Laura.Mayhew@anthem.com>, weishar@ovrta.org, Lynn Wallace <lwallace@rns-watch.org>, theunitycenter4all@gmail.com, msampson@unitedwayuov.org, mtracy@healthplan.org, Paula Calvert <Pcalvert@fsuov.com>, Rebekah Morris <rebekah.morris@freseniusmedicalcare.com>, reenna.truman@anthem.com, hunt1953@gmail.com, swood@cityofmoundsville.com, tiffanie.wilson@ctcprograms.com, tderksen@northwoodhealth.com, Todd Bacchus <todd.bacchus@modivcare.com>, lee.t.cook@wv.gov, Traci Kinney <mcfrrn@comcast.net>, jhoward@swave.net, jimboniey@changeinc.org, LHundagen@northwoodhealth.com, livingfreeovwv@gmail.com, phickenbottom@nationalchurchresidences.org, tjones@rns-watch.org, tpyles@weltyhome.org, wetzelcoa@suddenlinkmail.com, yverno@faithinactionwheeling.org

Good Afternoon,

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 X.

Enclosed you will find a copy of the presentation materials, Poll Everywhere summary. 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 Christy or me.

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

Kind regards,

Bethany

Bethany A. Renner | Associate

3131 S. Dixie Hwy. Suite 545, Dayton, OH 45439

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2 attachments


Poll Everywhere Responses - Region 10.pdf

578K


Region 10 - Meeting #2 - July 20, 2023 Presentation.pdf

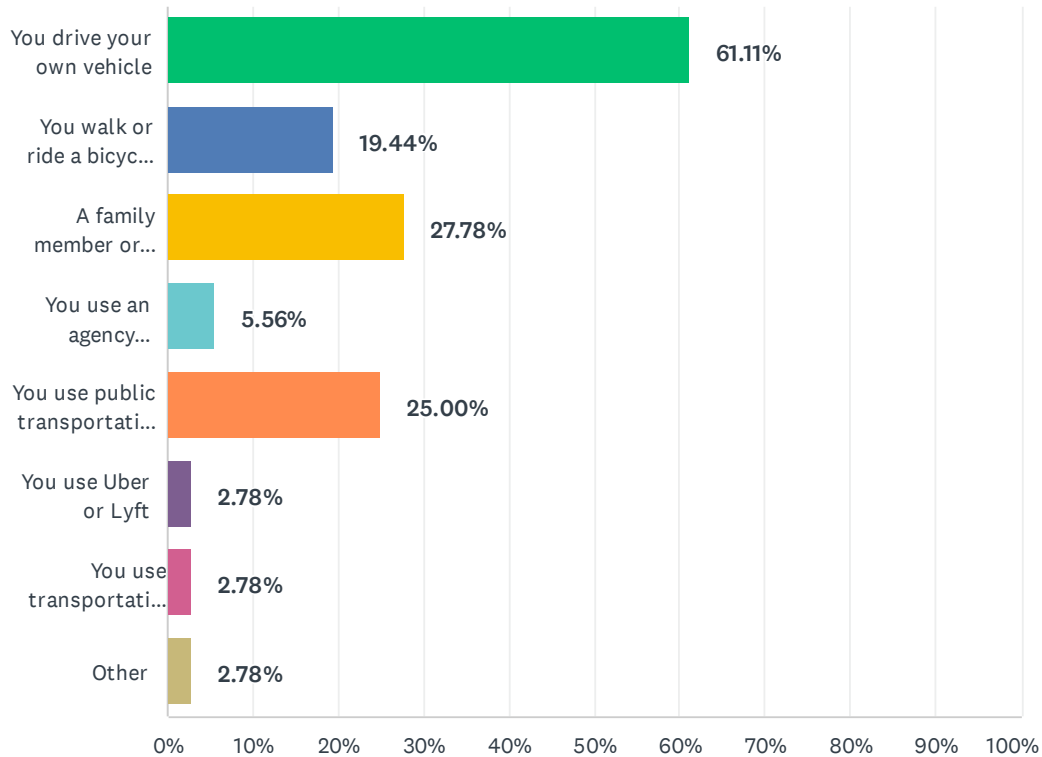
1460K

APPENDIX B: PUBLIC SURVEY DATA

The following pages include public survey results for Region X.

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

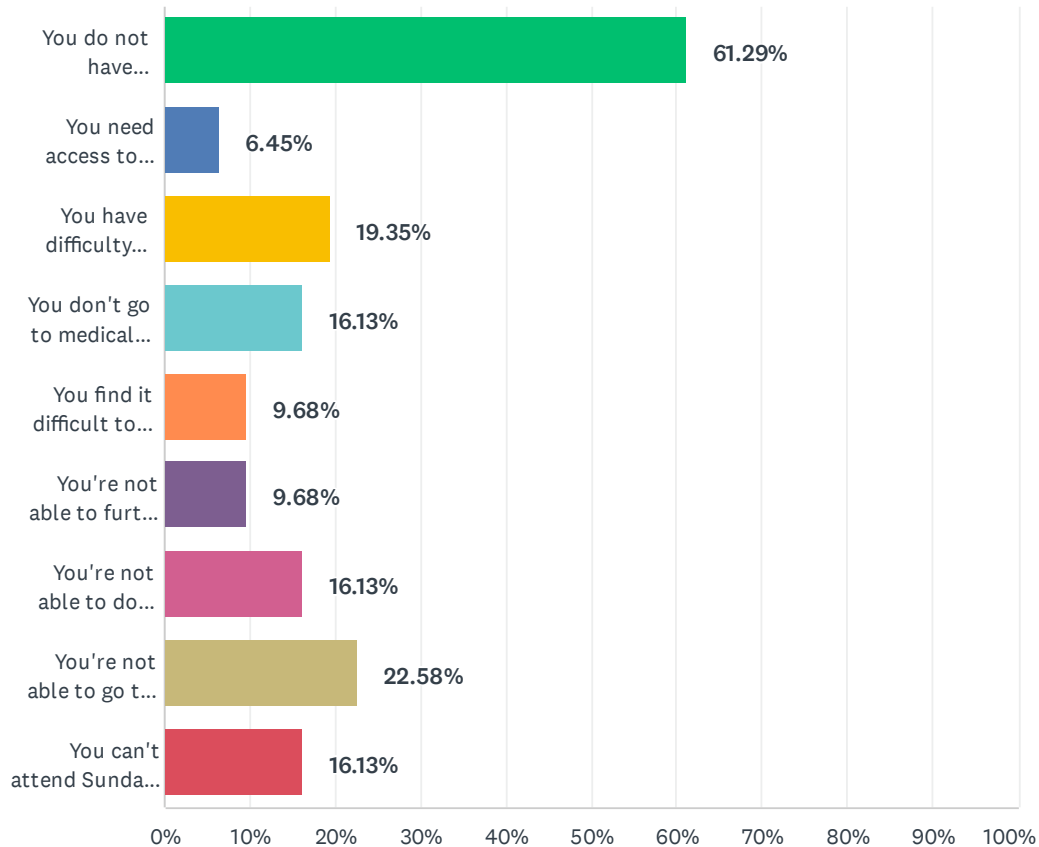
Answered: 36 Skipped: 0



ANSWER CHOICES	RESPONSES	
You drive your own vehicle	61.11%	22
You walk or ride a bicycle (other than for exercise)	19.44%	7
A family member or friend takes you where you need to go	27.78%	10
You use an agency transportation service to take you where you need to go (for example, a senior transportation program)	5.56%	2
You use public transportation to take you where you need to go	25.00%	9
You use Uber or Lyft	2.78%	1
You use transportation provided through Medicaid to get to medical appointments	2.78%	1
Other	2.78%	1
Total Respondents: 36		

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

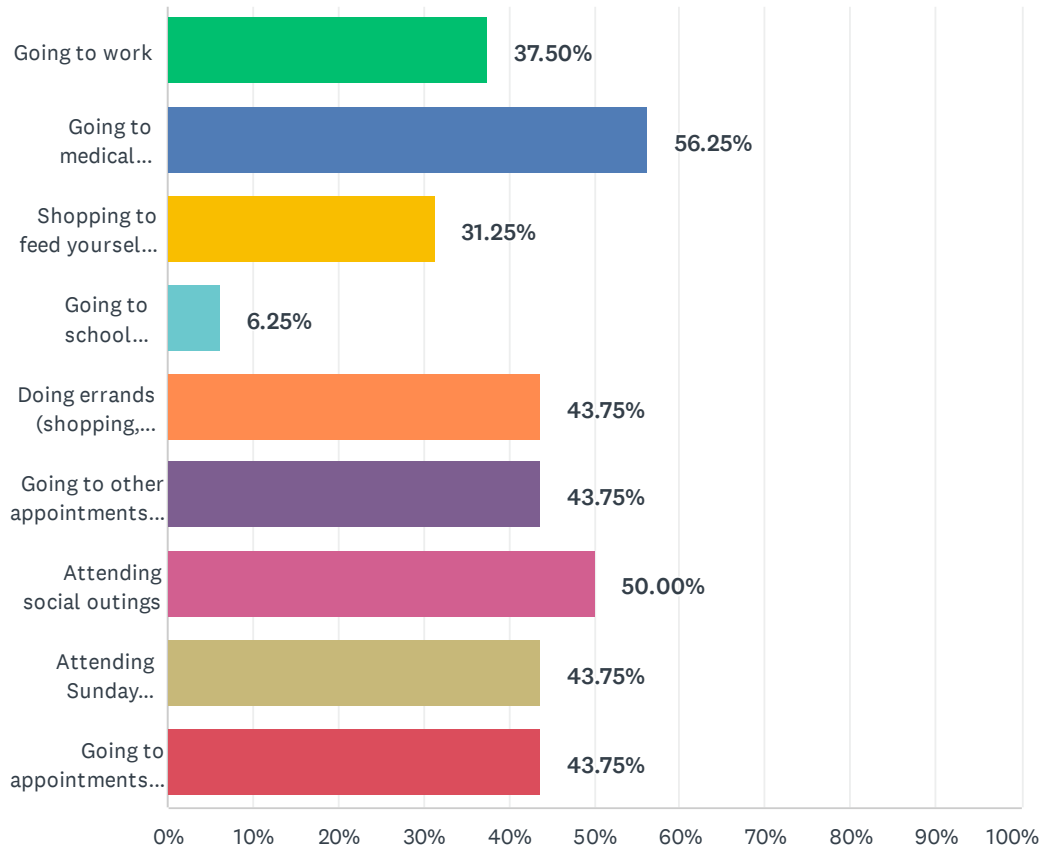
Answered: 31 Skipped: 5



ANSWER CHOICES	RESPONSES	
You do not have transportation limitations	61.29%	19
You need access to wheelchair accessible vehicles	6.45%	2
You have difficulty getting to work because you don't have reliable transportation	19.35%	6
You don't go to medical appointments because you don't have reliable transportation	16.13%	5
You find it difficult to feed yourself or your family because you don't have reliable transportation	9.68%	3
You're not able to further your education because you don't have reliable transportation	9.68%	3
You're not able to do errands because you don't have reliable transportation	16.13%	5
You're not able to go to other appointments (social services, legal, etc.) because you don't have reliable transportation	22.58%	7
You can't attend Sunday religious services because you don't have reliable transportation	16.13%	5
Total Respondents: 31		

