
New River Transit Authority

TRANSIT SERVICE ANALYSIS

2016



Prepared by the Fayette Raleigh Metropolitan Planning Organization (FRM) to fulfill Task III of the 2015-2016 Unified Planning Work Program (UPWP)

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Glossary of Acronyms

NRT – New River Transit Authority

RCCAA – Raleigh County Community Action Association

FRM – Fayette Raleigh Metropolitan Planning Organization

FTA – Federal Transit Administration

MHI – median household income

MTA – Mountain Transit Authority

RPDC – Regional Planning and Development Council

UPWP – Unified Planning Work Program

Introduction

When the 2010 census delineated the Beckley Urbanized Area, covering portions of Raleigh and Fayette Counties, it generated the need for a Metropolitan Planning Organization and a transit authority to capture federal transportation funding where the area's providers were once eligible for rural funding. Members of state and local government colluded to create the Fayette Raleigh Metropolitan Planning Organization (FRM) and the New River Transit Authority (NRT). Previously, Raleigh County Community Action Association (RCCAA) provided service for Raleigh County and Mountain Transit Authority (MTA) provided service for Fayette. New River Transit Authority (NRT) contracted with RCCAA to provide transit service to both counties beginning June 29, 2015.

FRM created a 2015-2016 Unified Planning Work Program (UPWP), to ensure transportation planning is established and maintained for the metropolitan area. Task III of the UPWP, Multimodal Planning, seeks to analyze the needs and patterns of transit users. FRM has outlined three key deliverables concerning transit:

- Monthly ridership data and semi-annual reports on trends
- Passenger survey – summary and analysis of responses
- Boarding and alighting counts and mapped results

In coordination with NRT and RCCAA, the Fayette Raleigh MPO presents the following analysis.

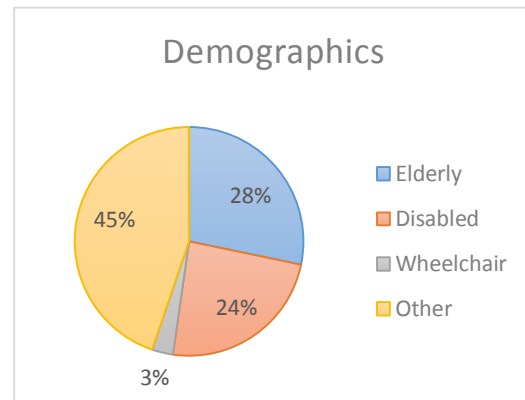
Ridership Trends

Driver logs and passenger surveys provide the bulk of data utilized in determining ridership trends. Each time a passenger boards an NRT transit vehicle, the driver manually records their origin, destination, passenger classification, and primary trip purpose. The passenger classification records personal demographics concerning elderly status, riders with disabilities, or wheel chair utilization. It is important to note that because this data is collected each time a rider enters the bus, it is potentially duplicated multiple times a day if the passenger changes buses or utilizes transit for both the away and return trips. Given this reality, the statistics should be reviewed with the understanding that results do not convey the actual number of different passengers utilizing public transit in a given day but instead a number of trips taken, as is common practice in transit provision. The data in this section was compiled from RCCAA reports reflecting aggregated daily driver logs submitted to FRM from August 2015 to February 2016. See Appendix A for the RCCAA Transit Reports.

Figure 1

General Demographics:

Overall, during the seven month period of August 2015 to February 2016 there were 17,841 trips taken on New River Transit vehicles. Of those, twenty-eight percent were elderly patron trips. Three percent of the trips required special services to accommodate wheelchairs, necessitating specially equipped buses, driver assistance, and increased loading times. See Figure 1 for the demographic breakdown.



