
Review of Transit Needs

Recommendations for Transition to an Urban Transit System

Prepared for the **FAYETTE-RALEIGH MPO**

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INTRODUCTION

Purpose

As a result of being designated as an urbanized area in the 2010 Census, the Beckley area must make the transition from rural to urban transit service. This change affects the category of federal transit funding that the area receives, the type of entity that is eligible to receive the funds, the ratio of available matching funds from the State of West Virginia, and operating requirements and responsibilities.

Local officials from Fayette and Raleigh counties, including the municipalities, recently formed the Fayette/Raleigh Metropolitan Planning Organization (FRMPO) as the agency responsible for transportation planning and programming in the two-county region. FRMPO requested a review of the region's transit needs, as well as recommended steps and a timeline to ensure that transit service continues uninterrupted during the transition to the new urban requirements.

The purpose of this study is to review a number of issues for which decisions are required, including the following:

- ***Whether transit service in the FRMPO region should be modified and/or expanded.*** Since the transition to urban service already requires certain changes to be made to the structure and funding of transit services, FRMPO wishes to review the nature of service needs in the two-county area.
- ***How to provide matching funds for urban transit services.*** The State of West Virginia provides financial support for rural transit to match the available federal funds, but does not provide similar support for urban transit service. The state's other urban transit systems are funded partly through a special levy which does not currently exist in the Beckley area.
- ***The framework for transit service in Fayette County.*** A relatively small portion of the Beckley urbanized area lies within Fayette County; however, regardless of the geography, the increased population density within the FRMPO has triggered the urban designation for transit service. A decision is also required regarding who will provide transit services in Fayette County. Mountain Transit Authority (MTA) currently operates in Fayette County as a rural transit provider. As the area moves forward, MTA must either become an urban provider or another provider must be identified for service in Fayette County.
- ***The framework for transit service in Raleigh County.*** Public transportation in Raleigh County is currently provided by the Raleigh County Community Action Association (RCCAA), a private non-profit agency. Once the area transitions to urban service, RCCAA will no longer be eligible to receive federal transit funds directly from the State. A decision must be made as to who will be the designated recipient of the new urban federal transit funds (FTA-5307 and FTA-5339) and will assume responsibility for ensuring the federal requirements are met. A decision must also be made about whether the transit service will be provided by a public agency or contracted out to a private and/or nonprofit agency.

SECTION 1 : Existing Transit Service

This section reviews existing transportation providers in Raleigh and Fayette counties and describes the services provided in terms of geographic coverage, schedule, cost and funding. Information is current as of December 2013.

Service in Raleigh County

Raleigh County has transportation service provided by 6 agencies in the health/human services sector, and by 4 small operators of private taxicabs, limousines or ambulance service, shown below.

Table 1: Human Services Agencies that Provide Transportation

Burlington United Methodist Family Services	Treatment facility for troubled teens
FRMS Health Systems	Psychiatric and primary care for persons with mental health and/or substance abuse issues
Mountain State Centers for Independent Living	Education/employment for persons with disabilities
Raleigh County Commission on Aging	Services to senior citizens
Raleigh County Community Action Association	Range of services for low-income persons, including public transportation, housing/shelter, food and clothing, employment services, disability services, Head Start and medical services
Women's Resource Center	Domestic violence shelter

Table 2: Private taxicab/ambulance operators

Ambassador Limousine & Taxi Service
Best Transports Ambulance
Jan-Care Ambulance Service
New River Taxi
General Ambulance

Except for the Raleigh County Community Action Association (RCCCA), each of the human services agencies' services are currently limited to a particular group of clients. FRMS Health Systems, Inc. provides transportation to its mental health/substance abuse program participants; Mountain State Centers for Independent Living provides transportation to education and employment sites for individuals with disabilities; and the Raleigh County Commission on Aging provides transportation for senior citizens, primarily to nutrition sites. RCCAA provides program-specific transportation for Head Start. All other RCCAA transportation services are open to the general public.

Deviated Fixed-Route Service

Through its “Raleigh Express” program, RCCAA operates four deviated fixed routes: the Red and Gold routes which provide daily weekday service within the City of Beckley, and two county routes which each operate two days per week (*Figure 1*).

City Routes

The Red and Gold routes operate Monday through Friday from 8 a.m. to 4 p.m. and include both scheduled stops as well as “flag” stops, at which the bus will pick up or drop off passengers only when there is a specific request or if there are people waiting at the designated location. The Red and Gold routes both begin and end at the Walmart on North Eisenhower Drive, providing a transfer point between the two routes.

The Raleigh Express operates its bus routes as a deviated fixed-route system, meaning that the bus will deviate up to 3/4 mile to pick up or drop off a passenger. This policy is important because the U.S. Department of Transportation requires public transportation operators to provide ADA-compliant “paratransit” service for people with a disability that makes them unable to use the regular fixed route. The paratransit service must be provided for the same days and hours of service as the fixed routes. The minimum required service area for paratransit is a corridor that extends 3/4 mile from each side of the fixed route. However, if a transit system has flexible routing that will deviate at least that distance, it meets the ADA requirement and a separate paratransit service is not required.

Red Route

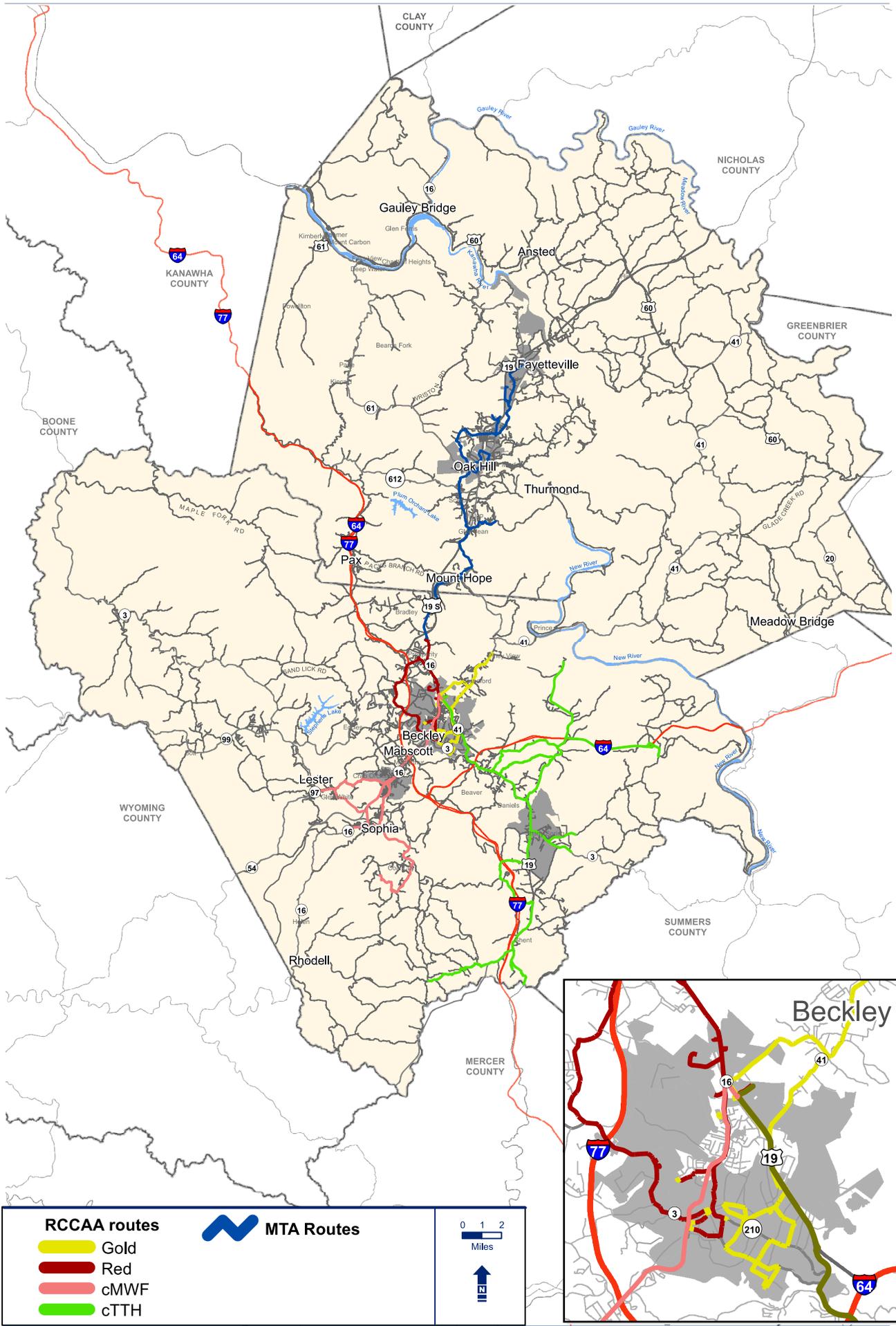
Geographically, the Red Route serves the western portions of Beckley, generally tracing a circle that leaves from Walmart and turns south onto West Virginia Highway 16 (Robert C. Byrd Drive) and on to downtown via North Kanawha Street. The bus makes a loop past the public library, City Hall and the University of Charleston’s Beckley campus, then along Second Street and Neville Street, providing access to key governmental agencies including local offices for Medicaid, WV Works, and other family assistance programs.

The Red Route then leaves downtown via Prince Street and follows Harper Road, providing riders with access to Raleigh General Hospital, the public health department, Kroger and other major retail stores. Heading north along Dry Hill Road, Deering Drive and Prosperity Road to U.S. Highway 19, the bus then heads north on US 19 to Crossroads Mall before returning down Robert C. Byrd Drive past the Raleigh Mall and back to the Walmart where riders may transfer to the Gold Route.

Gold Route

The Gold Route serves East Beckley, the Eisenhower Drive corridor, Stanaford and portions of Piney View. Leaving Walmart, it travels northeast along Ragland Road past manufacturing facilities such as Lewis-Goetz & Company, then drives along WV 41 into Lanark and Piney View. As the bus returns south on Stanaford Road, it provides service to the Beckley Appalachian Regional (BAR) Hospital and clinic. Upon reaching Eisenhower Drive the bus turns south to Johnstown Road, passing Pinecrest Hospital, then loops around East Beckley past the post office, down F Street and around to Barber Avenue, past Stratton Elementary School and the police annex.

