

Public Mobility in the New River, Roanoke and Alleghany Valleys

Center for Transportation Policy
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The Problem

- ❖ Availability of public transportation has been identified as a barrier to human services in the New River Valley
- ❖ The goals of transportation coordination are to expand the availability of services, eliminate duplication where possible, fill gaps, and reduce costs.

Organization of Presentation

- ❖ Overview of Project Goals
- ❖ Survey Data
- ❖ Interview Data
- ❖ Maps of Fixed Route Services
- ❖ Examples of Coordination
- ❖ Types of Coordination
- ❖ Recommendations and Next Steps

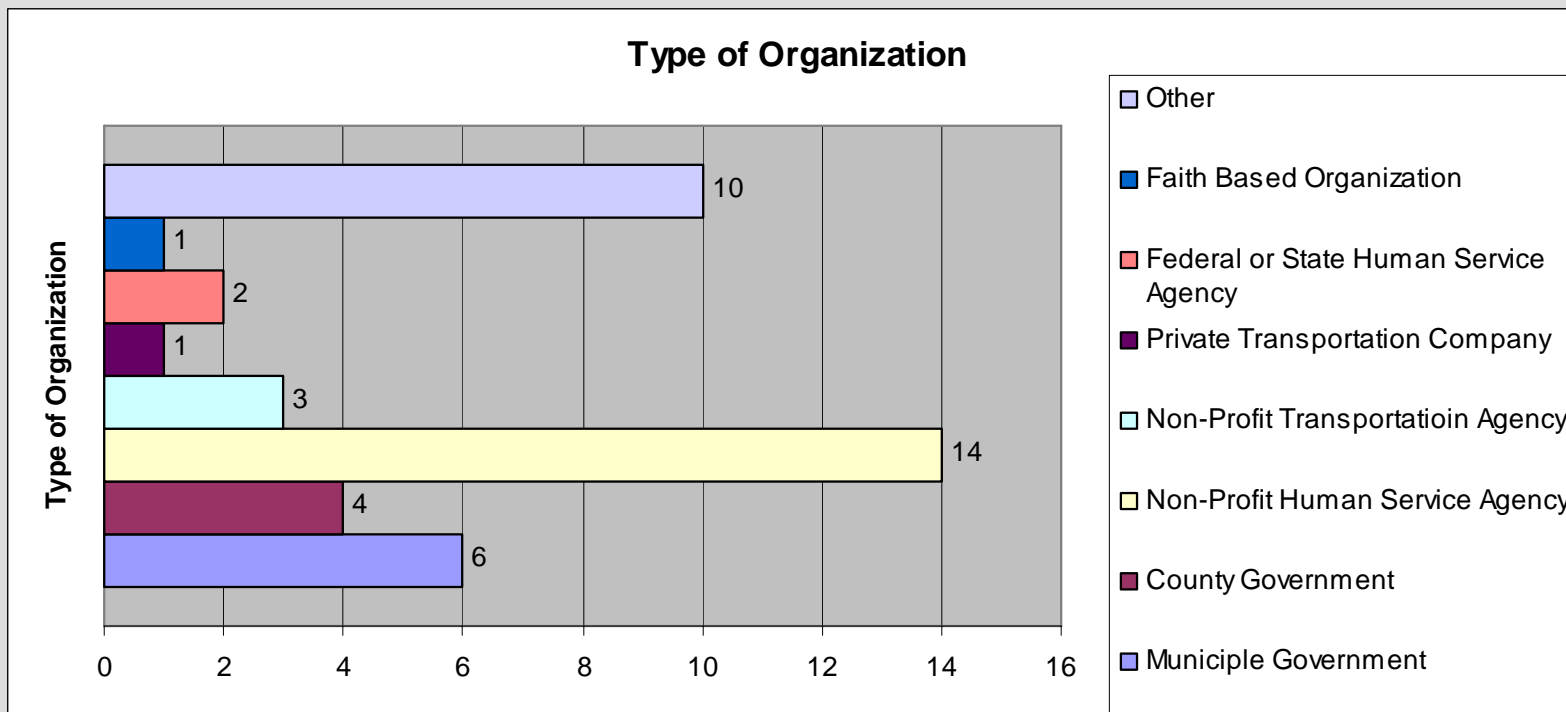
The Project Goals

- ❖ Survey and inventory the nature and extent of regional transportation for the aged, disabled and poor
- ❖ Look for gaps in service and ways to better coordinate services
- ❖ Recommend ways to achieve that coordination