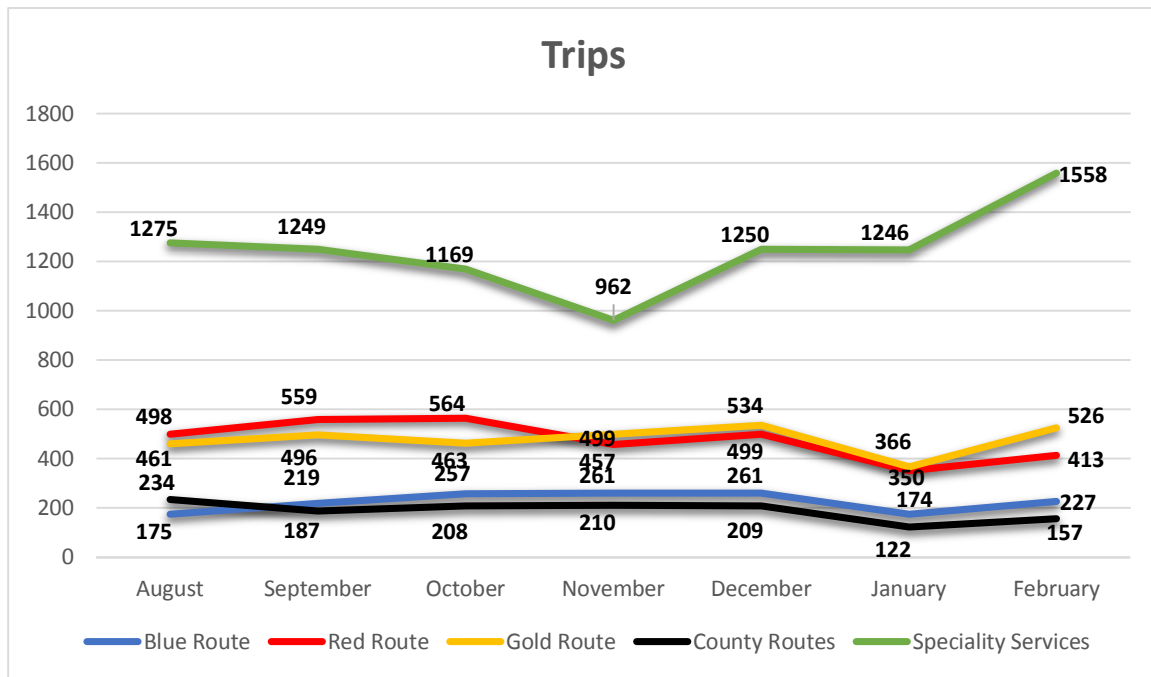
Disability Comparisons:

The disabled and wheelchair figures can be combined to reflect a total disabled percentage of thirty-one. The passenger survey analysis in the next section indicates that fifty-four percent of survey respondents categorize themselves as disabled. This discrepancy is created by multiple factors. First, the driver records disability figures based on visible cues and personal knowledge of the patron. Second, drivers count each boarding as a single trip, as is the industry standard, and most people board multiple times each day. Third, passenger survey completion is optional and may or may not reflect a cross section of the total transit demographics though, operationally, the assumption is that it does.

Route Analysis:

Throughout the seven month period under review, utilization of each route remained steady, except where the specialty services decreased slightly in the month of November and increased moderately in February, as indicated by Figure 2. These specialty services include demand response provided throughout the New River Transit service area within Raleigh County and job access vans, which run from 6 A.M. to 12 P.M. The Boarding & Alighting section of the report expounds upon this information.

Figure 2



Passenger Survey Analysis

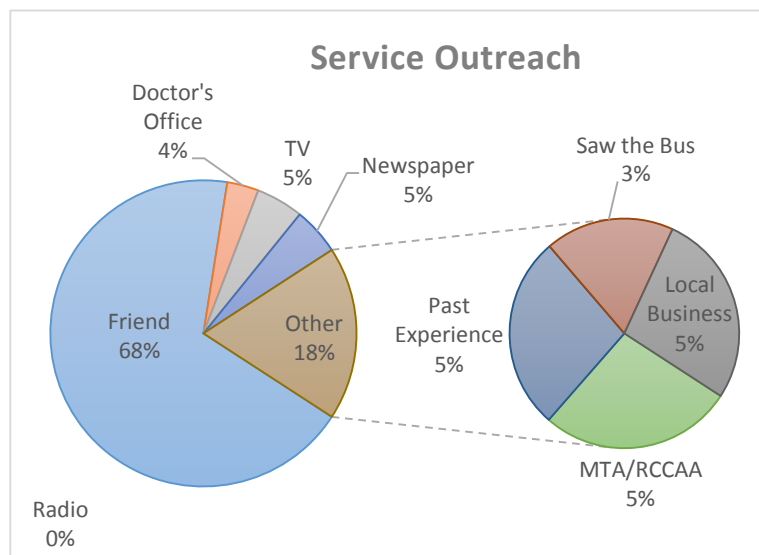
New River Transit first began providing service on June 29, 2015. Shortly thereafter, passenger surveys were collected over several weeks. These surveys include the rider's zip code, age, household size, annual income, disability status, route utilized, whether the rider uses transit to get to work or has other transportation available to them, frequency of transit use, and a rating on transit services. As previously mentioned, passenger survey completion is optional and may or may not reflect a cross section of the total transit demographics though, especially concerning the specialty services where the a low count of surveys from this service contrasts the high trip count reflected in driver logs. See Appendix B for the actual surveys.

Community Outreach:

Representatives of New River Transit disseminated route guide brochures and contacted media outlets, including local radio, television, and newspapers, to broadcast the change in service when assuming the routes previously covered by RCCAA and MTA. Ultimately, RCCAA was contracted to expand transit operation from their Raleigh county routes into MTA's Fayette county routes under NRT. Brochures were widely dispersed to local agencies and individuals via the DHHR, bus drivers, post offices, Walmart message board, WV Workforce,

homeless shelters, RCCAA housing program, the veteran's hospital, and Mountain State Independent Living. Part of the passenger survey sought to gauge the most effective method of public outreach. According to the results displayed in Figure 3, the most effective means of outreach is, unequivocally, by word of mouth among friends.

