

Mon County Social Service Pass Pilot Program



11,116

Passes Issued

$3492 \times 15\text{-ride} + 7624 \times \text{single}$

60,004

Potential Trips

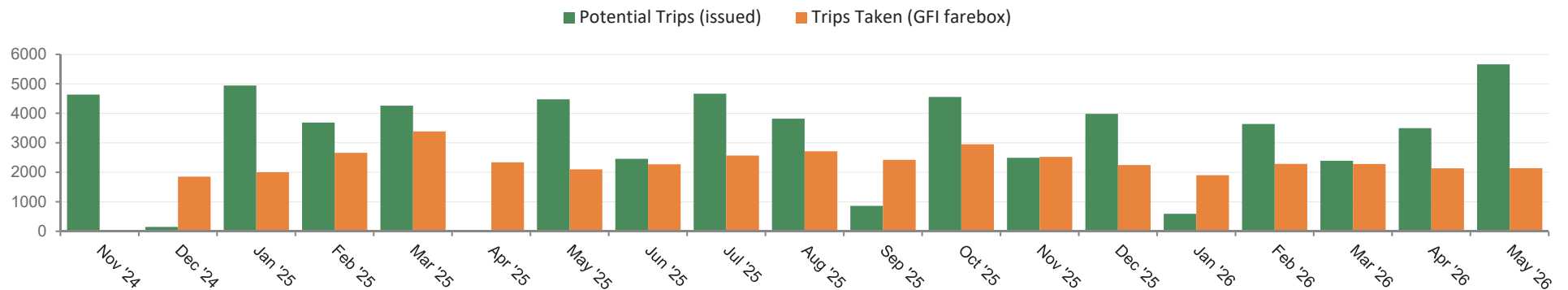
$15\text{-ride pass} = 15 \text{ trips}; \text{single} = 1$

41,892

Trips Taken (GFI)

70% of potential trips used

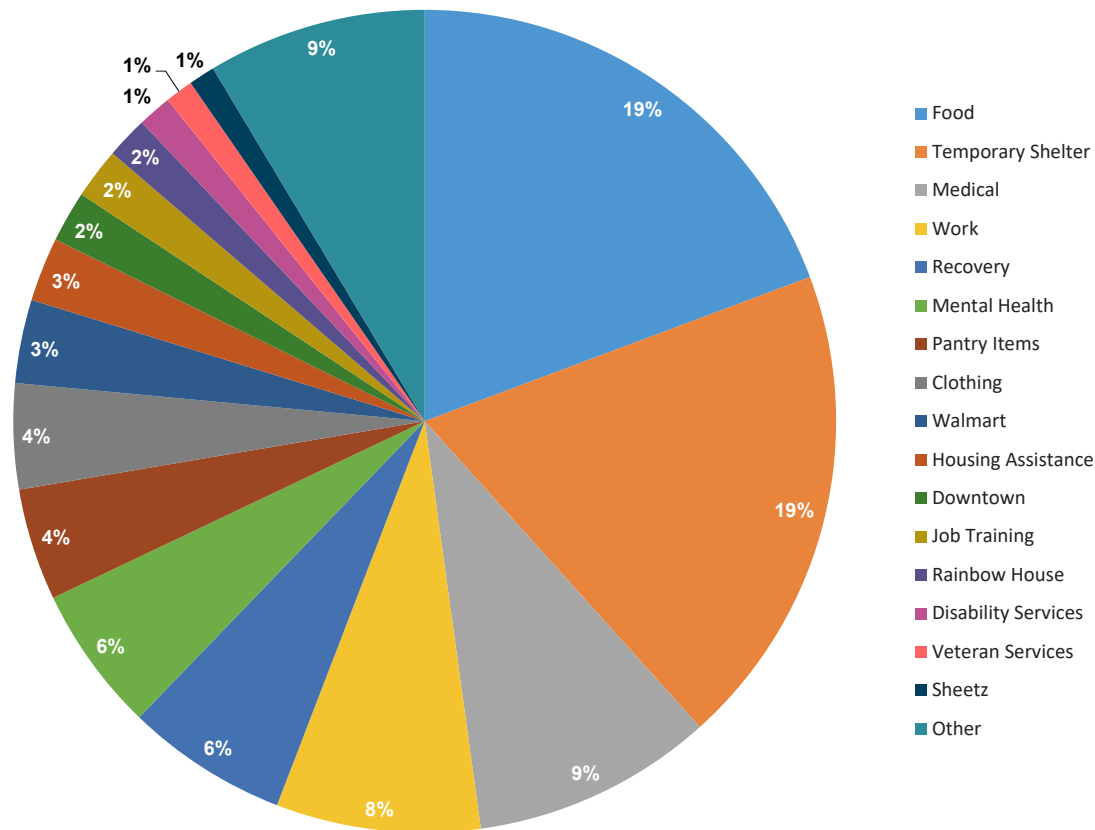
Potential trips issued vs. trips taken, by month