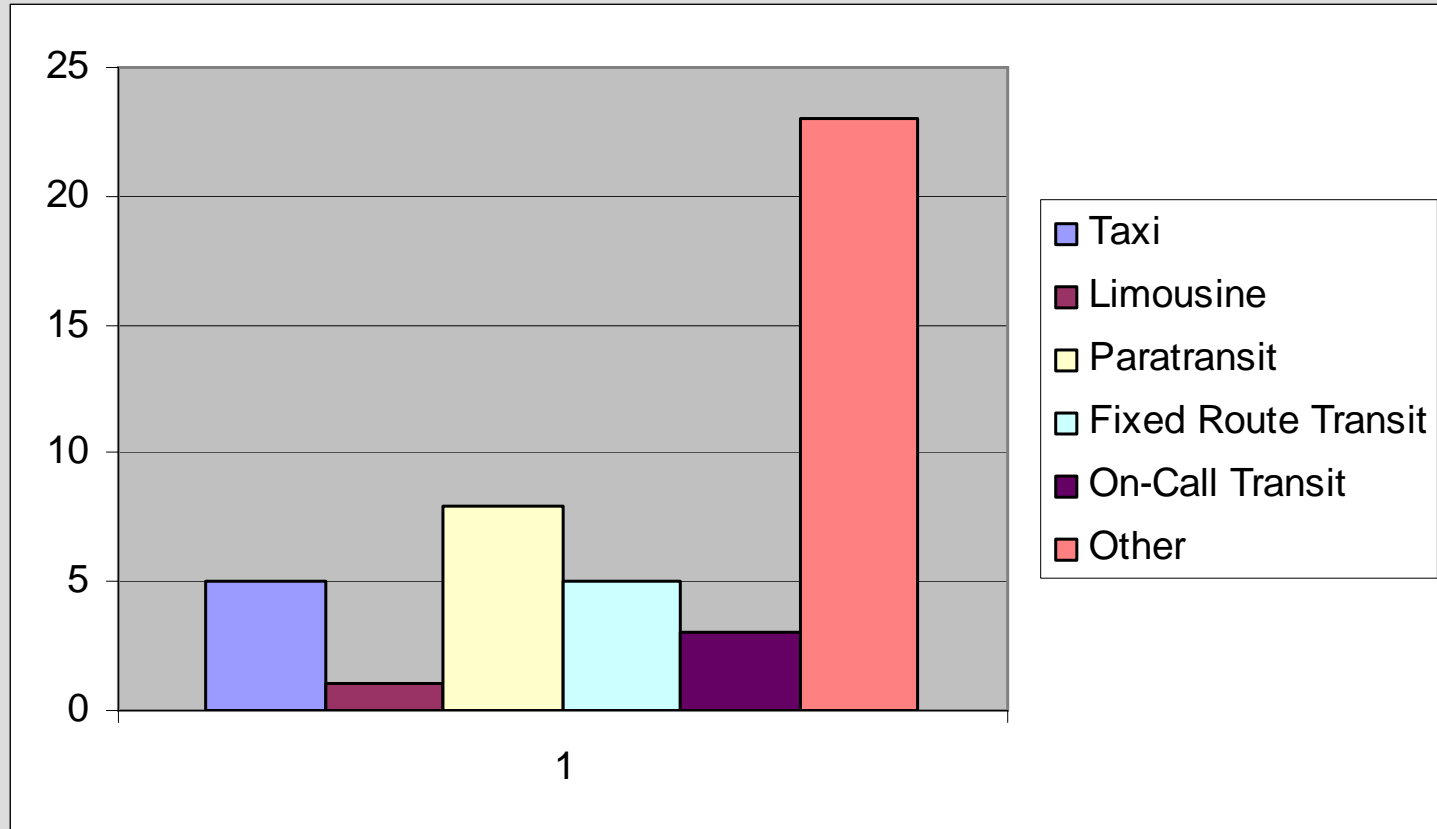
Project Tasks

- ❖ Survey and Interview local transportation and human service providers
- ❖ Document case studies of successful coordination
- ❖ Prepare GIS maps of current fixed-routes and area service boundaries
- ❖ Hold a Community Transportation Summit
- ❖ Make recommendations for coordination
- ❖ Prepare a Training Manual for Implementation
- ❖ Final Report and Presentation