Figure 3



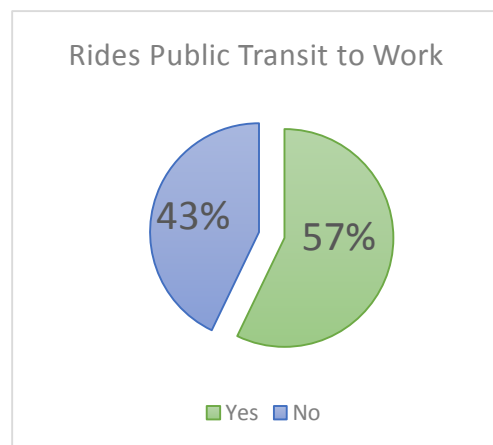
Transit Reliance:

According to the rider surveys, the largest percentage of transit riders utilize the service for access to work, as indicated in Figure 4. The Red and Gold Routes are represented by the most survey responses. The Blue Route, to and from Fayette County, was represented half as much. The least represented routes include the two county routes, East and West, and the Specialty Services.

The ridership data aggregated from driver logs is the industry standard method of gauging route utilization by individual trips. The proportion of surveys received from each route should mirror the percentage of trips taken on that Route, as reflected by the Trip Reports, to ensure an accurate reflection of system wide statistics. By this reasoning, Specialty Services is significantly underrepresented by the rider survey data. Since a large percentage of the riders utilizing specialty services do so for work, the percentage of work related riders reflected by the survey data stands to be considerably higher in reality.

Furthermore, of fifty-nine survey responses, thirty-six people, or sixty-one percent, have no access to alternative transportation. Thirty-six percent rely on a friend or neighbor in addition to public transit. Only three percent have access to their own vehicle.

Figure 4



General Demographics:

Of the fifty-nine surveys collected, the majority of responses came from the 45-64 age group. See Figure 5 for the age category breakdown. Single person households make up the largest portion of riders. See Figure 6 for the household size data.

Figure 5

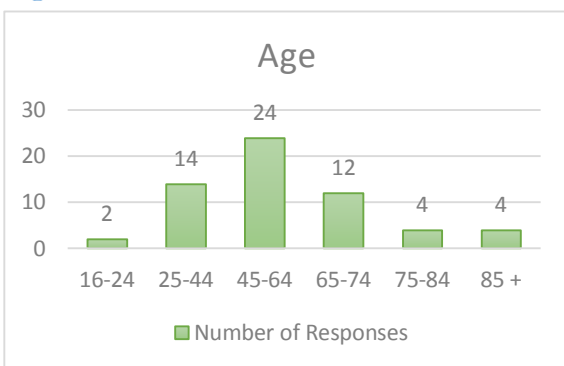
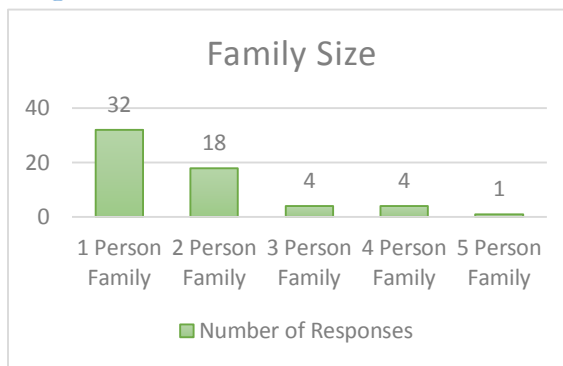


Figure 6



Disability Comparisons:

Fifty-seven percent of respondents to the transit system survey reported having a disability in the surveys completed, compared to thirty-three percent reflected by the driver trip logs. According

to the U.S. Census 2014 American Community Survey, the percentage of people in the United States reporting disability status is 12.3%. West Virginia's figure reaches 19.3% and Fayette and Raleigh counties report 26% and 21.5%, respectively. Appendix C contains supporting Census documentation.

Income Comparisons:

The largest yearly household income reported by New River Transit users was \$27,000. Their median household income (MHI) is \$15,000 annually. This means that, of all the people who answered the income portion of the survey, the same number of households earn above this figure as below it. West Virginia's MHI is \$41,576. Fayette County's is \$34,914. Raleigh County's is \$41,152. The national MHI is \$53,482. See Appendix C for Census documentation.

Transit Rider Service Ratings:

Survey respondents were provided a rating scale for certain aspects of the transit service as reflected by Figure 7 below. The vast majority of transit riders ranked every category highly. Of all the transit service facets, ease of scheduling with the dispatcher is the service feature identified as benefitting from a slight level of improvement. Driver professionalism and courteousness was ranked most highly by a slim margin.

