



**KYOVA Interstate Planning Commission
TMA Coordinated Public Transit-Human Services
Transportation Plan
for the Huntington Urbanized Area, WV-KY-OH**

Final Report

September 2013





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I. INTRODUCTION

Introduction

PURPOSE

The purpose of this coordinated transportation plan for the Transportation Management Area (TMA) that includes Cabell and Wayne Counties, West Virginia; Lawrence County, Ohio; and Boyd and Greenup Counties, Kentucky is to evaluate community transportation characteristics, assess transportation services, document unmet transportation needs and gaps in services and establish strategies for addressing those needs between, 2013 through 2017. This planning effort is a foundation for a series of approaches to address current and projected unmet transportation needs for people with low incomes, older adults, individuals with disabilities, and the general public. The intent of this document is to create a guide for local decision-makers as they consider advances in the coordination of transportation resources in the TMA.

Upon completion, this plan will meet the requirements for the Federal Transit Administration's (FTA) required local coordinated transportation plan as set forth in the Moving Ahead for Progress in the 21st Century (MAP-21) guidelines.

The West Virginia Department of Transportation, Division of Public Transportation (DPT), KYOVA Interstate Planning Commission, and Tri-State Transit (TTA) undertook the planning process.

PLAN DEVELOPMENT METHODOLOGY

FTA regulations require that a coordinated public transit-human services transportation plan must include the following elements:

1. An assessment of available services that identifies current transportation providers (e.g., public, private, non-profit and human service based);
2. An assessment of the transportation needs for individuals with disabilities, older adults, and people with low incomes. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts and gaps in service. (Note: If a community does not intend to seek funding for a particular program (Section 5310, JARC, or New Freedom), then the community is not required to include an assessment of the targeted population in its coordinated plan);
3. Strategies, activities and/or projects to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery; and
4. Priorities for implementation based on resources, time, and feasibility for implementing specific strategies/activities as identified.

The plan must be developed and approved through a process that includes participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers, and the general public. RLS & Associates, Inc. made every effort 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 resources and local/regional transportation needs and gaps in service. This was accomplished by receiving input from the stakeholders noted above through public meetings, telephone calls, and completion of a comprehensive survey (see Appendix).

The coordination plan update incorporated the following planning elements:

1. Review of the previous regional coordination plans and KYOVA Long Range Transportation Plan to develop a basis for further evaluation and recommendations;
2. Evaluation of existing economic/demographic conditions in each county;
3. Conduct of a survey of public and human service transportation providers, agencies with clients that need transportation service and the general public, including consumers who need or use transportation services. 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. 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. Two public outreach meetings for stakeholders and the general public for the purpose of soliciting input on transportation needs, service gaps, and goals, objectives and implementation priorities to meet these deficiencies;
5. Inventory of existing transportation services provided by public, private, and non-profit agencies;
6. Assessment of vehicle utilization for the purpose of determining where vehicles can be better utilized to meet transportation needs;
7. Conduct of an assessment of transportation needs and gaps in service obtained through meetings and surveys; and
8. Development of an implementation plan including goals, strategies, responsible parties and performance measures.

PREVIOUS RELEVANT KYOVA PLANNING EFFORTS

Summary of KYOVA Planning Projects

The KYOVA Interstate Planning Commission is a regional organization serving southwestern West Virginia and southern Ohio. It is composed of local governments in Cabell and Wayne Counties of West Virginia and Lawrence County in Ohio. KYOVA serves as the Metropolitan Planning Organization (MPO) for the region, providing a forum for ongoing dialogue regarding transportation issues that are important to the area.

To facilitate this dialogue and decision-making process, KYOVA conducts transportation planning studies. The studies may pertain to the entire region or to a specific county or municipality, of which the results may have a significant regional impact. Below is a summary of the KYOVA transportation planning studies that have been conducted over the past few years. While the relevancy of these studies to the current TMA coordination plan vary, in the aggregate they are representative of the various consequential transportation issues in the KYOVA area.

2040 Metropolitan Transportation Plan

Purpose

Consistent with the requirements of Moving Ahead for Progress in the 21st Century Act (MAP-21), the recently prepared 2040 MTP provides a qualitative and quantitative analysis of the current conditions and projected needs from a multimodal perspective. The plan's transit element addresses how the region's diverse public transportation system can continue to contribute to the overall transportation network.

Analysis

- ◆ Lack of public transportation service in rural portions of Cabell and Lawrence Counties;
- ◆ Minimal coordination between human service agencies and public transit providers;
- ◆ Tri-State Transit Authority (TTA) ridership continuing to trend upward;
- ◆ TTA fixed routes should operate more frequently;
- ◆ Lawrence County Transit (LCT) was initiated in 2008 and has no Saturday service;
- ◆ Of all LCT routes, Ironton-Huntington route has highest ridership with Downtown; Ironton circulator being a candidate for elimination/consolidation due to low ridership;
- ◆ TTA evening service is strong which may call for expansion;
- ◆ Transit demand, particularly paratransit service, to increase due to aging population; and
- ◆ Need to improve connectivity among region's transit providers.

Recommendations

- ◆ Expand demand response public transportation service into rural portions of Cabell and Lawrence Counties;
- ◆ Increase existing demand response service to meet needs of growing senior and disabled Population throughout the region;
- ◆ Restructure Lawrence County routes due to duplication and service needs;

- ◆ Improve TTA fixed route service frequencies to 30-minutes to serve employment trip purposes more effectively;
- ◆ Consider addition of Sunday TTA service in Huntington area;
- ◆ Consider initiation of TTA bus service for cities of Ceredo and Kenova (Wayne County);
- ◆ Consider implementation of TTA service to Huntington Tri-State Airport;
- ◆ Improve amenities at bus stops such as bus shelters, bus pull-offs, lighting, bicycle racks, and sidewalks to support multimodal corridors;
- ◆ Enhance access to Amtrak service by improving directional signage, and monitor service to make change/improvement recommendations, and evaluate need for improved connection by area public transit providers;
- ◆ Increase park-and-ride options;
- ◆ Leverage taxi service through contracting and participation in development of local transportation plans and services;
- ◆ Monitor successful Huntington-Charleston Commuter Bus to make necessary changes, identify long range funding sources and apply for capital as needed;
- ◆ Expand intercity bus service by providing connections to local providers and requesting Greyhound to evaluate service extension to the Huntington Tri-State Airport; and
- ◆ Consider/implement management enhancements proposed in the Public Transportation and Human Services Transportation Coordination Plan completed in 2011.

2011 KYOVA Coordinated Public Transit - Human Services Transportation Plan Update

Purpose

This regional coordination plan was prepared as a prerequisite for funding under the Elderly Individuals and Individuals with Disabilities (Section 5310), Job Access and Reverse Commute (JARC/Section 5316), and New Freedom (Section 5317) grant programs. The objectives for this planning effort were to (1) establish current and future needs of residents and visitors to the KYOVA region for community transportation and gaps in existing services, (2) determine the resources available and/or lacking to meet the needs, (3) create strategies to develop public transit, human services transportation, and private sector transportation options to fill gaps, and (4) develop the most effective means and models for coordinating resources. The plan was an update to the region's first coordination plan, published in May 2007.

Analysis

- ◆ Need broader coverage of transit services;
- ◆ Better utilize existing vehicles to meet service demand;
- ◆ Days/hours of service should be expanded;
- ◆ Need improved transportation information sharing among agency clients and the general public;
- ◆ Need greater cooperation and coordination among regional providers;
- ◆ Escalating operating costs and lack of funding;
- ◆ Long-standing practice of human service agencies providing independent client transportation;
- ◆ Public officials and the general public are not knowledgeable of the available transportation services and coordination possibilities;
- ◆ Current economic climate creates challenge to coordination;

- ◆ Most human service agencies are not aware of the actual cost of providing transportation and advantages that could be realized through coordination;
- ◆ Myths regarding federal regulations preventing trip sharing result in agencies being reluctant to coordinate;
- ◆ Need more active, involved, and wide-spread participation from local agencies to realize benefits of coordination; and,
- ◆ Challenging to find local match for Federal grants.

Recommendations

- ◆ Improve communications among public transportation providers, human service agencies and private transportation providers with the intention of improving the delivery of transportation services and reducing unnecessary duplication through the shared use of vehicles and other resources across the region;
- ◆ Hire a mobility manager to manage a coordinated multi-county transportation service network comprised of the operations and infrastructures of multiple service providers in partnership with each other;
- ◆ Extend service areas, service days and hours, and enhance public transportation services in the most rural portions of the region, thereby increasing the availability of services for senior citizens, individuals with disabilities, people with low incomes, and other transportation disadvantaged individuals;
- ◆ Control escalating operating costs and address lack of transportation funding;
- ◆ Ensure there are an adequate number of vehicles to enable providers to use an appropriately sized vehicle to meet riders' needs while minimizing costs and provide a volume of lift-equipped vehicles that will continue to meet the transportation needs of the ever-increasing older adult population; and,
- ◆ Provide additional intercity transportation options in the region.
 - Educate local officials on importance and benefits of coordinated transportation service and costs of service delivery.

Downtown Huntington Accessibility and Mobility Study

Purpose

The study was designed to consider the transportation elements important to a successful Huntington downtown setting: parking, streetscaping, connectivity, bicycle and pedestrian strategies, transit, and the connection between transportation infrastructure and the built environment. It was conducted concurrently with the KYOVA 2040 MTP.

Analysis

The consultant team, and other participants in the planning process, created a forum that allowed for a shared learning experience and timely communication among participants. A core team was established to assist in guiding the planning process. An orientation and walking tour of downtown Huntington, along with a public design charette, were used to gain input on alternative strategies. Downtown TTA service was an integral consideration in the study. The study identified where emphasis should be placed on improving numerous key facilities within the study area.

Recommendations

The study recommended many improvements to the downtown Huntington infrastructure such as one-way to two-way street conversion, intersection improvements, corridor improvements, bicycle and pedestrian improvements, parking supply enhancement, transit service enhancements, infill development, revised traffic patterns, traffic calming, and “greening-up” of primary corridors.

Lawrence County Transit Service Coordination and Expansion Study

Purpose

The primary goal of the study was to determine the desirability and feasibility of providing public transportation service in Lawrence County, Ohio. It represented an opportunity to design public transit service options for Lawrence County, estimate costs, and identify potential funding for these services.

Analysis

The study determined that there are transit needs for Lawrence County residents both within the urban area along the Ohio River and in the rural parts of Lawrence County. While Lawrence County social service and educational destinations are located in the Ohio portion of the urbanized area, many commercial, employment and particularly medical destinations are located in Ashland, Kentucky and Huntington. Several agencies spend a significant amount of resources on transportation services. It is believed that these agencies and their clients would benefit from the existence of public transportation in Lawrence County.

Recommendations

Three service alternatives were created, two for fixed route services that serve the urbanized portion of Lawrence County and a third that is designed to serve the rural part of the County. This recommendation includes starting a program to coordinate transportation services that are currently being operated by human service agencies located in Lawrence County. Coordination of existing services can gain greater efficiencies and increase productivity while retaining agency identity.

The first route would operate between Huntington and Ironton using County Road 1 and State Highway 52. The second route would run between Huntington and Rome using mainly State Route 7. The third would be an Ironton-Ashland route with stops in Kentucky limited to medical, retail and employment destinations since it is primarily designed to serve Ironton area residents.

Transit Authority Strategic Plan

Purpose

The Strategic Plan was a joint effort undertaken by KYOVA, TTA and the Lawrence County Port Authority. The study provided a guide to decision-makers in making improvements to the existing transportation services in Huntington and the surrounding area.

Analysis

This study included a review of current policies, practices, procedures, and capital for existing fixed route bus and paratransit services. It also included projections of the potential demand for fixed route and paratransit services over a five-year planning horizon. The study analyzed population projections, particularly persons with disabilities and their impact on ADA paratransit service. It found that fixed route ridership should continue its steady increase while paratransit ridership would increase sharply over the coming years.

Recommendations

- ◆ Focus the entire organization in improving TTA's core values of safety, customer service and reliability;
- ◆ Strengthen the service design process by modernizing the fleet, coordinating with other jurisdictions and transportation provider and targeting business development;
- ◆ Leverage technology to provide a high value customer experience; and,
- ◆ Improve communications with TTA's various stakeholders.

TTA Paratransit Software Assessment

Purpose

This study represented Phase I of the development of a Strategic Plan for TTA's paratransit services. Its purpose was to evaluate TTA call intake, scheduling and dispatching systems and determine ways to improve them; determine the feasibility of automating some or all of these functions; and if feasible, define the functions to be automated using computer software or other means.

Analysis

The review of TTA's paratransit program determined that the following essential elements could benefit from automation.

- ◆ Passenger/client database management;
- ◆ Service area definition/management;
- ◆ Response time/no-show management/trip denial documentation;
 - Productive trip scheduling and real-time scheduling capability;
- ◆ Increasing reservations capacity;
- ◆ Periodic re-optimization of standing orders;
- ◆ Human response management/utilization;
- ◆ Subscription management;
- ◆ Will-call return management; and,
- ◆ Performance monitoring/evaluation.

Recommendations

It was recommended that TTA procure paratransit scheduling software. It was found that the manual process used at that time contained multiple duplicative and redundant data entry and transfer tasks, limiting the skills of the respective personnel. Some elements of the operation could have potentially led to the inadvertent violations of the nondiscrimination and capacity constraints criteria that are at the foundation of ADA transit regulations.

Huntington Intermodal Transportation Planning Study

Purpose

That study was intended to provide KYOVA, the Huntington Tri-State (HTS) Airport Authority, and concerned local, state, and national leaders with data and analysis, that evaluate and justify the need, costs, and benefits for developing an intermodal facility to be located at the HTS airport, while also providing recommendations to advance the project.

Analysis

The study found that passenger enplanements at HTS were growing and with flights competitively priced, the airport is well positioned for continued growth. The increase in customers created a severe parking shortage that may impact future growth. With there being no public transit service to the airport, the public and local leaders want to construct an intermodal facility to functionally and physically accommodate public transportation services and to address issues of congestion, safety and parking shortages at the HTS.

Recommendations

The short-term recommendation was to construct an auxiliary parking facility to be used for long-term parking and ultimately construct an intermodal facility at HTS. The total estimated costs to design and construct the auxiliary parking facility and a permanent intermodal facility was estimated at \$18.6 million.

II. DEMOGRAPHICS

Demographics

STUDY AREA

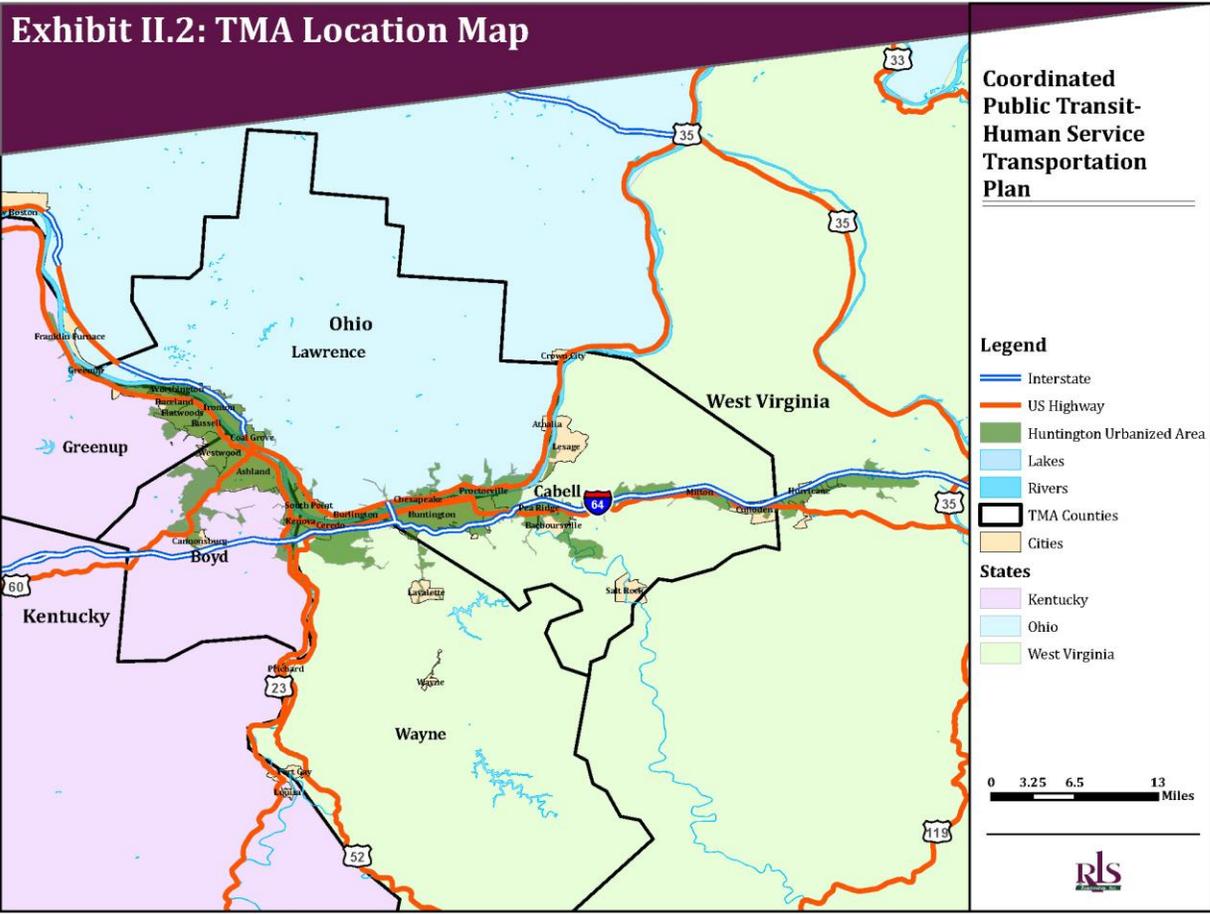
With the release of the 2010 U.S. Census, KYOVA was designated as a Transportation Management Area (TMA). A TMA is defined as an area with a population over 200,000. With the new designation, KYOVA expanded from its service area of three counties (Cabell, Wayne, and Lawrence Counties), to include Greenup and Boyd Counties in Kentucky and a portion of Putnam County in West Virginia. The TMA sits along the Ohio River where Ohio, West Virginia, and Kentucky come together. Larger cities in the TMA include: Huntington, Ironton, Ashland, and Flatwoods. Huntington is the largest of these communities with a population of 49,138. The entire TMA area has an estimated population of more than 287,337.