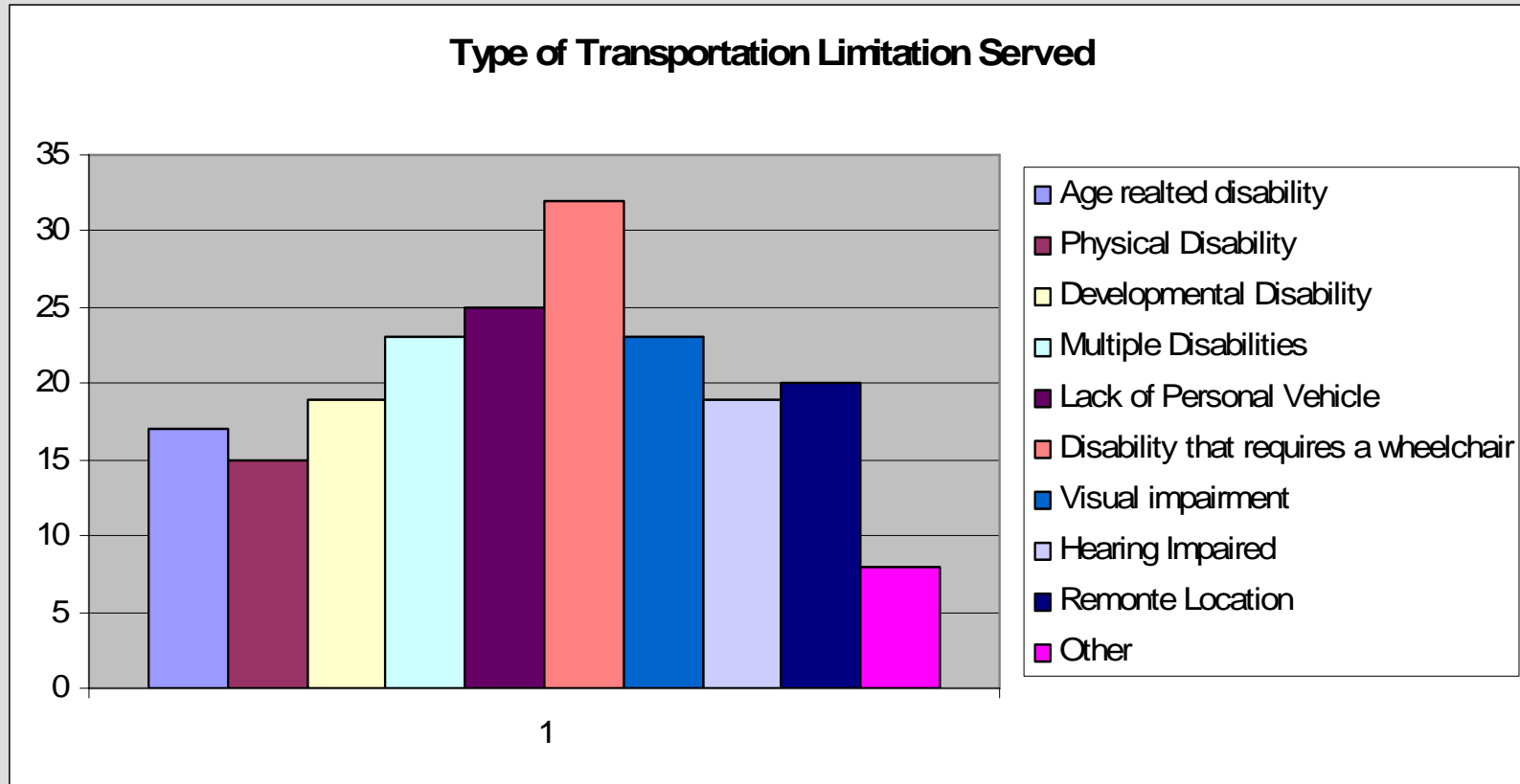
Distribution of Survey Respondents



Nature of Transportation Services



Disabilities Served



Survey Findings: Information Needs

- ❖ One location for information both for clients and agencies
- ❖ Consumer knowledge of who to contact for specific rides
- ❖ Agency knowledge of grant opportunities

Survey Findings

- ❖ Lack of service during the evenings and weekends. Only the Hooptie Ride runs daily from 7pm- 3am
- ❖ Barriers to Coordination:
 - ✓ “Turf Politics”
 - ✓ Adequate Funding
 - ✓ Willingness to give up control of vehicles and clients



Interviews

❖ 17 Interviews Conducted

- ✓ New River, Roanoke and Alleghany Valleys
- ✓ Human Service Providers (10)
- ✓ Transportation Providers (4)
- ✓ Government Officials (3)

Interview Findings

- ❖ The lack of transportation in the valleys is a crisis for the provision of human services across all providers
- ❖ Coordination needs improving and expansion, particularly into the Alleghany and New River Valley Regions
- ❖ There is a high level of interest and willingness to coordinate