Figure 7

Scale of 1 (lowest) – 5 (highest)	1	2	3	4	5
Was your driver professional and courteous?	0	0	0	2	57
Ease of scheduling with the dispatcher	1	1	2	9	45
Bus Cleanliness	0	0	0	5	52
Service Affordability	0	1	2	1	55
Bus Safety	0	0	0	3	55
Bus Stop Safety	0	0	1	3	55

Improvement Recommendations:

Riders recommended the following areas of improvement in order of greatest to least number of times requested:

- ❖ Increase service to cover weekends
- ❖ Expand or change times
- ❖ Expand service area or number of stops
- ❖ Assist patrons with bags
- ❖ Assist people who have trouble walking
- ❖ Decrease the price
- ❖ Improve the call dispatch
- ❖ Post times at stops

Boarding & Alighting

Due, in part, to the relative infancy of the transit authority and limited staff, a mechanism has not currently been established for converting all raw boarding and alighting information in the driver logs to a comprehensive format. Therefore, the analysis is constrained by information readily provided through passenger surveys and transit reports.

Passenger Origination:

According to passenger survey results, reflected by Figures 8 and 9, the majority of riders reside in the 25801 area code, which pertains to Beckley, West Virginia within Raleigh County. Predictably, Census data in Figure 10 indicates that this region contains the highest population of any area within NRT's transit system, for which boarding information was collected.

Figure 8

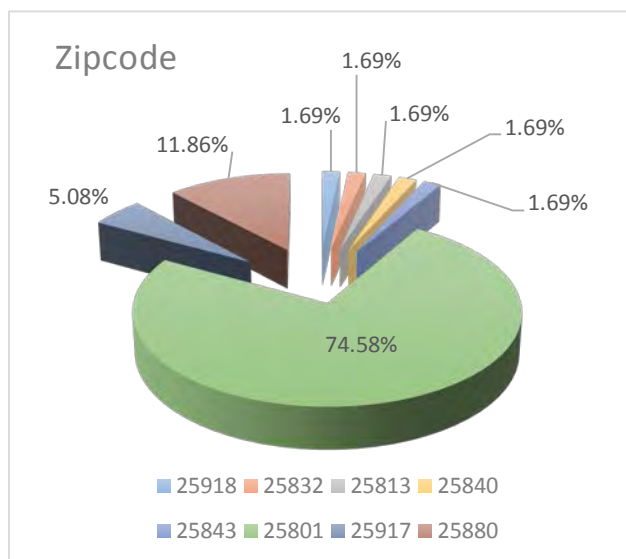


Figure 9

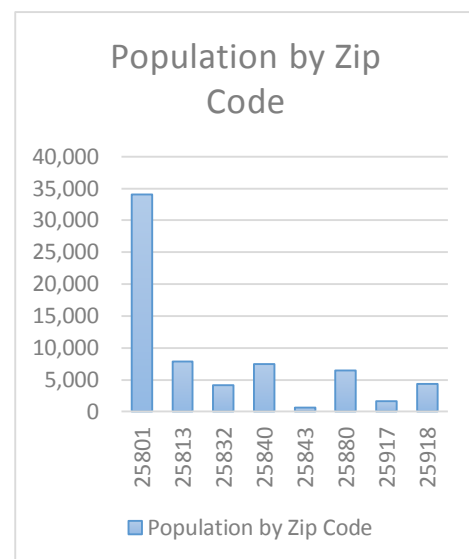
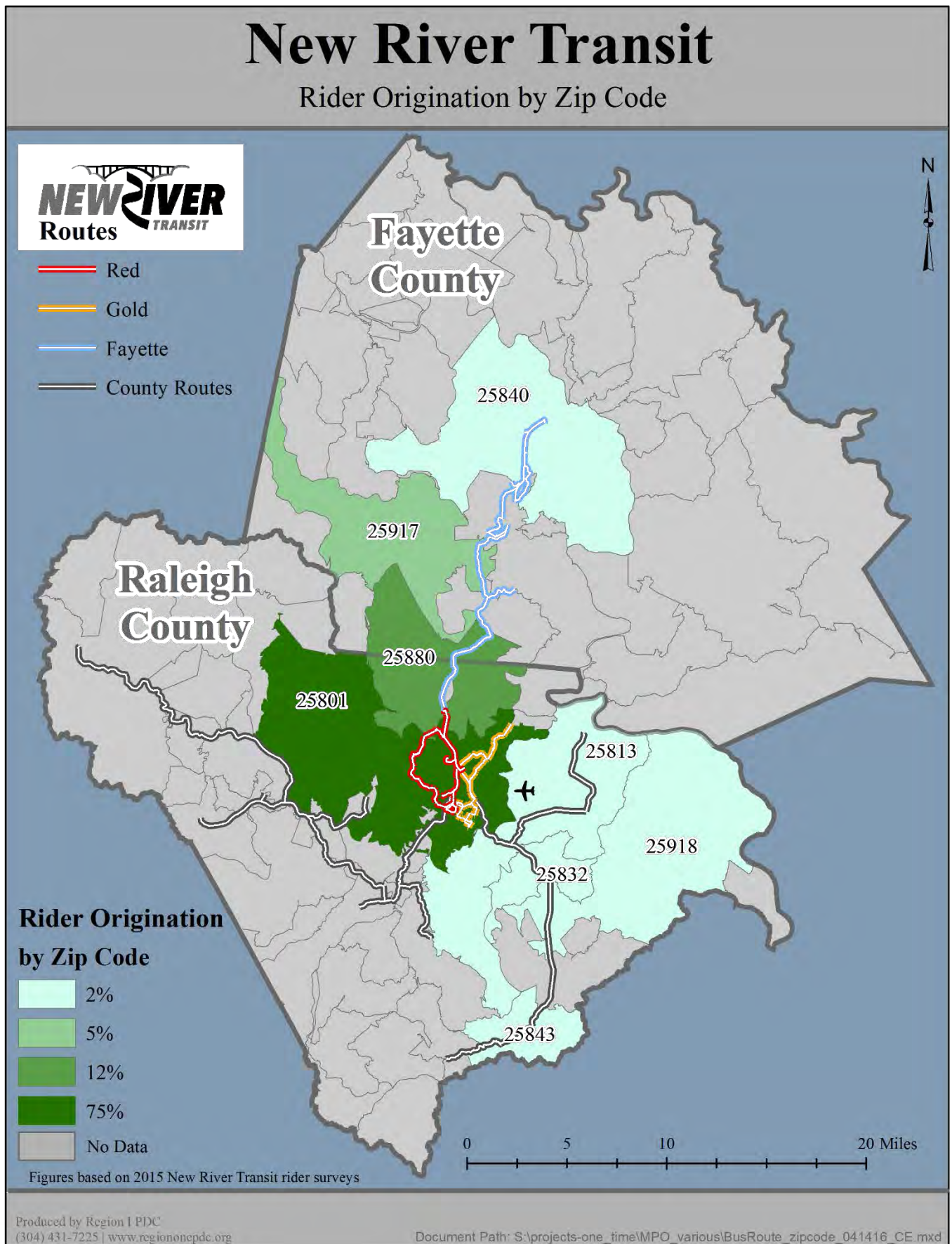