Figure 1: Current Transit Routes Operating in the Fayette-Raleigh MPO Region



The Gold Route then heads westward toward downtown via South Fayette Street, Beaver Avenue past the Corner Shop, and then along Hargrove Street. Although there are no formal transfer points here, the Gold and Red Routes are close enough together that a passenger could leave the Gold Route bus and walk to a Red Route stop, where the wait would be 45 to 60 minutes based on current schedules.

Schedule

Each Gold and Red bus stop is served by two morning runs and two afternoon runs, each an hour and a half apart. Morning and afternoon runs are two hours apart to allow a half-hour lunch break for the drivers. (Figure 2)

Figure 2: Red and Gold Route Schedules (from RCCAA)

RED ROUTE					GOLD ROUTE						
(Arrival Times)					(Arrival Times)						
A	RC Byrd/Wildwood Apts.	8:30	10:00	12:00	1:30	1	Ragland Road	8:30	10:10	12:10	1:40
B	Wilbrian Apartments	8:34	10:04	10:04	1:34	2	Stanaford Road	8:34	10:14	12:14	1:43
C	North Kanawha	8:38	10:08	12:08	1:38	3	Smiths/Piney view	8:40	10:18	12:18	1:48
D	Library	8:39	10:09	12:09	1:39	4	Lanark Post Office	8:46	10:22	12:20	1:50
E	Executive Manor Apt	8:40	10:10	12:10	1:40	5	Hughes Packette	8:52	10:23	12:23	1:53
F	City Hall	8:41	10:11	12:11	1:41	6	White Pines Court	8:56	10:26	12:26	1:56
G	MSU/Hogan Hall	8:42	10:12	12:12	1:42	7	B.A.R. Hospital	9:00	10:28	12:28	1:58
H	Church Street	8:43	10:13	12:13	1:43	8	SWV/ARH Clinic	9:05	10:30	12:30	2:00
I	Second Avenue	8:44	10:14	12:14	1:44	9	Eisenhower Drive	9:09	10:32	12:32	2:02
J	Neville Street	8:45	10:15	12:15	1:45	10	Pinecrest Hospital	9:13	10:35	12:35	2:05
K	Main Street/Court House	8:46	10:16	12:16	1:46	11	Johnstown Road	9:16	10:37	12:35	2:07
L	N. Fayette Street	8:47	10:17	12:17	1:47	12	S. Vance Drive	9:18	10:39	12:39	2:09
M	East Prince St/Post Office	8:48	10:18	12:18	1:47	13	Abram King/Hager	9:20	10:40	12:40	2:10
N	Harper Road	8:50	10:20	12:20	1:50	14	Bostic Avenue	9:21	10:41	12:41	2:11
O	Health Center	8:51	10:21	12:21	1:51	15	F Street	9:23	10:44	12:44	2:14
P	Raleigh General Hospital	8:52	10:22	12:22	1:52	16	Patch Street	9:25	10:46	12:46	2:16
Q	Kroger (Harper Road)	8:54	10:24	12:24	1:54	17	Antonio Avenue	9:28	10:50	12:50	2:20
R	Heartland	9:06	10:36	12:36	2:06	18	Barber Avenue	9:30	10:52	12:52	2:22
S	Beckley West Apts.	9:12	10:44	12:42	2:12	19	E Beckley Police Annex	9:33	10:54	12:54	2:24
T	Crossroads Mall	9:30	11:02	1:02	2:30	20	S. Fayette Street	9:36	10:56	12:56	2:26
U	Raleigh Mall	9:40	11:12	1:12	2:40	21	Beaver Avenue	9:38	11:00	1:00	2:30
V	Heritage House	9:42	11:14	1:14	2:42	22	Corner Shop	9:40	11:03	1:03	2:33
W	K-Mart/Staples	9:45	11:17	1:17	2:45	23	Hargrove Terr. Apt	9:42	11:05	1:05	2:35
X	Kroger (Beckley Crossing)	9:50	11:27	1:22	2:50	24	E Prince Street	9:44	11:07	1:07	2:37
Y	Wal-Mart (transfer location)	10:00	11:30*	1:30	3:00	25	Powerline Drive	9:46	11:09	1:09	2:39
						25	Johnstown Road	9:48	11:12	1:12	2:42
						27	Manor House Apt	9:50	11:15	1:15	2:45
						28	Wal-Mart	10:00	11:30*	1:30	3:00

**driver's lunch break*

County Routes

The Raleigh Express also operates two county routes. Each provides service two days a week between rural portions of the county and the Beckley Walmart used by the city routes as a transfer point. The Monday/Wednesday bus route serves the area southwest of Beckley, running along WV 16 through Mabscott and west along WV 97 to Lester. This includes service to the communities of Macarthur, Crab Orchard and Glen White. The Monday/Wednesday county route also serves Sophia and extends even further south to the Coal City community.

The Tuesday/Thursday route reaches county residents living southeast of Beckley, running down US 19 through the Beaver-Daniels, Shady Springs and White Oak communities. It provides service as far south as Ghent, Winterplace Resort and Flat Top, and westward along the Raleigh/Mercer County line to the Odd community. Service is also provided north to Grandview State Park and eastward along Interstate 64 to Exit 133 (County Route 27/Pluto Road).

Deviated Fixed-Route Fares

All public bus routes cost \$2.50 for a one-way trip, plus \$2 for each additional stop.

Deviated Fixed-Route Ridership

The Red and Gold city routes typically carry more than 75% of the ridership on the Raleigh Express, averaging between 9,000 and 10,000 passenger trips per year. The county routes, which operate fewer days per week and serve less populated areas, average between 2,000 and 3,000 annual passenger trips. (See **Figure 3.**) According to Raleigh Express staff, ridership on the county routes is notably higher around the first of each month, perhaps because this is when households typically receive transfer payments from public assistance programs and thus have money available to purchase food, medicine and other items.

Demand Response Service

The Dial-A-Ride program offered by RCCAA is a curb-to-curb transportation service in which riders are picked up and dropped off at a location that they request. Although this type of service is often associated with senior citizens, the program is open to the general public. Users must call the dispatcher and make an appointment, usually at least 24 hours in advance. Dial-a-Ride operates on the same schedule and fare as the Raleigh Express bus routes: Monday through Friday from 8 a.m. to 4 p.m., at \$2.50 per one-way trip.

There are almost as many Dial-a-Ride trips each year as the total number of trips on the city and county bus routes. (See **Figure 3.**) According to Raleigh Express staff, the level of demand for this program has reached the maximum resources currently available in terms of drivers and operating budget.

Workforce Transportation (Job Access)

A majority of the new jobs being added to the U.S. economy over the past 20 years are in the services sector, and the Fayette/Raleigh MPO area is no exception. Many of these jobs do not fit the traditional

office schedule of 8 a.m. to 4 p.m. This means a growing percentage of the labor force is unable to use the local bus routes to travel to and from work. The issue is one that many communities across the U.S. are facing, thus the launch of the federal Job Access program to help address the challenge. Many communities used the funds to increase bus service frequency and/or to extend the hours of service, so that second and third shift employees would have transportation options. Although the program was discontinued when Congress passed the transportation legislation that took effect in 2012, the same level of funding previously allocated to Job Access has been rolled into the FTA-5307 urbanized transit funding program. Like other federal transit funds, it requires matching dollars.

RCCAA has been able to secure federal grant funds over the past several years through the Job Access program. The funds have been used to extend service to Saturdays as well as increasing the number of hours that daily service is available. RCCAA now operates vans from 6 a.m. to midnight, Monday through Saturday, to transport riders to their workplace or to adult education/training classes. The fare is the same as deviated fixed route or Dial-a-Ride service: \$2.50 per one-way trip.

Seats on a van are reserved by calling RCCAA and providing advance information about the location, days of the week and schedule for which a recurring ride is needed. RCCAA then puts together vans based on groups of people who are going to the same general location on roughly the same timeframe. Recognizing that many households are either single parents or both parents are working the same hours, RCCAA also allows riders to schedule a side trip to childcare on the way to and from work.

More than 9,000 passenger trips are made annually by people using the RCCAA vans to travel to work or employment training. (See **Figure 3.**) Like Dial-a-Ride, the program is now at capacity until additional resources can be identified.

Senior & Disabled Persons Transportation

Similar to the Job Access program, there was until recently a standalone funding program called New Freedoms which was used to fund additional service for senior citizens and disabled persons. The program was discontinued in 2012 and the funds were then rolled into the FTA-5307 funding program.

RCCAA has used these funds in a way similar to the Job Access funds: to provide extended hours of service. Depending on the desired schedule and origin/destination, the same van may be able to transport riders in both categories.

About 2,000 to 2,500 annual passenger trips are made using this service. It should be noted that the Raleigh County Commission on Aging also provides transportation for senior citizens, so the demand for RCCAA's service is likely for locations and/or times that the Commission on Aging does not serve.

Contract Service

RCCAA also provides special transportation on a contract basis, apart from its regular services, when drivers and vehicles are available. This can be an important source of revenue for a transit agency since it provides non-federal funds that can be used to match other program dollars.

Historically, most contract service is requested during the summer in association with youth camps. RCCAA’s contract service represents about 28,000 passenger trips per year, of which the majority occur as part of a single week’s event held by the YMCA.