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

Answered: 16 Skipped: 20



ANSWER CHOICES	RESPONSES	
Going to work	37.50%	6
Going to medical appointments	56.25%	9
Shopping to feed yourself or your family (going to grocery stores, farmers markets, nutrition sites such as food banks, etc)	31.25%	5
Going to school (vocational school, college, university, etc.)	6.25%	1
Doing errands (shopping, library, banking etc.)	43.75%	7
Going to other appointments (social service, legal, etc.)	43.75%	7
Attending social outings	50.00%	8
Attending Sunday religious services	43.75%	7
Going to appointments outside your county	43.75%	7
Total Respondents: 16		

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

Answered: 35 Skipped: 1

#	RESPONSES	DATE
1	Glen Easton	6/27/2023 11:40 AM
2	WHEELING	6/19/2023 2:43 AM
3	Moundsville	6/9/2023 3:31 PM
4	Moundsville	6/2/2023 9:21 AM
5	Moundsville	6/2/2023 8:25 AM
6	New Martinsville	5/31/2023 8:00 PM
7	New Martinsville	5/25/2023 8:05 PM
8	Moundsville	5/24/2023 3:50 PM
9	Moundsville	5/24/2023 3:50 PM
10	Wheeling	5/23/2023 12:16 PM
11	Wheeling	5/17/2023 9:25 AM
12	Wheeling	5/17/2023 8:46 AM
13	Benwood	5/15/2023 11:57 AM
14	Moundsville	5/15/2023 8:30 AM
15	Wheeling	5/12/2023 3:42 PM
16	Moundsville	5/12/2023 3:35 PM
17	WHEELING	5/12/2023 2:44 PM
18	Wheeling	5/12/2023 2:29 PM
19	Warwood/Wheeling	4/27/2023 3:33 PM
20	Wheeling	4/19/2023 2:26 PM
21	Moundsville	4/19/2023 1:37 PM
22	wheeling	4/19/2023 10:35 AM
23	Moundsville	4/18/2023 4:27 PM
24	West Liberty/New Martinsville	3/31/2023 12:16 AM
25	Moundsville	3/30/2023 6:00 AM
26	Moundsville, WV	3/29/2023 11:01 PM
27	Glen Dale	3/29/2023 11:18 AM
28	Moundsville, WV	3/22/2023 9:53 AM
29	Wheeling	3/20/2023 6:53 PM
30	Wheeling	3/15/2023 2:34 PM
31	Wheeling	3/15/2023 11:49 AM
32	Triadelphia	3/14/2023 10:03 AM
33	Wheeling	3/13/2023 4:00 PM

West Virginia Coordinated Transportation Plan Update 2023

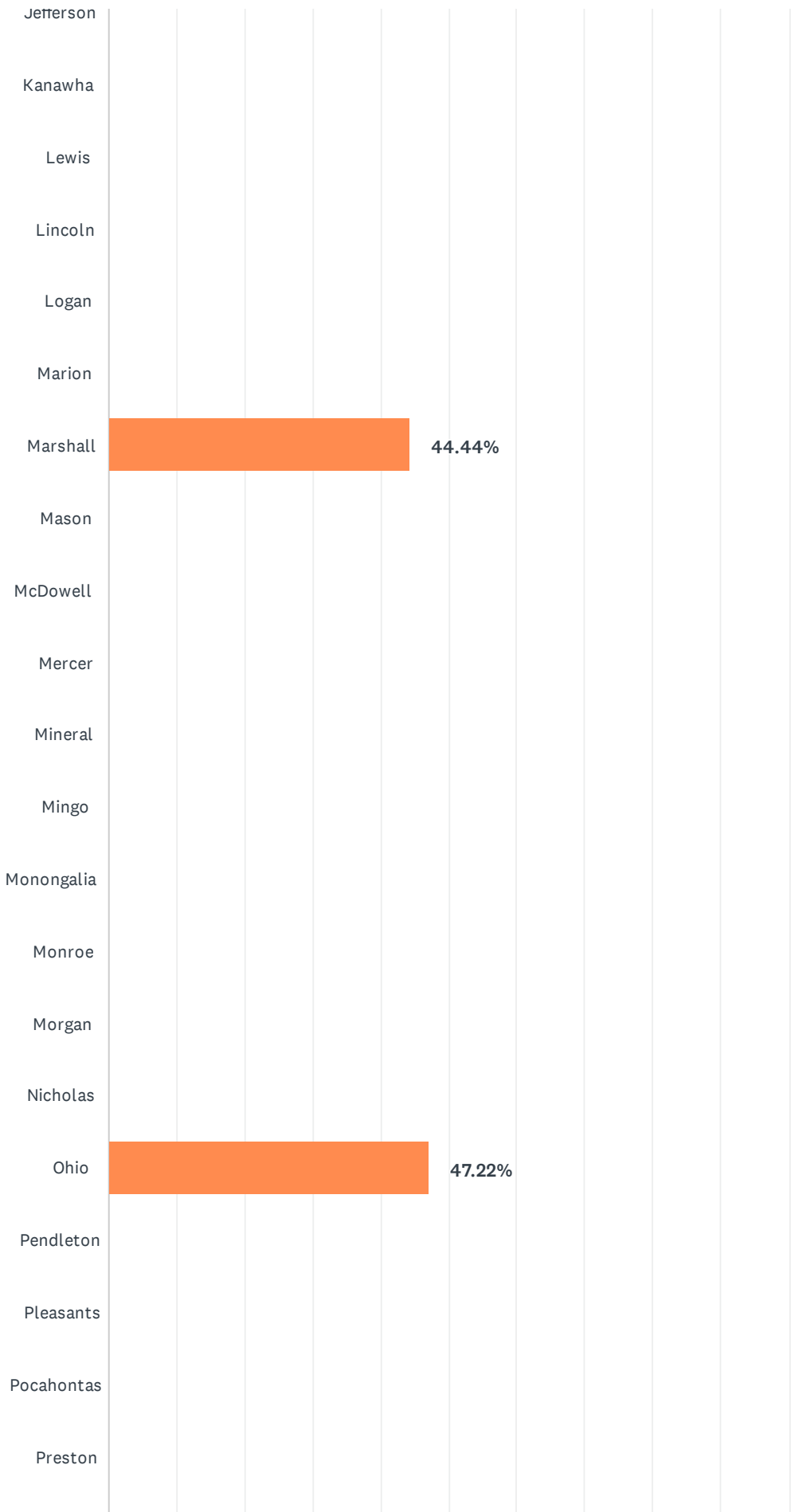
34	Wheeling	3/13/2023 1:00 PM
35	Moundsville	3/13/2023 12:01 PM

Q5 What county do you live in?