Figure 10



Conclusions and Summary of Transit Needs:

The present level of local matching funds prevents the New River Transit Authority from not only capturing the full \$1.5 million Federal Transit Administration allotment but also from addressing service expansion necessities. NRT's primary requirement concerns continuous local funding sources capable of securing this untapped capital. Raleigh County Community Action Association allots \$200,000 of program funding toward transit, which provides the bulk of local match, in addition to municipal allocations, but reduces the flexibility of this subsidy regarding other programs within their organization.

The utilization of public transit is directly impeded by the hours of operation. New River Transit's specialty services function at capacity and are more utilized than any single route since job access vehicles operate from 6 A.M. to 12 A.M. Monday through Saturday, while the primary routes run only from 8:30 to 4:30 Monday through Friday. Identification and utilization of additional local funding sources is integral to the expansion of service.

Appendix A



August 2015 NRTA/RCCAA Transit Report

Deviated Routes														
Route	Total Miles	Dead Head Miles	Revenue Miles	Total Hours	Dead Head Hours	Revenue Hours	Elderly	Disabled	WC	Other	Total	Elderly Disabled	All Other Trips	Total
Blue Route	3206	990	2216	176	29	147	63	52	3	57	175	118	57	175
Red Route	2009	110	1899	176	15	165	215	15	0	268	498	230	268	498
Gold Route	1645	110	1647	176	15	161	38	182	19	222	461	239	222	461
County Routes	2213	460	1753	170	19	151	121	77	0	36	234	198	36	234
Total	9073	1670	7515	698	78	623	437	326	22	583	1368	785	583	1368

The County Routes (Raleigh County East/West Route) are currently classified as Deviated Routes; however, transit vehicles do not follow a general route. Since pick-ups are based on appointments, the County Routes should be reclassified as Demand Response Routes.

Demand Response Routes (DAR & JARC)														
Program by Bus Nos.	Total Miles	Dead Head Miles	Revenue Miles	Total Hours	Dead Head Hours	Revenue Hours	Elderly	Disabled	WC	Other	Total	Elderly Disabled	All Other Trips	Total
DAR														
20	1004	0	1004	80	9	71	53	17	4	28	102	74	28	102
24	1003	0	1003	120	8	112	52	19	16	30	117	87	30	117
97	1155	0	1155	144	9	135	80	63	6	45	194	149	45	194
98	538	0	538	48	5	43	26	12	0	19	57	38	19	57
100	2059	0	2059	144	16	128	38	154	21	30	243	213	30	243
339	1423	0	1423	112	1	111	8	37	0	94	139	45	94	139
Sub-Total	7182	0	7182	648	48	600	257	302	47	246	852	606	246	852
JARC														
98	166	0	166	22	16	6	0	10	2	8	20	12	8	20
339	260	0	260	50	4	46	7	22	0	19	48	29	19	48
514	1683	0	1683	160	16	144	41	69	0	84	194	110	84	194
515	1465	0	1465	198	11	187	22	38	2	99	161	62	99	161
Sub-Total	3148	0	3148	358	27	331	70	139	4	210	423	213	210	423
Total	10330	0	10330	1006	75	931	327	441	51	456	1275	819	456	1275