Passes were first sold in November 2024; riders began using them at the farebox in mid-December. Monthly potential is counted in the month a pass was issued, so trips taken in a month may draw on passes issued earlier.

Trip Purpose

Top purposes — Food, Temporary Shelter, and Medical, Recovery & Work



Based on 12,404 purpose entries from rider usage forms.

19% Food

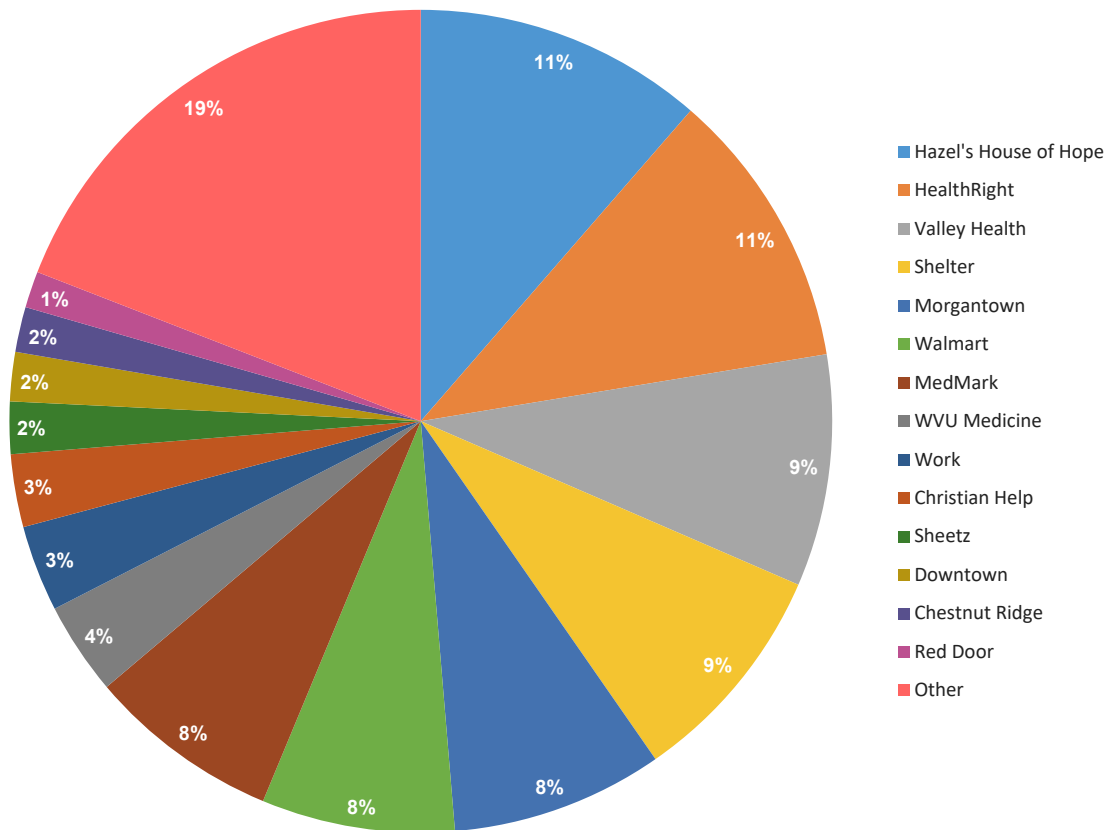
19% Temporary Shelter

9% Medical

"Other" (9%) includes purposes such as Job Search, Education, Library, Senior Services, Healthright, Store, and other one-off needs.