For the purposes of this coordinated transportation plan, the portions of the TMA in Cabell, Wayne, Lawrence, Greenup, and Boyd Counties are included. Putnam County, for the purposes of Federal Transit Administration (FTA) Section 5310 funding allocations, will be included in the Regional Intergovernmental Council area. The table in Exhibit II.1 identifies the population of the counties included in the TMA plan. Further, the location of the counties and cities is shown in Exhibit II.2.

Exhibit II.1
Planning Area Population

Geography	2011
Cabell County, WV	95,870
Wayne County, WV	42,533
Lawrence County, OH	62,592
Boyd County, KY	49,368
Greenup County, KY	36,974
Total	287,337

Source: U.S Census Bureau, 2011 American Community Survey 5-Year Estimates

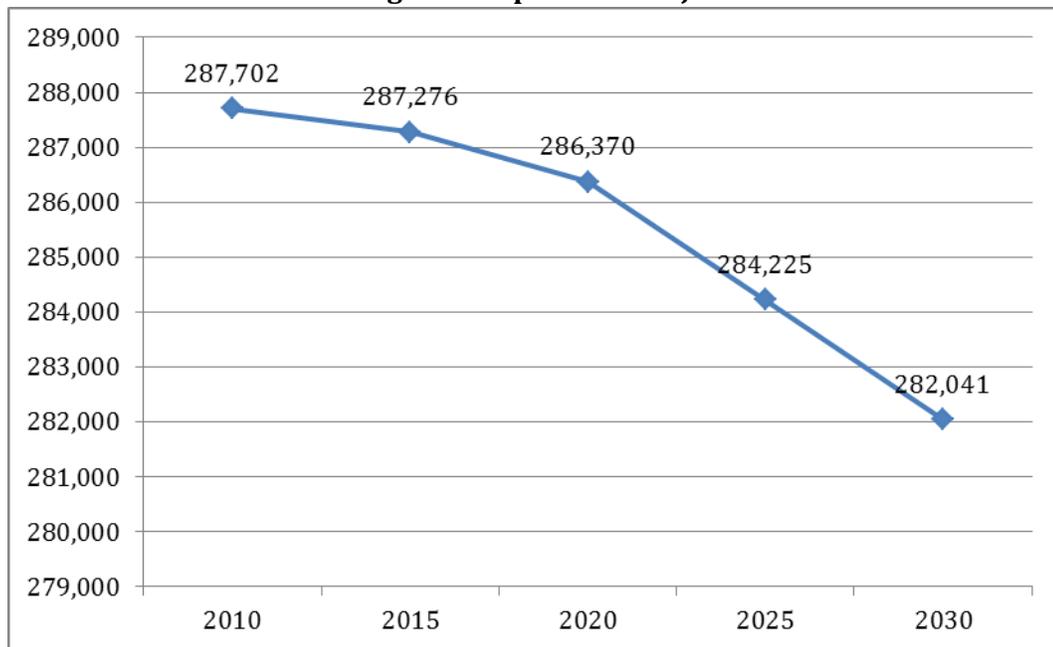


POPULATION

Population Projections

According to an analysis of information provided by the Ohio Development Services Agency, the Kentucky State Data Center, the West Virginia Bureau of Business and Economic Research, and the 2010 Census, it is estimated that the total population of the study area was 287,702 in 2010. The analysis indicates that the population of the study area will decrease by 0.15 percent from 2010 to 2015, bring the total population to 287,276. After 2015, it is estimated that the population will remain steady with a slight and gradual decrease. From 2010 to 2030, the area will see an overall population decrease of two percent. This brings the projected estimated population in 2030 to 282,041. The chart in Exhibit II.3 outlines the population projections for the planning area.

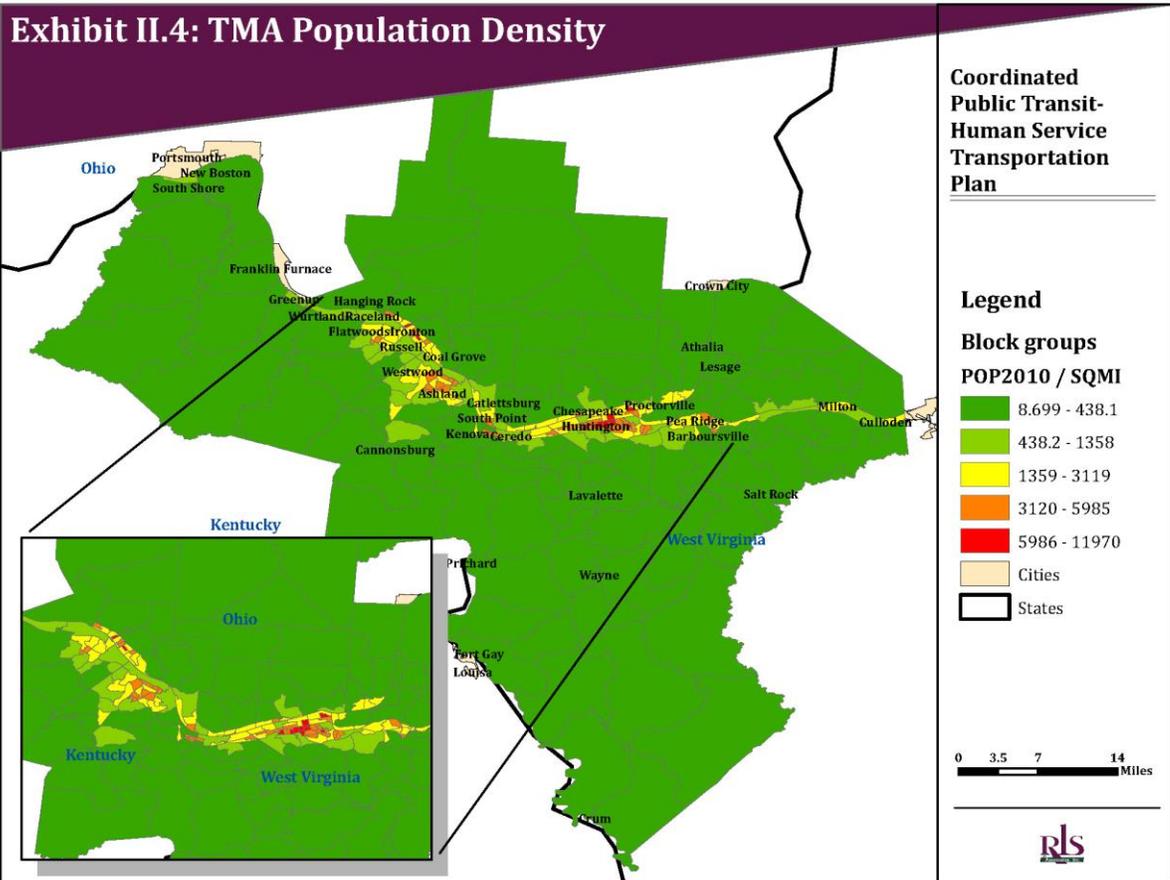
Exhibit II.3
Planning Area Population Projections



Source: Ohio Development Services Agency; Kentucky State Data Center, University of Louisville; 2011 WV Population Projections, Bureau of Business and Economic Research; and 2010 US Census

Population Density

The map in Exhibit II.4 depicts the population density of the study area based on information in the 2010 Census by block group. The block groups with the greatest population densities are located in Huntington, WV and Ironton, OH. These block groups have densities between 5,986 and 11,970 people per square mile. Block groups of moderately high population densities, ranging from 3,120 to 5,985 people per square mile are located in Huntington, Pea Ridge, and Kenova West Virginia, South Point and Ironton Ohio, and Ashland and Flatwoods Kentucky. The remaining block groups have low to very low population densities.



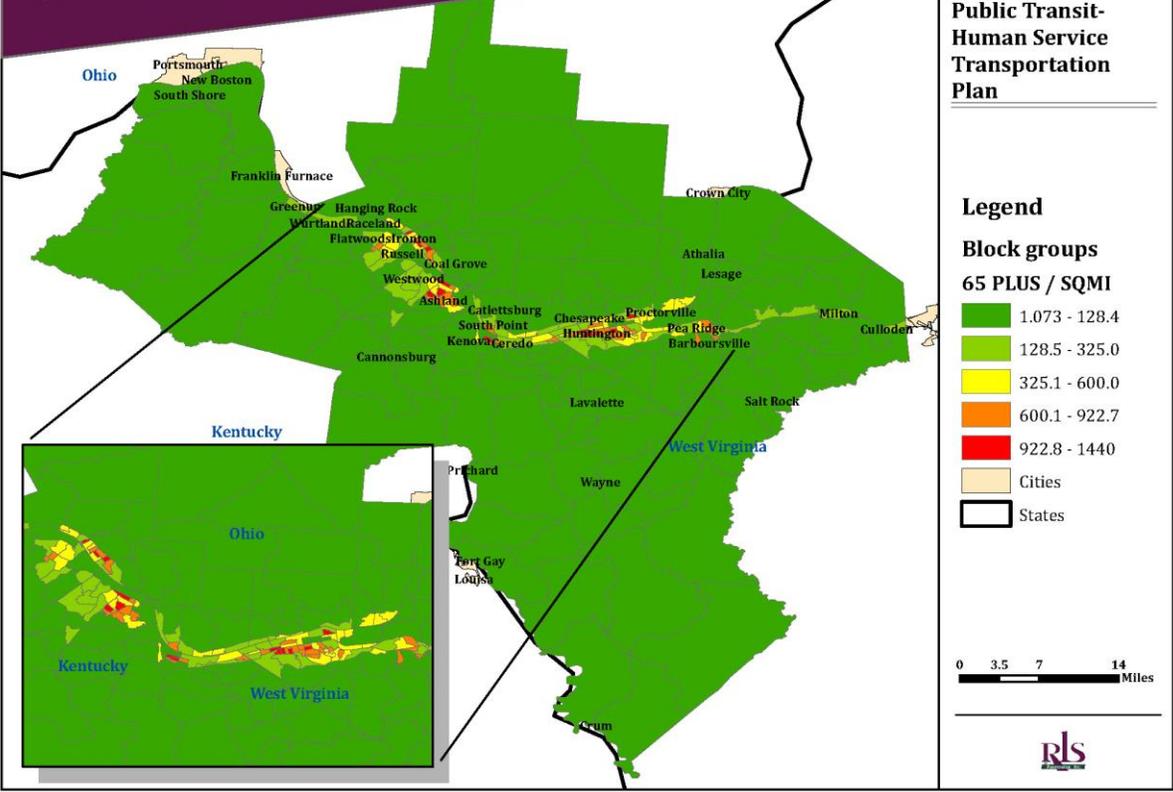
Older Adults

Older adults are a key demographic targeted under MAP-21. Additionally, this demographic statistically has a higher likelihood to utilize transportation services when they are available. There are several factors that influence this statistic. Older adults are more likely to use transportation service when they are unable to drive themselves or choose not to drive. Older adults are also more likely to rely on a fixed income and, therefore, it is more economical to use transit services than own and maintain a personnel vehicle.

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

Exhibit II.5 illustrates the population density of persons over age 65 by block group based on the 2010 Census. Block groups with the highest concentrations, 922.8 to 1,440 individuals 65 and over per square mile are located in Huntington and Kenova, West Virginia; Ashland, Kentucky; and Ironton Ohio. Moderately high concentrations of individuals per square mile (600.1 to 922.7) are located in Pea Ridge, Kenova, and Huntington, West Virginia; South Point and Ironton, Ohio; and Ashland and Flatwoods in Kentucky. Similar to total population, the population of older adults is concentrated in the Urbanized Area along the Ohio River.

Exhibit II.5: Population Density Age 65 and Older

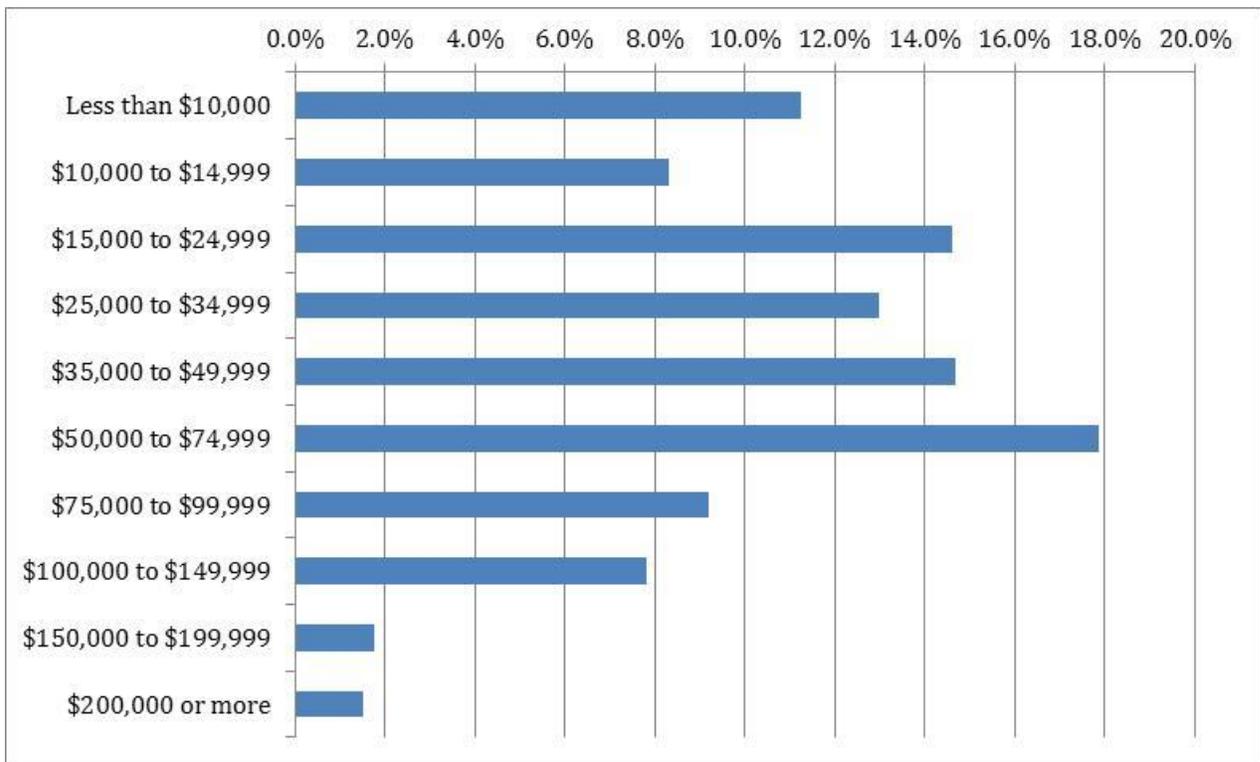


SOCIO-ECONOMIC DATA

Income

The chart in Exhibit II.6 provides an overview of the household income for the entire planning area. Approximately 47 percent of the households earn less than \$35,000 annually. There are 20,630 households, or 17.9 percent of the households earning between \$50,000 and \$74,999. A total of 22,587 households earn less than \$15,000 annually; this is 19.5 percent of the households in the planning area.

Exhibit II.6
Household Income



Source: U.S. Census Bureau, 2011 American Community Survey 5-Year Estimates

In the U.S. Census Bureau 2011 American Community Survey 5-Year Estimates, the median household income in the planning area was \$38,222. Exhibit II.7 below lists the median household incomes. Cabell County in West Virginia had the lowest median household income at \$35,691.