Figure 3: RCCAA Passenger Trips in 2013, by Type of Service

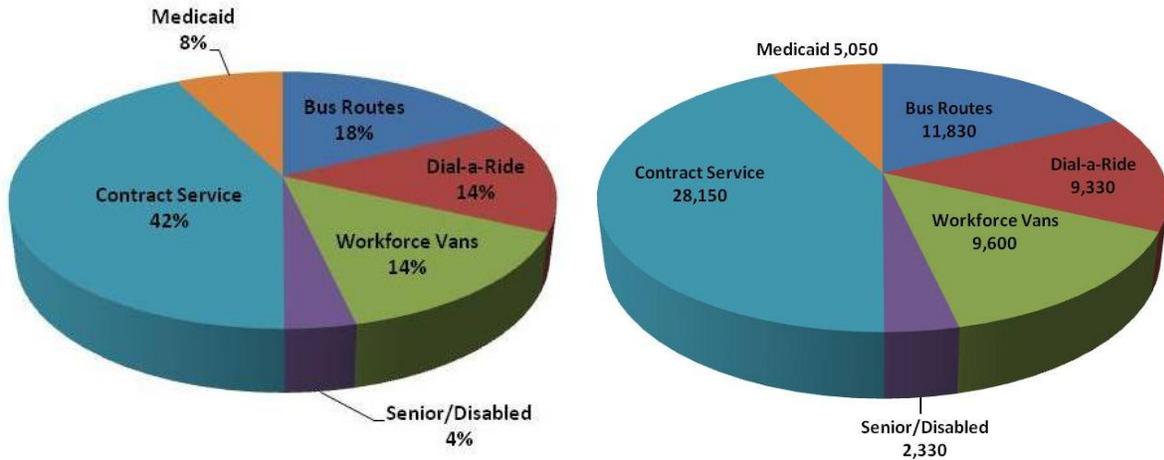
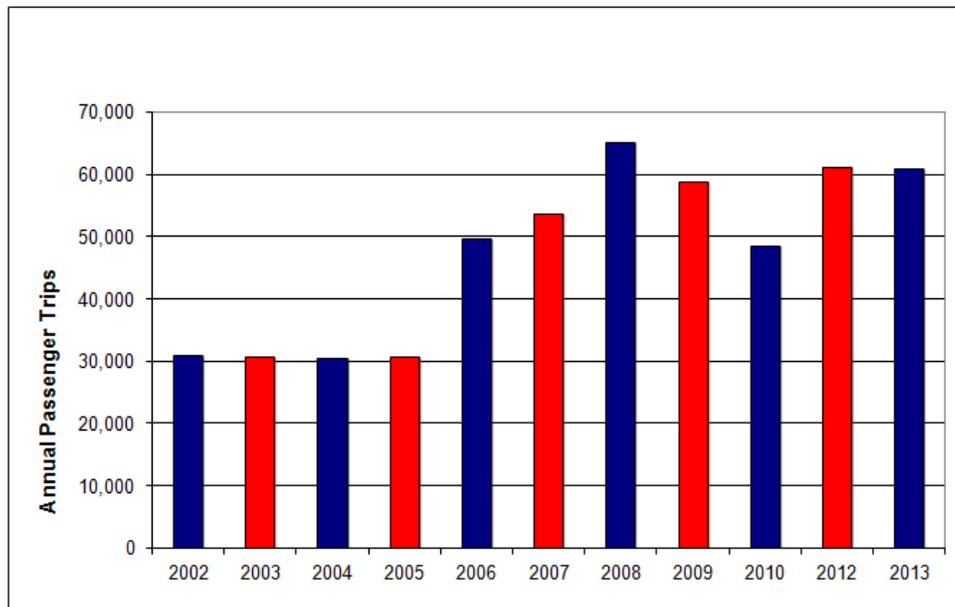


Figure 4: RCCAA Ridership Trends, 2002 to Current



Source: RCCAA. 2011 ridership data not available.

Capital Facilities & Equipment

Table 3 shows the vehicles currently owned by RCCAA for use in public transportation services. Like many agencies, RCCAA was able to take advantage of federal economic stimulus funds provided under

the American Recovery and Reinvestment Act (ARRA) to acquire a number of new vehicles. Nonetheless, multiple vehicles are beyond their useful life and need replacement soon, particularly the vans in the fleet. Federal matching ratios are favorable for such capital expenditures. Whereas transit operating funds require a one-to-one match (50/50), capital purchases are eligible for an 80/20 match.

Table 3: RCCAA Vehicle Fleet

Year	Type	Number
2003	Ford Econoline	1
2004	Ford Econoline	1
2006	Ford E450	2
1989	Ford E340	1
1999	Chevy Venture	1
2008	Ford Econoline	1
2005	Dodge Caravan	1
2008	Chevy Uplander	2
2011	Converted Van - Dial A Ride	1
2009	Goshen Coach	1
2010	Goshen Coach	1
2011	Goshen Coach	1

RCCAA is notable in the region for having its own vehicle maintenance facility, a distinct advantage in cost and convenience for a transit provider. The agency operates Action Auto, a program in which mechanics employed by RCCAA perform auto repair for the general public at sliding scale rates based on income. In addition to working on customers' vehicles, the mechanics are responsible for maintaining the vehicles used for RCCAA's Head Start program, Dial-a-Ride and the Raleigh Express.

However, staff have identified a critical need for vehicle storage space. As the transportation program has grown, the RCCAA site is becoming unable to accommodate the size of the vehicle fleet.

Funding

Despite not having a public transit authority, Raleigh County has for years enjoyed one of the state's most robust rural public transportation services. By housing the transportation program at the local community action agency, rather than forming a standalone organization, RCCAA has been able to leverage resources from the wide range of other social services programs that it operates.

This arrangement is an excellent example of the funding coordination that federal agencies have been encouraging through the "United We Ride" initiative over the past decade. The U.S. Departments of Transportation (DOT), Housing & Urban Development (HUD), Health and Human Services (HHS), and Veterans Administration (VA) have urged their state and local-level grantees to work cooperatively so that federal dollars are not spent on duplicative transportation services. As an example, multiple agencies that need to provide transportation for their clients could pool the federal funds used for that purpose and provide a more centralized, cost-effective service.

To promote and incentivize this cooperation, the U.S. government has begun to allow Federal Transit Administration program funds to be matched by other federal funds from non-DOT programs. This is an unusual opportunity for local agencies to stretch federal funds even further, and can be particularly helpful to communities where per capita incomes are lower than average.

RCCAA is Raleigh County’s designated agency for receipt of Community Service Block grant (CSBG) funds through HHS and the West Virginia Department of Economic Opportunity. A portion of those federal CSBG funds are being spent directly on the public transportation programs that RCCAA operates, and also serve as match for the federal transportation funds that RCCAA has been receiving from WVDOT. **Figure 5** and **Table 4** show the breakdown of revenue sources for RCCAA’s transportation programs based on the agency’s FY2014 budget.

Figure 5: FY2014 Revenue Sources for RCCAA Transportation Services



About one-quarter of the funding for public transportation in Raleigh County currently comes from farebox revenue, contract service such as the YMCA summer programs, and support from local governments. In recent years the City of Beckley has provided \$35,000 and Raleigh County has provided \$30,000 annually to support the services.

Table 4: FY2014 Revenue Sources for RCCAA Transportation Services

Federal Transit Administration Funds	\$ 243,443
CSBG Direct Services	\$ 175,245
CSBG Allocated Costs	\$ 83,147
Fares	\$ 46,200
Contract income	\$ 71,420
City of Beckley	\$ 35,000
Raleigh County	\$ 30,000
TOTAL	\$684,455

Service in Fayette County

Public transportation services in Fayette County are very limited in comparison with those available in Raleigh County. This partly reflects the more rural nature of the county. As noted earlier, the only areas designated as urbanized by the U.S. Census Bureau are Mount Hope, Oak Hill and Fayetteville along the US 19 corridor. Deviated fixed-route service is financially difficult to operate in areas where the population density is less than 4 homes per acre, which describes most of the county.

Fayette County does have service provided by 8 agencies in the health/human services sector, and by 6 small operators of private taxicabs, limousines or ambulance service as shown in **Tables 5** and **6**.

Table 5: Human Services Agencies that Provide Transportation

Mountain Transit Authority	Regional public transit authority serving Fayette, Nicholas, Webster, and Greenbrier counties
New River Health Associates	Medical services
Southern Appalachian Labor School (SALS)	Wide range of social service programs, including afterschool and summer school programs where transportation is a significant challenge
Energy Express	Youth summer camp provided through the WVU Extension Service
Fayette County Senior Programs	Services for senior citizens, including transportation to non-emergency medical appointments and nutrition sites
Fayette County Child Development	Operates the Head Start program
Fayetteville Baptist Church	Provides counseling, food/clothing, educational and employment assistance
Metropolitan Community Development Corporation	Transportation to non-emergency medical appointments, with priority given to seniors and disabled persons

Table 6: Private taxicab/ambulance operators

City Cab Company
General Ambulance
Jan-Care Ambulance Service
Medical Runners
MTS Medical Transportation Services
Multi-County Transportation Services
Ready Transportation Services

Deviated Fixed-Route Service

Mountain Transit Authority operates one deviated fixed route which serves the US 19 corridor between the Town of Fayetteville and the Fayette/Raleigh county line, turning around at Crossroads Mall (**Figure 6**). Service is provided Monday through Friday from 8:30 a.m. to 4 p.m. The route is convenient to several of the area’s apartment complexes and is important in providing service to the Mount Hope Housing Authority’s properties.