Trip Destination

Top destinations — Hazel's House of Hope, HealthRight, Valley Health and Shelter



Based on 3,215 destination entries from rider usage forms.

11% Hazel's House of Hope

11% HealthRight

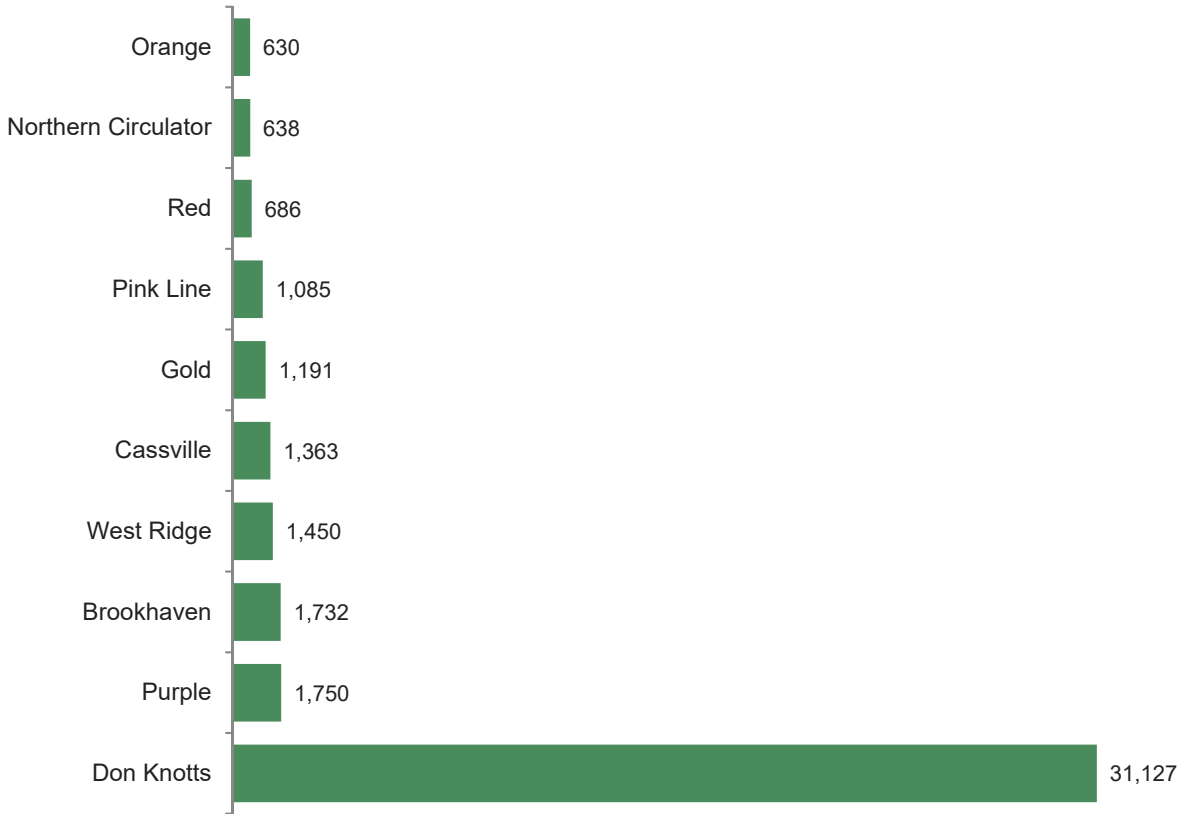
9% Valley Health

"Other" (19%) includes destinations such as Oxford House, Recovery Mtg, Job Search, Project Rainbow, DHHR, Pharmacy, and other one-off stops.