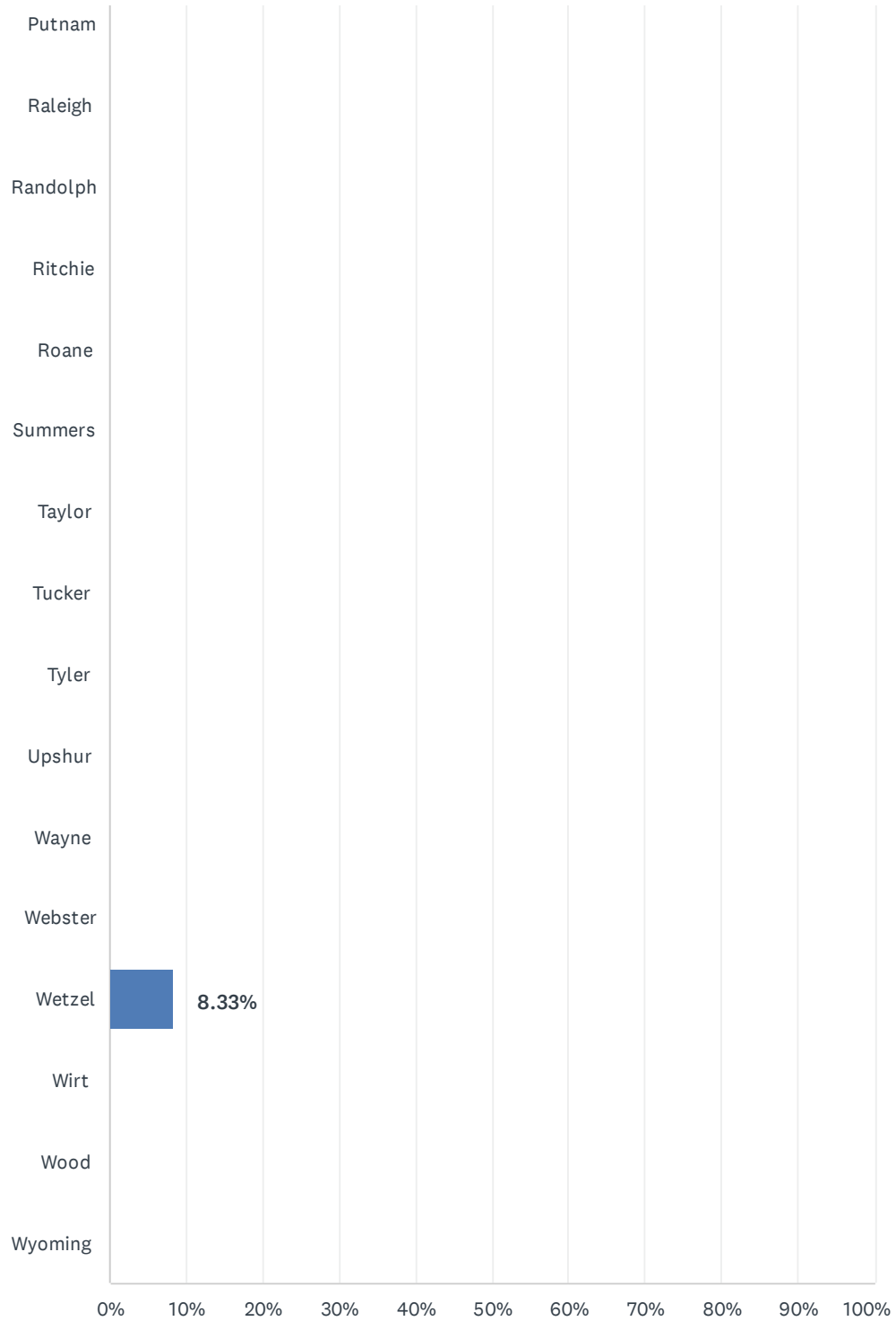
Answered: 36 Skipped: 0

Barbour									
Berkeley									
Boone									
Braxton									
Brooke									
Cabell									
Calhoun									
Clay									
Doddridge									
Fayette									
Gilmer									
Grant									
Greenbrier									
Hampshire									
Hancock									
Hardy									
Harrison									
Jackson									

West Virginia Coordinated Transportation Plan Update 2023



West Virginia Coordinated Transportation Plan Update 2023



West Virginia Coordinated Transportation Plan Update 2023

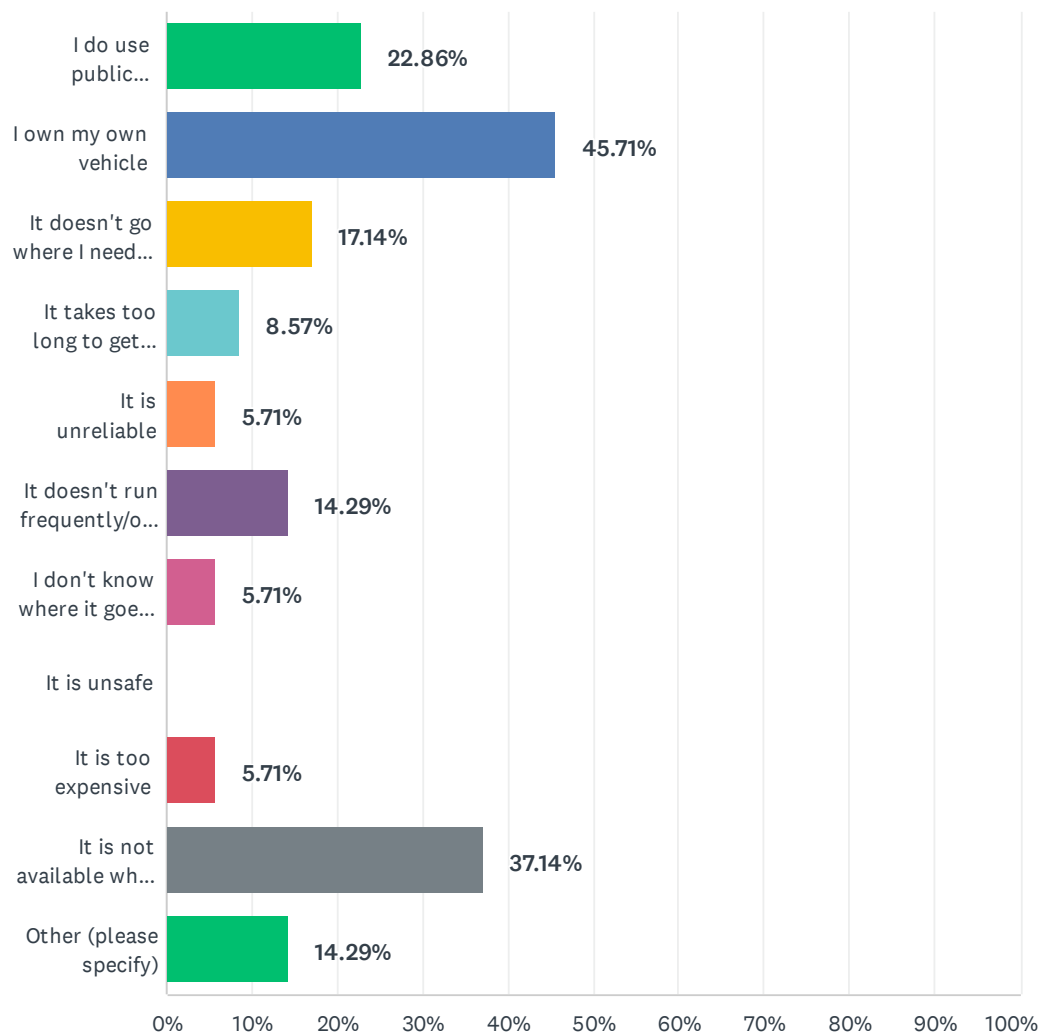
ANSWER CHOICES	RESPONSES	
Barbour	0.00%	0
Berkeley	0.00%	0
Boone	0.00%	0
Braxton	0.00%	0
Brooke	0.00%	0
Cabell	0.00%	0
Calhoun	0.00%	0
Clay	0.00%	0
Doddridge	0.00%	0
Fayette	0.00%	0
Gilmer	0.00%	0
Grant	0.00%	0
Greenbrier	0.00%	0
Hampshire	0.00%	0
Hancock	0.00%	0
Hardy	0.00%	0
Harrison	0.00%	0
Jackson	0.00%	0
Jefferson	0.00%	0
Kanawha	0.00%	0
Lewis	0.00%	0
Lincoln	0.00%	0
Logan	0.00%	0
Marion	0.00%	0
Marshall	44.44%	16
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	47.22%	17
Pendleton	0.00%	0
Pleasants	0.00%	0
Pocahontas	0.00%	0
Preston	0.00%	0
Putnam	0.00%	0
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	8.33%	3
Wirt	0.00%	0
Wood	0.00%	0
Wyoming	0.00%	0
TOTAL		36