Figure 6: Deviated Fixed-Route Service in Fayette County (from MTA)

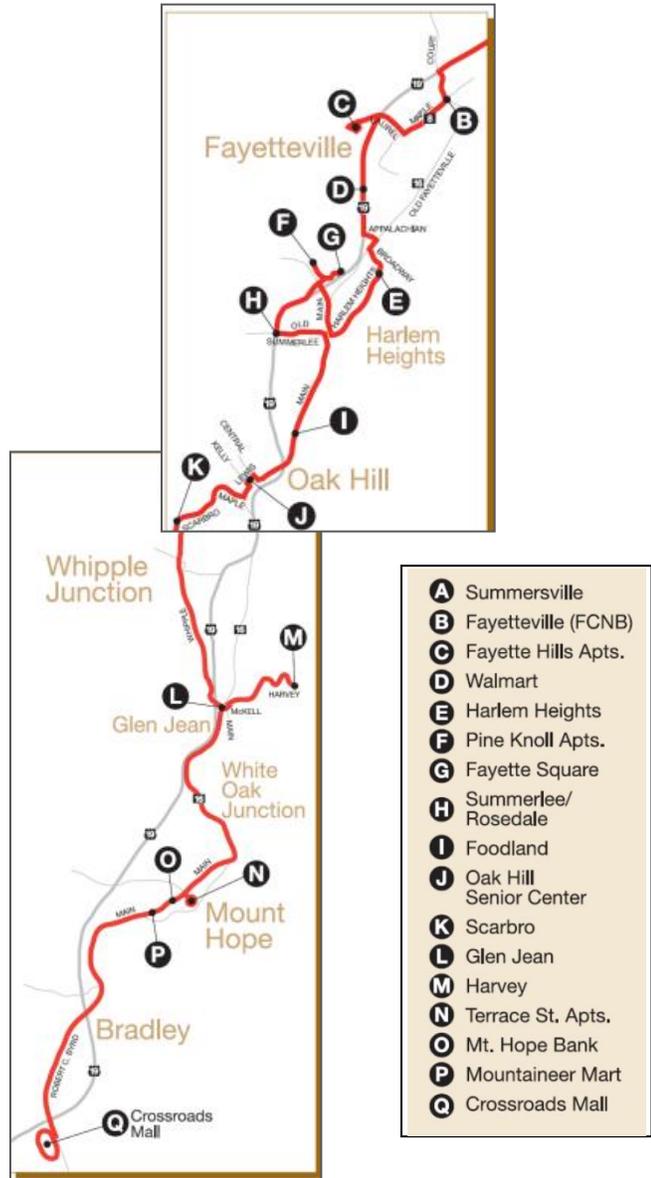


Figure 7: Fayette County Deviated Fixed Route Schedule

Summersville	8:00 AM	-----
Fayetteville (FCNB)	8:30 AM	12:30 PM
Fayette Hills Apts.	8:40 AM	-----
Walmart	8:45 AM	12:40 PM
Harlem Heights	8:50 AM	-----
Pine Knoll Apts.	8:55 AM	-----
Fayette Square	9:00 AM	12:50 PM
Summerlee/Rosedale	9:05 AM	-----
DHHR	Call For Service	
Foodland	9:30 AM	1:00 PM
Oak Hill Senior Center	9:35 AM	1:05 PM
Scarbro	9:40 AM	1:10 PM
Glen Jean	9:45 AM	1:15 PM
Harvey	Call For Service	1:25 PM
Terrace St. Apts.	10:00 AM	1:35 PM
Mt. Hope Bank	10:05 AM	1:40 PM
Mountaineer Mart	10:10 AM	1:45 PM
Crossroads Mall	10:20 AM	1:55 PM
Mountaineer Mart	10:30 AM	2:05 PM
Mt. Hope Bank	10:35 AM	2:10 PM
Glen Jean	10:45 AM	2:20 PM
Harvey	10:55 AM	Call For Service
Scarbro	11:00 AM	2:35 PM
Oak Hill Senior Center	11:05 AM	2:40 PM
Foodland	11:10 AM	2:45 PM
Harlem Heights	11:15 AM	-----
Pine Knoll Apts.	11:20 AM	-----
Fayette Square	11:25 AM	2:55 PM
Walmart	11:35 AM	3:10 PM
Fayette Hills Apts.	11:40 AM	3:15 PM
Fayetteville (FCNB)	11:50 AM	3:20 PM
Summersville	-----	4:00 PM

Like the Raleigh Express, MTA operates a deviated fixed route system by providing service upon advance request to areas located within 3/4 mile of either side of the route. The entire route operates with flag stops, each of which is served twice daily based on the current schedule (**Figure 7**). As noted in the following section, the infrequency of service has been a challenge in building ridership.

Section 2 : STAKEHOLDER INPUT

Given the extremely short timeframe for this study, outreach was focused on agencies whose clients would be likely users of public transportation based on income, age or disability. A list of stakeholder agencies (**Appendix A**) was compiled from a variety of sources, including the most recent Coordinated Human Services Plans for Region I and Region IV, agency websites, and discussions with local officials and agencies. Two methods were used to seek input on transit needs: a survey sent to the entire stakeholder list, and a stakeholder workshop held in mid-December to which each survey recipient was also invited.

Survey on Transit Needs

Generous assistance was provided by the Raleigh and Fayette County Chambers of Commerce in distributing the surveys to the list of stakeholder agencies. Surveys were sent out by e-mail, fax and hard copy, depending on the best way to reach the recipients. Each of the same options was offered for the return of the questionnaires. A total of 54 responses were received, analyzed and summarized.

Questionnaire

The survey questionnaire was designed to obtain the following types of information:

- Which groups are perceived to lack adequate transit service;
- The extent to which stakeholder agencies are aware of available public transit;
- Whether they perceive current transit service as adequate for their clients;
- How many stakeholder agencies are providing transportation themselves;
- What improvements or changes they believe would make transit more useful; and
- Whether stakeholders are interested in coordinating with public transit services.

A complete copy of the survey questionnaire is provided in **Appendix B**.

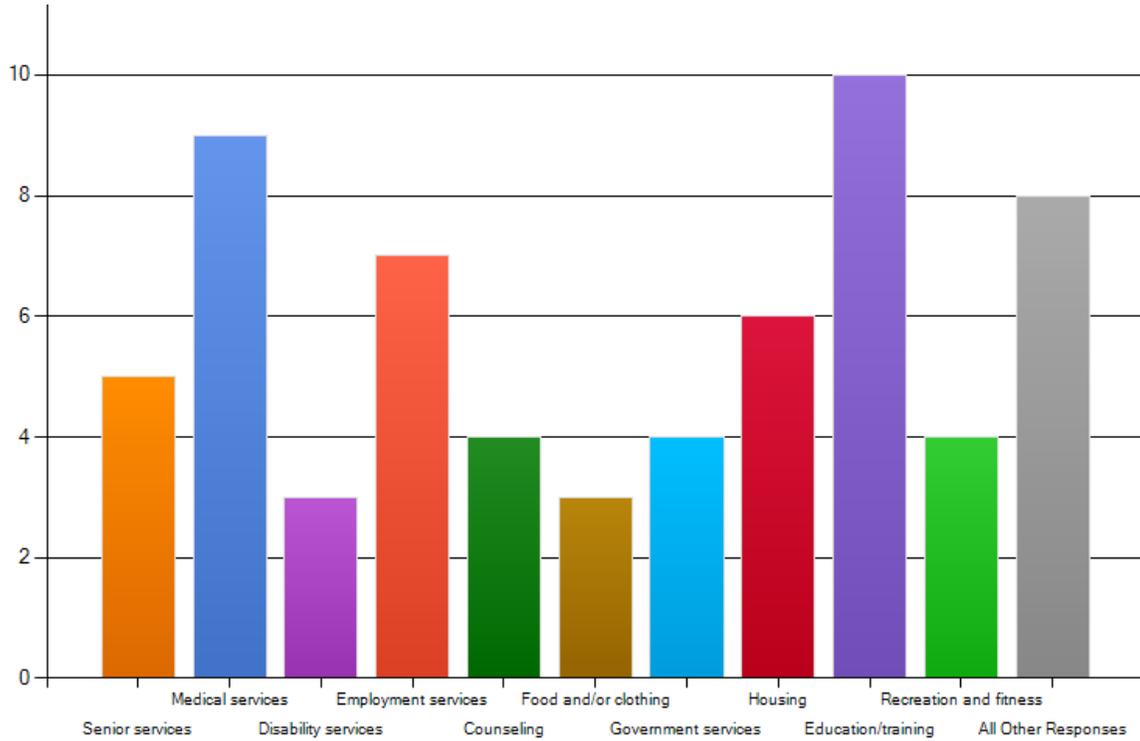
Results

What type of services does your organization provide?

When looking at **Figure 8**, it should be kept in mind that many of the stakeholders who responded to the survey are from organizations who provide multiple types of services. Those who provide education, training and medical services were particularly well-represented in the survey results, along with organizations involved in employment services and housing assistance.

Responses in the “Other” category included financial/banking institutions, insurance agencies, lodging, and retail.

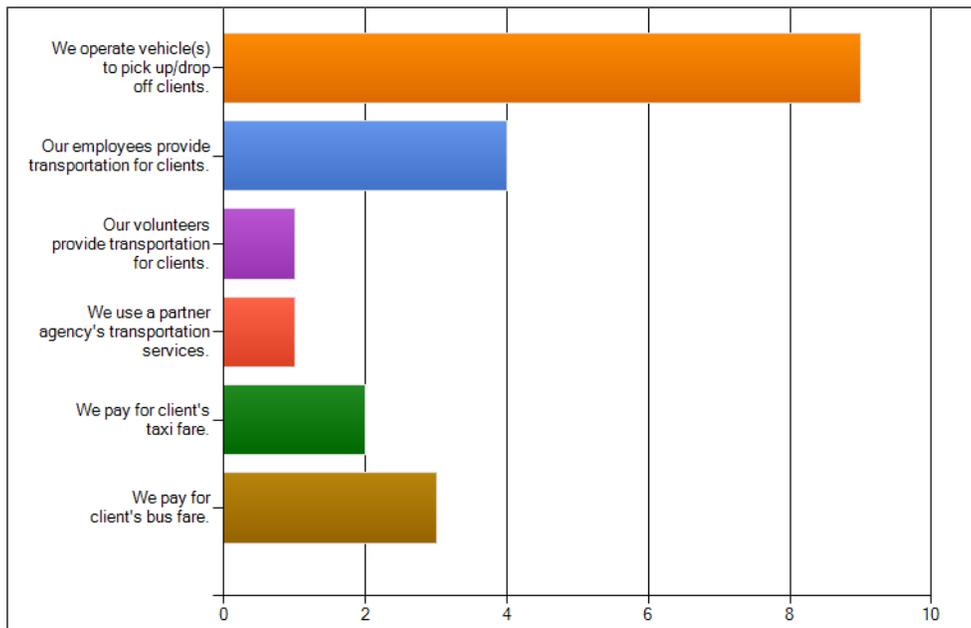
Figure 8: Types of Services Provided by Stakeholders



Are you currently providing transportation for your clients?

About 1 in 5 agencies said they are currently providing transportation for their clients (**Figure 9**). While most are operating their own vehicles to do this, some organizations are either reimbursing the client for bus/taxi fare or coordinating with another agency to obtain services.