Trips By Route

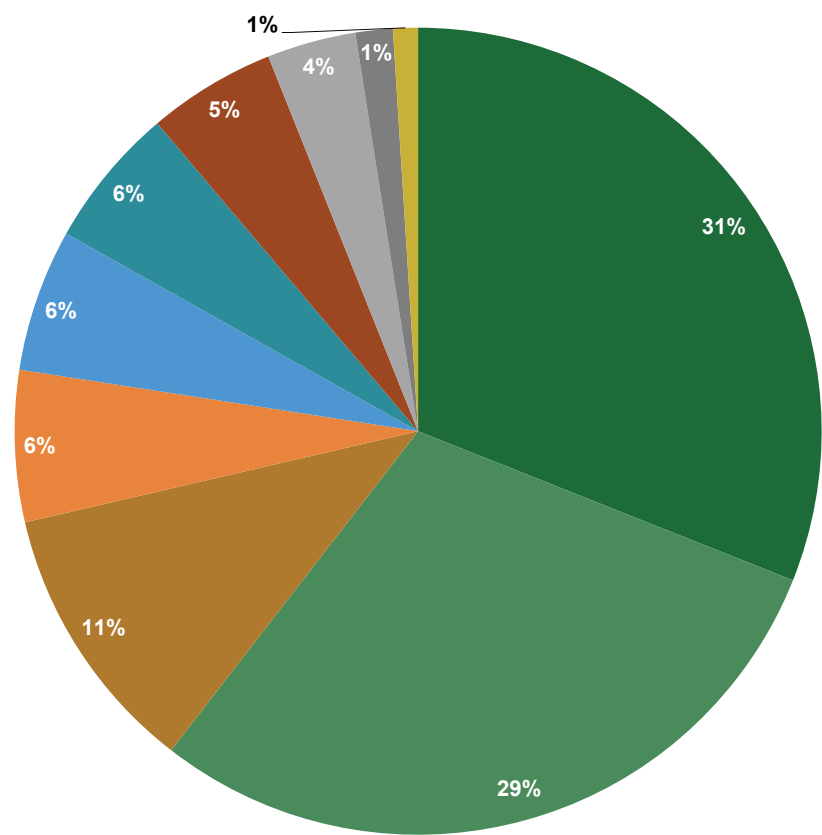
trips by route — most were on Rt 50 Don Knotts (31,127); Rt 9 Purple & Rt 8 Brookhaven was second (1,750 & 1,732 respectively).

Route	Trips
Don Knotts	31,127
Purple	1,750
Brookhaven	1,732
West Ridge	1,450
Cassville	1,363
Gold	1,191
Pink Line	1,085
Red	686
Northern Circulator	638
Orange	630
Blue Line	359
DT Mall	267
Eastern Circulator	167
Wadestown	80
Blue & Gold	57
Crown	46
West Run	45
Valley View	15



Rt 50 Don Knotts Payment Methods Dec 2024 – May 2026

How riders on Route 50 paid for their trips — all fare types, not just social-service passes.



Payment Method	Trips	Share
Social Service 15-Ride pass	26,316	31.0%
Property Tax Levy pass	24,983	29.5%
Cash / change	9,236	10.9%
City Access pass	5,144	6.1%
Other agency /direct ticket sales	4,840	5.7%
Social Service Single-Ride pass	4,811	5.7%
Other stored-ride pass (channel n/a)	4,351	5.1%
WVU ID	3,021	3.6%
Transfers & other	1,268	1.5%
Senior / Medicare / Gold	846	1.0%
TOTAL Route 50 trips	84,816	100%

Stored-ride passes (15-ride & single) are split by how the pass was sold, using sale records cross-referenced to farebox scans. Other fare types come from the GFI event-summary counts. Route 50 = farebox routes 50 + 500.

Pass & Trip Usage Rate

Dec 2024 – May 2026

Libera (not listed) participated however they only ordered 2 passes. These passes are reflected in the totals.

Passes = distinct pass serial numbers (a 15-ride pass scanned 15× counts once). **Trips** = potential ride capacity (15-ride = 15 trips) vs. actual farebox scans.