Total Deviated and Demand Response Routes														
Total Routes and Programs	Total Miles	Dead Head Miles	Revenue Miles	Total Hours	Dead Head Hours	Revenue Hours	Elderly	Disabled	WC	Other	Total	Elderly Disabled	All Other Trips	Total
Deviated Route	9073	1670	7515	698	78	623	437	326	22	583	1368	785	583	1368
DAR (DR)	7182	0	7182	648	48	600	257	302	47	246	852	606	246	852
JARC (DR)	3148	0	3148	358	27	331	70	139	4	210	423	213	210	423
Total	19403	2389	16099	1643	166	1470	764	767	73	1039	2643	1604	1039	2643

September 2015 NRTA/RCCAA Transit Report

Deviated Routes														
Route	Total Miles	Dead Head Miles	Revenue Miles	Total Hours	Dead Head Hours	Revenue Hours	Elderly	Disabled	WC	Other	Total	Elderly Disabled	All Other Trips	Total
Blue Route	3000	903	2097	168	34.86	133.14	73	16	24	106	219	118	101	219
Red Route	1833	63	1770	168	13.25	154.75	251	25	1	282	559	230	329	559
Gold Route	1652	63	1589	168	13.25	154.75	78	196	22	200	496	239	257	496
County Routes	1847	63	1784	136	18.7	117.30	97	66	0	24	187	163	24	187
Total	8332	1092	7240	640	80.06	559.94	499	303	47	612	1461	750	711	1461

The County Routes (Raleigh County East/West Route) are currently classified as Deviated Routes; however, transit vehicles do not follow a general route. Since pick-ups are based on appointments, the County Routes should be reclassified as Demand Response Routes.

Demand Response Routes (DAR & JARC)														
Bus Nos.	Total Miles	Dead Head Miles	Revenue Miles	Total Hours	Dead Head Hours	Revenue Hours	Elderly	Disabled	WC	Other	Total	Elderly Disabled	All Other Trips	Total
DAR														
20	1316	0	1316	140	10.00	130	38	20	16	54	128	74	54	128
24	965	0	965	63	4.50	58.5	40	14	8	24	86	62	24	86
97	587	0	587	35	2.50	32.5	35	16	8	7	66	59	7	66
98	179	0	179	14	1.00	13	12	9	0	9	30	21	9	30
100	1837	0	1837	112	8.00	104	72	114	16	12	214	202	12	214
339	1740	0	1740	105	7.50	97.5	19	65	0	131	215	84	131	215
Sub-Total	6624	0	6624	469	33.50	435.5	216	238	48	237	739	502	237	739
JARC														
98	84	0	84	10	3	7	0	1	2	7	10	3	7	10
339	187	0	187	30	9	21	5	9	0	18	32	14	18	32
514	2169	0	2169	160	48	112	63	88	0	117	268	151	117	268
515	1493	0	1493	198	55	143	18	45	0	137	200	63	137	200
Sub-Total	3933	0	3933	398	115	283	86	143	2	279	510	231	279	510
Total	10557	0	10557	867	148.5	718.5	302	381	50	516	1249	733	516	1249

Total Deviated and Demand Response Routes														
Total Routes and Bus Nos.	Total Miles	Dead Head Miles	Revenue Miles	Total Hours	Dead Head Hours	Revenue Hours	Elderly	Disabled	WC	Other	Total	Elderly Disabled	All Other Trips	Total
Deviated Route	8332	1092	7240	640	80.06	559.94	499	303	47	612	1461	750	711	1461
DAR (DR)	6624	0	6624	469	33.5	435.5	216	238	48	237	739	502	237	739
JARC (DR)	3933	0	3933	398	115	283	86	143	2	279	510	231	279	510
Total	18488	2389	16099	1643	165.71	1470.19	801	684	97	1128	2710	1483	1227	2710

October 2015 NRTA/RCCAA Transit Report

Deviated Routes														
Route	Total Miles	Dead Head Miles	Revenue Miles	Total Hours	Dead Head Hours	Revenue Hours	Elderly	Disabled	WC	Other	Total	Elderly Disabled	All Other Trips	Total
Blue Route	2799	920	1879	150	31.69	118.31	107	19	6	125	257	132	125	257
Red Route	1771	57	1714	140	12.04	127.96	219	12	0	333	564	231	333	564
Gold Route	1577	57	1520	140	12.04	127.96	52	174	11	226	463	237	226	463
County Routes	1855	57	1798	112	13.60	98.40	107	84	0	17	208	191	17	208
Total	8002	1091	6911	542	69.37	472.63	485	289	17	701	1492	791	701	1492

The County Routes (Raleigh County East/West Route) are currently classified as Deviated Routes; however, transit vehicles do not follow a general route. Since pick-ups are based on appointments, the County Routes should be reclassified as Demand Response Routes.