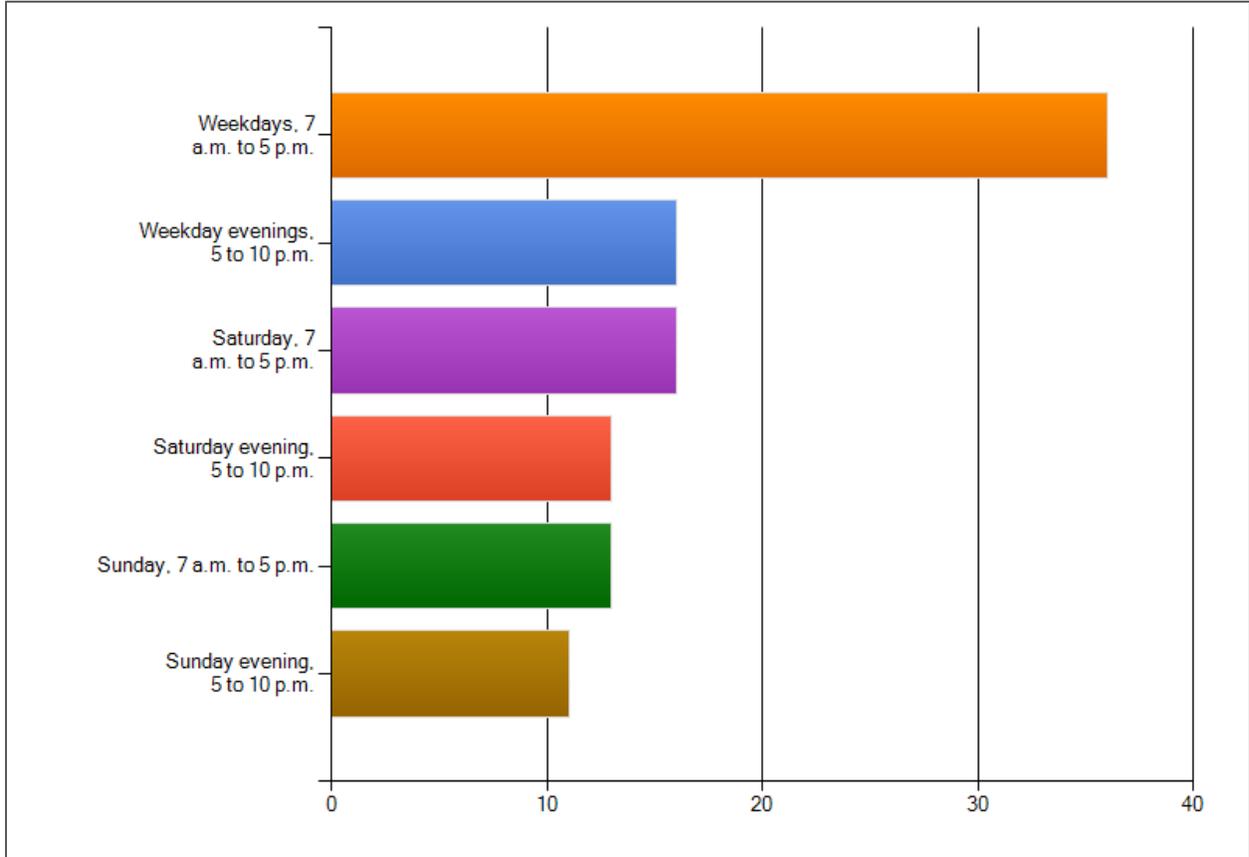
Figure 9: Methods of Providing Transportation for Clients



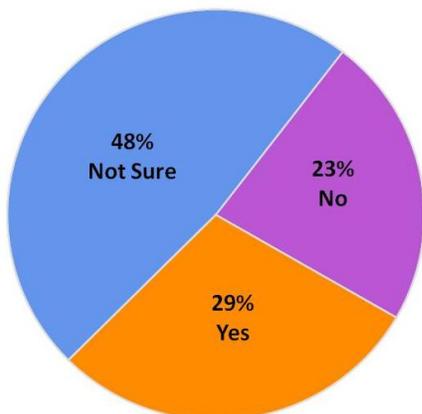
When do your clients typically need to make trips? (Select all that apply.)

Nearly all agencies who responded said that weekday service is essential. Many others also indicated the need for evening hours and weekend service.

Figure 10: Days and Times When Service Is Most Needed



Is it possible for your clients to use existing public transit?

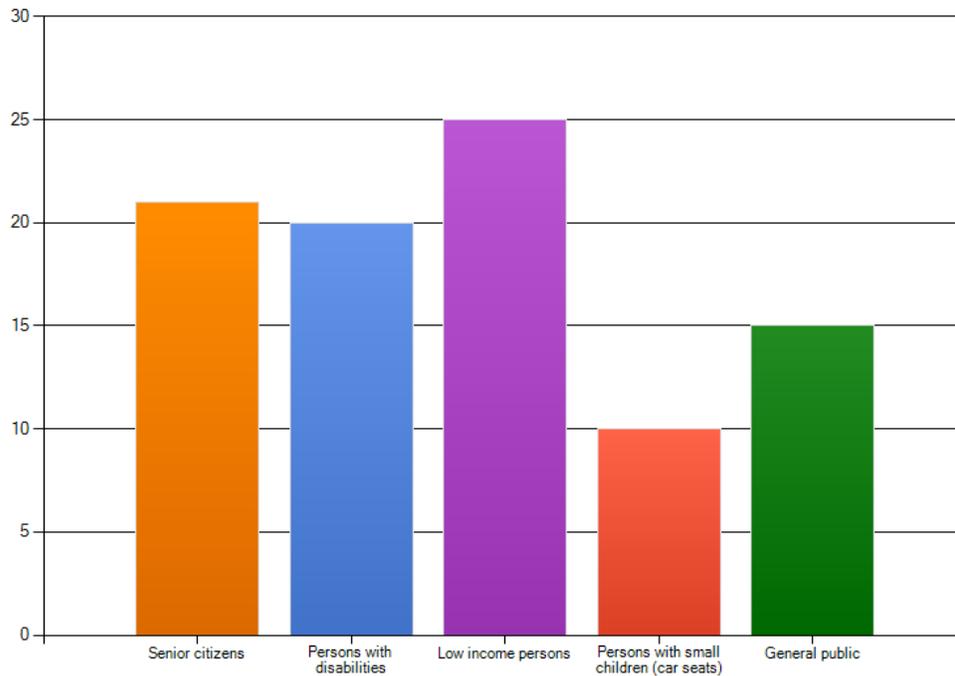


More than half of the survey respondents acknowledged they weren't sure whether the existing RCCAA or MTA public transportation services would meet their clients' needs. Many of those who responded "no" said the service doesn't extend out to the areas needed, doesn't operate during the right hours, or that their clients needed individual attention or supervision that a public transit system cannot provide.

Which groups have unmet transit needs?

While most stakeholders identified senior citizens and disabled persons as still having unmet transit needs, there seems to be a perception that the need is even greater among low-income persons who are still part of the workforce. A significant number of stakeholders also said the general public needs more transit than the region is currently providing.

Figure 11: Groups with Unmet Transit Needs



Conclusions

- Many people are in a position to refer potential riders to public transit but are not very familiar with the available services.
- Respondents said the “average working person” and students could be better served by existing public transportation programs. This may reflect an awareness that new service jobs being created do not necessarily pay high enough wages for a person to purchase or maintain a car.
- Evening service and weekend service – especially Saturday – is viewed as critical by about half of the stakeholder agencies. Agencies focused on economic issues such as employment and education/training were more likely to identify this as an issue.
- Most respondents felt an expanded service area, combined with low fares, was the most pressing transit need.
- About 1 in 5 of the stakeholders who responded are currently providing transportation for their own clients. However, the majority also said they are interested in discussing possible coordination among multiple agencies.

Stakeholder Workshop

As noted earlier, all stakeholders who received a survey were also invited to a workshop for further discussion of transit needs. The workshop was held on December 19, 2013 in the meeting room at River Expeditions in Oak Hill.

Participants included several agencies involved in economic and community development; both of the region's primary public transit providers, local government officials, and community representatives. A complete list of those in attendance is provided as **Appendix C**.

Key Points of Discussion

Workshop participants were familiarized with the reasons for the region's required transition from a rural to an urban transit framework, and what the implications are for funding and service policies. The recent stakeholder survey results were also shared.

Workshop participants were asked to introduce themselves and their particular role in transit, as a provider, an organization that uses transit, and/or an organization that supports transit. They were also asked to help identify ways in which better cooperation could be achieved among stakeholders in order to maximize the region's investment.

After considerable discussion, the group reached the following major conclusions:

Transit Services Need to be Better Understood

- Getting information out to the public about transit services requires ongoing effort. The same is true for getting information out to partner agencies. It is worth the time to network with employees of Workforce Development and DHHR, since they work as case managers and can help people understand their transportation options.
- Information has to be shared in multiple formats. Local governments have become used to posting everything on their websites, but many people still prefer to have a paper copy of a route map/schedule, particularly if they need to carry it around as a bus rider. To reach the maximum audience, transit information needs to be provided with a variety of tools and in a variety of locations.

Success Will Require a Change in Culture

- Some people have a misperception that only senior citizens and disabled persons are allowed to ride the public transit vehicles.
- Many people expect public transit to provide the same door-to-door convenience as a taxicab, but at a lower cost. It is important for citizens to understand that transit is a shared resource, and that it's normal to wait at a bus stop to be picked up, with no appointment needed.

- Even active, experienced community leaders do not necessarily realize what transit service actually costs. It would be useful to walk through a typical budget with local officials and other transit supporters, so they can be knowledgeable and have realistic expectations about where service can be provided.
- Leaders are also still adjusting to the new economy in which lower-paying service jobs are becoming one of the most dominant sectors of employment. For the region to maintain its momentum, the business community needs to see public transit as part of a successful economic development strategy. Unless the region's workforce has reliable transportation to jobs, employers will find it challenging to locate (or remain) in the area.