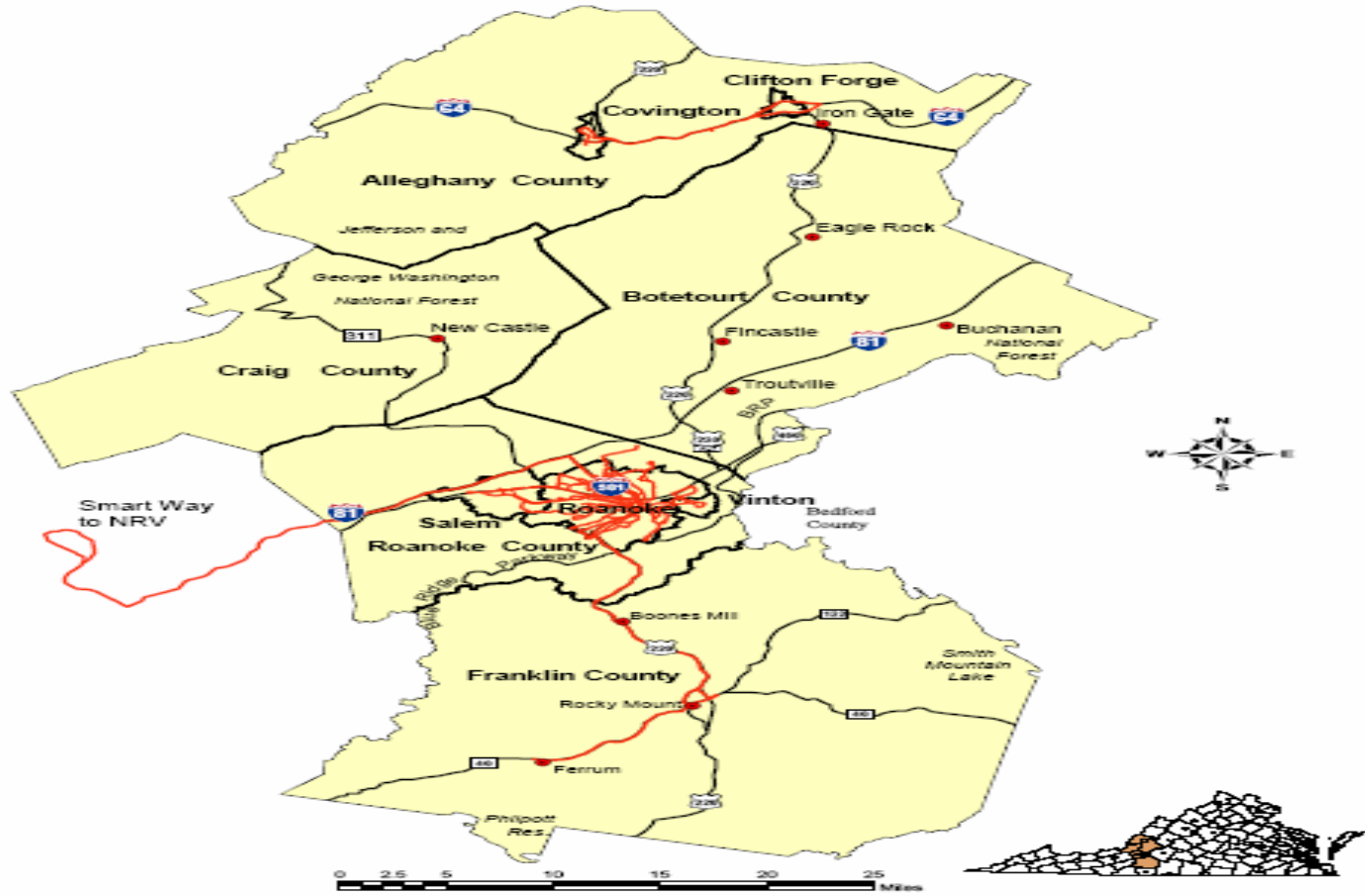
Interview Findings Continued

- ❖ Lack of Funding
- ❖ Lack of communication/coordination from the New River Valley transportation providers
- ❖ Regulations and Restrictions on the sharing of vehicles; Lack of time to loan out vehicles
- ❖ Lack of staff for coordination efforts
- ❖ No clear agency or person to run a coordinated effort