Exhibit II.7: Median Household Income, 2011

County	Median Household Income
Boyd County, Kentucky	\$38,848
Greenup County, Kentucky	\$41,902
Lawrence County, Ohio	\$38,639
Cabell County, West Virginia	\$35,691
Wayne County, West Virginia	\$36,029

Source: U.S. Census Bureau, 2011 American Community Survey 5-Year Estimates

Below Poverty

Exhibit II.8 illustrates the percentage of population below the poverty level. Census tracts with the highest percentage of population below the poverty level are in Huntington, Ashland, and Ironton. These tracts had between 41.53 and 82.21 percent of people below poverty. The areas shaded in orange had poverty rates between 23.08 and 41.53 percent. The census tracts in yellow, orange, and red had poverty rates above the United States average (14.3 percent).

Available Vehicles

Exhibit II.9 depicts the percentages of zero vehicle households as compared to total households in the planning area. Census tracts with the highest percentages are located in Huntington, West Virginia and Ashland, Kentucky. These tracts have percentages of zero vehicle households ranging from 25.66 to 49.36 percent. This trend matches the nationwide statistics associated with zero vehicle densities. Areas surrounding Huntington and Ashland have moderately high (13.8 to 25.66 percent) percentages of zero vehicle households. Vehicle ownership tends to increase in areas that are more rural, as distance of travel increases and the availability of transit services decreases.

Statistically, zero vehicle and single vehicle households are more likely to utilize transportation service when they are available. According to data from the 2011 American Community Survey, 10 percent (or 11,578) of households in the planning area are zero vehicle households. An additional 39,602 households, or 34 percent, of all households are single vehicle households. Households in these two categories tend to rely on transportation services for some of their mobility needs. Exhibit II.10 provides an overview of vehicle ownership in the planning area.

Exhibit II.8: Percent Population Below Poverty Level

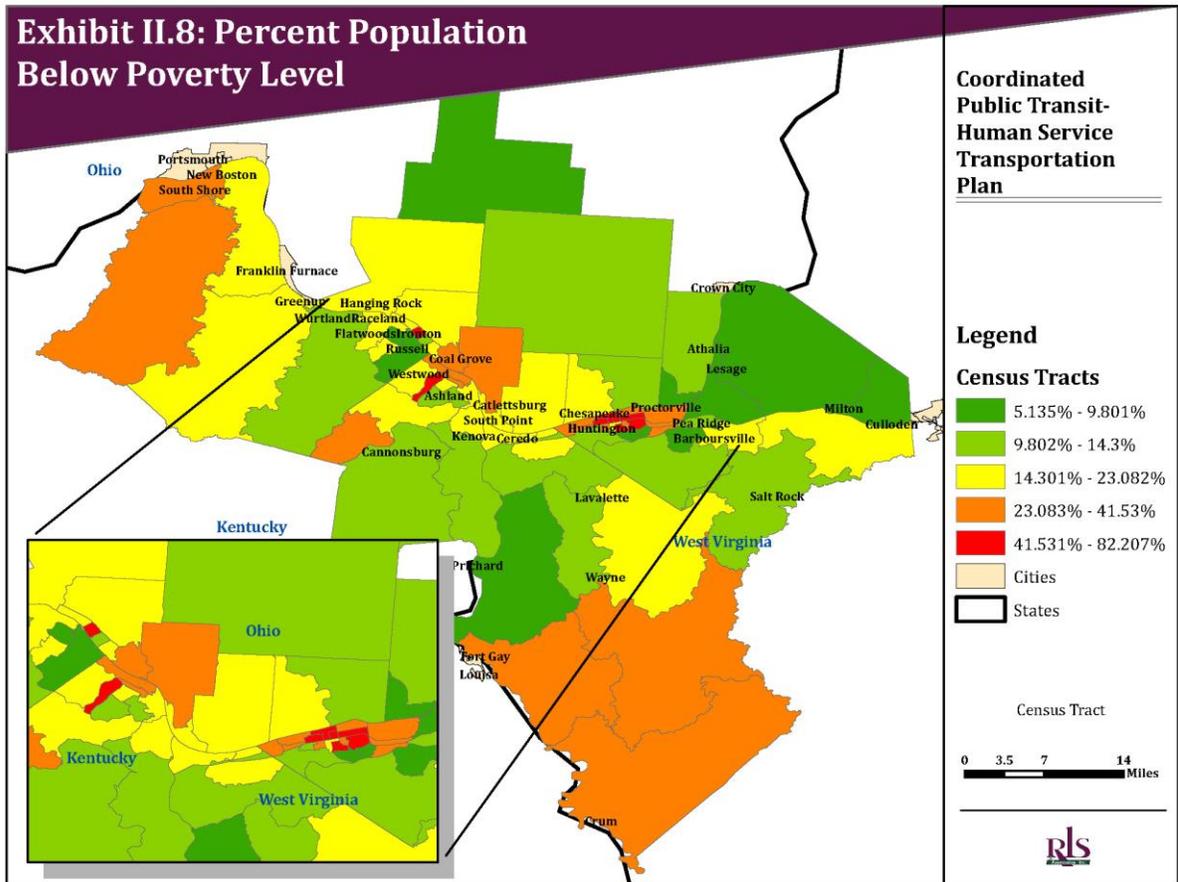
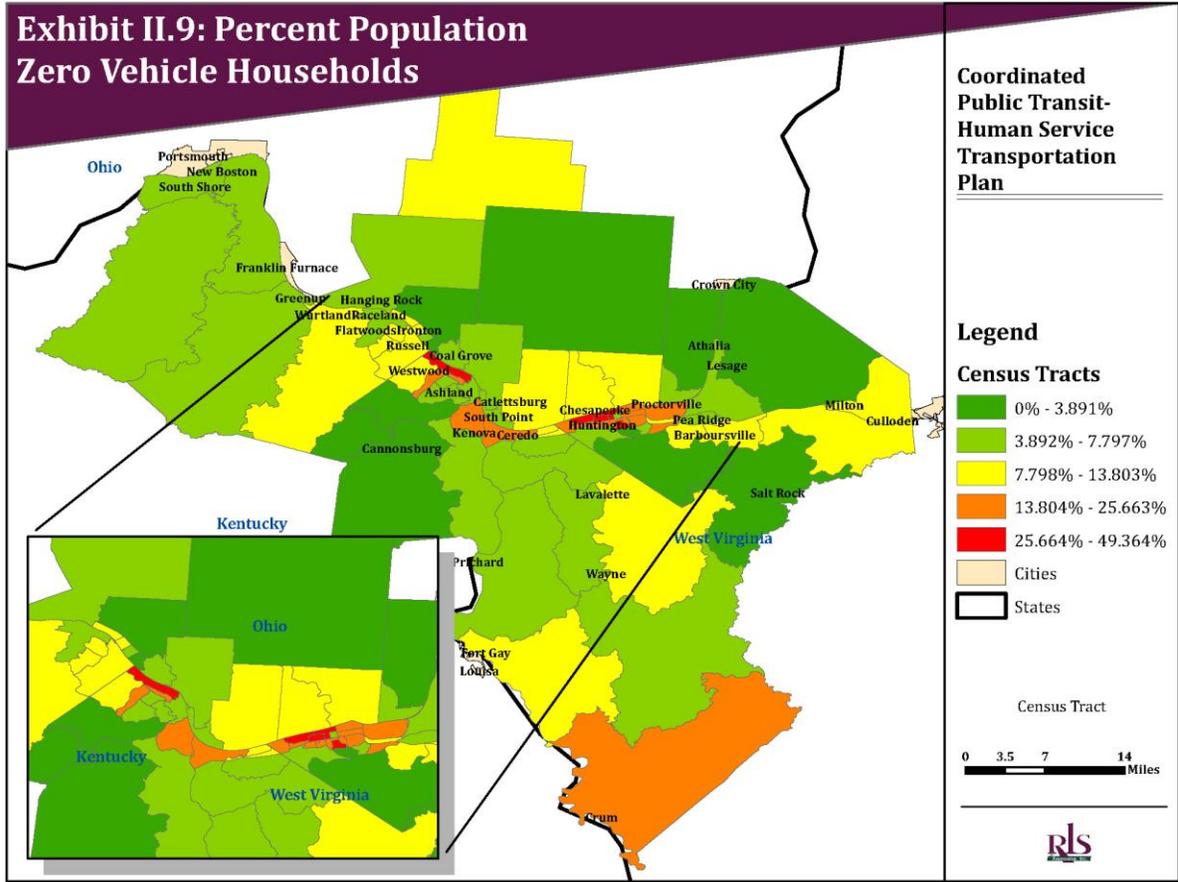
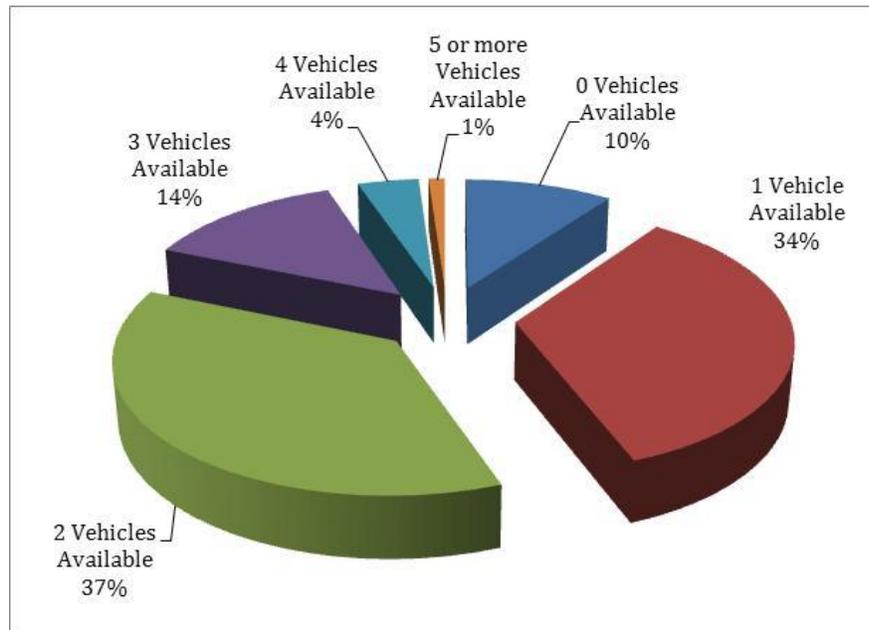


Exhibit II.9: Percent Population Zero Vehicle Households



**Exhibit II.10
Vehicles Available per Household**



Source: U.S. Census Bureau, 2011 American Community Survey 5-Year Estimates

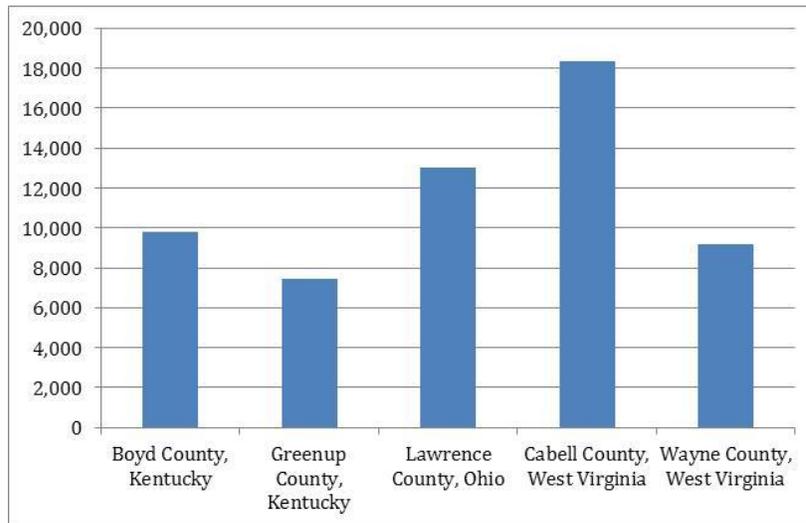
Individuals with Disabilities

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

Disability incidence data was collected using the 2011 U.S. Census American Community Survey 3-Year Estimates. The following exhibit (Exhibit II.11) shows the number of persons in each county over the age of five with disabilities. In the five counties, 57,748 persons (20.4 percent) reported having some type of disability. When compared to the U.S. percentage of disabled population (12 percent), the planning area had a significantly higher percentage. Disabilities include hearing, vision, cognitive, ambulatory, self-care and independent living difficulties.

It should be noted that these are self-reported disabilities, many of which do not affect the need for specialized transportation service. Generally speaking, and on a national-level, the actual numbers of transportation-disabled persons reported are somewhat less of the total number of persons with disabilities as reported to the U.S. Census.

Exhibit II.11
Individuals with Disabilities

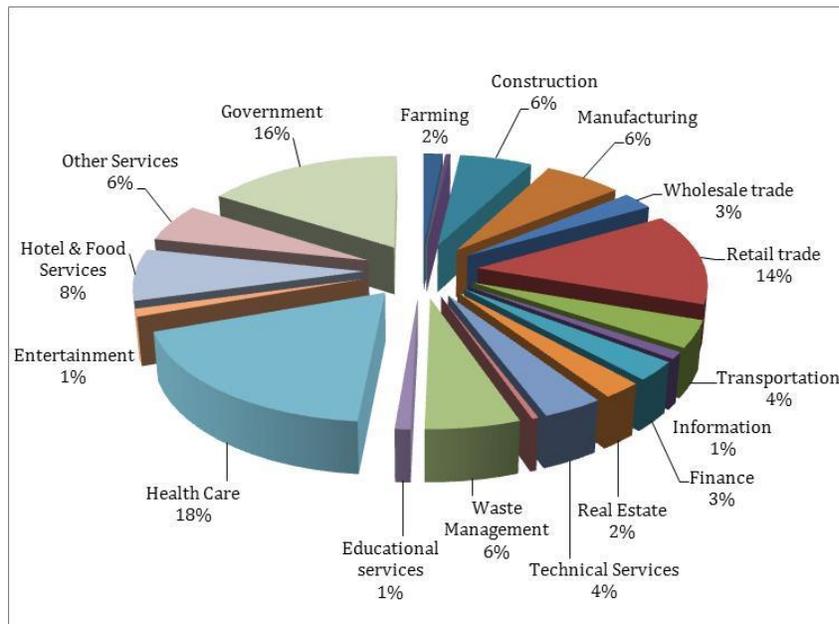


Source: U.S. Census Bureau, 2011 American Community Survey 3-Year Estimates

INDUSTRY AND LABOR FORCE

Health care was the largest industry in the planning area with 24,411 employees in 2011. Government jobs were the second largest employer with 21,424 employees. Retail trade made up 14 percent of the labor force. Exhibit II.12 is an illustration of the employment by industry.

Exhibit II.12: Regional Employment by Industry



Source: U.S. Bureau of Economic Analysis, 2011

Journey to Work

The mean travel time to work for residents was 22.2 minutes. Exhibit II.13 illustrates the average commute time for each county in the study area, according to the US Census 2011 American Community Survey 5-Year Estimates.

Exhibit II.13 Average Commute Time to Work

County	Average Commute Time
Boyd County, KY	20.5 minutes
Greenup County, KY	22.4 minutes
Lawrence County, OH	23.8 minutes
Cabell County, WV	20 minutes
Wayne County, WV	24.4 minutes

Source: U.S. Census Bureau, 2011 American Community Survey 5-Year Estimates

Major Employers

Exhibit II.14 visually represents the major employers/trip generators in the study area. Locations were broken down into agency, medical, schools, or shopping. Exhibit II.15 is a key of the major employers/trip generators mapped in Exhibit II.14 referenced by the number on the map.