Information May Be More Important Than We Thought

- The survey results showed a number of agencies who are interested in more coordination on transportation services.
- The results also showed a large number of people who could potentially be advocates for, and users of, transit if they were more aware of what's available.

SECTION 3: Recommended Framework for Service

As noted in the introduction, one of the tasks of this study was to evaluate administrative options for structuring future transit service in the Fayette/Raleigh County region. This section briefly reviews the options that were explored and why, and outlines the framework that was selected.

The most important roles to understand, from the perspective of administering federal transit funds, are the Designated Recipient, Direct Recipient and Subrecipient.

Designated Recipient

Outside urbanized areas of the state, the designated recipient of FTA funds is the State of West Virginia. Prior to Fayette and Raleigh Counties forming the MPO, WV DOT had the legal and administrative responsibilities associated with federal transit funds spent in the area.

Federal legislation still allows the State to continue serving as the designated recipient as long as the MPO region has fewer than 250,000 people. However, West Virginia's policy is for all MPOs to select their own designated recipient, regardless of size.

The designated recipient's role is to **identify and select transit projects to be included in the MPO's regional transportation plan and short-term Transportation Improvement Program**. If there is more than one transit provider in the MPO region, it is also the role of the designated recipient to determine how to allocate funds among those various recipients.

Direct Recipient

The direct recipient receives the funds and must demonstrate the **legal, financial and technical capacity** to manage them in compliance with federal requirements. They are also directly responsible to FTA for compliance, whether or not they operate the service themselves or contract with another party.

The direct recipient **must be a public agency**, which was a key issue in determining the best framework for the FRMPO area.

Subrecipient

Subrecipient is the term used for an agency that **does not have direct responsibility to FTA** for compliance, but has been awarded federal transit funds for use in a program or project. The subrecipient may be a public, private non-profit, or private for-profit entity and is often selected through a competitive process.

Weighing the Options

Option 1: RCCAA as Direct Recipient

At the time the study began, the FRMPO was still in the process of setting up basic administrative procedures and developing a regular meeting schedule for the MPO itself. For that reason, one of the first options explored was to seek authorization for RCCAA to become the direct recipient of federal transit funds, at least for Raleigh County. (The MPO would serve as the designated recipient, at least until such time as the region was ready to form a public transit authority.)

Advantages to designating RCCAA included:

- RCCAA has been the major public transit provider for Raleigh County for a number of years.
- Their agency has staff who are experienced in FTA grant management, as well as many of the documents and processes that will be required, such as a vehicle maintenance tracking system.
- As the agency that receives federal CDBG funds and other federal programs for Raleigh County, RCCAA also has better resources than many other agencies to provide matching funds.
- RCCAA already owns a vehicle fleet and employs drivers, making it likely that they could make a seamless transition in service as opposed to the time and expense that would be required to set up a new entity to operate service.

The only issue standing in the way of implementation was confirming that RCCAA would be regarded as a public agency from the perspective of FTA. Community Action Agencies are in a somewhat gray area. They were authorized decades ago by the federal Economic Opportunity Act and by a corresponding act at the state level which authorized them to receive federal grants for the public purpose of addressing poverty. RCCAA itself was created by the authority of the Raleigh County Commission to receive the county's portion of CDBG funds. West Virginia Code §7-13-13 says the law is to be "liberally construed" in favor of giving CAAs the full and complete powers they need to fulfill their public purpose.

This information, as well as other citations from state code, was provided by FRMPO legal counsel to the state's Division of Public Transit. After review, the state agreed a reasonable case had been presented that RCCAA is a public agency, and forwarded the request to the Federal Transit Administration. Unfortunately, FTA did not agree, effectively putting an end to that option.

Option 2: MTA

Brief consideration was given to whether MTA might serve as direct recipient for both counties, at least in the short-term. However, while this study was in progress, MTA determined it would be an excessive administrative burden to add urban service requirements for Fayette County while still maintaining the rural services they provide in the other counties served. Working with WVDOT to ensure a smooth transition, the MTA Board made the decision to cease operating transit services in Fayette County effective at the end of 2014.

Option 3

With both RCCAA and MTA eliminated as potential direct recipients, the only realistic candidates were PDC Region 1 or Region 4, or one of the local government members of the FRMPO. To help these

entities fully understand what would be expected of them if they agreed to become the direct recipient, a summary of FTA requirements was prepared (see **Appendix D** for a copy). The consultant team reviewed these materials with Regions 1 and 4, the City of Beckley and Raleigh County officials.

After discussion, Raleigh County agreed to serve as the region's direct recipient for transit funds. The state also reconsidered the competitive procurement requirements, and determined that RCCAA could be contracted as a transit operator without issuance of a formal request for bids.

Prior to completion of this study, the New River Transit Authority was formed and will become the region's designated recipient for federal transit funds. The FRMPO remains responsible for planning and programming those funds in cooperation with the transit authority.

Recommendations

Based on the review of existing conditions and service needs, along with input received through stakeholder surveys and discussion, the following recommendations are made:

Immediate (this year)

- Follow up with the agencies who indicated on the survey they would like to coordinate with existing providers on transportation needs. The FRMPO or New River Transit Authority (NRTA) should conduct this survey at least every 2 to 3 years. In fact, it may be advisable to offer the survey again in Fayette County in late 2014 since there was a low response rate to the one conducted in 2013.
- Hold a regional-level meeting of agencies similar to the state's Transportation Coordinating Council this fall, and at least once a year thereafter. (The stakeholder list created for this study has been provided as an electronic database and could be re-used for this purpose, then updated regularly.) At these meetings, review transportation challenges and discuss opportunities to coordinate/leverage all resources, including federally-funded program dollars being used for transportation. Either the FRMPO or NRTA, or both, could host this meeting.
- Start providing a monthly report on ridership and other transit issues at the TAC meeting. Even though the NRTA has now been formed to address detailed capital and operating responsibilities, the MPO is still the agency responsible for programming all federal transit funds in the TIP. The MPO's planning activities should consider all modes of transportation. Monthly reports are a relatively convenient way to maintain ongoing awareness of transit's needs and performance.
- Assign one or more agencies an ongoing role in transit marketing. Regular outreach and distribution of informational materials is vital to ensure that citizens (and major employers) are aware of the service and how to use it. Potential ideas: FRMPO staff and TAC members could assist with regular distribution and placement of hard copy transit marketing materials in public offices and community centers. Chambers of commerce could include them in their own marketing materials and provide the information annually to members. Workforce agencies could make them available at job fairs.

Mid-Term (in the next 1 to 3 years)

- Ensure all participating local jurisdictions in Fayette County have a plan to continue funding transit service once the state's contributions end in 2017.
- The NRTA should work with RCCAA to evaluate dial-a-ride services in Raleigh County and the need for a similar program in Fayette County. This study would include a ridership analysis and identification of the most common origins and destinations. The analysis should begin in FY15 or FY16, after the state has had an opportunity to fully implement its new non-emergency medical transportation (NEMT) brokerage program and the effects of that program can be seen.

Mid-Term (continued)

- Prepare a one-page handout on the economic importance of workforce transportation, to be circulated to elected officials as well as area business leaders.
- Work with the Chambers of Commerce and other regional economic development agencies to host a business leaders' summit on the importance of public transit in workforce transportation. Seek the involvement of major employers in helping to organize/sponsor employee vans, and provide information on federal payroll tax credits for businesses that help underwrite employees' transit costs.

Appendix A

List of Identified Stakeholders

Agency/Organization	Transp Provider	Phone (304)	Website	Contact	E-mail
HEALTH & HUMAN SERVICES					
Access Health		252-8551		Charles Hunt, Executive Director	
American Red Cross		255-1508	www.cwv-redcross.org	Jerry Runion	jrunion@cwv-redcross.org
Appalachian Legal Services		255-0561		Adrienne Worthy, Legal Director	aworthy@laww.net
Beckley Correctional Center		256-6780		Melvin Cox, Administrator	
Beckley Health Right		253-3577	http://www.wvafc.org/clinics/beckley-health-	Jeff Graham	jeff@beckleyhealthright.com
Beckley Housing Authority		256-1772		Manuel Cartelle, Exec. Director	bha@cwv.net
Beckley-Raleigh YMCA (Southern West Virginia)		252-0715	http://www.ymcaswv.com/index.html	Jay Rist	jay.rist@ymcaswv.com
Birth to Three		425-2926	http://mountainheartwv.org/		
Burlington United Methodist Family Services		252-8508	www.bumfs.org	Sharon Young	syoung@bumfs.org
Dream Center (Fishes and Loaves)		252-3402		Shelby Warden or Marsha Smith	
Family Institute of West Virginia		253-8068			
Family Options Providers	X	254-9610	www.familyoptionsproviders.com		
Family Planning Program (Beckley)		255-1541			
Family Resources Network (Raleigh Co. Community Council)		255-3764	www.raleighcountyfrn.org	Deborah Williams, Coordinator	raleighfrn@frontier.com
FRMS Health Systems	X	256-7100 x-1171	www.frms.org	Jennifer Hamrick	jhamrick@frms.org
Goodwill (store)		256-0802		Angie Ruff, store mgr	
Helping Hands Community Resource Center		253-3467		Linda Fincham, Prog Director	
KVC Behavioral Health Care		929-4130	www.kvc.org	Chassity Young, Regional Dir	
Legal Aid		255-0561	www.laww.net/	Melinda Cooper, Manager	
MedExpress		252-6639		Kim Rutledge	krutledge@medexpress.com
Mountain State Centers for Independent Living	X	255-0122	www.mtscil.org	Christy Allison	callison@mtstcil.org
New River Health Associates (RESPONSE FROM FAYETTE CO)		763-7723	http://nrhawv.org/		
Raleigh County Commission on Aging	X	255-1397	www.raleighseniors.org	Jack Tanner, Exec Director	jack_tanner@raleighseniors.org
Raleigh County Community Action Association	X	252-6396	www.rccaa.org	Bobbi Bailey, Andy Austin	andy@rccaa.org
Raleigh County Housing Authority		255-5164		Tony Bazzie, Exec. Director	tbazzie@charter.net
Raleigh General Hospital		256-4101	www.raleighgeneral.com	Dave Darden	david.darden@jnt.net
Rural Acres Clinic		252-8551			
Salvation Army		253-9541		Capt. Robert & Monica Barber	
Social Security office (Beckley)		253-2742			
Storm Haven		253-6272		Sharon Muncy, Exec Director	
Timberline Health Group		255-7723			
United Way of Southern West Virginia		253-2111	www.unitedwayswv.org	Margaret O'Neal, Exec Director	moneal@unitedwayswv.org
VOCA (Beckley, Oak Hill)		252-5676			
WV Dept. of Health & Human Resources, Raleigh Co		256-6930	www.wvdhhr.org	Daniel Holstein, Community Services	dan.d.holstein@wv.gov
WIC Raleigh County		255-9034		Shelva Bittinger	
Women's Resource Center	X	255-5559	http://www.wrcwv.org	Linda Godbey	lsgodbey@hotmail.com
EDUCATION / TRAINING					
Academy of Careers and Technology		256-4615	www.wvact.net	Glenn Smith	gsmith@access.k12.wv.us
Adult Basic Education		256-3964		Marilyn Cook	
Central Baptist Literacy For Life		253-1368		Linda Pannell	lpannell1@charter.net
Consumer Credit Counseling Service		255-2499		Raymond Coleman, Branch Mgr	
Experience Works		253-2799		Dianne Stover	dianne_stover@experienceworks.org
Goodwill Industries (HQ)		346-0811	http://www.goodwillkv.com	John Taylor, Dir of Empl/Training	jtaylor@goodwillkv.com
Job Service Office - Beckley		256-6792		Florence Bias, Manager	
Kelly Temporary Services		252-9052		Vickie L. Simmons-Delp	6312@kellyservices.com
Lillian James Learning Center		253-8913		Harry Keaton	schs_prin@hotmail.com
New River Community & Technical College		256-0281	http://www.newriver.edu	David Ayersman	dayersman@newriver.edu