	Passes			Trips		
Agency	Sold	Used	% Used	Potential	Taken	% Taken
Project Rainbow	4,271	3,298	77%	7,001	5,389	77%
Catholic Charities/Grace Shelter	2,369	1,966	83%	8,039	6,762	84%
Salvation Army	2,050	1,838	90%	29,910	21,334	71%
Milan Puskar Health Right	1,595	1,111	70%	6,425	3,421	53%
Aspire	355	290	82%	5,325	3,546	67%
Lauren's Wish	210	159	76%	1,400	786	56%
Mon County Public Defenders Office	169	43	25%	1,149	288	25%
Child Care Resources	45	12	27%	255	81	32%
Fairmont-Morgantown Housing Authority	30	26	87%	450	284	63%
Scotts Run Settlement House	20	0	0%	20	0	0%
TOTAL	11,116	8,744	79%	60,004	41,892	70%

Two views of the passes we provided: how many were used at all, and how many of the potential trips they represent were actually taken. Data-return rates are shown on the following slide.

Usage-Form Data Return

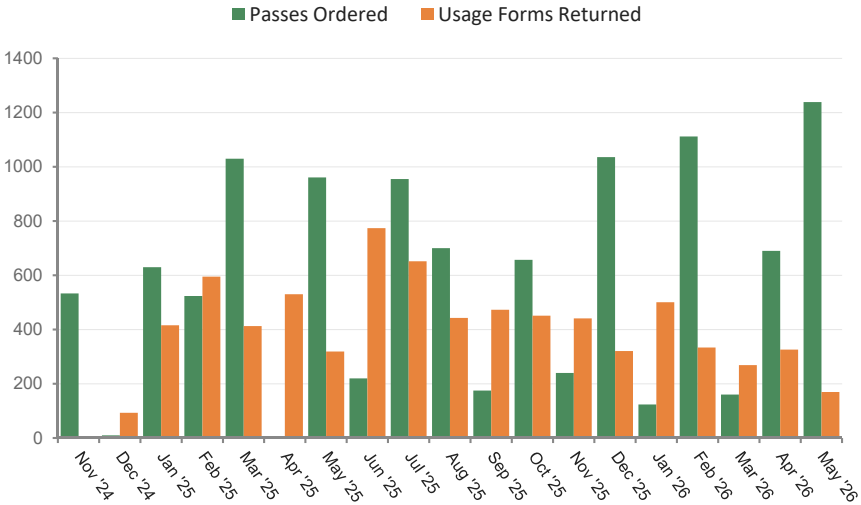
What share of sold passes did each agency provide rider data for?

74% of passes had rider data returned (those ordered long enough ago to be distributed). Agencies reported well from the first round and stayed consistent throughout the pilot.

Agency	Sold	Data Returned	Raw %	Established %
Project Rainbow	4,271	2,293	54%	61%
Catholic Charities/Grace Shelter	2,369	1,614	68%	72%
Salvation Army	2,050	1,994	97%	98%
Milan Puskar Health Right	1,595	1,117	70%	88%
Aspire	355	245	69%	74%
Lauren's Wish	210	96	46%	53%
Mon County Public Defenders Office	169	23	14%	26%
Child Care Resources	45	12	27%	27%
Fairmont-Morgantown Housing Authority	30	25	83%	83%
Scotts Run Settlement House	20	0	0%	0%

Raw % = all sold passes. **Established %** = excludes passes ordered in the last 30 days, not yet distributed.

Passes ordered vs. usage forms returned, by month



Forms arrive in the months after a pass is ordered, so a large order batch is followed by returns spread across later months. Recent batches and any still-undistributed passes have not yet generated forms.

Data return reflects administrative form completion — not whether a pass was used. A pass can be distributed and ridden without a form being filed, so these rates understate true distribution.