Exhibit II.14: TMA Trip Generators

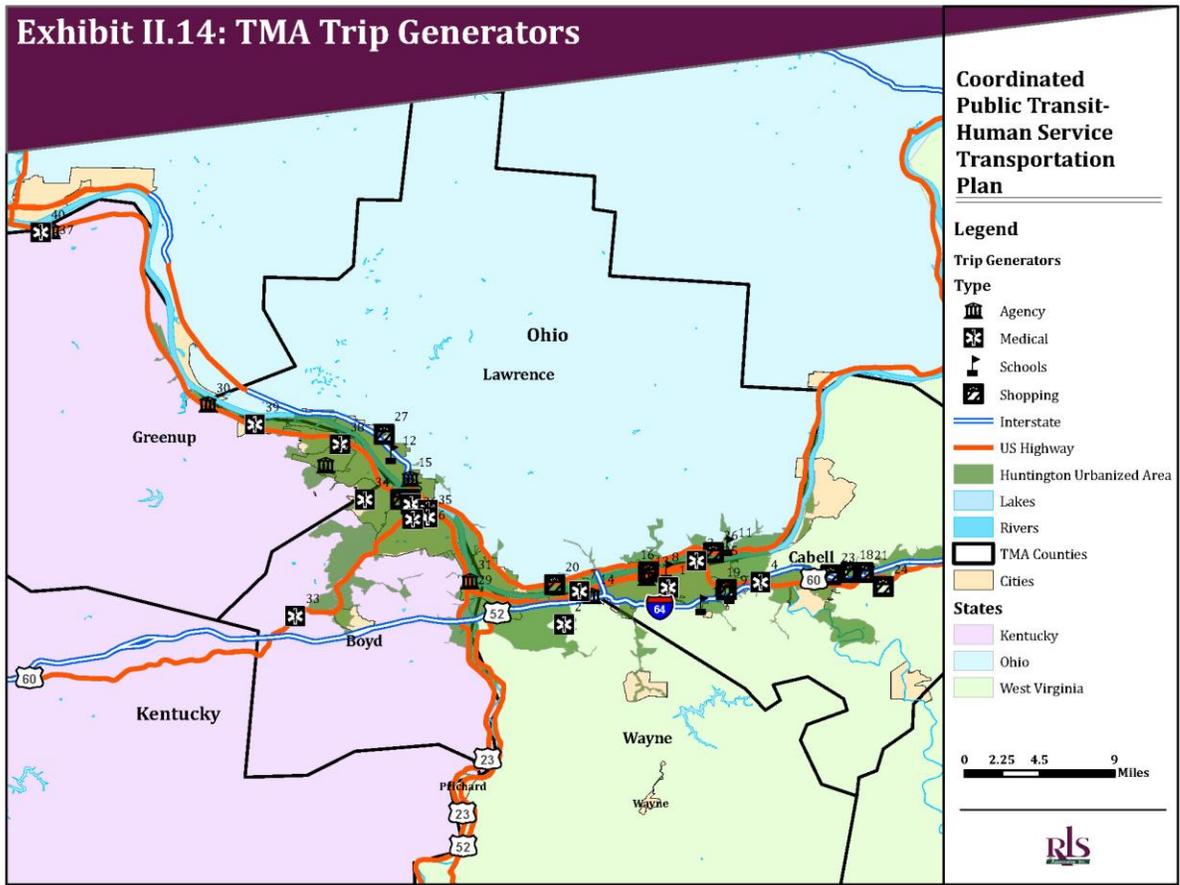


Exhibit II.15: Major Employers/Trip Generators Key

Agency	Type	Number
Huntington Hospital	Medical	1
VA Medical Center	Medical	2
St. Mary's Hospital	Medical	3
HIMG Medical Center	Medical	4
King's Daughter Hospital	Medical	5
Bellefont Hospital	Medical	6
Huntington Internal MedicineGroup	Medical	7
Marshall University	Schools	8
Cabell County Vocational Training Center	Schools	9
Huntington High School	Schools	10
Ohio University – Proctorville	Schools	11
Ohio University - Ironton	Schools	12
Prestera Center	Agency	13
DHHR	Agency	14
Tri-State Industries	Agency	15
Pullman Square	Shopping	16
Huntington Mall	Shopping	17
East Hill Mall	Shopping	18
Wal-Mart - U.S. 60	Shopping	19
Wal-Mart - Ohio	Shopping	20
Wal-Mart - Barboursville	Shopping	21
Wal-Mart - Ashland	Shopping	22
Target	Shopping	23
K-Mart - Barboursville	Shopping	24
Kroger	Shopping	25
Foodfair	Shopping	26
Ironton Plaza	Shopping	27
Ashland Mall	Shopping	28
Boyd County Community Center	Agency	29
Greenup County Senior Center	Agency	30
Silver Generation Center	Agency	31
Flatwoods Nutrition Site	Agency	32
Boyd Nursing and Rehabilitation Center	Medical	33
Kingsbrook LifeCare Center	Medical	34
King's Daughters Medical Center	Medical	35
Woodland Oaks	Medical	36
South Shore Nutrition Site	Agency	37
Oakmont Nursing Home	Medical	38
Wurtland Health Care	Medical	39
South Shore Health Care Center	Medical	40

Service Providers

III. DESCRIPTION AND INVENTORY OF SERVICE PROVIDERS

OVERVIEW

The evaluation of service provider capabilities and the structure of transportation resources in the Transportation Management Area (TMA) will provide coordinated transportation planners with the necessary foundation for designing changes that will complete and improve the network of transportation resources. Multiple components of community outreach activities were utilized to encourage public and human service agency transportation providers and users to participate in the coordination planning efforts, to include public and stakeholder meetings and one-on-one interviews. Updated information was supplemented with data provided during the original coordinated transportation planning process for organizations that are serving Cabell and/or Wayne Counties, West Virginia and Lawrence County Ohio (2010).

An understanding of existing resources, vehicle utilization, and financial information is necessary prior to implementation of new coordinated approaches to service for older adults, individuals with disabilities, and people with low incomes. The summary and vehicle utilization tables at the end of this chapter provide an overview of the vehicle inventories and utilization, hours of service, and passenger eligibility for each of the participating organizations (where information was provided by those organizations).

The ultimate goal for organizations in the TMA that provide, purchase, or use transportation for older adults, individuals with disabilities, people with low incomes, and the general public is to improve upon the existing network of services to create new efficiencies so that programs can provide more service with the existing level of funding. If services are to be expanded in the future, additional funding will be necessary. This document outlines several coordination strategies to be explored that can be accomplished through coordination of existing resources as well as strategies that can only be implemented with additional funding.

Certain coordinated transportation stakeholders are eligible for funding through the Federal Transit Administration's (FTA) Section 5310 Program, Transportation for Elderly Persons and Persons with Disabilities. Criteria for eligible applicants to Section 5310 are as follows:

- ◆ Private, nonprofit 501(c)(3) corporations;
- ◆ Public bodies identified by the state as lead agencies in a coordination project; or
- ◆ Public bodies that certify that no private, nonprofit corporations exist within their jurisdiction for the provision of elderly and disabled transportation.

Organizations that are not eligible applicants for Section 5310 may still benefit from through agreements with eligible organizations, and should seek partnerships and formal contractual agreements with an eligible applicant in order to achieve the coordinated transportation goals.

INVENTORY OF SERVICES AND KEY STAKEHOLDERS

Key public and human service agency transportation stakeholders in the TMA were invited to participate in a one-on-one interview with a representative from the RLS consulting team to discuss the existing transportation resources utilized for their consumers, and/or a meeting with all stakeholders and the general public. Below is a list of the stakeholder organizations that were invited to participate in the interviews and stakeholder meetings. A list of organizations that were represented at the stakeholder/public meetings is provided in the Appendix.

The following paragraphs describe the transportation provided by each of the participating organizations. The eleven organizations that participated in a one-on-one interview with the consulting team are listed below:

- ◆ Cabell County Community Services Organization, Inc.
- ◆ Cabell-Wayne Association of the Blind
- ◆ Greenup County Health Department
- ◆ KYOVA Interstate Planning Commission
- ◆ Lawrence County Transit
- ◆ Lawrence County Community Action Organization
- ◆ Mountain State Centers for Independent Living
- ◆ Prestera Center
- ◆ Southwestern Community Council
- ◆ Tri-State Transit Authority
- ◆ Wayne X-Press

Other transportation stakeholders that attended the public and stakeholder meetings but did not participate in an individual interview are listed below:

- ◆ American Society of Mechanical Engineers
- ◆ City of Ashland, Ashland Bus Service
- ◆ FIVCO Area Development District
- ◆ Lawrence County Board of Developmental Disabilities
- ◆ Putnam Aging Program
- ◆ Rahall Transportation
- ◆ Tri-State Industries
- ◆ West Virginia Department of Health
- ◆ West Virginia Department of Transportation, Division of Public Transit

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

Ashland Bus Service

Service Area

The City of Ashland Bus Service (ABS) offers four fixed routes throughout the Ashland and adjoining areas. Bus service extends throughout Ashland, Catlettsburg, Kenova and Summitt. Buses depart every hour from the Historic Transportation Center that is located at 99 15th Street, directly adjoining the Riverfront Park. Bus stops are located at all major areas of interest including Town

Center Mall, Midland Plaza, the Library, the movie theatre and King’s Daughters Medical Center. Paratransit services for those who are unable to ride the fixed route service are also provided. Paratransit is a door-to-door ride sharing service that must be scheduled in advance.

Days and Hours of Operation

Hours of operation for Ashland Bus System are Monday through Friday, 7:00 AM to 7:00 PM. Saturday service was discontinued in the summer of 2013 due to City budget reductions. Previously, Saturday bus service operated between 9:00 AM and 6:00 PM.

Fare Structure

Correct change or prepaid pass is required for Ashland Bus System. Passengers must pay an additional fare for re-entry if they exit the bus. The fixed route fare structure is provided in Exhibit III.1. The paratransit fare structure is provided in Exhibit III.2.

**Exhibit III.1
ABS Fixed Route Fare Structure**

Full Fare	
\$0.75	Full Fare
\$30.00	Monthly Pass
\$7.50	Weekly Pass
\$18.75	30-Ride Pass
\$6.75	10-Ride Pass
Reduced Fare	
\$15.00	Monthly Pass
\$3.75	Weekly
\$10.50	30-Ride Pass
\$3.50	10-Ride Pass
Free	Children Under 6

A reduced fare card may be obtained at the Ashland Bus System office. The following may qualify for a reduced fare card:

- ◆ Age 62 or older
- ◆ Individuals of any age with a disability
- ◆ Medicare Card
- ◆ Disabled Veterans
- ◆ Children ages 6 through 12 years old
- ◆ Students

**Exhibit III.2
ABS Paratransit Fare Structure**

ABS Paratransit	
\$1.50	Full Fare
\$45.00	30-Ride Pass
\$15.00	10-Ride Pass

The City of Ashland is also a Greyhound ticket agent. Greyhound Bus service stops at the Historic Transportation Center in Ashland.

Vehicles

According to the National Transit Database, in 2011, Ashland Bus System operated six fixed route buses and four paratransit vehicles during maximum service. The average age of the fixed route vehicles was 5.4 years; paratransit vehicles averaged at 4.0 years, in 2011.

Operating Statistics

The following table provides a summary of ABS fixed route and paratransit service statistics.

Ashland Bus Service	
Programs:	Transportation
Client Eligibility:	General Public
Hours/Days of Service:	7:00 AM to 7:00 PM Monday through Friday
Mode of Services:	Fixed Route and Paratransit
Annual Trips Provided:	Fixed Route: 164,372 Paratransit: 16,510
Annual Revenue Vehicle Miles:	Fixed Route: 240,831 Paratransit: 76,398
Annual Transportation Operating Cost:	Fixed Route: \$893,626 Paratransit: \$297,875
Cost per Passenger Trip:	Fixed Route: \$5.44 Paratransit: \$18.04
Funding Sources for Transportation:	Passenger Fares, Section 5307, City of Ashland

Challenges and Needs

During the public meeting for the coordination plan, ABS staff indicated the following as the leading challenges and needs for public and coordinated transportation for the Ashland area.

- ◆ Operating funds are a major concern. Ashland Bus Service recently eliminated its Saturday service and reduced service on selected routes due to an operating budget reduction of approximately \$250,000. The City of Ashland was forced to reduce its expenses, and public transit funding, among other City programs, was reduced.
- ◆ The biggest need for ABS is capital inventory, according to the ABS Operations Manager.
- ◆ ABS would like to re-introduce Saturday service within three years because it is aware of the need for transportation options on Saturdays.
- ◆ For now, due to budget cuts, ABS has reduced its staffing levels and hopes to maintain status quo until the financial situation for the City improves.

Cabell County Community Services Organization, Inc.

Cabell County Community Services Organization, Inc. (CCCSO) is a private non-profit agency whose purpose is to plan, develop, finance, and operate social and economic programs beneficial to the needs of the elderly, low income, and/or handicapped residents in such endeavors as economic development, health care, education, welfare, and transportation. The agency acts as a ‘focal point for coordination of many programs and services benefiting those in need in Cabell County.’ The agency is primarily involved with aging services, through the operation of seven service centers. The main office is located at 724 Tenth Ave. in Huntington, WV.

The agency provides transportation for home delivered meals. However, funding for the Meals on Wheels program was severely reduced as a result of the recent Federal sequestration. In Cabell County, there are 100 people on the waiting list to receive home delivered meals. Cabell County’s biggest challenge is serving the frail elderly individuals in the county.

Coordination

There is no formal coordination with other agencies in the area. The staff indicated that they use the Tri-State Transit Authority (TTA) paratransit service as much as possible to serve their clients. There have been no discussions held with other agencies regarding coordination. The Executive Director indicated that CCCSO is interested in developing partnerships with public transit.

Funding

Of the agency’s nine vehicles, two were procured with Section 5310 funds through the West Virginia Department of Transportation Division of Public Transit; the remainder were obtained with local funds. The agency receives local support through a levy from the Board of County Commissioners. Medicaid, along with Title III-B and Title-E aging funds, are used as reimbursement for operating expenses. It was noted that vehicles often transport a lone rider due to medical appointments and lack of available lifts. The agency anticipates that it may be 4-5 years before they apply for Section 5310 funding again. They began receiving Section 5310 funding in 1999. The agency would like to see more choice/options for vehicle types allowable in the Section 5310 program. Smaller vehicles would be more affordable to operate and user-friendly for the frailest passengers.

Cabell County Community Services Organization	
Programs:	Transportation, health care, nutrition, education
Client Eligibility:	Senior citizens 60 and older (primarily)
Hours/Days of Service:	7:00 AM to 5:00 PM Monday – Friday Saturday by appointment
Mode of Services:	Door-to-Door Demand Response
Transportation Staff:	1 Transportation Assistant 2 Full-time Drivers 3 Part-time Drivers
Annual Trips Provided:	Title III - 9,000 Medicaid - 384
Annual Transportation Cost:	\$215,352
Cost per Passenger Trip:	\$22.94
Funding Sources for Transportation:	Section 5310, Title III-B/E, Donations, Lottery, Licensing Fees

Cabell-Wayne Association of the Blind, Inc.

Cabell-Wayne Association of the Blind, Inc. is a private non-profit agency that provides assistance to the blind and visually impaired. Client assistance includes free transportation, orientation and mobility training, rehabilitation aids, the loan of closed circuit television and computers, in-home assistance with shopping and other daily errands, instruction in basic and intermediate computing, support groups, crafts, recreational activities, and many seasonal events. The agency is located at 38 Washington Avenue in Huntington.

The agency provides transportation service utilizing six vehicles, one of which is lift-equipped and another that is accessible with a wheelchair ramp. Penske Truck Leasing maintains the vehicles.

Only individuals with visual impairment are eligible for the agency’s transportation service. Transportation is available for such purposes as employment, education, eye care, medical appointments and social needs. One supervisor and five full-time drivers are employed by the agency.

Transportation service is provided from 7:00 AM to 5:00 PM, Monday through Friday, with occasional Saturday service when necessary. The agency serves about 75 unduplicated individuals: 68 individuals from Cabell County and 10 from Wayne County. The agency provided a total of 9,731 passenger trips during FY 2012. Agency vehicles traveled 66,943 miles between October 1, 2011 and September 30, 2012.

Transportation is also provided by taxi and through the purchase of tickets for the TTA dial-a-ride service. A total of 107 consumers were provided taxi tickets during the most recent fiscal year.

Fare Structure and Eligibility

The transportation is provided fare free. An individual must be blind or visually impaired to be eligible for the service.

Scheduling

Clients are advised to call the Transportation Supervisor for trip reservations one (1) day ahead of the requested trip.

Coordination

There is no formal coordination arrangement with another agency or provider. The agency has worked informally with Wayne X-Press and TTA. The Executive Director spoke of the importance of the Huntington to Charleston CMAQ supported service was to his clients.

Funding

Cabell-Wayne Association of the Blind, Inc. receives no Federal or state operating funds. The agency is totally self-supporting, receiving funds from no local organizations, including the United Way.

Needs

The agency has received Federal Transit Administration Section 5310 funding for vehicle purchases. It will need to purchase at least two vehicles by 2015 in order to continue to serve the community.

Cabell-Wayne Association of the Blind, Inc.	
Programs:	Transportation, training, in-home assistance, recreation
Client Eligibility:	Blind or visually impaired
Hours/Days of Service:	7:00 AM to 5:00 PM Monday – Friday Occasional Saturday, if needed
Mode of Services:	Door-to-Door Demand Response
Transportation Staff:	1 Transportation Supervisor 5 Full-time Drivers

Annual Trips Provided:	9,731 total passengers
Annual Transportation Cost:	235,133
Cost per Passenger Trip:	\$24.16
Funding Sources for Transportation:	Section 5310 for capital, self sufficient for operating funds

Cammack Children’s Center

Cammack Children’s Center is a private non-profit residential treatment facility serving emotionally disturbed adolescents, ages 12 to 17. The Center provides transportation to its residents, as needed. Additional information regarding transportation services, funding, vehicle fleet and utilization was not provided. Also, the agency did not indicate any unmet transportation needs or challenges regarding transportation.