Agency/Organization	Transp Provider	Phone (304)	Website	Contact	E-mail
New River Comm & Tech College - Adv. Tech Center		929-5010		Dr. Carry DeAtley	cdeatley@newriver.edu
Raleigh County Public Library		255-0511	http://rcpl.lib.wv.us	Amy Lilly, Director	Amy.Lilly@raleigh.lib.wv.us
Regional Education Service Agency (RESA) 1		256-4712	http://resa1.k12.wv.us	Dr. Robin Lewis, Exec Dir	rjlewis@access.k12.wv.us
Saunders Staffing Services		256-0560	www.saundersstaffing.net	Sam Evers	saundesem@saunderstaffing.net
Senior Community Service Employment Program		253-2799		Preston County Senior Citizens Inc.	prestonseniors@atlanticbb.net
University of Charleston		929-1560	http://www.ucwv.edu/Beckley/		UCBStudents@ucwv.edu
Valley College of Technology		252-9547	http://www.valley.edu/locations/valley-colleg	Beth Gardner, Exec Dir	bgardner@vct.edu
West Virginia State University		252-6970			
Workforce West Virginia Career Center		256-6792	www.workforcewv.org	Angela Henson	ahenson@r1workforcewv.org
TRANSPORTATION					
Raleigh County Community Action Association	X	252-6396	www.rccaa.org	Bobbi Bailey, Andy Austin	andy@rccaa.org
Ambassador Limousine & Taxi Service	X	673-1870			
Best Transports Ambulance	X	252-5522	www.bestambulance.org	Craig Long	
Jan-Care Ambulance Service	X	(800) 446-6161	www.jancare.com		pseamann@jancare.com
New River Taxi	X	673-8827		Teresa Wilcox, Manager	newriver2012@yahoo.com
OTHER STAKEHOLDERS					
Beckley-Raleigh Chamber of Commerce		252-7328	www.brccc.com	Ellen Taylor, Exec Director	
Challenged Athletes of West Virginia		572-6708	http://www.cawvsports.org	David Begg	dbegg@snowshoemountain.com
Human Rights Commission		256-1777	http://www.beckley.org/human_rights/index	Elmer H. Day, Jr., Exec. Director	humanrights@beckley.org

Agency/Organization	Transp Provider	Phone (304)	Website	Contact	E-mail
HEALTH & HUMAN SERVICES					
Active Recovery PT and Active Fitness		465-3654		Debra Fragala Pories	dfpories@suddenlinkmail.com
American Red Cross		469-4636	http://www.redcross.org/wv/oak-hill	Roseann Berry	Roseann.Berry@redcross.org
EnAct		442-2018	http://www.crawv.org	Dorothy Davila-Givens,	ddavila@enactwv.org
Family Medical Kare		574-2600		Dr. Karen Hultman	kp_hultman@msn.com
Fayette County Child Development	X	465-5613		Charles Evans, Transp Mgr	
Fayette County Emergency Food Assistance		574-3733		David Bair, Director	
Fayette County Emergency Services		574-3285	http://fayettecountywv.info/	Steve Cruikshank	fcoessmc@verizon.net
Fayette County Health Dept.		574-1617	http://fayette-wv-health-dept.com/	Rose Anne Michaels, Administrator	
Fayette County Family Resource Network		574-4338		Aletha Stolar	fayettefrn@gmail.com
Fayetteville Baptist Church	X	574-1074	church@fayettevillebaptist.org		
FMRS Mental Health Council		574-2100			
Fayette Senior Programs	X	465-8484		Janet Zamelia	jszamiela@yahoo.com
Goodwill Industries (Summersville)		872-0052			
Hand N Hand		465-0306			
Metropolitan Community Dev. Corp	X	342-4775	http://www.mcdcwv.net/community-transportation		customerservice@mcdcwv.net
Montgomery General Hospital			www.mghwv.org		
Mount Hope Housing Authority		877-6541	http://cityofmounthope.org/Housing	Sonia Meredith, Exec Dir	symeredith14@suddenlinkmail.com
New River Health Associates		465-2267	http://nrhawv.org/	Dana Treadway	dana.treadway@nrhawv.org
Plateau Medical Center		469-8602	www.plateaumedicalcenter.com	Chad Hatfield	
WIC Program		465-5314			
WV Dept. of Health and Human Resources		465-9613		Skip Jennings, Commu	Skip.I.Jennings@wv.gov
Rainelle Medical Center		438-6188	www.rmchealth.org	Kristi M Atha-Rader	karader@rmchealth.org
EDUCATION & TRAINING					
Appalachian Bible College		877-6428		Dr. Daniel Anderson, Pr	abc@abc.edu
Bridgemont Community & Technical College		734-6600			
Country Roads Academy		877-9191			drfiddler1@msn.com
Energy Express (WVU Extension Service)	X	574-4253	www.energyexpress.wvu.edu	Andrea Bowman	
Fayette Institute of Technology		469-2911	www.fayettetech.net	Mary Flint, Adult Educ.	mflint@access.k12.wv.us
Fayette County Public Library System		465-0121			
Fayette Literacy Council		465-5072		Eileen Brown	
Fayetteville Public Library		574-0070	www.fayetteville.lib.wv.us		
New River Gorge Learning Co-op				Amy Rist	aimee@nrglc.org
Oak Hill Public Library		469-9890	www.oakhill.lib.wv.us		
RESA 4		872-6440	http://resa1.k12.wv.us/	A.J. Rogers, Exec Dir	
Southern Appalachian Labor School (SALS)	X	779-2772	http://www.sals.info/	John David	jdavid@citynet.net
SPOKES		465-9613			

WVU Institute of Technology		442-1000	www.wvutech.edu		
Workforce WV (Summersville office)		872-0821			
TRANSPORTATION					
Mountain Transit Authority	X	872-5872	http://www.mtawv.com/	Bill Mauzey/ Jim Mullin	wtmauzymta@yahoo.com
City Cab Company	X	469-2100			
General Ambulance	X	465-8700	www.generalambulance.net		
Jan-Care Ambulance Service	X	469-4300	www.jancare.com		
Medical Runners	X	256-0003			
MTS Medical Transportation Service	X	252-3433			
Multi-County Transportation Services	X	342-4775			
Ready Transportation Services	X	442-2231			
OTHER STAKEHOLDERS					
Fayette County Chamber of Commerce		465-5617	www.fayettecounty.com	Sharon Cruikshank	sharon@fayettecounty.com
Town of Fayetteville		574-0101		Bill Lanham	townoffayetteville@suddenlinkmail.com
Fayette Square Shopping Center					
Class VI-Mountain River					info@class-vi.com
River Expeditions					info@raftinginfo.com
Rivermen					raftinfo@rivermen.com
North American River Runners		658-5276	http://www.narr.com		narr@narr.com
West Virginia Adventures		465-2025	http://trywva.com/		info@wva.com
Cantrell Ultimate Rafting		663-2762	http://www.cantrellultimaterafting.com/		
Songer Whitewater Rafting		866-811-3800	http://www.songerwhitewater.com/		raft@songerwhitewater.com
Hardrock Climbing Services		574-0735	http://www.hardrockclimbing.com/		info@hardrockclimbing.com
New and Gauley River Adventures		574-3008	http://www.gauley.com/		adventure@gauley.com
Adventures on the Gorge		574-4909	www.onthegorge.com	P.J. Stevenson	pj@onthegorge.com

Appendix B

Stakeholder Survey on Transit Needs

1. What type of services does your organization provide?

- Senior services
 - Medical services
 - Disability services
 - Employment services
 - Counseling
 - Food and/or clothing
 - Government services
 - Other (please specify) _____
- Housing
 - Education/training
 - Recreation and fitness
 - Legal services
 - Economic development
 - Community development
-
-

2. Does your organization provide transportation to the people you serve (clients) ?

- Yes No

3. If your organization provides transportation, please indicate how. (Mark all that apply.)

- We operate vehicle(s) to pick up/drop off clients.
- Our employees provide transportation for clients.
- Our volunteers provide transportation for clients.
- We use a partner agency's transportation services.
- We pay for client's taxi fare.
- We pay for client's bus fare.

If you use a different method, or want to add an explanation, please describe below.