Billing by Agency *As of May 31, 2026*

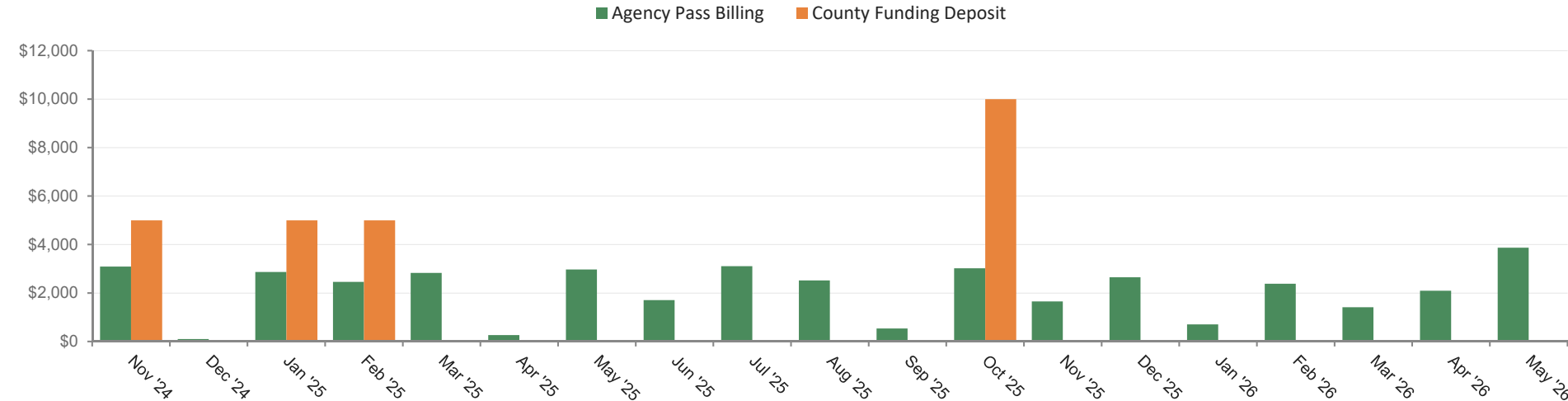
Agency	Single-Ride	15-Ride	Total Billed
Salvation Army	\$40.00	\$19,900.00	\$19,940.00
Catholic Charities/Grace Shelter	\$1,309.33	\$4,240.00	\$5,549.33
Project Rainbow	\$2,717.35	\$1,950.00	\$4,667.35
Milan Puskar Health Right	\$833.33	\$3,450.00	\$4,283.33
Aspire	\$0.00	\$3,550.00	\$3,550.00
Lauren's Wish	\$83.33	\$850.00	\$933.33
Mon County Public Defenders Office	\$66.66	\$770.67	\$837.33
Fairmont-Morgantown Housing Authority	\$0.00	\$300.00	\$300.00
Child Care Resources	\$20.00	\$150.00	\$170.00
Libera Inc.	\$20.00	\$0.00	\$20.00
Scotts Run Settlement House	\$13.33	\$0.00	\$13.33
TOTAL	\$5,103.33	\$35,160.67	\$40,264.00

Amounts billed to each agency for Social Service Pilot passes (Monongalia County prepaid). Source: SSP order history / QuickBooks register.

Social Service Funding

County prepaid funding vs. agency pass billing — Nov 2024 – May 2026

\$40,264
Value of Total Passes Provided



Monongalia County deposited \$25,000 in prepaid funding (Nov 2024 – Oct 2025); agencies have drawn \$40,264 in passes through May 2026.

A Sustainable Funding Model

Replacing an open-ended route subsidy with targeted, budgetable agency costs

\$65,646

FY24/25 Free Ridership Coverage

\$26,843

Program Cost
(annualized)

79%

Funded passes used
at the farebox

8,744 of 11,116 county-funded passes scanned

What each agency should budget annually — and how much they used

Agency	Passes Used	% Used	Trips	Annual Budget
Salvation Army	1,838	90%	21,334	\$13,293
Catholic Charities/Grace Shelter	1,966	83%	6,762	\$3,700
Project Rainbow	3,298	77%	5,389	\$3,112
Aspire	290	82%	3,546	\$2,367
Milan Puskar Health Right	1,111	70%	3,421	\$2,856
Lauren's Wish	159	76%	786	\$622
Mon County Public Defenders Office	43	25%	288	\$558
Fairmont-Morgantown Housing Authority	26	87%	284	\$200
Child Care Resources	12	27%	81	\$113

The takeaway

The pilot concluded the open-ended contract that made all of Rt 50 free and would have cost **\$65,646 a year and climbing**. The targeted program runs about **\$26,843 a year**, and 79% of county-funded passes were used. Each agency now has a known annual amount to build into its budget.

Annual budget = 18-month billing prorated to 12 months. % Used = county-funded passes scanned at the farebox. Bulk social-service rate: single ride \$0.667, 15-ride pass \$10.00.

SSP Ridership Trend

Monthly trips taken with Social Service Pilot Program Passes — Dec 2024 – May 2026