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

Answered: 35 Skipped: 1

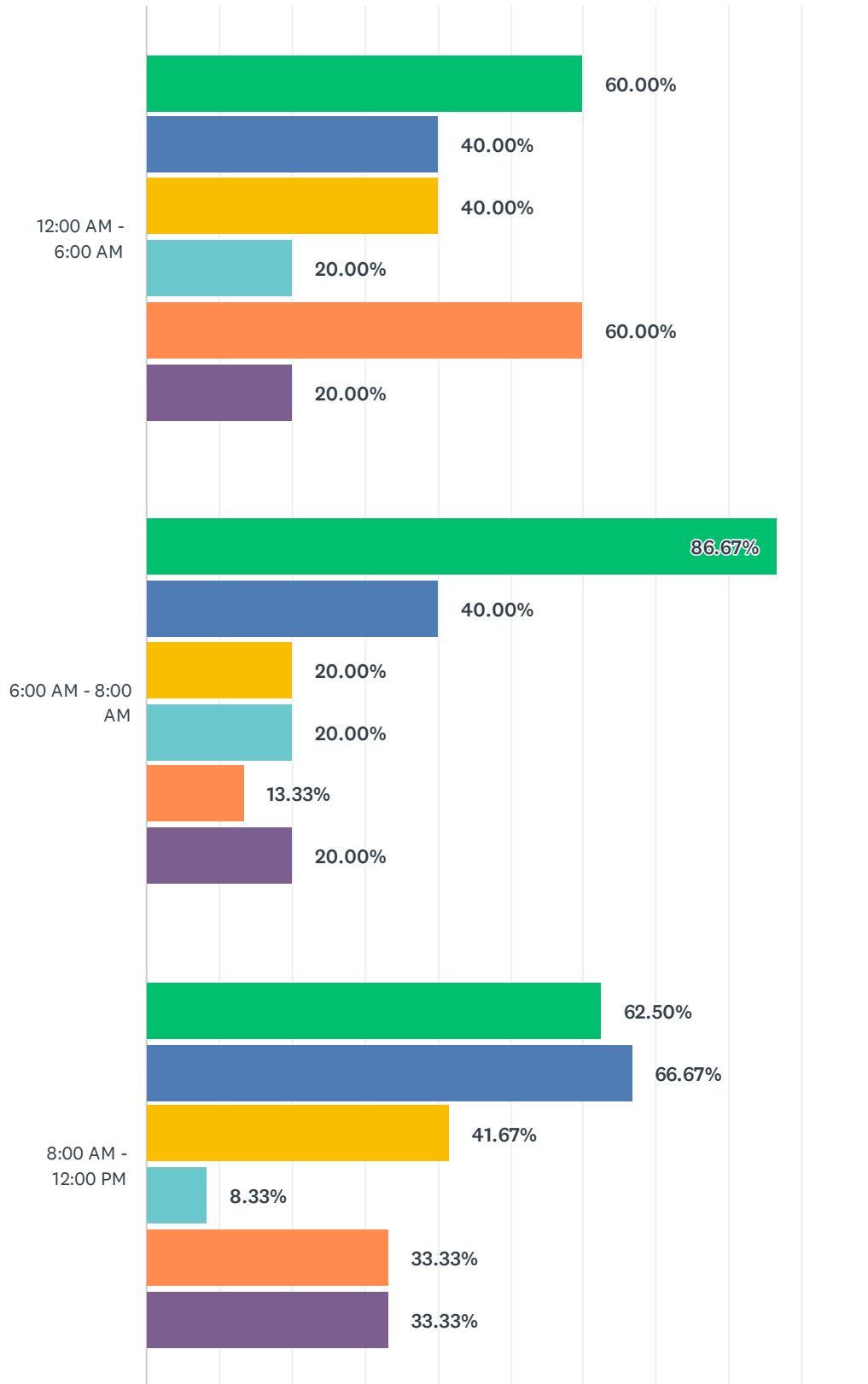


West Virginia Coordinated Transportation Plan Update 2023

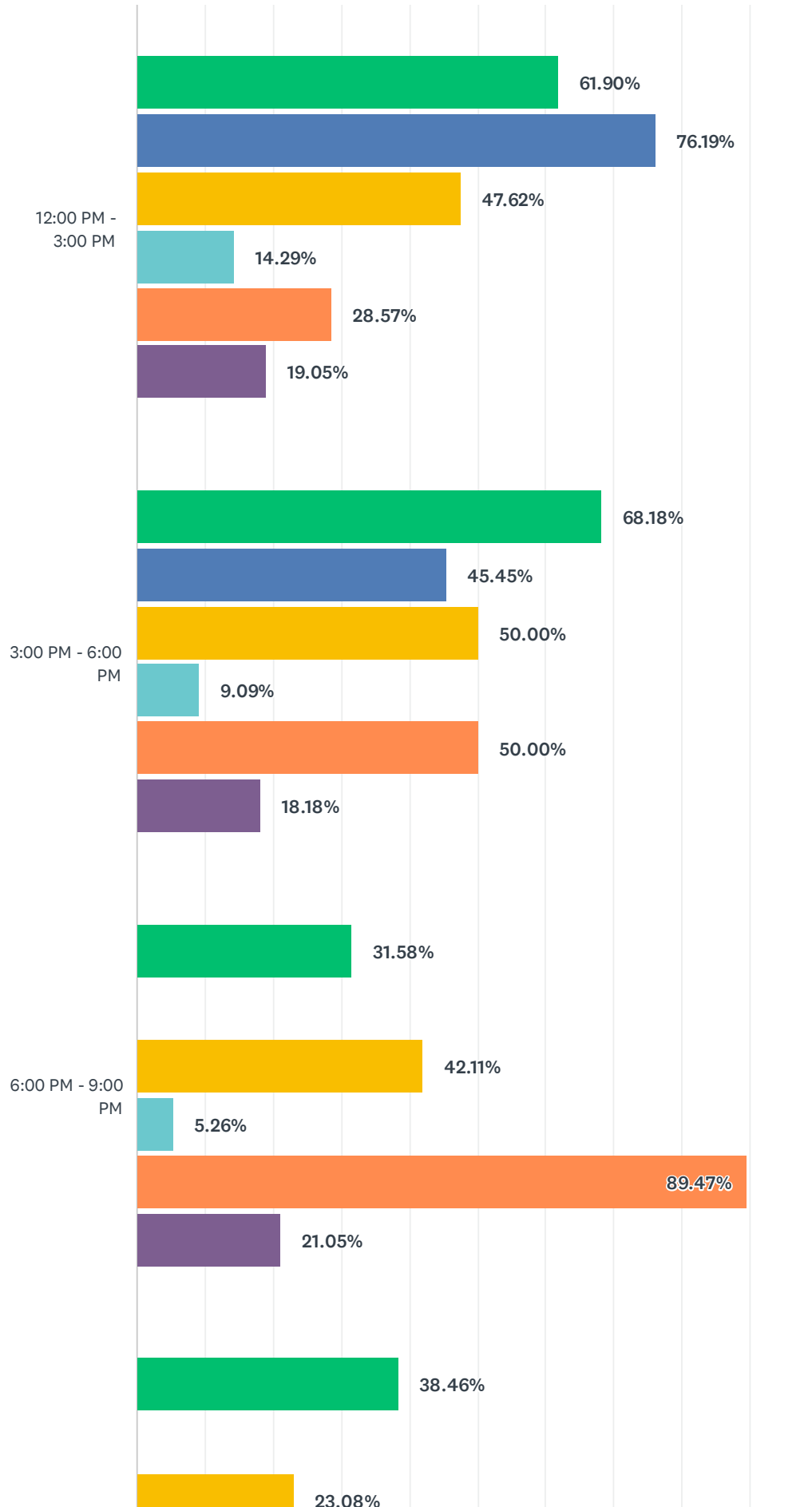
ANSWER CHOICES	RESPONSES	
I do use public transportation	22.86%	8
I own my own vehicle	45.71%	16
It doesn't go where I need to go	17.14%	6
It takes too long to get from origin to destination	8.57%	3
It is unreliable	5.71%	2
It doesn't run frequently/often enough	14.29%	5
I don't know where it goes or how it works	5.71%	2
It is unsafe	0.00%	0
It is too expensive	5.71%	2
It is not available where I live	37.14%	13
Other (please specify)	14.29%	5
Total Respondents: 35		

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

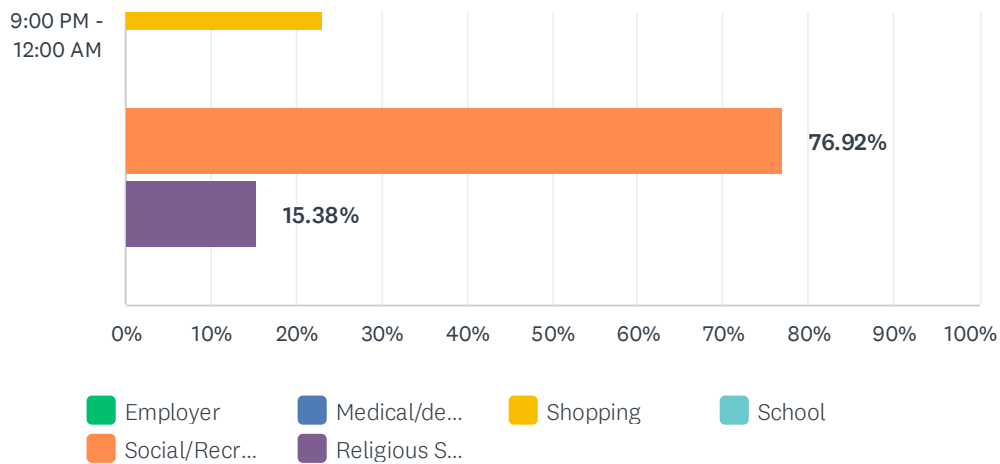
Answered: 27 Skipped: 9



West Virginia Coordinated Transportation Plan Update 2023



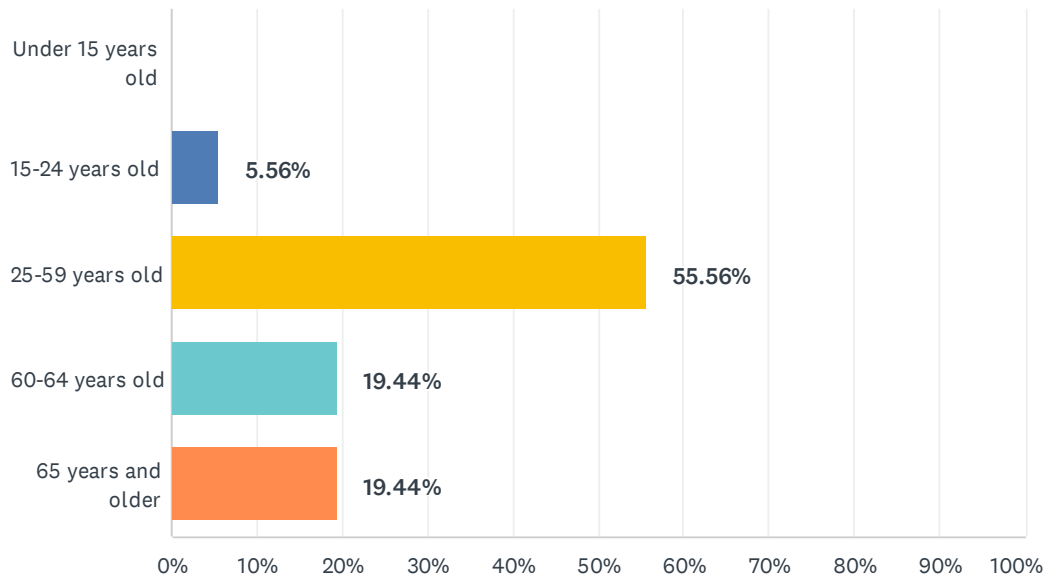
West Virginia Coordinated Transportation Plan Update 2023



	EMPLOYER	MEDICAL/DENTAL	SHOPPING	SCHOOL	SOCIAL/RECREATION	RELIGIOUS SERVICES	TOTAL RESPONDENTS
12:00 AM - 6:00 AM	60.00% 3	40.00% 2	40.00% 2	20.00% 1	60.00% 3	20.00% 1	5
6:00 AM - 8:00 AM	86.67% 13	40.00% 6	20.00% 3	20.00% 3	13.33% 2	20.00% 3	15
8:00 AM - 12:00 PM	62.50% 15	66.67% 16	41.67% 10	8.33% 2	33.33% 8	33.33% 8	24
12:00 PM - 3:00 PM	61.90% 13	76.19% 16	47.62% 10	14.29% 3	28.57% 6	19.05% 4	21
3:00 PM - 6:00 PM	68.18% 15	45.45% 10	50.00% 11	9.09% 2	50.00% 11	18.18% 4	22
6:00 PM - 9:00 PM	31.58% 6	0.00% 0	42.11% 8	5.26% 1	89.47% 17	21.05% 4	19
9:00 PM - 12:00 AM	38.46% 5	0.00% 0	23.08% 3	0.00% 0	76.92% 10	15.38% 2	13

Q8 Please tell us your age.

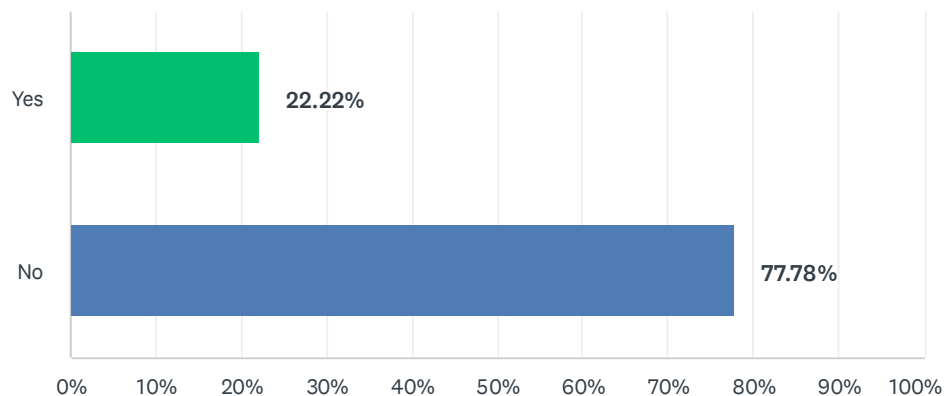
Answered: 36 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 15 years old	0.00%	0
15-24 years old	5.56%	2
25-59 years old	55.56%	20
60-64 years old	19.44%	7
65 years and older	19.44%	7
TOTAL		36

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?