Demand Response Routes (DAR & JARC)														
Program by Bus Nos.	Total Miles	Dead Head Miles	Revenue Miles	Total Hours	Dead Head Hours	Revenue Hours	Elderly	Disabled	WC	Other	Total	Elderly Disabled	All Other Trips	Total
DAR														
20	121	0	121	6	0.45	5.55	8	5	-	-	13	13	0	13
24	2014	0	2014	140	6.60	133.4	53	26	19	106	204	98	106	204
97	661	0	661	49	2.30	46.7	30	24	8	11	73	62	11	73
98	400	0	400	28	1.50	26.5	4	7	0	20	31	11	20	31
100	1810	0	1810	140	6.60	133.4	89	112	8	5	214	209	5	214
339	1055	0	1055	84	3.60	80.4	10	32	1	79	122	43	79	122
514	171	0	171	14	0.75	13.25	2	1	0	10	13	3	10	13
Sub-Total	6232	0	6232	461	21.8	439.2	196	207	36	231	670	439	231	670
JARC														
98	321	0	321	35	1.70	33.30	8	7	2	26	43	17	26	43
514	2095	0	2095	270	9.00	261.00	31	74	0	147	252	105	147	252
515	1685	0	1685	180	6.60	173.40	65	60	0	79	204	125	79	204
Sub-Total	4101	0	4101	485	17.30	467.7	104	141	2	252	499	247	252	499
Total	10333	0	10333	946	39.10	906.90	300	348	38	483	1169	686	483	1169

Total Deviated and Demand Response (DR) Routes														
Total Routes and Programs	Total Miles	Dead Head Miles	Revenue Miles	Total Hours	Dead Head Hours	Revenue Hours	Elderly	Disabled	WC	Other	Total	Elderly Disabled	All Other Trips	Total
Deviated Route	8002	1091	6911	542	69.37	472.63	485	289	17	701	1492	791	701	1492
DAR (DR)	6232	0	6232	461	21.8	439.2	196	207	36	231	670	439	231	670
JARC (DR)	4101	0	4101	485	17.3	467.7	104	141	2	252	499	247	252	499
Total	18335	1091	17244	1488	108.47	1379.53	785	637	55	1184	2661	1477	1184	2661

November 2015 NRTA/RCCAA Transit Report

Deviated Routes														
Route	Total Miles	Dead Head Miles	Revenue Miles	Total Hours	Dead Head Hours	Revenue Hours	Elderly	Disabled	WC	Other	Total	Elderly Disabled	All Other Trips	Total
Blue Route	2480	828	1652	144	30	114	113	13	10	125	261	136	125	261
Red Route	1702	47	1655	144	11	133	187	13	3	254	457	203	254	457
Gold Route	1292	47	1245	144	11	133	61	182	16	240	499	259	240	499
County Routes	1804	47	1757	110	17	94	113	78	0	19	210	191	19	210
Total	7278	969	6309	542	69	473	474	286	29	638	1427	789	638	1427

The County Routes (Raleigh County East/West Route) are currently classified as Deviated Routes; however, transit vehicles do not follow a general route. Since pick-ups are based on appointments, the County Routes should be reclassified as Demand Response Routes.

Demand Response Routes (DAR & JARC)														
Program by Bus Nos.	Total Miles	Dead Head Miles	Revenue Miles	Total Hours	Dead Head Hours	Revenue Hours	Elderly	Disabled	WC	Other	Total	Elderly Disabled	All Other Trips	Total
DAR														
1	48	0	48	7	1	7	8	0	0	0	8	8	0	8
20	71	0	71	7	1	7	0	0	0	4	4	0	4	4
24	1739	0	1739	126	9	117	40	16	15	110	181	71	110	181
97	593	0	593	49	4	46	19	37	4	8	68	60	8	68
98	460	0	460	35	3	33	13	16	4	14	47	33	14	47
100	1427	0	1427	91	7	85	56	83	8	0	147	147	0	147
339	232	0	232	28	2	26	3	1	3	16	23	7	16	23
514	183	0	183	14	1	13	20	0	0	4	24	20	4	24
515	58	0	58	7	1	7	3	2		1	6	5	1	6
Sub-Total	4811	0	4811	364	26	338	162	155	34	157	508	351	157	508
JARC														
98	251	0	251	30	9	21	1	11	2	16	30	14	16	30
514	1926	0	1926	170	5	165	65	87	0	92	244	152	92	244
515	1392	0	1392	144	4	140	27	49	0	104	180	76	104	180
Sub-Total	3569	0	3569	344	18	326	93	147	2	212	454	242	212	454
Total	8380	0	8380	708	44	664	255	302	36	369	962	593	369	962