FIVCO Area Development District and Ashland Area Metropolitan Planning Organization (MPO)

In 1988, the Ashland Area transportation Policy Committee was designated as the Metropolitan Planning Organization (MPO) for the Kentucky portion of the Huntington, West Virginia-Ashland, Kentucky-Ironton, Ohio Urbanized Area. KYOVA Interstate Planning Commission had previously served as the MPO for the entire area, but with this new designation was limited to the urbanized portion of southeastern Ohio and western West Virginia. With the issuance of the U.S. Census report in 2010 that published the urbanized boundaries, however, the Ashland Area MPO merged with KYOVA Interstate Planning Commission as Boyd and Greenup Counties, Kentucky became part of the newly defined urbanized area.

Title III of the Older Americans Act Program

The Title III Program is administered through the three multi-purpose senior citizen centers and six nutrition sites located throughout FIVCO’s counties. Serving as a single point of entry, senior center directors receive daily inquiries regarding the services available in their area. These services include congregate meals, education, friendly visiting, outreach, information and assistance, recreation, transportation, legal assistance, ombudsman, home delivered meals, and other services. FIVCO Area Senior Centers and Nutrition Sites are located in the following communities:

- ◆ Catlettsburg, KY;
- ◆ Grayson, KY;
- ◆ Olive Hill, KY;
- ◆ Greenup, KY; and
- ◆ Flatwoods, KY.

Huntington Area Development Council

The Huntington Area Development Council focuses on economic development for the area. The Council acquires and develops industrial sites and parks, conducts business retention and expansion activities and industrial recruitment efforts. While the Council's representative did not indicate any economic development projects or goals that are hindered by lack of transportation, he agreed to consider transportation challenges and the efforts of local transportation stakeholders.

Greenup County Health Department

Greenup County Health Department offers a variety of essential services to Greenup County residents. The main office is centrally located and is open Monday through Friday. The Department also operates a satellite clinic in the rural western South Shore side of the county. The satellite clinic is open two days a week at a cost of approximately \$150,000 per year. The satellite office is currently a necessity because many residents of the western portion of the county have no affordable transportation options to access the Department's main office. For some WIC clients, in particular, the cost of driving into the central location is more than the benefits they receive from the program.

The Health Department is projecting a significant reduction in funding during calendar year 2014. As funds become more and more limited, the need to find cost effective transportation options for consumers increases.

Unmet Needs

Affordable transportation options from the rural western portion of Greenup County for individuals and families with low incomes. Common destinations include the centrally located Health Department office as well as retail businesses in Portsmouth, Ohio.

KYOVA Interstate Planning Commission

KYOVA Interstate Planning Commission serves as the Metropolitan Planning Organization (MPO) for the Transportation Management Area (TMA) including Cabell and Wayne Counties, West Virginia; Greenup and Boyd Counties, Kentucky; Lawrence County, Ohio; and a portion of Putnam County, West Virginia. KYOVA is an active participant and leader in coordinated transportation planning in the region. A summary of KYOVA transportation planning efforts is provided in Chapter I of this document.

KYOVA recognizes the need for a centralized mobility management effort for the TMA to coordinate the various transportation resources and opportunities and to lead the stakeholders toward their shared goals for improved services to older adults, individuals with disabilities, people with low incomes, and the general public. KYOVA intends to hire a transportation planner to focus on the development of improved transportation in the TMA.

Lawrence County Community Action Organization and Lawrence County Transit

Organizational Overview and Coordination Activities

The Lawrence County Community Action Organization (CAO) contracts to operate Lawrence County Transit (LCT). The two corporations work together to provide transportation for Lawrence County. The CAO is a true one-stop center with resources for various human service agencies. It coordinates at the one-stop center to provide specialized transportation for human service agency consumers who are seeking services for programs such as job training, homelessness, drug and alcohol addiction, senior services, employment, mature services, WIC, Head Start, and medical programs.

The CAO has a fleet of vehicles and it coordinates trips with its own vehicles as well as the LCT vehicles. The CAO has also received vehicles through the Federal Transit Administration Section 5310 program since 2006.

The CAO coordinates transportation with LCT and all of the agencies and programs at the one-stop center, with the exception of Head Start which has its own fleet of vehicles. The CAO also contracts with the Area Agency on Aging to provide transportation for older adults. The CAO does not currently coordinate transportation with the Department of Job and Family Services (DJFS) or the Board of Developmental Disabilities (DD) in Lawrence County. The DJFS and DD in Lawrence County each operate a fleet of vehicles. The CAO is interested in coordinating with DJFS and DD; however, to date, union issues have prevented coordination of services.

Transportation Needs and Vision

Lawrence County Transit (LCT) and Lawrence County Community Action Organization (CAO) are actively involved in improving the network of transportation services in the region. In fact, Lawrence County was the motivator in the area to make service regional and streamlined for the passengers.

According to the stakeholders, bus riders want and need more frequency. In particular, the area would be best served with commuter express service to connect the three transit centers for Lawrence County, Tri-State Transit Authority, and Ashland Bus System. There is a plan for a commuter express route to be implemented with a target date of January 1, 2014. Under this plan, any of the public and private transportation operators serving the region, as well as the human service agencies would feed into the transit centers where passengers may transfer to another vehicle to complete a trip.

Lawrence County and Ironton would like to use its vehicles primarily to connect the Tri-State with an Express Bus service. Other providers will feed into the three transit centers and LCT will offer express routes into and out of the transit centers. As an express bus service for the three centers is implemented, Lawrence County estimates that frequency of service will be doubled into each center. The express bus service will be available for any purpose but targeted for the workforce and colleges, to include WiFi capability on the vehicles. Routes would operate in Wayne and Boyd Counties and into Huntington and may improve access from rural areas into the urban core of the region.

In addition to the express bus system, LCT and the CAO are encouraging future development of pedestrian, bikes and other transportation modes to feed into the three area transit centers.

It is expected that CMAQ funding will be approved to support the implementation and development of the express route network. Federal-level approval for the CMAQ application is pending. Upon Federal approval, public hearings will be scheduled prior to implementation of service.

Unmet Needs

The system expects that it will need some smaller vehicles in the next few years and it expects to utilize Federal Transit Administration Section 5307 funds for those purchases. The transit provider expects to need two more vans for the commuter route in 2014 or 2015. Each van will cost approximately \$75,000.

Mountain State Centers for Independent Living

The Mountain State Centers for Independent Living (MSCIL) is a public nonprofit organization. The agency's mission is to provide direction, support and training to people with disabilities including advocacy, skills development, peer support and information and referrals. It provides curb-to-curb transportation to clients for a fare. The agency is located at 821 4th Avenue in Huntington, WV

The agency provides transportation service utilizing three vehicles: one 14-passenger van with lift; one 8-passenger van with lift; and one SUV with five seats. The two lift equipped vans were purchased with Federal Transit Administration (FTA) Section 5310 funding. The transportation service is provided for individuals with disabilities. The agency has part-time drivers, administrative staff, and volunteers.

Transportation service is provided from 8:00 AM to 4:00 PM, Monday through Friday. The agency serves from 0-12 people per day with 425 trips made per year.

Fare Structure and Eligibility

The transportation is provided for a fare of \$2.00. Periodically, service is provided to clients of another organization for a fee.

Scheduling

Passengers must call in advance to request a trip.

Coordination

The agency is currently coordinating with other agencies for information and referrals, for New Freedom Funds (small fundraising activities), and with C&H Taxi in Charleston, WV. Three ADA or accessible taxi cabs were funded with the New Freedom Program (Section 5317) to support a public/private partnership with a C&H Taxi. The West Virginia Division of Public Transit purchased one low-floor minivan in FY 2011 and two low-floor minivans in FY 2014. Mountain State Centers for Independent Living was a sub-recipient for the vehicles.

Funding

The agency receives grant(s) from the U.S. Department of Education/Rehabilitation Services Administration and the Federal Transit Administration (FTA) Sections 5310 and 5317 (New Freedom).

Unmet Needs

The agency identified the need for greater coordination among providers, specifically for information about availability of drivers and vehicles from other agencies. MSCIL indicated a need for more funding and increased flexibility from the grantors with the funding that is available to meet passenger transportation needs.

Mountain State Centers for Independent Living	
Programs:	Transportation, advocacy, skills development, peer support and information and referrals
Client Eligibility:	Disabled
Hours/Days of Service:	8:00 AM to 4:00 PM Monday – Friday
Mode of Services:	Curb to Curb Demand Response
Transportation Staff:	Part time drivers, administrators, and volunteers
Annual Trips Provided:	425
Annual Transportation Cost:	\$26,000 (estimated)
Cost per Passenger Trip:	\$61.18
Funding Sources for Transportation:	U.S. Dept. of Education/RSA, FTA Section 5310

Prestera Center

The Prestera Center is a non-profit organization that focuses on providing services to individuals with mental health and other disabilities. The Center provides transportation for its consumers to and from program activities. Transportation is also provided at group homes located throughout the state. Group home vehicles are operated by the staff working at the group home and may be used for any purpose, including but not limited to shopping, social, and medical appointments. The Prestera

Center organization has over 50 locations that are available to serve those most in need in Boone, Cabell, Clay, Kanawha, Lincoln, Mason, Putnam, and Wayne counties.

The following table provides a summary of Prester Center transportation.

Prester Center	
Programs:	Transportation, Addiction Recovery, Adult Services, Child Services, Intellectual Rehabilitation, and Crisis Support
Client Eligibility:	Individuals with mental health disorders and individuals in addiction recovery
Hours/Days of Service:	6:30 AM to 1:30 PM Monday – Friday
Mode of Services:	Door-to-Door Demand Response
Transportation Staff (Cabell County Only):	1 Fleet Manager 1 Assistant 9 Drivers (7 full-time and 2 part-time)
Annual Trips Provided (Cabell County Only):	2,500 round trips per month
Annual Transportation Cost (Statewide):	Transportation expenses for Prester are roughly \$1M for the entire state. Costs for Cabell County are not provided.
Cost per Passenger Trip:	This information is not tracked by Prester Center.
Funding Sources for Transportation:	Section 5310, Donations, Non-Emergency Medical, Title IIIB, Bureau of Senior Services, Lottery Funds, Kanawha County Commission, and grants from charity organizations

Schedule and Service Area

Transportation services are operated in each of Prestera's program activity centers and group home locations. Currently, the center has 66 vehicles, two of which were purchased with Section 5310 funds. The hours of transportation are Monday through Friday 6:30 AM to 7:00 PM. Transportation services are provided curb-to-curb and about 20 percent of them transport passengers door-to-door. Vehicles are spread throughout an eight county region in the state. The director estimates that between eight and ten new vehicles are purchased for the program every year, statewide.

Fare Structure and Eligibility

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

Scheduling

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

Coordination

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

Prestera centers are located within the service area of several other agency and public transportation providers and coordination is a feasible option. For example, Cabell-Wayne Association for the Blind is at the Prestera Center in Huntington twice per day to bring three Prestera staff members to/from work. Opportunities to transport other Prestera staff or customers could be explored and negotiated between the two agencies.

Transportation Unmet Needs and Challenges

Prestera Center needs to expand its transportation services. Current overtime costs are clear justification for the expansion, verified by GPS.

Transportation challenges experienced by Prestera Center include communication with passengers (no-shows). Prestera is also seeking drivers who are willing to comply with Prestera policies and who want to work with passengers who have special needs.

Prestera would like to establish a trip-sharing agreement with TTA. Also, Prestera indicated that it would like to participate in a coordinated public and human service agency transportation committee, if one is created in the TMA.

Funding

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

Southwestern Community Action Council

The Southwestern Community Action Council, Inc. is a private non-profit 501(c)(3) agency whose mission is to facilitate the social and economic well-being of low-income families in Cabell, Lincoln, Mason, and Wayne counties in West Virginia. Southwestern receives and coordinates the use of various Federal, State, and local grants toward this end as well as public and private donations. The agency operates the following services:

- ◆ Community Services Block Grant – A program that helps families and individuals with low incomes with services like utility assistance, GED preparation, resume and job search assistance, Senior nutrition, and other services in Cabell, Lincoln, Mason, and Wayne Counties.
- ◆ Head Start – The program is available for income eligible families in Cabell, Lincoln, Mason, and Wayne Counties.
- ◆ Case Management/Homemaker – Individual plans of care for older adults and/or disabled residents who have been determined medically and financially eligible. The Homemaker Program currently serves Cabell and Wayne Counties. The Case Management Program is serving Cabell, Jackson, Mason, Mingo, Putnam, Wayne, and Wood Counties.
- ◆ Mason County Homeless Shelter – The Shelter provides crisis intervention, including shelter to homeless families and adults in Mason County.
- ◆ Mature Worker Program – The Mature Worker Program works with community agencies to help income-qualified participants age 55 and over to find jobs, increase skills and supplement their incomes. This program serves Cabell, Lincoln, Mason, Mingo, and Wayne Counties.
- ◆ Simms Housing Project – The project is funded by the Department of Housing and Urban Development. It is a permanent supportive housing program for disabled, chronically homeless individuals.
- ◆ Weatherization – The mission of this program is to reduce heating and cooling costs for income eligible families, particularly for the elderly, disabled, and children. Weatherization operates in Cabell, Lincoln, Mason, Putnam, and Wayne Counties.

Tri-State Transit Authority (TTA)

TTA began operation in 1972 and provides fixed route, ADA paratransit, and non-emergency medical transportation (NEMT) services in Cabell County, West Virginia, and also in Lawrence County, Ohio under contract with the Lawrence County Port Authority. TTA does not have service provision contracts with any local human service agencies. TTA is the city bus system for the Huntington, West Virginia and Ironton, Ohio urban area and its suburbs.

The service is operated out of TTA's operations/maintenance facility located on Virginia Avenue in Huntington, WV. All buses begin and end at the old Greyhound Bus Depot in downtown Huntington, which is now known as the TTA Center.

Service Area

The TTA service area ranges on the West Virginia side from 19th Street West in Huntington to Milton, West Virginia, about 20 miles to the east. On the Ohio side the buses serve from downtown Ironton to the Huntington suburb of Proctorville, Ohio, which is also a range of about 20 miles. Interchange buses provide links between Huntington and Chesapeake, Ohio, and between Ironton and Ashland, Kentucky, where transfers are available to the Ashland Bus System.

TTA is also involved in a joint venture with the Charleston, West Virginia-based Kanawha Valley Regional Transportation Authority bus system. This service, which is called Intelligent Transit, links downtown Huntington to Charleston via commuter bus. This service is addressed in a later section.

TTA serves Huntington, Barboursville, Milton, and Marshall University. Complementary ADA paratransit service is provided throughout the area. Service is available from 5:45 AM to 11:15 PM, Monday through Saturday. Descriptions of TTA's fixed route and paratransit services follow.

Fare Structure

The basic TTA bus fare for fixed route service is \$1.00 with an additional fare of \$0.25 for traveling into or out of one of three zones in the West Virginia service area or one of two in the Ohio service area. The fare for paratransit or Dial-a-Ride service is \$2.00 with an additional zone fare of \$0.50. Customers with a Medicare card ride for one-half the basic fare. Dial-a-Ride customers ride for double the basic bus fare. Exhibit III.3 depicts the TTA fare structure.

**Exhibit III.3
TTA Fare Structure**

Fixed Route	
\$1.00	Adults, Children 7 years of age and older
\$0.50	Seniors, disabled with Medicare cards
\$0.25	Zone fare
\$35.00	31-day pass, unlimited rides
\$4.00	Day pass, unlimited rides
Dial-a-Ride	
\$2.00	Basic fare
\$0.50	Zone fare

TTA passengers, both fixed route and Dial-a-Ride, can also purchase \$5 and \$10 "Value Cards" which can be used like a debit card in TTA's electronic fareboxes. TTA buses and Dial-a-Ride vans are equipped with automatic electronic fare boxes. Passes and Value Cards can be purchased from the electronic fare boxes. Customers can also purchase discounted bus passes at the TTA Center.

Fixed Route Service

TTA fixed route service consists of nine radial routes, the Pullman-Marshall University shuttle, and three evening routes. A route profile for TTA is included in Exhibit III.4.

**Exhibit III.4
TTA Route Profile**

Route	Service Span		Vehicle Required				Frequency				Revenue Hours	
	Weekday	Sat.	PK	MD	EVE	SAT	PK	MD	EVE	SAT	WK	SAT
1-Westmoreland	6:22a-7:17p	6:22a-7:17p	1	1	--	1	60	60	--	60	11.9	11.9
2-Southside	6:10a-7:15p	6:10a-7:15p	1	1	--	1	60	60	--	60	13.1	13.1
3-Third Avenue	6:15a-7:15p	7:15a-7:05p	1	1	--	1	60	60	--	60	13.0	11.8
4-9th & 11th Avenues	7:45a- 5:25p	7:45a- 5:25p	0.5	0.5	--	0.5	120	120	--	120	6.0	6.0
5-Walnut Hills	6:05a-8:10p	6:05a-8:10p	2	2	2	2	60	60	60	60	24.0	24.0
6-M adison Avenue	6:20a-7:15p	6:20a-7:15p	1	1	--	1	60	60	--	60	12.9	12.9
7-Barboursville /Altizer	5:50a- 8:15p	6:50a-8:15p	2	2	2	2	60	60	60	60	28.2	22.9
8-Hal Greer Boulevard	6:45a-7:15p	6:45a-7:15p	0.5	0.5	--	0.5	120	120	--	120	7.0	7.0
9-M ilton	5:45a-8:50p	6:00a-8:50p	2	2	2	2	60	60	60	60	27.7	27.4
20-PM South	7:15p-11:05p	7:15p-11:10p	0	0	2	2	--	--	60	60	5.9	5.9
30-PM North	7:15p-11:05p	7:15p-11:05p	0	0	2	2	--	--	60	60	5.8	5.8
40-PM West	7:15p-11:05p	7:15p-11:05p	0	0	1	1	--	--	60	60	3.8	3.8
Pullman -M arshall Shuttle	12:00p-11:15p	12:00p-11:15p	1	1	1	1	20	20	20	20	11.3	11.3
H untington-C harleston	6:40a-9:20a 5:15p-6:45p	--	1	1	--	--	2 trips	--	--	--	2.7	--
TOTAL			13	13	12	12					173.3	163.8

Note: Huntington-Charleston route is operated jointly with KRT. Revenue hours represent TTA's portion of the schedule.