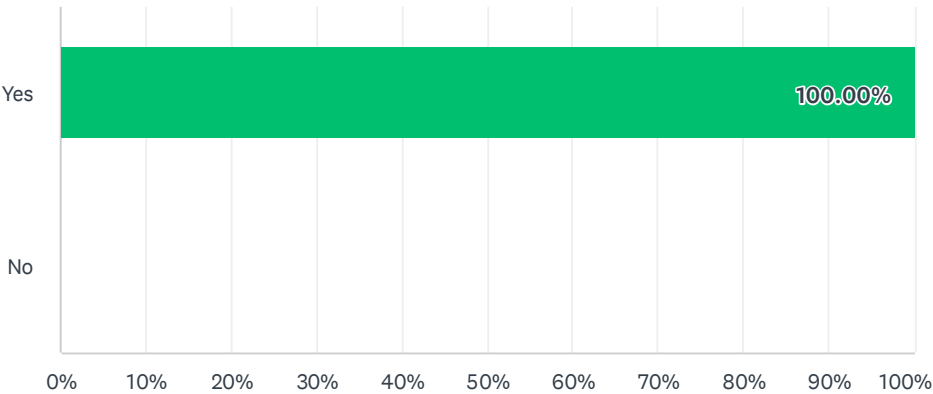
Answered: 36 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	22.22%	8
No	77.78%	28
TOTAL		36

Q10 Is English your first or primary language?

Answered: 36 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	36
No	0.00%	0
TOTAL		36

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

Answered: 0 Skipped: 36

 No matching responses.

ANSWER CHOICES	RESPONSES	
Spanish	0.00%	0
Korean	0.00%	0
Vietnamese	0.00%	0
Chinese or Mandarin	0.00%	0
Other (please specify)	0.00%	0
TOTAL		0

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: 12 Skipped: 24

#	RESPONSES	DATE
1	She was denied a ride to her Suboxone clinic as they claimed she didnt call 5 days out but would not tell her the date that she called	6/27/2023 11:40 AM
2	Important to get transportation on Sundays to be able to attend Church . Later hours to be able to shop after school hours	6/19/2023 2:43 AM
3	We do not need to use tax payer money to fund this. It would be cheaper to subsidize Uber or Lyft.	6/2/2023 8:25 AM
4	Motive care here is a joke, i tired 2 different appt, one was surgery(outpatient) but had to have driver, they did not show up to get more, i called for return no one showed up. Had to wait in hospital until friend got done with work. 3 hours.	5/31/2023 8:00 PM
5	There are no form of public transportation in our area. We have to try to beg for rides, overpay neighbors, or miss appointments. That's why I had to spend money I don't have on the purchase of a car and all the expense of it. Then I have the anxiety of driving it because our state chooses to invest in non-profitable business that will never return gains and only cost us in the long run.	5/25/2023 8:05 PM
6	I work for a local nonprofit and am constantly trying to find people opportunities to access public transportation in our area. The few options that we do have here in Marshall County, most people do not qualify for. This leaves many people unable to go to medical appointments, places of employment, and just to get basic necessities like groceries.	5/24/2023 3:50 PM
7	Due to the lack of public transportation in Marshall County, Families are struggling to get their children to school, extracurricular activities, medical appointments and event o their own employment. Many families contact us for transportation referrals and are struggling to find public Transportation opportunities.	5/24/2023 3:50 PM
8	Long distance transportation is challenging. More people are being referred to Morgantown, Pittsburgh, Cleveland, and other areas for medical care and transportation is really difficult to find and expensive when you do find it.	5/23/2023 12:16 PM
9	It would just be very helpful to be able to make it to work when you work an evening or night shift. Busses stop running around 6p.	4/27/2023 3:33 PM
10	A lot of people can't drive anymore and transportation is limited	4/19/2023 2:26 PM
11	I'm a graduate student who lives between west liberty and new martinsville. both places don't have public transportation that i know of other than accessibility service buses but i have rarely seen them. please consider creating some type of transportation services, this could really help me out.	3/31/2023 12:16 AM
12	I work in Marshall County and I receive calls on a weekly basis from individuals needing public transportation. However, the Current trial runs are so limited on pick up location and dates and times, it is still hard for them to even utilize the current very limited options. Thank you.	3/22/2023 9:53 AM

APPENDIX C: TRANSPORTATION PROVIDER INVENTORY

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

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

Marshall County Transportation Providers

Ohio Valley Regional Transportation Authority	
Transportation Service Type	Fixed Route, Complementary Paratransit
Other Services Provided/Agency Mission	Transportation
Contact Information	304-232-2190
Hours	6:00 AM to 6:00 PM, Monday – Saturday
Service Area	Belmont, Jefferson, Ohio and Marshall Counties
Eligibility Requirements	General Public
Website	http://www.ovrta.org/

Marshall County Senior Citizens, Inc.	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Social Services, Transportation, Nutrition
Contact Information	304-845-8200
Hours	8:00 AM to 4:00 PM, Monday - Friday
Service Area	Marshall and Ohio Counties
Eligibility Requirements	60+ and disabled
Website	http://www.mcseiorcenter.com

Faith in Action Caregivers, Inc.	
Transportation Service Type	Volunteer Demand Response
Other Services Provided/Agency Mission	Transportation, Shopping and Errand Assistance, Telephone Reassurance Calls, Respite for Family Caregivers, Friendly Visiting
Contact Information	304-243-5420
Hours	8:00 AM to 5:00 PM, Monday-Friday
Service Area	Ohio and Marshall Counties
Eligibility Requirements	65+ and disabled and live in Marshall or Ohio Counties
Website	http://www.faithinactionwheeling.com

Northwood Health Systems, Inc.	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Mental Health Care/Substance Abuse Recovery/Services for People with Disabilities/Senior Citizen Programs and Services
Contact Information	304-234-3500
Hours	9:00 AM to 5:00 PM, Monday – Friday (anytime for certain instances) Weekends (will transport in certain instances)
Service Area	Ohio, Marshall, and Wetzel Counties
Eligibility Requirements	Agency clients traveling to agency appointments
Website	http://www.northwoodhealth.com

Russell Nesbitt Services, Inc.	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Job Training, Employment, Transportation
Contact Information	304-232-2190
Hours	7:30 AM to 3:30 PM, Monday - Friday
Service Area	Ohio, Marshall, and Wetzel Counties
Eligibility Requirements	Agency clients
Website	http://rns-watch.org/

Transitions Thru Life	
Transportation Service Type	Demand Response
Other Services	Social Services

Provided/Agency Mission	
Contact Information	304-559-3199
Hours	8:00 AM to 6:00 PM, Monday - Friday
Service Area	Brooke, Hancock, Ohio, Marshall, and Wetzel Counties
Eligibility Requirements	Individuals with court or CPS cases; will add Medicaid transportation at a later date
Website	www.transitionsthrulife.org

Ohio County Transportation Providers

Ohio Valley Regional Transportation Authority	
Transportation Service Type	Fixed Route, Complementary Paratransit
Other Services Provided/Agency Mission	Transportation
Contact Information	304-232-2190
Hours	6:00 AM to 6:00 PM, Monday – Saturday
Service Area	Belmont, Jefferson, Ohio and Marshall Counties
Eligibility Requirements	General Public
Website	http://www.ovrta.org/

Family Service Upper Ohio Valley	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Adult Day Care, In-Home Care, Credit and Financial Counseling, Nutrition
Contact Information	304-233-2350, ext. 105
Hours	8:00 AM – 2:00 PM, Monday - Friday
Service Area	Ohio County
Eligibility Requirements	60+ and disabled
Website	http://www.fsuov.com

Faith in Action Caregivers, Inc.	
Transportation Service Type	Volunteer Demand Response
Other Services Provided/Agency Mission	Transportation, Shopping and Errand Assistance, Telephone Reassurance Calls, Respite for Family Caregivers, Friendly Visiting
Contact Information	304-243-5420

Hours	8:00 AM to 5:00 PM, Monday-Friday
Service Area	Ohio and Marshall Counties
Eligibility Requirements	65+ and disabled and live in Marshall or Ohio Counties
Website	http://www.faithinactionwheeling.com

Transitions Thru Life	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Social Services
Contact Information	304-559-3199
Hours	8:00 AM to 6:00 PM, Monday - Friday
Service Area	Brooke, Hancock, Ohio, Marshall, and Wetzel Counties
Eligibility Requirements	Individuals with court or CPS cases; will add Medicaid transportation at a later date
Website	www.transitionthrulife.org

Russell Nesbitt Services, Inc.	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Job Training, Employment, Transportation
Contact Information	304-232-2190
Hours	7:30 AM to 3:30 PM, Monday - Friday
Service Area	Ohio, Marshall, and Wetzel Counties
Eligibility Requirements	Agency clients
Website	http://rns-watch.org/

Northwood Health Systems, Inc.	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Mental Health Care/Substance Abuse Recovery/Services for People with Disabilities/Senior Citizen Programs and Services
Contact Information	304-234-3500
Hours	9:00 AM to 5:00 PM, Monday – Friday (anytime for certain instances) Weekends (will transport in certain instances)
Service Area	Ohio, Marshall, and Wetzel Counties
Eligibility	Agency clients traveling to agency appointments

Requirements	
Website	http://www.northwoodhealth.com

Serenity Hills Life Center	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Mental Health Care/Substance Abuse Services/Services for People with Disabilities
Contact Information	304-277-4657
Hours	8:30 AM to 9:00 PM, Monday - Friday
Service Area	Ohio, Marshall, and Wetzel Counties
Eligibility Requirements	Agency clients traveling to appointments
Website	https://www.serenityhillslifecenter.org/