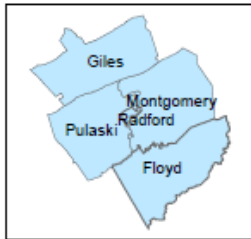
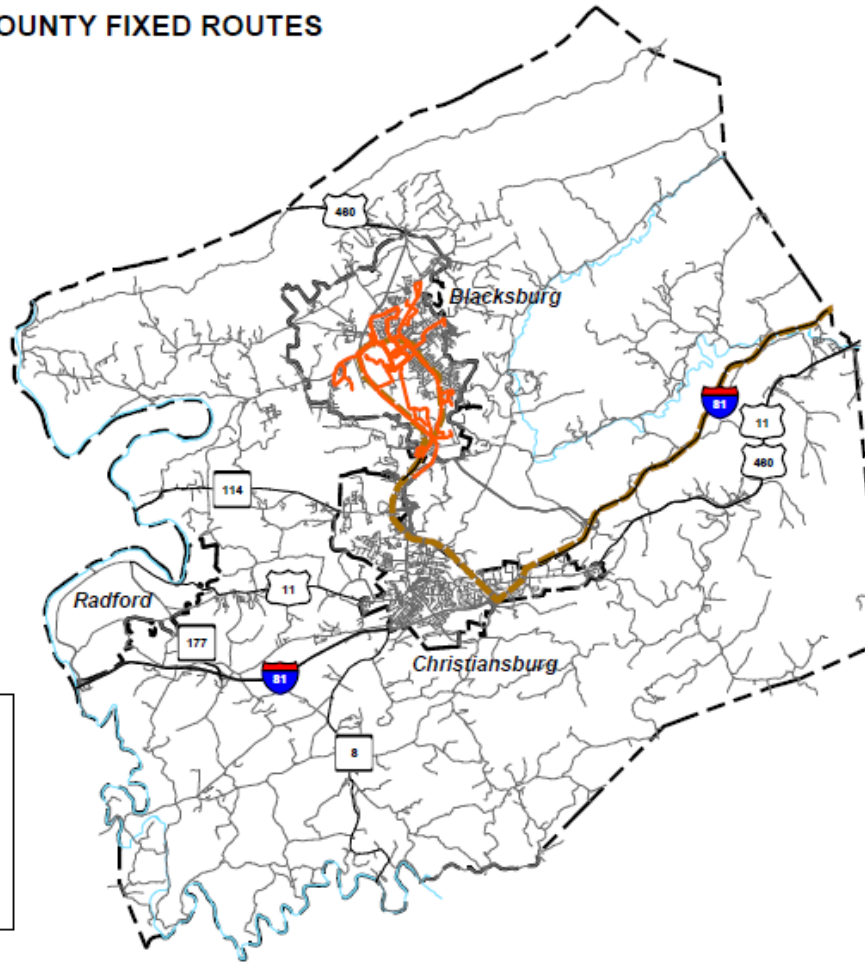
Interview Coordination Suggestions

- ❖ Expansion of Cars Program
 - ✓ Collect donations for used cars; Purchase affordable used cars
 - ✓ Resell cars: Act as Banker and Broker for used cars
- ❖ A Smart Card for all forms of transportation in the area