With a few minor exceptions, TTA operates nearly the same schedule on Saturdays as it does on weekdays. Most routes begin around 6:00 AM and end at 7:15 PM. Routes 9 – Milton, 5 – Walnut Hills, and 7 – Barboursville operate to about 8:15 PM. There are three routes that operate past 11:00 PM on weekdays and Saturdays. These combine the alignments of portions of the daytime routes. TTA also operates the Pullman-Marshall University shuttle from noon to 11:15 PM on weekdays and Saturdays.

Twelve vehicles are operated by TTA on its fixed routes during the weekday peak and mid-day period. Twelve vehicles are also in operation between 7:15 PM and 8:15 PM as the evening routes are being put into service and six daytime routes are ending. After 9:00 PM, six vehicles are in service.

Most TTA routes run every 60 minutes. Three routes are the exception to this schedule. Routes 4 – Harveytown and 8 – Hal Greer Boulevard run every 120 minutes. Also, the Pullman – Marshall University shuttle runs every 20 minutes. For all routes, revenue hours total 173.3 on weekdays, and 163.8 on Saturdays. Routes 7 – Barboursville and 9 – Milton have the most weekday revenue hours of all the individual routes. On Saturdays, routes 5 – Walnut Hills and 9 – Milton have the greatest number of revenue hours.

It should be noted that TTA owns the parking garages and public areas at Pullman Square. The parking garages and all public space at Pullman is leased to the private developer (Metropolitan Partners).

TTA's major destinations are:

- ◆ Pullman Square/Downtown Huntington Mall;
- ◆ Walmart-Huntington;
- ◆ Walmart-Barboursille;
- ◆ VA Medical Center;
- ◆ Huntington Internal Medicine Group (HIMG);
- ◆ Marshall University;
- ◆ St Mary's Hospital; and
- ◆ Cabell Huntington Hospital

In 2009, TTA began operating the fixed route service and a portion of the paratransit service in Lawrence County, Ohio. The Lawrence County Port Authority contracts with TTA to operate this service which is called Lawrence County Transit (LCT). TTA operates two main routes on the fixed route service, 1) a Downtown circulator that operates in Ironton, Ohio and; 2) a route that connects the Ironton transit center to TTA's main transit center in Huntington. For paratransit, TTA only provides Dial-A-Ride east of Solida Road, LCT provides the service west of Solida Road and in Downtown Ironton. This service is more fully described in the Lawrence County Port Authority section that follows.

Paratransit Service

TTA operates complementary paratransit service within $\frac{3}{4}$ mile of a TTA route for ADA-eligible passengers requiring this service. This includes paratransit service in the Huntington service area and the service provided for Lawrence County Transit in Ironton, Ohio as noted above.

In the last few years TTA has initiated non-emergency medical transportation (NEMT) for Medicaid-eligible persons. The provision of NEMT service has allowed TTA to expand its funding base and to work with non-traditional transit supporters like hospitals, veteran's facilities, and clinics. The NEMT service is provided within the parameters of its dial-a-ride paratransit service. TTA is experiencing rapid growth in paratransit ridership. Scheduling software has been installed to help address this increase in demand.

TTA Fleet

TTA currently operates 34 vehicles on its fixed route service. Its paratransit fleet consists of two 24-passenger mini-buses, six 11-passenger vans, and three 15-passenger vans. Two 32-passenger buses and three 13-passenger vans are leased from the Lawrence County Port Authority. In addition to these passenger vehicles, TTA maintains seven service vehicles.

Ridership

Between July 1, 2012 and June 30, 2013, TTA's annual ridership continued to grow, providing a total of 910,223 fixed route and paratransit riders. Ridership is typically highest in the spring and autumn months. While the trend of increased ridership is expected to continue, the transit agency continues to look for alternatives to increase ridership and diversify its funding base, such as the proposal to offer a universal bus pass for Marshall University students at a relatively low cost per student.

Operating Statistics

The following table provides a summary of TTA fixed route and paratransit service statistics.

Tri-State Transit Authority*	
Programs:	Transportation
Client Eligibility:	General Public
Hours/Days of Service:	5:45 AM to 11:15 PM Monday – Saturday Service level is reduced after 7:00 PM and on weekends.
Mode of Services:	Fixed Route and Paratransit Curb-to-Curb Demand Response
Annual Trips Provided:	Fixed Route: 773,690 Paratransit: 136,533
Annual Total Vehicle Miles:	1,359,650
Annual Transportation Cost:	\$6,491,850
Cost per Passenger Trip:	Average (Fixed Route and Paratransit): \$7.13
Funding Sources for Transportation:	Passenger Fares, Section 5307, Section 5310, Non-Emergency Medical, Property Tax Levy, Advertising Revenue

Challenges and Needs

During an interview for the coordination plan, TTA staff indicated the following as the leading challenges and needs for coordinated transportation in the TMA.

- ◆ Long term funding - TTA is unable to plan for the future without a well-funded, long-term transportation bill.
- ◆ Maintaining an ongoing dialogue with area stakeholders is important to address coordination opportunities in the new TMA.
- ◆ Additional funding for the Section 5310 Program is needed. As administrators of the program, TTA will need to decide how to distribute the limited funding. Local applicants will want to apply for Section 5310 capital and operating assistance.
- ◆ Ohio governor has not yet designated TTA as the recipient for the Section 5310 program in the Ohio portion of the TMA.
- ◆ It will be difficult for TTA to administer the Section 5310 program with a limit of 10 percent of the program funds that can be used for program administration.

Huntington – Charleston Commuter Bus

In January 2009 commuter bus service was initiated between Huntington and Charleston. Intelligent Transit (iT), as the service is called, is a joint effort between TTA, the Kanawha Valley Regional Transportation Authority (KRT,) and the West Virginia Department of Transportation - Division of Public Transit. The service operates two trips in each direction Monday through Friday from downtown Huntington to downtown Charleston, with stops at the Marshall University main campus, the West Virginia State Capitol Building and additional notable locations. TTA provides the service in the morning, while KRT is the service provider in the evening. In an effort to attract the business or college commuter, the service provides free WI-FI and newspapers on each vehicle.

There are three park-and-ride lots, two in Huntington and one in Milton, primarily serving passengers of the Huntington - Charleston Commuter Bus service. Each lot was built and maintained by the West Virginia Department of Transportation – Division of Highways. The lots have been instrumental in the success of the iT service.

The initial Federal and State support for the service ended January 5, 2012, with Congestion Mitigation and Air Quality Improvement Program (CMAQ) funds being the primary funding source. TTA, KRT and the West Virginia Division of Public Transit came to an agreement to extend the service until June 30 with each entity responsible for one-third of the net costs. Subsequently an agreement was reached to extend funding support of the service through 2015. With an estimated cost of \$500,000 to operate the service through 2015, the agreement calls for FTA to provide approximately \$250,000 with the remaining \$250,000 to be shared equally between the State, TTA, and KRT.

The service was initiated as a demonstration project and it has progressively gained in popularity. The vehicles operate at approximately 80 percent capacity, with standing-room-only buses not uncommon. In 2011 a total of 14,477 iT passengers trips were provided by TTA and KRT.

The iT fare is based upon distance traveled. From Huntington/Barboursville/Milton to Charleston the rate is \$4.00 one-way and the same from Charleston/Crooked Creek to Huntington. For passengers boarding at the Crooked Creek stop and traveling into Charleston, the fare is \$3.00. From Milton/Barboursville to Huntington, the fare is also \$3.00 one way. Bus passes are available for the Intelligent Transit service at either a \$30 value or a \$40 value.

Wayne X-Press

Wayne X-Press provides route deviation and countywide non-emergency medical transportation (NEMT) service in Wayne County, West Virginia. Wayne X-Press is a service of Wayne County Community Services Organization, Inc. (WCCSO), a multipurpose human service agency. Wayne X-Press service is available to the general public. Transportation for consumers at the WCCSO's seven senior centers is also provided by Wayne X-Press. Wayne X-Press passengers pay a \$1.00 per trip fare.

The following table provides a summary of Wayne X-Press service statistics. In addition to the transportation staff listed below, Wayne X-Press also shares payroll, human resources, accounting, and the Executive Director with WCCSO.

Wayne X-Press	
Programs:	Transportation
Client Eligibility:	General Public
Hours/Days of Service:	Monday through Friday. Dialysis trips start at 5:30 AM. General Public routes operate 7:00 AM to 5:00 PM. Peak hours of service are between 8:00 AM to 1:00 PM. Office hours are between 9:00 AM and 5:00 PM.
Mode of Services:	Route Deviation and countywide NEMT
Transportation Staff:	1 Clerical Staff 17 Drivers (10 full-time and 7 part-time) 0 Maintenance 2 Dispatchers/Schedulers (full-time)
Annual Trips Provided:	42,820
Annual Transportation Cost:	\$700,854
Cost per Passenger Trip:	\$16.37
Funding Sources for Transportation:	Passenger Fares, Section 5311, Section 5310, Wayne County Commission, Older Americans Act

Exhibit III.8 depicts the schedule for the six routes that Wayne X-Press currently operates. Transportation service is operated Monday through Friday. Routes operate as curb-to-curb service. Wayne X-Press does not provide a Personal Care Attendant (PCA) but the passenger-provided PCA rides free.

Exhibit III.5: Wayne X-Press Route Schedule

Route Name	Service Area	Service Hours
Mountaineer Rt.	Jennies Creek-Steptown	9:40 AM to 2:35 PM
Dunlow Rt.	Route 152-Dunlow Ctr.	9:00 AM to 2:45 PM
Ft. Gay Rt.	Ft. Gay Exxon-Ft. Gay Ctr.	10:15 AM to 1:45 PM
Pioneer Rt.	Newcomb-Walmart-Wayne Ctr.	8:35 AM to 2:20 PM
Wayne to Trout Hill Rt.	Wayne Ctr. – Newcomb-Wilson Creek	8:15 AM to 2:20 PM
Wayne to Huntington Rt.	Wayne DHHR-Cabell DHHR-TTA Connection	7:15 AM to 5:05 PM

Vehicle Fleet

Wayne X-Press operates a vehicle funded by the FTA Section 5310 program for meal delivery and to pick-up older adults. It is a hot/cold vehicle designed for meal delivery and passenger trips.

Drivers take vehicles home over night. This policy was implemented because vehicles were vandalized when parked at the facilities, and also because it is more efficient.

Coordination

Wayne X-Press has daily connections with TTA on the Wayne/Huntington Route. The system also informally works with TTA to provide information and referrals to consumers.

Unmet Needs and Challenges

If additional operating and capital funding were available, Wayne X-Press would use it to provide more routes from the rural areas into the urbanized areas. For example, Wayne X-Press would like to implement a route one time per week from rural areas to the mall.

Wayne X-Press needs to improve its access to facilities for washing vehicles. Currently, the Wayne County Drug Court sentences people to wash vehicles in lieu of paying fines. Otherwise, drivers are responsible for washing vehicles.

Wayne X-Press would also like to improve its transit facilities for passengers by implementing bus stops.

Wayne X-Press indicated that one of the major barriers to transportation in the region is public awareness. That is, the general public does not have a simple, straight-forward way to learn about the transportation options in the region.

Interstate Transportation Operators

Please note that the following list may not be comprehensive, but represents the results of local research and inventory efforts.

Amtrak

The local Amtrak Station in West Virginia is in Huntington (1050 8th Avenue Huntington, WV). The station offers an enclosed waiting area, ticket office, and restrooms. It serves trains in the Northeast corridor of the Amtrak service area. The schedule of trains is subject to change and should be verified at the Amtrak website (www.amtrak.com).

Greyhound Bus

Greyhound is a private, interstate bus service. The company stops at the City of Ashland Bus Terminal and the Huntington, West Virginia Station (1251 4th Ave. Huntington, WV). Hours of operation are subject to change and should be verified through the Greyhound website. Station hours of operation and ticketing are Monday through Friday 8:30 AM to 5:00 PM.

SUMMARY

Transportation in the region is provided by ten public and non-profit organizations plus Greyhound, Amtrak, private taxi operators, ambulette services, and faith-based organizations. Ten of the transportation providers participated in the planning effort and seven other organizations that do not directly operate services also contributed to the plan. In total, there are 47 passenger transportation vehicles operated in the region by the ten participating organizations.

Most of the transportation services operate on weekdays between 6:00 AM and 7:00 PM. There is reduced service available during weekday evening hours, and on weekends. Sunday service is significantly less frequent than weekday operations. Exhibit III.6 on the following page provides a summary of transportation providers and their service areas, eligibility requirements, and modes of transportation service operations. Exhibit III.7 provides a summary of the vehicle inventory information provided by participating organizations. These two summary tables will provide the planners in the coordination effort with a quick reference to (1) potential areas of duplication and gaps in services and (2) a list of vehicles that may be available to address some of the gaps.

Exhibit III.6: Provider Summary Table

Provider Name	Service Area	Eligibility for Transportation Service	Mode(s) of Transportation Service Provided
Ashland Bus Services	Ashland, Kentucky and adjoining areas	General Public	Fixed Routes, ADA Paratransit
Cabell County Community Services Organization, Inc.	Cabell County, West Virginia	Older Adults, People with low incomes, and individuals with disabilities	Demand Response and Meal Delivery
Cabell-Wayne Association of the Blind, Inc.	Cabell and Wayne Counties, West Virginia	Individuals with visual impairments for employment, education, eye care, medical, and social needs	Demand Response
Cammack Children's Center	As needed	Center residents	Demand Response
FIVCO (Title III Program)	TMA	Older Adults	Demand Response
Lawrence County COA and Lawrence County Transit	Lawrence County, Ohio with connections to the tri-state area	General Public and Human Service Agency Trips	Demand Response, Fixed Route, Express Bus (projected)
Lawrence County Board of Developmental Disabilities	Lawrence County, Ohio	Individuals with disabilities	Demand Response and Agency Routes
Lawrence County Job and Family Services	Lawrence County, Ohio	Agency Program Participants	Demand Response
Mountain State Centers for Independent Living	Cabell and Wayne Counties, West Virginia	Individuals with disabilities	Demand Response
Prestera Center	Boone, Cabell, Clay, Kanawha, Lincoln, Mason, Putnam, and Wayne Counties, West Virginia	Individuals with disabilities	Demand Response for program activities
Tri-State Transit Authority	Cabell County, West Virginia and Lawrence County, Ohio	General Public and NEMT	Fixed Route, ADA Paratransit, NEMT, Commuter Bus
Wayne X-Press	Wayne County, West Virginia	General Public and NEMT	Route Deviation and NEMT
Amtrak	National	General Public	Passenger Rail Service
Greyhound Bus	National	General Public	Interstate Bus Service

Exhibit III.7: Summary Table of Vehicle Inventories

Cabell-Wayne Association of the Blind		
Make/Model	Year	Capacity
Ford Shuttle	2000	13
Chevy Shuttle	2009	13
Chevy Shuttle	2009	13
Ford Shuttle	2010	13 Passengers/ Wheelchair
Toyota Van	2004	6 Passengers
Dodge Van	2012	6 Passengers/ Wheelchair

Lawrence County Transit		
Make/Model	Year	Capacity
CMD	2008	15
Gillig	2008	35
Equinox	2006	4
E350	2006	7
Uplander	2009	4
Econoline	1994	18
Ram	1996	11
Caravan	2010	6
Caravan	2010	6
Caravan	2010	6
Caravan	2012	6
E350	1997	10
EXP	1999	12

Mountain State Centers for Independent Living		
Make/Model	Year	Capacity
Van		14
Van		8
SUV		5
Minivan	2010	6
Minivan	2013	6
Minivan	2013	6

Tri-State Transit Authority (TTA)		
Make/Model	Year	Capacity
Gillig	2003	32
Gillig	2003	26
Gillig	2007	26
Gillig	2009	26
Gillig	2009	32
Chance	1984	24
Braun	2006	11
Goshen Pacer	2006	12
Goshen GC II	2006	13
Braun	2008	11

Exhibit III.7: Summary Table of Vehicle Inventories

Ford E450	2009	13
Ford E450	2011	13
Ford Pacer	2011	15
Gillig	2008	32
Goshen GC II	2008	13

Detailed information was not provided from the following organizations:

Wayne X-Press

Cammack Children's Center

Ashland Bus Service

Cabell County Community Services Organization, Inc. (9 vehicles)

Prester Center (approx. 7 vehicles)

IV. NEEDS ASSESSMENT

OVERVIEW

RLS & Associates, Inc. contacted local human service agencies, faith-based organizations, employers, and all transportation providers serving the planning area in an attempt to solicit input and request participation from any organization that could potentially be impacted by the coordinated transportation planning process. Meeting invitations were mailed to these organizations, those that participated in the 2010 Coordinated Public Transit Human Services Transportation Plans in Cabell, Wayne, and Lawrence Counties, and agencies that applied for Section 5310 grants from all counties in the planning area. Documentation of outreach efforts included in this plan and the level of participation from each organization is provided in the Appendix.