Wetzel County Transportation Providers

Wetzel County Committee on Aging	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Transportation, Nutrition, Senior Activities
Contact Information	304-455-3220
Hours	8:30 AM to 4:00 PM, Monday - Friday
Service Area	Wetzel County
Eligibility Requirements	60+
Website	None

Northwood Health Systems, Inc.	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Mental Health Care/Substance Abuse Recovery/Services for People with Disabilities/Senior Citizen Programs and Services
Contact Information	304-234-3500
Hours	9:00 AM to 5:00 PM, Monday – Friday (anytime for certain instances) Weekends (will transport in certain instances)
Service Area	Ohio, Marshall, and Wetzel Counties
Eligibility Requirements	Agency clients traveling to agency appointments

Website	http://www.northwoodhealth.com
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Russell Nesbitt Services, Inc.	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Job Training, Employment, Transportation
Contact Information	304-232-2190
Hours	7:30 AM to 3:30 PM, Monday - Friday
Service Area	Ohio, Marshall, and Wetzel Counties
Eligibility Requirements	Agency clients
Website	http://rns-watch.org/

Transitions Thru Life	
Transportation Service Type	Demand Response
Other Services Provided/Agency Mission	Social Services
Contact Information	304-559-3199
Hours	8:00 AM to 6:00 PM, Monday - Friday
Service Area	Brooke, Hancock, Ohio, Marshall, and Wetzel Counties
Eligibility Requirements	Individuals with court or CPS cases; will add Medicaid transportation at a later date
Website	www.transitionsthrulife.org

Organizational Characteristics

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

Agency	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (if Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public)	Are Vehicles Only Available for Human Service Agency Clients? (Y/N) *
Marshall County				
Marshall County Senior Citizens, Inc.	Yes	No	Private Non-Profit	No
Transitions Thru Life (<i>also operates in Ohio and Wetzel County</i>)	Yes	No	Private For-Profit	No
Ohio County				
Ohio Valley Regional Transportation Authority (<i>also operates in Marshall County</i>)	Yes	No	Public	No
Serenity Hills Life Center (<i>also operates in Marshall and Wetzel Counties</i>)	Yes	No	Private Non-Profit	Yes
Faith in Action Caregivers, Inc. (<i>also operates in Marshall County</i>)	No	No	Private Non-Profit	No
Family Service Upper Ohio Valley (<i>also operates in Marshall County</i>)	Yes	No	Private Non-Profit	No
Northwood Health Systems, Inc. (<i>also operates in Marshall</i>	Yes	No	Private Non-Profit	Yes

Agency	Directly Operates Transportation (Yes/No)	Purchases Transportation from Another Agency (if Yes, Who?)	Legal Authority (Private Non-Profit, Private For-Profit, Public)	Are Vehicles Only Available for Human Service Agency Clients? (Y/N) *
<i>and Wetzel Counties)</i>				
Russell Nesbitt Services, Inc. <i>(also operates in Marshall and Wetzel Counties)</i>	Yes	No	Private Non-Profit	Yes
Wetzel County				
Wetzel County Committee on Aging	Yes	No	Private 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 of Vehicles in Total Fleet	Number and Type of Drivers	2022 Budget
Marshall County					
Marshall County Senior Citizens, Inc.	Yes	4	6	4 Full-Time Drivers, 2 Part-Time Drivers	\$135,000
Transitions Thru Life <i>(also operates in Ohio and Wetzel County)</i>	No	5	5	5 Full-Time Drivers, 2 Part-Time Drivers	Not provided
Ohio County					
Ohio Valley Regional Transportation Authority <i>(also operates in Marshall County)</i>	Yes	16	26	31 Full-Time Drivers	\$4,700,000
Serenity Hills Life Center <i>(also operates in Marshall and</i>	Yes	1	2	1 Full-Time Driver	\$87,690

Agency	Accessible Vehicles?	Number of Vehicles in Daily Operation	Number of Vehicles in Total Fleet	Number and Type of Drivers	2022 Budget
<i>Wetzel Counties)</i>					
Faith in Action Caregivers, Inc. (also operates in Marshall County)	No	Not applicable, volunteers use personal vehicles	Not applicable	Volunteers	\$128,000
Family Service Upper Ohio Valley (also operates in Marshall County)	Yes	9	9	6 Full-Time Drivers, 2 Part-Time Drivers	\$145,000
Northwood Health Systems, Inc. (also operates in Marshall and Wetzel Counties)	Yes	2-3	50	Over 100 Full-Time Drivers, at least 25 Part-Time Drivers	Not provided
Russell Nesbitt Services, Inc. (also operates in Marshall and Wetzel Counties)	Yes	Not provided	Not provided	Not provided	Not provided
Wetzel County					
Wetzel County Committee on Aging	Yes	3	5	4 Part-time	\$75,000

Trip Scheduling and Fares

The following tables 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 one-way passenger trips were provided by some of the agencies.

Agency	Trip Purposes Allowed	Fares or Donations	Ride Request Process	Annual One-Way Passenger Trips
Marshall County				
Marshall County Senior Citizens Center, Inc.	Medical appointments, shopping, beauty/hair	Donations only	Must call at least one day in advance	1,314

Agency	Trip Purposes Allowed	Fares or Donations	Ride Request Process	Annual One-Way Passenger Trips
	appointments, home health care			
Transitions Thru Life (<i>also operates in Ohio and Wetzel County</i>)	Court or CPS cases	Not provided	Coordinate with SSF (case manager of individual)	Not provided
Ohio County				
Ohio Valley Regional Transportation Authority (<i>also operates in Marshall County</i>)	Any	\$1.30 each trip \$0.65 half fare for riders who meet eligibility requirements	Advance reservations are recommended for paratransit service	274,470
Serenity Hills Life Center (<i>also operates in Marshall and Wetzel Counties</i>)	Medical/Mental Health Services, Doctor Appointments	None	Clients contact Heart 2 Heart Volunteers	0
Faith in Action Caregivers, Inc. (<i>also operates in Marshall County</i>)	Medical	None	Call in advance	2,313
Family Service Upper Ohio Valley (<i>also operates in Marshall County</i>)	Essential functions	Donations only	Call at least 7-10 days in advance, must have completed paperwork	6,853
Northwood Health Systems, Inc. (<i>also operates in Marshall and Wetzel Counties</i>)	To/from agency appointments	None, costs are included in consumers' total service costs	Clients schedule rides with case workers or office personnel	Not provided
Russell Nesbitt Services, Inc. (<i>also operates in Marshall and Wetzel Counties</i>)	To/from sheltered workshop	None	Those in need receive standing order services upon employment in sheltered workshop	Not provided
Wetzel County				
Wetzel County Committee on Aging	Grocery, shopping, medical, hair appointments	Donations only	Call in advance	Not provided