 - ✓ All public transportation accept the Hokie Passport
- ❖ Expand services of RADAR and Hooptie Ride

Roanoke Valley-Alleghany Region Fixed Transit Routes

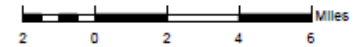


MONTGOMERY COUNTY FIXED ROUTES



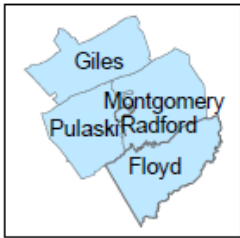
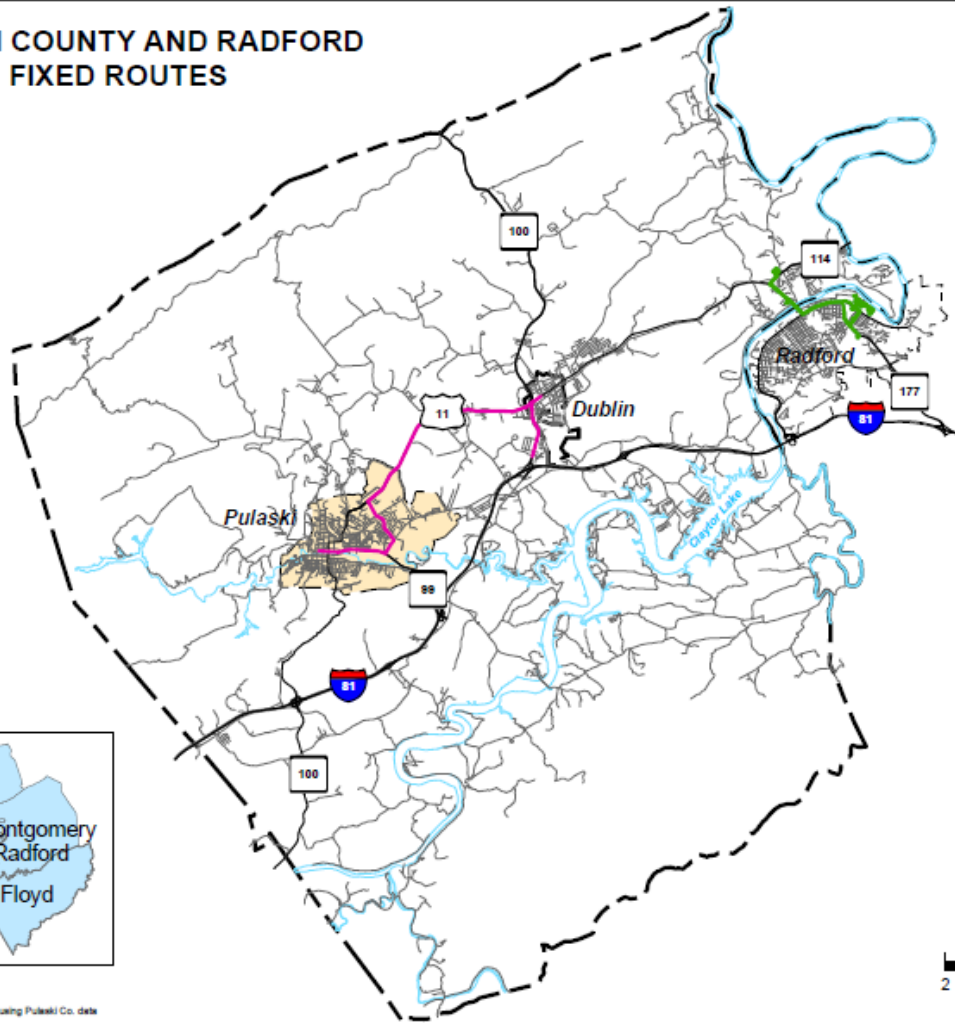
Legend