GENERAL PUBLIC SURVEY

A general public survey was deployed during July and August 2013 through newspaper announcements, flyers posted by participating agencies, and email distribution. The survey results were minimal and do not provide statistically valid input. There were five completed surveys from residents of Cabell and Wayne Counties, West Virginia and Greenup County, Kentucky. Four of the respondents use a personal vehicle as their primary means of transportation and one respondent rides with Cabell-Wayne Association of the Blind. The general public survey is provided in the Appendix.

GENERAL PUBLIC AND STAKEHOLDER MEETINGS

Two stakeholder meetings were scheduled as part of the planning process (see schedule below). KYOVA hosted, and RLS & Associates, Inc. facilitated, the meetings to discuss the unmet transportation needs and gaps in service for older adults, individuals with disabilities, people with low incomes, and the general public.

Date/Time	July 17, 2013/10:00 AM – 6:00 PM	August 22, 2013/10:00 AM – 12:00 PM
Place	KYOVA Interstate Planning Commission	KYOVA Interstate Planning Commission
Address	400 Third Ave. Huntington, WV 25712	400 Third Ave. Huntington, WV 25712

Invitations to the meetings were distributed via the U.S. Postal Service to 55 individuals in the planning area that represent transportation providers, older adults, individuals with disabilities, and/or people with low incomes. The general public was invited and notified of the meeting through a variety of public announcements in the following websites and newspapers:

- ◆ KYOVA website;
- ◆ Wayne County News;
- ◆ Cabell Standard;

- ◆ Ironton Tribune;
- ◆ Greenup County News Times;
- ◆ Daily Independent (Boyd County, KY);
- ◆ Herald Dispatch (Huntington);
- ◆ The Daily Mail (Charleston); and
- ◆ The Charleston Gazette.

A list of all organizations invited to the first and second meetings and their attendance/non-attendance status is provided in the Appendix. In total, 17 individuals representing the general public and agencies attended the initial public meeting, and 18 individuals attended the second meeting.

During the first meeting, the facilitator presented relevant demographic information and a brief summary of the existing inventory of human service agency and public transportation providers in the area. Following the presentation, attendees were asked to identify the unmet transportation and mobility needs of the study area. The focus of the discussions was transportation for older adults, individuals with disabilities, and people with low incomes. During the second meeting, the focus of the conversation tended to be more on transportation needs of the general public and the goals and priorities for implementing strategies that address those needs. While the human service agency representatives were less vocal at the second meeting, compared to the first, their needs were communicated and strongly considered in the agreed upon strategies. In particular, the strategy to re-implement an advisory committee to focus on coordination of human service agency and public transportation was highly recommended by the group.

Participants discussed 13 categories of mobility needs to address through a coordinated transportation planning effort. Results from the initial meeting and the stakeholder survey results were presented at the August 2013 meeting and used as the basis for refining the transportation strategies for inclusion in the final coordinated transportation plan. The identified transportation needs are listed below:

Identified Transportation and Mobility Needs

Days and Hours of Transportation Needs:

- ◆ Additional Sunday service beyond what is currently available from taxi operators and public transit is needed, particularly for church services and individuals with special needs.
- ◆ Sunday service between Huntington and Barboursville is needed for employment.
- ◆ Sunday service is needed in and around all employment centers that operate on weekends.
- ◆ The general public needs more transportation on Saturdays.
- ◆ Late night transportation is needed for employment and education, particularly around Mountwest Technical and Community College.

Trip Purpose/Service Area Needs:

- ◆ Individuals with low incomes who live in the rural western south shore area of Greenup County need affordable transportation options to access the Greenup Health Department's main office.
- ◆ Individuals in the rural western south shore area of Greenup County need transportation options to access the retail businesses in Portsmouth, Ohio.

- ◆ The Amish population in Lawrence and Mason Counties have an organized ride-sharing program within their community. They may benefit from participation in the coordinated transportation efforts of the other transportation providers in the TMA. A local stakeholder agency needs to take the lead in outreach to the Amish community.
- ◆ Reliable transportation is needed for staff that provide in-home services to older adults and individuals with disabilities.
- ◆ Transportation for classes at Vocational Technical School, GED classes, etc. is needed.
- ◆ Transportation to support employment is needed, particularly for employment at the Mall.
- ◆ Alternatives for special trips that require several grocery bags or large items (such as from Home Depot) are needed for individuals without access to a personal vehicle. These trips cannot be accommodated on traditional public transportation.
- ◆ The rural, less densely populated portions of Cabell County are not served by public transit. Transportation, especially for older adults, individuals with disabilities, and people with low incomes, is needed to connect the areas with rural conditions to the more urbanized portions of the TMA.
- ◆ Transportation providers need an affordable solution for accommodating long distance non-emergency medical transportation trip demand.

Vehicle Maintenance/Reduced Costs:

- ◆ Transportation operators need to continue to seek cost saving strategies, to include vehicle maintenance and repair.
- ◆ Opportunities to reduce operating costs without reducing service or increase operating budgets through new funding resources.

Vehicle Accessibility Needs:

- ◆ Specialized transportation services would be used if more vehicles were available.

Affordable Service Needs:

- ◆ Options for transportation with lower passenger fares for individuals with low incomes would be beneficial in all counties.
- ◆ Options for transportation during late nights and weekends with lower fares are needed.

Safety Needs:

- ◆ Transportation providers should improve safety on the vehicles as well as the safety measures at bus stops and transit centers.
- ◆ Transportation providers should communicate their safety measures and safety service records to their insurance carriers so that carriers may consider lowering the insurance rates and/or otherwise offering incentives.

Information Sharing Needs:

- ◆ Human service agency and non-profit organizations need to have a voice in the transportation planning efforts of the TMA, similar to the voice that the public transit systems have in the MPO so that their needs and the needs of their passengers are not inadvertently overlooked by local planning organizations.
- ◆ Local residents should have the ability to access transportation from multiple providers depending upon where they are traveling to and the nature of their trip. Many people are not aware of their options and/or do not know how to access the available resources.

- ◆ Transportation providers that are coordinating should define their performance measures to ensure consistent service.
- ◆ In general, transportation providers need to continue to focus on collaboration for improving transportation in the new TMA service area.
- ◆ Implementation of the Statewide Google Transit Initiative is needed to improve access to transportation options information for the general public.

Coordinated transportation stakeholders considered these unmet needs when developing coordinated transportation strategies upon which they will, at least in part, base their future grant applications and planning efforts. The next chapter outlines coordinated transportation goals and strategies agreed upon by the participating stakeholders.

V. COORDINATED TRANSPORTATION GOALS AND STRATEGIES

INTRODUCTION

The general concept of coordination in the Transportation Management Area (TMA) has widespread support from local human service agencies, planning organizations, and transportation providers. Bringing new levels of coordination into reality will require an organized course of action for the stakeholders. As human service agencies, public and private transportation providers, and neighborhood organizations throughout the TMA focus on the coordinated effort, they are likely to become increasingly aware of the benefits of sharing transportation resources and coordinating to create efficiencies. Public transportation providers that serve the TMA are already working on a plan for implementing formal transfer points at the three transit centers to reduce duplication of services and routes. By expanding that foundation of coordinated services to include human service agencies, faith-based organizations, and for-profit entities, new projects can be implemented in the area that will fill the remaining gaps in service. In this way, stakeholders can improve access to jobs, education, medical trips, and the overall quality of life for the local area.

Opportunities for improving transportation services must continue through efforts to clarify the common objectives and their associated costs. The coordinated transportation goals and strategies expressed and prioritized by the participating stakeholders are described in this chapter. Each goal is supported by the input provided by local organizations either through local stakeholder meetings, previous planning studies, or one-on-one interviews. These goals, along with corresponding strategies, were developed for the TMA. Additional goals may be added throughout the implementation phases as needs and resources change and develop.

Table 1 on the following page provides a matrix relating each goal to the identified unmet transportation needs and gaps in service. Descriptions of each goal and strategy are provided in the paragraphs that follow.

Table 1: Goals and Needs/Gaps Matrix

Goals	Categories of Unmet Transportation Needs/Gaps					
	Days and Hours	Purpose and Service Area	Accessibility	Affordable	Safety	Information Sharing
Goal #1- Improve Communications						X
Goal #2 - Extend Service Areas, Days, Hours	X	X	X	X		X
Goal #3 - Control Operating Costs				X		X
Goal #4 - Acquire an Adequate Number of Vehicles			X			
Goal #5 - Economic Development	X	X				
Goal #6 - Safety					X	

GOALS AND STRATEGIES

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

Administrative amendments to the plan are possible should new opportunities or stakeholder organizations present themselves after it is adopted.

The Coordination Strategies section that follows offers an outline of the strategies, implementation timeframe, responsible party(ies), performance measure(s), and priority for implementation of each of the coordinated transportation goals. The implementation timeframes/milestones are defined as follows:

- ◆ Near-term – Activities to be achieved within 6 to 24 months.
- ◆ Long-term – Activities to be achieved within 2 to 4 years.
- ◆ Ongoing – Activities that either have been implemented prior to this report, or will be implemented at the earliest feasible time and will require ongoing activity.

Objectives and implementation strategies are offered in this chapter as a guideline for leaders in the coordination effort as well as the specific parties responsible for implementing each objective. Some of the following goals and objectives are a continuation of the existing coordinated transportation plan for the KYOVA Region but they have been updated and expanded to include the new Transportation Management Area (TMA), excluding Putnam County.¹

Goal #1: Improve communications among public transportation providers, human service agencies, private transportation providers and the general public with the intention of improving the delivery of transportation services, reducing unnecessary duplication through the shared use of vehicles and other resources across the region.

Strategy 1.1: It is vital that a Coordinated Accessible Transportation (CAT) committee be organized to carry out the tasks as outlined in this document and ensure that the needs of human service agency and non-profit consumers in the area are recognized along with the priorities of public transit systems. Once in place, the group of agency and public transit organizations can study this plan, assign tasks to members, and work toward implementing the strategies and tasks described herein. Having a forum in which to discuss mobility issues, whether they are barriers, improvements, or observations, is vital to the continued development of coordinated transportation approaches that meet local needs.

¹ Putnam County will be included in coordinated transportation planning efforts of the Regional Intergovernmental Council (RIC).

The CAT committee should establish annual goals and objectives that are monitored during the calendar year. These goals and objectives should be considered and shared by the public transit system representative at the MPO. If any goal appears to be faltering, the CAT can review the situation and work together to get it back on track. There are times when goals must be adjusted to meet circumstances that arise. This should be done when necessary.

If hired, the Mobility Manager (Strategy 1.2) will be the facilitator of CAT committee meetings and responsible for leading the committee’s information sharing efforts. Until the Mobility Manager is hired, those interested in organizing the CAT committee should appoint an agency to lead it. Once a decision is made, permanent arrangements regarding the oversight of the committee can be made, including bylaws, meeting procedures, and memoranda of agreement (MOA) that outline each agency’s role and level of commitment.

<u>Implementation Time Frame:</u> Near-Term	<u>Staffing Implications:</u> Staff time to send meeting agendas and minutes.
<u>Priority Level:</u> High	<u>Implementation Budget:</u> Minimal expense for labor, printing, and postage
<p>Potential Grant Funding Sources: Expenses associated with the creation of the CAT committee and conducting meetings are eligible expenses under Federal Transit Administration Sections 5307, 5311, and 5310 with 50% local match. The local match may be derived from local, State, or any non-DOT Federal funding source. Meetings can also be conducted as part of the mobility management effort.</p>	

Responsible Parties:

The responsible parties to implement this strategy are TTA and KYOVA.

Performance Measures:

- ◆ Formation of a Coordinated Accessible Transportation (CAT) Committee.
- ◆ Leader (or interim leader) is appointed.
- ◆ Tasks are assigned to participating organizations and moved toward implementation.
- ◆ By-laws and other institutional documents (i.e., Memoranda of Understanding/Agreement) are written, presented, and approved by the participating agencies.

Strategy 1.2: Hire a Mobility Manager to oversee the coordination of transportation services throughout the TMA and meet the needs of various communities in the area. The MM will work under the general supervision of KYOVA and/or TTA. The MM will report on a regular basis to the Coordinated Accessible Transportation (CAT) committee and facilitate the CAT meetings.

The MM will be responsible for providing leadership through the implementation of strategies outlined in this document, as well as community outreach, development of agreements for coordinated services, working one-on-one with each organization to develop coordinated

transportation alternatives, meeting with state legislators and state-level human service agencies, and other related duties that represent the coordinated transportation goals of the participating organizations.

Other specific job duties should include, at minimum, the following:

- ◆ Coordinate and act as a liaison between employers/employees and transportation providers and planning organizations to address specific economic development and other transportation needs and gaps in services.
- ◆ Share information about every participating transportation provider with other providers and potential passengers.
- ◆ Manage programs for improving mobility in the area, to include development of the Rideshare and Bike Share Programs.
- ◆ Implement, lead fundraising efforts, and oversee the Trip Tickets program to offer reduced passenger fares on participating transportation provider services.
- ◆ Act as a Travel Trainer to go to agencies and show consumers how to use public transit and other agency or private transportation provider services. If necessary, expand the travel trainer program to meet demand and needs.

<u>Implementation Time Frame:</u> Near-term	<u>Staffing Implications:</u> Mobility Manager, if hired.
<u>Priority Level:</u> High	<u>Implementation Budget:</u> Salary and office space for MM required. Administrative costs typically range from \$50K to \$90K.
<p>Potential Grant Funding Sources: Mobility Management is an eligible item for Section 5310 funding. Local match of 20% is required from any non-U.S. DOT transit dollars. Non-DOT funds are eligible local match. Other funding sources, including CMAQ and FTA Section 5311/5307 may also be potential resources. However, sustainable resources must be secured to support administrative costs for multiple years.</p>	

Responsible Parties:

The responsible parties to implement this strategy are KYOVA and TTA.

Performance Measures:

- ◆ Secure funding for a MM (match for multiple years is preferred).
- ◆ Lead agency to hire and manage the MM is designated.
- ◆ MM job description is developed.
- ◆ MM is hired.

Strategy 1.3: Coordinate transportation information on all travel modes (including new programs that are developed such as a Rideshare and Bike Share Program) and participating agencies through the Cabell County Public Library information center and provide data to the Rahall Transportation Institute (RTI) to support the development of statewide Google Transit. The Mobility Manager will

be responsible for collecting and updating service information from each participating organization so that the library information is current and accurate.

<u>Implementation Time Frame:</u> Near-Term	<u>Staffing Implications:</u> MM time, if hired. Agency staff time to update their own program information.
<u>Priority Level:</u> Medium	<u>Implementation Budget:</u> Salary for MM.
Potential Grant Funding Sources: No additional funding is necessary. Staffing implications are included in the Mobility Management strategy (1.2).	

Responsible Parties:

The responsible party to implement this strategy is the Mobility Manager, if hired. Also, all local public, private, and non-profit organizations that provide transportation are responsible for ensuring that the MM has the most current and accurate information.

Performance Measures:

- ◆ Number of schedules shared.
- ◆ Number of individuals who receive transportation information through the library, per year.
- ◆ Increase in ridership for new riders on participating local transportation providers.

Goal #2: Extend service areas, service days and hours, and enhance public transportation services across the TMA to improve availability for people and families with low incomes who are also older adults and/or have a disability.

Strategy 2.1: Continue to support the programs offered through the Bureau of Senior Services, Area Agencies on Aging, organizations serving individuals with disabilities, and the local senior centers in each county. Support for these programs includes new and replacement wheelchair accessible vehicles, and sustained or additional operating dollars for the transportation programs, enabling them to extend service areas and operating schedules through coordinated efforts.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> None.
<u>Priority Level:</u> High	<u>Implementation Budget:</u> Varies by year
Potential Grant Funding Sources: Section 5310. A 20% local match is required for capital purchases and a 50% local match is required for Section 5310 operating funds. Also, local foundations, Lottery, and State and Federal grant programs such as the Older Americans Act.	

Responsible Parties:

The responsible party to implement this strategy is TTA as the designated recipient for Section 5310 funds in the TMA.