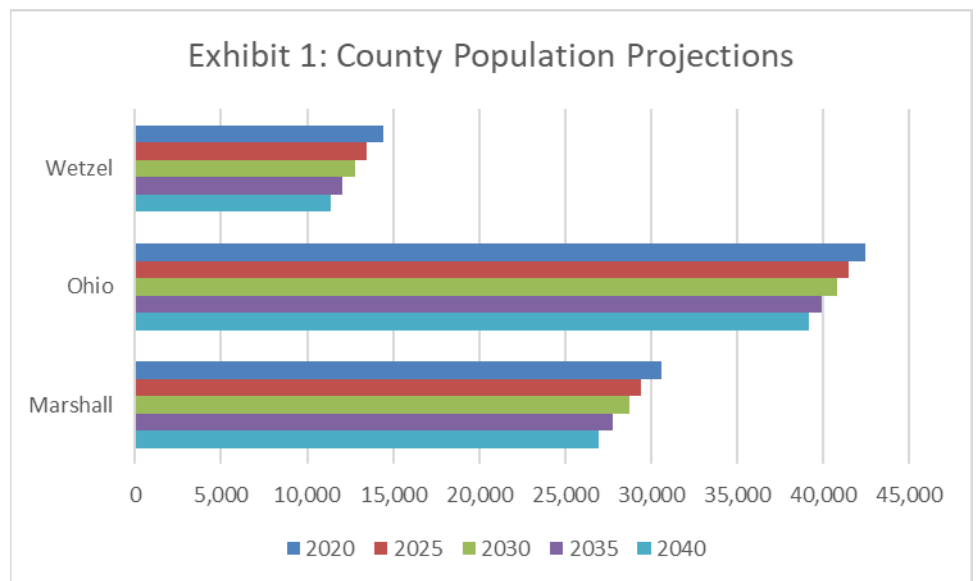
APPENDIX D: DEMOGRAPHICS

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

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

Population Projections

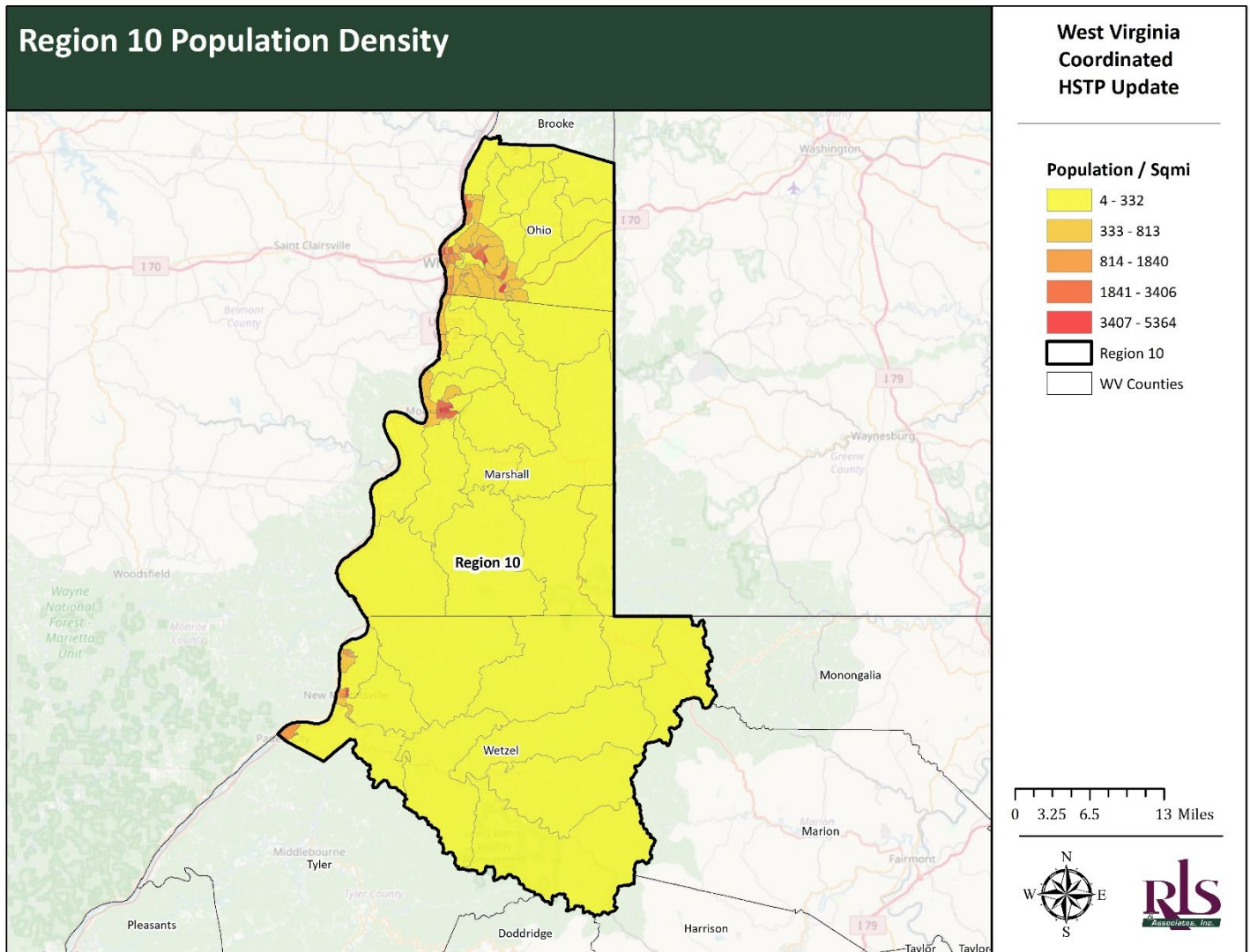
The population of Region X is projected to decline to 77,447 by 2040, an 11.4 percent decrease from the 2020 projection. The populations of Marshall, Ohio, and Wetzel Counties are projected to decline between 7.7 and 21.5 percent. Wetzel County is projected the largest decrease in population at 21.5 percent. Exhibit 1 shows population projections between 2020-2040 for each county in Region X. (Source: West Virginia Bureau of Business and Economic Research.)



Population Density

Exhibit 2 illustrates a comparison of population densities for Census block groups in Region X. The most densely populated area is in western Ohio county in Wheeling and western Marshall County in Moundsville. Other areas of higher densities throughout the region include New Martinsville and Paden City in Wetzel County and Elm Grove in Ohio County. Population density is a factor in transportation planning because it helps transportation operators understand the most appropriate mode of service for an area. For example, in less densely populated areas with fewer clusters of trip generators, demand response transportation is typically more effective than fixed route services. Conversely, fixed route services are more appropriate for high density areas.

Exhibit 2: Population Density

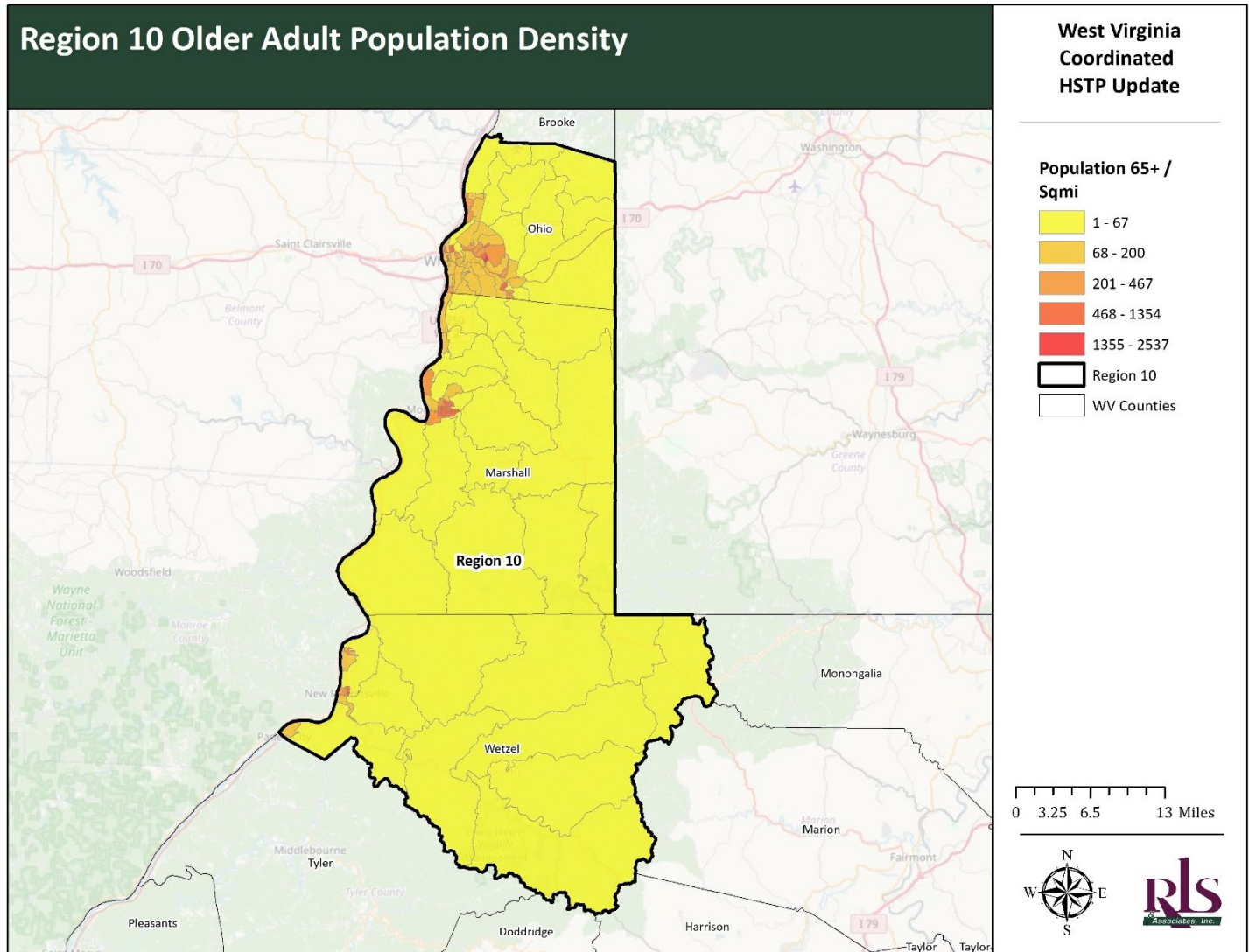


Population Projection for Older Adults

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

Exhibit 3 illustrates the population density of persons over 65 years of age by block group. Concentrations of this age group are focused around certain cities in Region X. Block groups with the highest concentrations are located in Ohio and Marshall Counties. A few small block groups with moderate density are present in Wetzel County.

Exhibit 3: Older Adult Population Density



Individuals with Disabilities

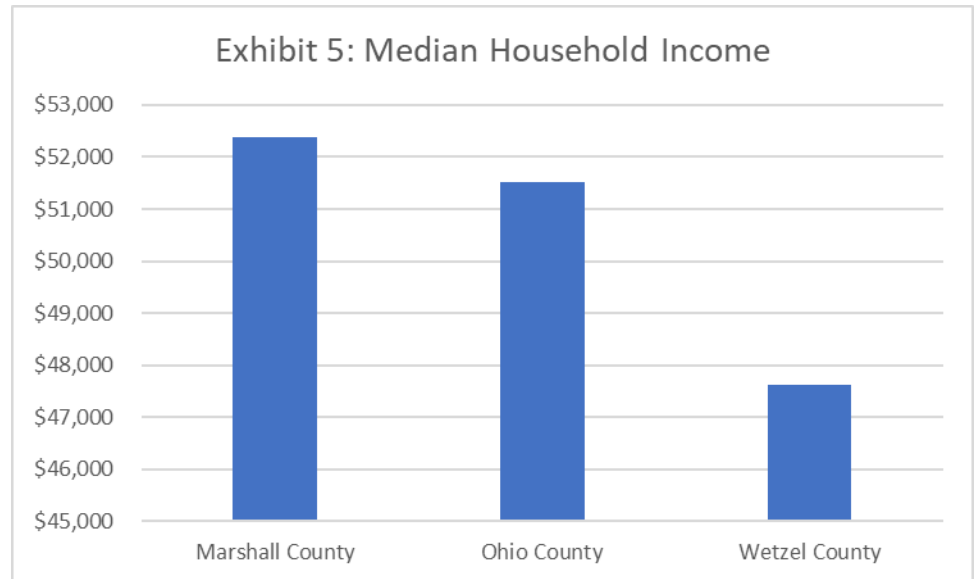
Individuals with disabilities are also likely to use public or human service agency transportation services. In Region X, approximately 15 percent to 18 percent of each county's population reported having a disability. Not all disabilities involve mobility limitations that prevent a person from driving or using non-accessible transportation resources. While it would be a more accurate statistic for transportation planning, no reliable data are available from the US Census Bureau to define individuals with mobility limitations that prevent them from traveling independently outside the home.