- BT Bus Routes
- Smartway Route



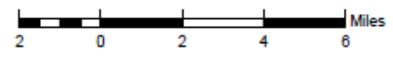
Map produced by the NRVPOC using Mont. Co. data.
Smart Way route provided by the Roanoke Valley
Allegheny Regional Commission.

PULASKI COUNTY AND RADFORD FIXED ROUTES



Legend

- PAT Service Area
- Pulaski Area Transit Dublin Express
- RU Bus Routes



Map produced by the NRVPOC using Pulaski Co. data and US Census Bureau data.

Examples of Coordination

- ❖ Licking County, Ohio
 - ✓ Brokerage service which takes requests from clients of the member jurisdictions and provides a single route for a vehicle to pick up all clients
 - ✓ There is an effort to use vehicles and drivers from all agencies instead of just one to make the coordination more effective
- ❖ Southern Illinois: RIDES; New Mexico: CRRRAFT; Northeastern OH: Provide a Ride

Types of Coordination

- ❖ Regional Broker
- ❖ Centralized Technology for Human Service Agencies
- ❖ Direct Service Provider and Broker

Regional Brokers

- ❖ Clients call broker not agency
- ❖ Responsible for billing and record keeping
- ❖ Usually has routing software package
- ❖ Need for involvement from agencies

Centralized Technology

- ❖ Client referral, ridership, and financial tracking software
- ❖ Clients call agency and the agency uses the web-based software to schedule ride
- ❖ May help coordinate routes for all agencies involved

Direct Service Provider

- ❖ Sharing of vehicles and rides
 - ✓ Contracted out from agencies to centralized vehicle bank
- ❖ Operator: dispatching, training, maintenance, and safety
- ❖ Collects payments from agencies and riders

Poster Recommendations

- ❖ CRRAFT
- ❖ Brokerage System with technology
- ❖ Direct Service Provider Expansion

Next Steps

- ❖ Meta analysis of other studies with human service transportation component
- ❖ Completion of Transportation Coordination Training Manual
- ❖ Business Plan for Coordination in NRV/RAV
- ❖ Completion of Final Report

Thank You

- ❖ Questions
- ❖ Comments
- ❖ Contact Information

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