Performance Measures:

- ◆ Number of individuals served by senior centers, public transit, and human service agencies each year.
- ◆ Cost per passenger, mile, and hour becomes more efficient through coordination.
- ◆ Quality of life for older adults and individuals with disabilities (verified through survey results).
- ◆ Vehicle maintenance costs are sustained at a reasonable level.
- ◆ Vehicle safety performance measures are achieved.

Strategy 2.2: Tri-State Transit Authority should evaluate the feasibility of providing the following service priorities:

- ◆ True countywide demand response service in Cabell County.
- ◆ At least one more round trip per day added to the Huntington – Charleston route.
- ◆ Continue to improve coordinated public transit passenger transfer opportunities between TTA, Wayne X-Press, and City of Ashland Bus Service. TTA expanded into Wayne County but the expansion is expensive and additional operating dollars or a more cost effective coordinated effort must be designed and implemented.
- ◆ Provide minimum headway of one-hour on all routes.
- ◆ Extend fixed route service into the Mountwest Community and Technical College and coordinate the schedule with trips to the Ohio University campus in Proctorville.
- ◆ Operate one-hour headway on Ironton – Huntington – Proctorville route.
- ◆ Initiate U-Pass program with Marshall University, Mountwest, Ohio University and other colleges.
- ◆ Work with Ashland Bus System to implement service to address the gap that was created when Ashland Bus System discontinued its service to Kenova due to Ashland City budget reductions.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> None.
<u>Priority Level:</u> Moderate	<u>Implementation Budget:</u> To be determined.
Potential Grant Funding Sources: FTA Sections 5311 and 5307. Local revenue to include Lottery, CMAQ, and human service agency or other contracts.	

Responsible Parties:

The responsible party to implement this strategy is TTA.

Performance Measures:

- ◆ Extended service initiated.
- ◆ Number of additional individuals served per year.
- ◆ Cost per passenger, mile, and hour.

Strategy 2.3: Ashland Bus System should evaluate and prepare for the following service priorities:

- ◆ Ashland Bus System will continue to work to secure the necessary capital inventory.
- ◆ Reintroduce Saturday and holiday bus service within three years.
- ◆ Coordinate with TTA and other transportation providers to address the gap in service to Kenova.
- ◆ Expand transportation service into Catlettsburg, Kentucky.
- ◆ Feed into the new Coordinated Express Bus Service from Lawrence County and the three transit centers in the region to help address local and regional transportation needs.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> None.
<u>Priority Level:</u> High	<u>Implementation Budget:</u> To be determined.
Potential Grant Funding Sources: FTA Section 5307. Local revenue to include City budget, CMAQ, private businesses/employers, and human service agency or other contracts.	

Responsible Parties:

The responsible party to implement this strategy is Ashland Bus System working in coordination with KYOVA, TTA, the Mobility Manager (if hired), and member organizations of the CAT committee.

Performance Measures:

- ◆ Status of capital inventory improvements.
- ◆ Funding secured to reinstate services to levels similar to 2012.
- ◆ Cost per trip, mile, hour efficiency is improved.
- ◆ Local funding sources are diversified to help improve sustainability of services in light of future changes in the City budget.

Strategy 2.4: Lawrence County Transit and TTA will continue to work toward implementation of the Lawrence County Transit/TTA connection with Coordinated Express Service between the three Transit Centers in the TMA. Connections between the centers include the Ashland Transfer Center and, therefore, could help to reduce the impact of reduced Ashland Bus System service.

<u>Implementation Time Frame:</u> Near-Term	<u>Staffing Implications:</u> None. Completed with existing staff or a small expansion of LCT operations staff.
<u>Priority Level:</u> High	<u>Implementation Budget:</u> Actual costs to be determined following official approval from FTA for implementation.
Potential Grant Funding Sources: FTA Section 5307. Local revenue could include City budget, CMAQ, private businesses/employers, and human service agency or other contracts.	

Responsible Parties:

The responsible parties to implement this strategy are Lawrence County Transit, TTA, and KYOVA. Other area transportation providers will support the beneficial service by efficiently scheduling trips that feed into the Transit Centers, as appropriate. Also, the Mobility Manager will assist with Travel Training and information sharing efforts.

Performance Measures:

- ◆ Approval is received and the public input process is completed.
- ◆ Coordinated Express Bus Service is implemented.
- ◆ Number of passenger trips per year by participating providers (increase/decrease) following implementation of new service.
- ◆ New service is marketed to passengers, employers, and agencies.
- ◆ Customer feedback and satisfaction.

Strategy 2.5: Implement a Rideshare service for individuals who are below the poverty level to utilize for employment-related activities (including job-seeking, interviews, education and training classes, taking children to day-care, and maintaining employment). Parameters for the program must include limited service area and hours of operation that meet the highest level of need. Passenger fares will be on a donation basis.

Implementation Time Frame:

Long-Term

Staffing Implications:

Manage the Rideshare website.

Priority Level:

Moderate

Implementation Budget:

Cost of hosting the Rideshare website.

Potential Grant Funding Sources: If this strategy becomes a duty of the mobility manager, no additional funding is necessary.

Responsible Parties:

The responsible party to lead implementation of this strategy is the Mobility Manager and/or KYOVA.

Performance Measures:

- ◆ Program is implemented.
- ◆ Program is advertised.
- ◆ Number of individuals who register for the Rideshare program.
- ◆ Number of individuals served by the program.

Strategy 2.6: Implement a rural transportation service for the rural western south shore portion of Greenup County with access to agencies in central Greenup County as well as to businesses in Portsmouth Ohio.

Implementation Time Frame:

Near-Term

Staffing Implications:

Service expansion may require an additional part time driver.

Priority Level:

High

Implementation Budget:

Cost of expanding transportation services.

Potential Grant Funding Sources: A combination of local funding sources including human service agencies, foundations, and private businesses must be achieved unless public transportation dollars become available.

Responsible Parties:

The responsible party to lead implementation of this strategy is the Mobility Manager and/or KYOVA along with key stakeholders in Greenup County. Another potential partnership should be explored beyond the TMA with Portsmouth, Ohio and its transportation operators.

Performance Measures:

- ◆ Service is planned and funding is secured.
- ◆ New services is advertised.
- ◆ Number of trips/rides provided.
- ◆ Number of individuals served by the new service.

Goal #3: Control escalating operating costs and fuel budgets and address lack of funds for public and specialized transportation.

Strategy 3.1: Implement a University Pass (U-Pass) program with Marshall University, Mountwest Community and Technical Collage, Ohio University, and other colleges and universities in the TMA and immediately surrounding area. The U-Pass will become a new revenue source for the transportation providers, a significant benefit to students, and an attractive incentive for new students who are considering any of the area colleges.

<u>Implementation Time Frame:</u> Near-Term	<u>Staffing Implications:</u> Staff time to meet with universities and determine the requirements of the program.
<u>Priority Level:</u> High	<u>Implementation Budget:</u> Participating universities and colleges, and/or students will incur the cost of the full Pass price or supplement the cost of the full price. Negotiations must occur between the universities/colleges and the transportation providers.
Potential Grant Funding Sources: Typically, university or college budgets or student fees are the primary or only funding source for a U-Pass program. Other options include parking facility fees from the participating university or college.	

Responsible Parties:

The responsible parties to implement this strategy are the agencies that provide public transportation and will accept the U-Pass and all participating colleges and universities. If hired, the Mobility Manager could be directed to lead the negotiation efforts and develop the program.

Performance Measures:

- ◆ Benefits of the U-Pass are outlined and provided to the universities and colleges.
- ◆ Student transportation needs are evaluated to determine if a U-Pass would benefit the student body and if they would be interested in using it.
- ◆ Appropriate price for the U-Pass is negotiated between all parties.
- ◆ U-Pass is implemented with one or multiple transportation providers and schools.
- ◆ Customer satisfaction as measured through surveys.

Strategy 3.2: Participating agencies can collaborate to purchase various supplies and equipment, as well as vehicle maintenance and training. Joint purchasing will be most effective if managed by a single entity with oversight provided by the Mobility Manager.

To begin the process, agencies willing to be involved in the bulk purchasing agreements will meet to discuss the various goods and services needed by each agency and their current procedure for acquiring these items. Items to be purchased in bulk will be determined along with the procurement procedure. Arrangements must be mutually beneficial to all agencies involved in the process and purchasing.

<u>Implementation Time Frame:</u> Near-Term	<u>Staffing Implications:</u> No additional staffing.
<u>Priority Level:</u> Moderate	<u>Implementation Budget:</u> Potential savings if agreements are established.
Potential Grant Funding Sources: No additional funding is required.	

Responsible Parties:

The responsible party to implement this strategy is the CAT committee with oversight provided by the Mobility Manager, if hired.

Performance Measures:

- ◆ Number of participating organizations.
- ◆ Volume of goods and services purchased through the bulk purchasing process.
- ◆ Savings for each participating organization attributable to bulk purchasing.

Strategy 3.3: Trip Sharing: When one participating agency has a vehicle operating with empty seats, the opportunity to develop trip sharing is present. Trip sharing can save on vehicle wear and tear as well as fuel costs which directly translates into a savings. It is suggested that the Mobility Manager establish a mechanism to collect the data necessary to implement this strategy. A database of agencies and their estimated travel patterns and seat availability is suggested as a starting point.

By matching unfilled seats with another participant’s clients, vehicle capacity is maximized and fuel costs can be reduced as well as other vehicle costs. This results in reducing the overall costs of each one-way trip provided. It also offers agencies the opportunity to provide transportation services to clients that would not otherwise be available.

<u>Implementation Time Frame:</u> Near-Term	<u>Staffing Implications:</u> Staff time to coordinate trips.
<u>Priority Level:</u> Moderate	<u>Implementation Budget:</u> Salary, or partial salary, for the time required for the scheduler to coordinate trips.
Potential Grant Funding Sources: No additional funding is necessary but responsibility will become an additional duty for existing scheduling staff and transportation program operations managers.	

Responsible Parties:

The responsible party to implement this strategy is the Mobility Manager, if hired. If no Mobility Manager is hired, a lead agency must be designated.

Performance Measures:

- ◆ Number of agencies sharing trips.
- ◆ Number of passengers transported/trips provided as a result of shared trips.
- ◆ Number of miles traveled versus fuel and operating costs compared to providing the trips with separate vehicles.
- ◆ Participating agency(ies’) fuel cost savings compared to last 12 months.

Strategy 3.4: Collaborate resources to pursue additional operating funds for public and specialized transportation in the TMA. All participating organizations should seek sustainable funds so that their operating budgets will remain fairly stable from year to year. Funding to compensate for fluctuating fuel costs should be explored through local and National foundations and contributions. For example, invite local businesses to sponsor the fuel for a vehicle for one month. In return, advertise for that business on the vehicle.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> Time to research opportunities.
<u>Priority Level:</u> High	<u>Implementation Budget:</u> Potential additional revenue for operating transportation services.
Potential Grant Funding Sources: Local, State, and Federal contributions. Also, advertising revenue.	

Responsible Parties:

The responsible parties to implement this strategy are all of the participating transportation providers.

Performance Measures:

- ◆ Additional revenue received to cover fluctuating fuel expenses.
- ◆ Transportation providers develop new partnerships with private businesses through advertising.

Goal #4: Ensure transportation providers have access to an appropriately sized, wheelchair accessible and/or non-wheelchair accessible vehicle to meet rider’s needs while controlling the transportation provider’s operating costs.

Strategy 4.1: Participating agencies will collaborate to share vehicles during otherwise idle or down times. Sharing vehicles offers an opportunity for participants to serve more passengers while curtailing both capital and operating costs. Vehicle sharing arrangements are helpful when an agency needs more capacity and another agency is not using its vehicles.

Once an operations agreement is reached, the idle times of participating agencies should be documented. When a partner agency is seeking a vehicle, it will contact the Operations Manager or designated person at another partner agency to determine if a vehicle meets its needs (i.e., accessible, seating capacity, etc.) is available. Written agreements between all participating organizations must be established in advance. It is the responsibility of the participating organizations to ensure that insurance coverage is appropriate for sharing.

<u>Implementation Time Frame:</u> Near-Term	<u>Staffing Implications:</u> Additional staff time to establish agreements, but minimal staffing implications once the agreements are established.
<u>Priority Level:</u> Low	<u>Implementation Budget:</u> No additional costs.
Potential Grant Funding Sources: No additional funding necessary.	

Responsible Parties:

The responsible party to implement this strategy is the CAT committee and Mobility Manager, if hired.

Performance Measures:

- ◆ Number of organizations that enter into vehicle sharing agreements.
- ◆ Number of trips provided through these agreements and during evenings and on weekends for older adults, individuals with disabilities, people with low incomes, and the general public.
- ◆ Number of miles traveled through these agreements.
- ◆ Number of hours a vehicle is used in provision of transportation services.

Strategy 4.2: Eligible human service agencies and transportation providers should continue to apply for and receive new and replacement lift-equipped vehicles through the Section 5310 program to ensure that the same or better levels of self-sufficiency are sustained for all people. Planned coordination of received equipment should have priority consideration for receiving the capital grant.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> None.
<u>Priority Level:</u> High	<u>Implementation Budget:</u> Local match.
Potential Grant Funding Sources: Section 5310 funding. Local match required at 20% for capital.	

Responsible Parties:

The responsible parties to implement this strategy are all eligible agencies that provide demand response transportation.

Performance Measures:

- ◆ Section 5310 applications submitted.
- ◆ Number of lift-equipped vehicles procured.
- ◆ Number of trips provided with equipment.

Goal #5: Address any economic development opportunities that could benefit from the support of transportation service and result in more job, job-training, and educational opportunities for individuals with low incomes, people with disabilities, older adults, and the general public.

Strategy 5.1: Work-related and economic development transportation services will be developed, as appropriate. Potential strategies include carpools, car loan programs such as Wheels-to-Work, vanpools, employer-sponsored transportation, route expansions, and/or service area expansions. Expanded hours of service to accommodate shift work will be implemented, as appropriate.

<u>Implementation Time Frame:</u> Ongoing	<u>Staffing Implications:</u> Additional staff may be required for service expansions
<u>Priority Level:</u> Moderate	<u>Implementation Budget:</u> Capital expenses associated with vehicle purchase. Operating expenses associated with service expansions
Potential Grant Funding Sources: Section 5310, Section 5311, and Section 5307/5309 are potential Federal resources. Contact the TTA to determine eligibility for Section 5310. Local match of 20% is required for all capital purchases and 50% for operating with the above noted programs. Local match may be derived from any non-U.S. DOT Funding program, local government, donations, grants, and contracts for service with employers or other organizations.	

Responsible Parties:

All public, private, and human service agency transportation providers in the TMA and all local planning organizations. If hired, the mobility manager will explore potential transportation opportunities that support employment and economic development.

Performance Measures:

- ◆ Opportunities to improve transportation to work and work-related activities are explored and documented.
- ◆ Employers are approached and informed about the benefits of providing or contributing to public and coordinated shared-ride transportation for employees.
- ◆ Number of employment related trips provided, if service is implemented.
- ◆ Number of individuals who are able to gain and sustain employment because of reliable transportation.

Goal #6: Improve safety and security at bus stops and on all vehicles.

Strategy 6.1: Transportation providers will install cameras on board vehicles and at transit centers to improve passenger safety and security.

<u>Implementation Time Frame:</u> Long-term	<u>Staffing Implications:</u> Staff time to purchase and install cameras
<u>Priority Level:</u> Moderate	<u>Implementation Budget:</u> Capital expenses associated with purchase. Operating expenses associated with implementation.
Potential Grant Funding Sources: Section 5307/5309 are potential Federal resources. Other resources include any non-U.S. DOT Funding program, local government, donations, grants, and contracts for service with employers or other organizations.	

Responsible Parties:

All public and private transportation providers in the TMA.

Performance Measures:

- ◆ Number of incidents and accidents compared to the 12-months prior to installation of cameras.
- ◆ Number of passenger complaints about safety compared to the 12-months prior to installation of cameras.
- ◆ Ridership increase/decrease compared to the 12-months prior to installation of cameras.

Strategy 6.2: Install GPS systems on public and human service agency vehicles operating in the TMA. This strategy improves safety and security, addresses the need to demonstrate safety to insurance companies (for incentives to reduce insurance premiums), and provides a control mechanism for cost-efficiency of transportation providers.

<u>Implementation Time Frame:</u> Near-Term	<u>Staffing Implications:</u> Staff time to purchase and install cameras.
<u>Priority Level:</u> Low	<u>Implementation Budget:</u> Capital expenses associated with purchase. Operating expenses associated with implementation.
Potential Grant Funding Sources: Section 5307/5309 are potential Federal resources. Other resources include any non-U.S. DOT Funding program, local government, donations, grants, and contracts for service with employers or other organizations.	

Responsible Parties:

All public, private, and human service agency transportation providers in the TMA.

Performance Measures:

- ◆ Number of accidents and incidents compared to the 12-months prior to installation.
- ◆ On-time performance of vehicles.
- ◆ Customer complaints about on-time performance compared to the 12-months prior to installation.