Exhibit 4: Individuals with Disabilities	
County	Percent of Population with a Disability
Marshall	18.3%
Ohio	15.4%
Wetzel	18.0%

Source: 2021 American Community Survey 5-Year Estimates

Household Incomes

Exhibit 5 illustrates the household incomes for the Region. There are approximately 34,861 households in the Region X. Of those households, 35.4 percent earn less than \$35,000 annually. Of the households earning less than \$35,000, 19.1 percent earned less than \$10,000 per year. (Source: 2021 American Community Survey 5-Year Estimates)

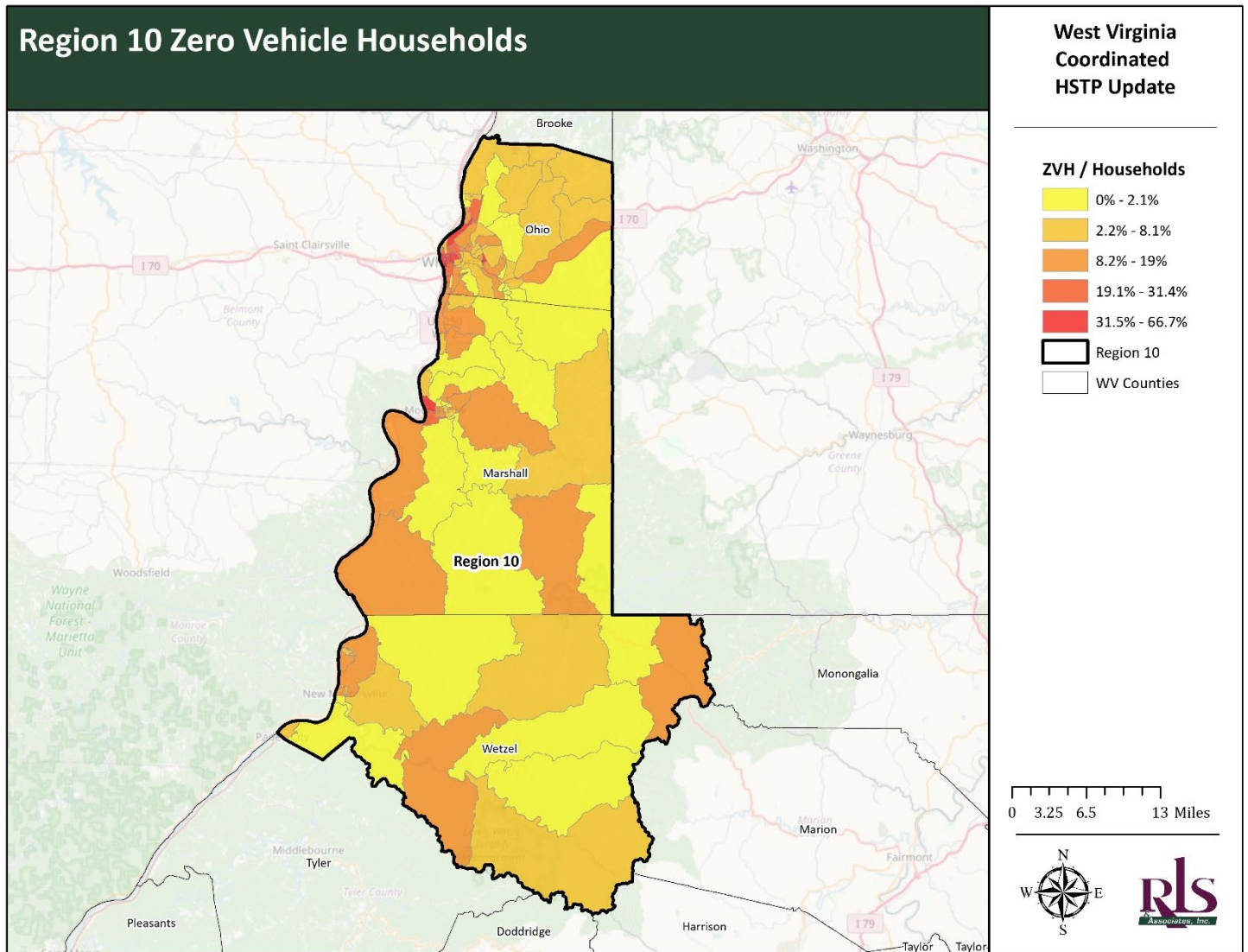


Zero Vehicle Households

The number of vehicles available to a household also is used as an indicator of demand for transit service. There are 3,214 households in the Region X that have no available vehicle. This is 9.2 percent of all households in the Region.

Exhibit 6 illustrates the percentage of households that have no available vehicle. The block groups with the darkest shading have the highest percentage of households with no available vehicles (31.5% - 66.7% block group population without a vehicle). The block group locations with the highest contraction of these households are generally located within the cities, the most being Wheeling and Moundsville. Areas with a moderately high density of zero vehicle households can be found throughout the rest of Wetzel, northern and eastern Marshall, and Ohio Counties.

Exhibit 6: Zero Vehicle Households



Minority and Limited English Proficiency (LEP) Population

Approximately 91 percent to 94 percent of the population in each county of the region is white. Two or more race individuals are the second most common race, followed by Black or African American individuals (Exhibit 7). The majority of the population speaks only English (Exhibit 8).

Exhibit 7: Race			
Race	Marshall Couty	Ohio County	Wetzel County
White or Caucasian	95.7%	91.4%	96.6%
Black or African American	0.6%	3.2%	0.1%
American Indian and Alaska Native	0.0%	0.1%	0.0%
Asian	0.2%	0.7%	0.0%
Native Hawaiian and Other Pacific Islander	0.3%	0.0%	0.0%
Some other race	0.6%	0.3%	0.4%
Two or more races	1.5%	3.1%	2.0%
Hispanic or Latino (of any race)	1.0%	1.2%	1.0%

Source: 2021 American Community Survey 5-Year Estimates

Exhibit 8: Limited English Proficiency						
Language	Marshall County	%	Ohio County	%	Wetzel County	%
Total Population	29,324		40,326		13,806	
Speak only English	28,770	98.1%	39,284	97.4%	13,767	99.7%
Spanish	373	1.3%	275	0.7%	11	0.1%
Speak English less than "very well"	29	0.1%	68	0.2%	0	0.0%
French, Haitian, or Cajun	0	0.0%	70	0.2%	7	0.1%
Speak English less than "very well"	0	0.0%	34	0.1%	0	0.0%
German or other West Germanic languages	67	0.2%	102	0.3%	11	0.1%
Speak English less than "very well"	0	0.0%	12	0.0%	6	0.0%
Russian, Polish, or other Slavic languages	34	0.1%	19	0.0%	0	0.0%
Speak English less than "very well"	2	0.0%	19	0.0%	0	0.0%
Other Indo-European languages	13	0.0%	283	0.7%	10	0.1%
Speak English less than "very well"	1	0.0%	166	0.4%	2	0.0%
Korean	0	0.0%	12	0.0%	0	0.0%
Speak English less than "very well"	0	0.0%	12	0.0%	0	0.0%
Chinese (incl. Mandarin, Cantonese)	0	0.0%	37	0.1%	0	0.0%
Speak English less than "very well"	0	0.0%	21	0.1%	0	0.0%
Vietnamese	29	0.1%	0	0.0%	0	0.0%
Speak English less than "very well"	29	0.1%	0	0.0%	0	0.0%
Tagalog (incl. Filipino)	6	0.0%	117	0.3%	0	0.0%
Speak English less than "very well"	0	0.0%	39	0.1%	0	0.0%
Other Asian and Pacific Island languages	32	0.1%	56	0.1%	0	0.0%
Speak English less than "very well"	0	0.0%	5	0.0%	0	0.0%
Arabic	0	0.0%	44	0.1%	0	0.0%
Speak English less than "very well"	0	0.0%	0	0.0%	0	0.0%
Other and unspecified languages	0	0.0%	27	0.1%	0	0.0%
Speak English less than "very well"	0	0.0%	0	0.0%	0	0.0%

Source: 2021 American Community Survey 5-Year Estimates

APPENDIX E: RELEVANT FEDERAL GRANT PROGRAMS AND GLOSSARY OF TERMS

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

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

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

Enhanced Mobility for Seniors and Individuals with Disabilities (Section 5310 Program) – The program provides formula funding to improve mobility for seniors and individuals with disabilities by removing barriers to transportation services and expanding transportation mobility options. This program supports transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities in all areas – large urbanized, small urbanized, and rural. The West Virginia DOT administers the Section 5310 Program in West Virginia. The Federal share is 80 percent for capital projects. In West Virginia, the program has historically been utilized for capital program purchases. Additional information is available at <https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310>.

Individuals with Disabilities – This document classifies individuals with disabilities based on the definition provided in the Americans with Disabilities Act implementing regulations, which is found in 49 CFR Part

37.3. This definition, when applied to transportation services applications, is designed to permit a functional approach to disability determination rather than a strict categorical definition. In a functional approach, the mere presence of a condition typically thought to be disabling gives way to consideration of an individual's abilities to perform various life functions.

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

<https://www.transit.dot.gov/BIL>

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

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

Seniors/Older Adults – For the purposes of the Section 5310 Program, people 65 years of age and older are defined as seniors or older adults.

Subrecipient – A non-Federal entity that receives a sub-award (grant funding) from a pass-through entity to carry out part of a Federal program; but does not include an individual that is a beneficiary of such program. The direct or designated recipient monitors subrecipient programs for grant performance and compliance.

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

Urbanized Area Formula Grants Program (Section 5307 Program) - The Urbanized Area Formula Funding program makes Federal resources available to urbanized areas and governors for transit capital and operating assistance in urbanized areas. An urbanized area is incorporated with a population of 50,000 or

more. Eligible expenses are typically limited to capital purchases and planning, but operating assistance can be provided under certain conditions, including systems operating fewer than 100 vehicles. Additional information is available at <https://www.transit.dot.gov/funding/grants/urbanized-area-formula-grants-5307>

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

APPENDIX F: PARTICIPATING ORGANIZATIONS

Aetna Better Health
Belomar Regional Council
Brightwood Center
City of Moundsville
City of New Martinsville
Family Resource Network
Family Service - Upper Valley
Fresenius Kidney Care
Genesis Healthcare New Martinsville
Helping Heroes
Jobs & Hope
Marshall County FRN
Marshall County Health Dept.
ModivCare
Northwood Health
Ohio Co. FRN
OVRTA
Russell Nesbitt Services
Sexual Assault Help Center, Adult Victim Advocate
The Health Plan
The Unity Center, Ohio Valley Recovery Inc.
Transitions Thru Life, Inc.
Unicare
United Way WV 211
Wetzel County Committee on Aging
Wetzel County FRN
Wheeling Comprehensive Treatment Center
WV Division of Rehab
WVDOT DMT-PT
YWCA Wheeling