4. When do your clients typically need to make trips? (Mark all that apply.)

- Weekdays, 7 a.m. to 5 p.m.
 - Saturday evening, 5 to 10 p.m.
 - Weekday evenings, 5 to 10 p.m.
 - Sunday, 7 a.m. to 5 p.m.
 - Saturday, 7 a.m. to 5 p.m.
 - Sunday evening, 5 to 10 p.m.
 - Other (please specify) _____
-

5. Are there transportation needs for your clients that are not currently being met?

- Yes No

6. What group(s) have transportation needs that are not being met? (Mark all that apply.)

- Senior citizens
 - Persons with disabilities
 - Low income persons
 - Persons with small children (car seats)
 - General public
 - Other (please describe) _____
-

7. Is it possible for your clients to use existing public transit services such as RCCAA or Mountain Transit Authority?

- Yes Not sure No

If you answered no, please briefly explain why: _____

8. How important are each of these factors in providing better transportation services to your clients?

	NOT IMPORTANT	SOMEWHAT IMPORTANT	VERY IMPORTANT
Expanded hours of operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Expanded area of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increased advertising/ more public information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service accessibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service affordability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Central dispatch or single source of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better coordination between agencies and organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please describe): _____

9. Is your organization interested in coordinating with others who provide transportation?

- Yes, we already do.
- Yes, we would like to talk about coordination.
- No

If you answered no, please briefly explain why: _____

10. We would appreciate your name and contact information, in case we need to ask about any of the information or responses you provided.

Thanks again for taking the time to provide your feedback!

Name: _____

Organization: _____

Phone: _____ Other Phone: _____

E-mail: _____

To Return This Survey ...



... FAX IT

Jason Roberts
(Region 1 Planning & Development Council)

(304) 431-7235



... MAIL IT

Jeanne Stevens
Parsons Brinckerhoff
1900 Church Street, Suite 400
Nashville, TN 37203

Appendix C

Stakeholder Workshop Attendees

Fayette-Raleigh MPO - Transit Stakeholders Workshop

Dec. 19, 2013

List of Attendees

NAME	ORGANIZATION	PHONE (304 unless otherwise shown)
Kathy Calhoun	New River Greater Regional Econ. Dev. Agency	254-8115
Jason Roberts	Region 1 Planning & Development Council	431-7225
David Cole	Region 1 Planning & Development Council	431-7225
Todd Dorcas	WV Dept. of Transportation/Public Transit Division	558-0428
Cassandra Hughart	Region 4 Planning & Development Council	872-4970, ext 300
John Tuggle	Region 4 Planning & Development Council	872-4970, ext 307
Bobbi Thomas-Bailey	Raleigh County Community Action Agency	252-6396, ext 122
Andy Austin	Raleigh County Community Action Agency	252-6396, ext 124
Bill Lanham	Town of Fayetteville	574-0101
Latishche Dowdy	Region 1 Workforce Development Agency	253-3611, ext 152
Cody Neff	Beckley Register-Herald	256-5642
James Mullins	Mountain Transit Authority	883-0110
Bill Mauzy	Mountain Transit Authority	872-5872
John David	Southern Appalachian Labor School	485-9732
Bill Hannabass	City of Oak Hill	469-9541
David Hafley	Parsons Brinckerhoff	(859) 396-4963
Jeanne Stevens	Parsons Brinckerhoff	(615) 973-1466

Appendix D

Summary of Requirements for Designated Recipient

Job Responsibilities of the Designated Recipient's Staff

Financial

- Development of a financial plan projecting revenues and expenses for the next three to five years; current year's budget and/or financial statements; comprehensive annual financial report (CAFR) and TIP for levels of transit funding.
- Identify sources of non-FTA funding for capital and operating expenses.
- Track operating expenses by Activity Line Item (ALI).
- Initiate draws of Federal funds when needed for immediate reimbursement of funds.
- Development of a Cost Allocation Plan for any indirect costs.
- Ensure that subrecipient has the following documentation:
 - 1) Eligible funds available for local match;
 - 2) Documentation of volunteer services or in-kind revenue used for local match.
 - 3) Annual A-133 audit;
 - 4) Financial management systems to receive and disburse federal funds; and
 - 5) Approved Cost Allocation Plan for any indirect costs.

Grant Reporting and Administration

- Development of a FTA Grant Budget, Program of Projects with milestone dates for project implementation and completion.
- Close grants within 90 days of project completion.
- Monitor subrecipient to ensure compliance with FTA requirements. Smaller grantees may have informal oversight mechanisms, such as periodic meetings, quarterly reports, meetings, site visits and vehicle/facility inspections.
- Annual performance reports for Job Access and New Freedom activities.
- Submit Federal Funding Accountability and Transparency Act of 2006 (FFATA) report for sub-contracts exceeding \$25,000.
- Submit Federal Financial Report and Milestone Report in TEAM.

Satisfactory Continuing Control over Equipment and Real Property

- Development of project inventory list which includes the following information:
 - 1) Property location;
 - 2) Summary of any conditions on the title;
 - 3) Original acquisition cost;
 - 4) Federal participation ratio;
 - 5) FTA grant number;
 - 6) Appraised value and date (Real Property);
 - 7) Description of improvements (Real Property);
 - 8) Current use of the property, and
 - 9) Anticipated or proposed disposition or action (useful life).
- Maintain records to document any disposition of Equipment and Real Property (sale, salvage, insurance proceeds, etc.).
- Maintain control of FTA-funded subrecipient operated equipment and rolling stock.
- Obtain prior approval from FTA for disposition of equipment before reaching the useful life standards.

Maintenance

- Develop a Maintenance Program/Plan for all FTA-funded rolling stock. Plan should be consistent with the manufacturers' minimum maintenance requirements for vehicles under warranty. Plan should include goals and objectives, such as extending vehicle life, reducing the number of "down" vehicles, and tracking maintenance costs compared to total operating costs.
- Develop a plan to ensure that all vehicle accessibility features, such as wheelchair lifts, ramps, securement devices, signs, and communication equipment for persons with disabilities, be maintained and operational. The accessibility plan may be incorporated into the Maintenance Program Plan.
- Develop a maintenance management reporting system that tracks subrecipient's maintenance events to compare with Maintenance Program Plan.
- Develop a system to track warranty issues and recover warranty claims.
- Subrecipients, third-party contractors, and lessees "stand in the shoes" of the grantee as far as FTA maintenance requirements are concerned. The grantee (designated recipient) must have an effective mechanism to monitor subrecipient's maintenance activities. An acceptable program would consist of periodic written reports on maintenance activities submitted to the grantee, supplemented by review of maintenance records and periodic inspections of the FTA funded vehicles and facilities.

Procurement

- Perform cost/price analysis in connection with any procurement.
- Track any contracts for revenue rolling stock and replacement parts that include ordering periods exceeding five years in total length, including base and options for bus procurement.
- Ensure that potential third-party contractors are not “excluded parties” as defined in federal regulations. Review the SAM before entering into any third party contract expected to equal or exceed \$25,000. [Prior to the implementation of SAM, grantees were required to check the excluded parties listing system (EPLS)]
- Ensure that competitive procurement requirements are included in subrecipient's contracts.
- Monitor the procurement process of the subrecipient to ensure all federal requirements are met.
- Maintain the following documentation for purchased or leased rolling stock:
 - 1) Bus testing report (Altoona Testing) showing that the bus model purchased met FTA bus testing requirements;
 - 2) Documentation that a pre-award and post-delivery audit was conducted to ensure the manufacturer complied with contract specifications and Buy America;
 - 3) Documentation to verify domestic content, final assembly activities and location of final assembly at the pre-award and post-delivery states, and
 - 4) Documentation that DBE certification was obtained from the transit vehicle manufacturer with the bids/proposals submitted.
- Maintain documentation of FTA funded equipment obtained through the piggyback procurement method.

Disadvantaged Business Enterprise

- Maintain documentation of an approved DBE program on file with FTA (reflecting the current organizational structure of the agency).
- Maintain documentation of consultation with women and minority organizations before the DBE goal was established.
- Monitor subcontracts of subrecipients to ensure that DBE obligations are fulfilled.
- Develop a process for handling and resolving DBE complaints.
- Maintain records of complaints or procurement protests alleging non-compliance with DBE regulations.

Title VI

- Monitor subrecipient's compliance with Title VI.
- Develop a process for ensuring that subrecipients are complying with the general reporting requirements.
- Collect Title VI Program from subrecipients and review for compliance.
- Collect and analyze demographic data showing the extent to which members of minority groups were beneficiaries of programs receiving FTA financial assistance.

Americans with Disabilities Act

- Ensure that subrecipients comply with the ADA requirements for the acquisition of accessible vehicles.
- Ensure that subrecipients provide equivalent service when acquiring non-accessible vehicles for general public demand-responsive service.
- Provide public information/communications in accessible format.
- Ensure that route deviation service provided by subrecipients has the characteristics of demand-responsive service (passenger determines origination pick up time, and service is open to the public).

Equal Employment Opportunities

- Determine if the subrecipient meets the threshold for submission of a formal EEO Program. If so, the Grantee must maintain a copy and receive updates every three (3) years.

Charter Bus

- Ensure that subrecipients comply with the Charter Bus Services rules.

National Transit Database

- Grantees receiving 5307 funds are required to list subrecipient in the B-70 Subrecipient Identification Form.

Safety and Security

- Certify that at least one percent of the Section 5307 funds received annually are spent for transit security projects, or that such expenditures are not necessary.
- Ensure the grantee has written security and emergency management plans.

Drug Free Workplace and Alcohol and Drug Program

- Ensure that subrecipients with safety-sensitive employees have drug and alcohol testing programs.
- Maintain a copy of the subrecipients' Alcohol and Drug Policy to ensure that it indicates clearly when and under what circumstances employees will be tested for drugs and alcohol.
- Prepare, maintain and submit to FTA annual MIS (Management Information Systems) reports for subrecipients with safety-sensitive employees summarizing drug and alcohol program testing results. Reports should be maintained for a period of five (5) years.
- Monitor subrecipients with safety-sensitive employees to ensure that their drug and alcohol testing programs are administered in accordance with the regulations.