Total Deviated and Demand Response (DR) Routes														
Total Routes and Programs	Total Miles	Dead Head Miles	Revenue Miles	Total Hours	Dead Head Hours	Revenue Hours	Elderly	Disabled	WC	Other	Total	Elderly Disabled	All Other Trips	Total
Deviated Route	7278	969	6309	542	69	473	474	286	29	638	1427	789	638	1427
DAR (DR)	4811	0	4811	364	26	338	162	155	34	157	508	351	157	508
JARC (DR)	3569	0	3569	344	18	326	93	147	2	212	454	242	212	454
Total	15658	969	14689	1250	113	1137	729	588	65	1007	2389	1382	1007	2389

December 2015 NRTA/RCCAA Transit Report

Deviated Routes														
Route	Total Miles	Dead Head Miles	Revenue Miles	Total Hours	Dead Head Hours	Revenue Hours	Elderly	Disabled	WC	Other	Total	Elderly Disabled	All Other Trips	Total
Blue Route	2795	920	1875	140	30	110	113	13	10	125	261	136	125	261
Red Route	1767	52	1715	140	13	127	61	182	16	240	499	259	240	499
Gold Route	1571	52	1519	140	13	127	159	24	3	348	534	186	348	534
County Routes	1881	52	1829	140	13	127	123	55	0	31	209	178	31	209
Total	8014	1076	6938	560	70	490	456	274	29	744	1503	759	744	1503

The County Routes (Raleigh County East/West Route) are currently classified as Deviated Routes; however, transit vehicles do not follow a general route. Since pick-ups are based on appointments, the County Routes should be reclassified as Demand Response Routes.

Demand Response Routes (DAR & JARC)														
Program by Bus Nos.	Total Miles	Dead Head Miles	Revenue Miles	Total Hours	Dead Head Hours	Revenue Hours	Elderly	Disabled	WC	Other	Total	Elderly Disabled	All Other Trips	Total
DAR														
10	90	0	90	8	1	8	0	4	0	3	7	4	3	7
24	2264	0	2264	152	10	143	50	23	25	122	220	98	122	220
97	1176	0	1176	96	6	90	47	49	2	28	126	98	28	126
100	1622	0	1622	129	8	121	41	119	13	16	189	173	16	189
339	1149	0	1149	96	6	90	6	21	5	98	130	32	98	130
Sub-Total	6301	0	6301	481	30	451	144	216	45	267	672	405	267	672
JARC														
10	90	0	90	9	1	8	2	2	0	12	16	4	12	16
98	117	0	117	15	6	9	0	6	4	7	17	10	7	17
514	2370	0	2370	245	55	190	71	90	0	185	346	161	185	346
515	1581	0	1581	175	42	133	20	30	0	149	199	50	149	199
Sub-Total	4158	0	4158	444	104	340	93	128	4	353	578	225	353	578
Total	10459	0	10459	925	134	791	237	344	49	620	1250	630	620	1250

Total Deviated and Demand Response (DR) Routes														
Total Routes and Programs	Total Miles	Dead Head Miles	Revenue Miles	Total Hours	Dead Head Hours	Revenue Hours	Elderly	Disabled	WC	Other	Total	Elderly Disabled	All Other Trips	Total
Deviated Route	8014	1076	6938	560	70	490	456	274	29	744	1503	759	744	1503
DAR (DR)	6301	0	6301	481	30	451	144	216	45	267	672	405	267	672
JARC (DR)	4158	0	4158	444	104	340	93	128	4	353	578	225	353	578
Total	18473	1076	17397	1485	204	1281	693	618	78	1364	2753	1389	1364	2753

The Report excludes the Pine Haven Homeless Shelter and Pettus COA boardings. The totals for Bus # 94 and the Pettus COA Contract were deducted from the total of boardings by vehicle.

January 2016 NRTA/RCCAA Transit Report

Deviated Routes														
Route	Total Miles	Dead Head Miles	Revenue Miles	Total Hours	Dead Head Hours	Revenue Hours	Elderly	Disabled	WC	Other	Total	Elderly Disabled	All Other Trips	Total
Blue Route	2,303	860	1443	144	23	121	85	9	12	68	174	106	68	174
Red Route	1,563	47	1516	144	11	133	103	7	0	240	350	110	240	350
Gold Route	1413	47	1366	144	11	133	35	133	7	191	366	175	191	366
County Routes	1466	47	1419	104	7	97	55	45	0	22	122	100	22	122
Total	6745	1001	5744	536	53	483	278	194	19	521	1012	491	521	1012

The County Routes (Raleigh County East/West Route) are currently classified as Deviated Routes; however, the transit vehicles do not follow an established general route.

Demand Response Routes (DAR & JARC)														
Program by Bus Nos.	Total Miles	Dead Head Miles	Revenue Miles	Total Hours	Dead Head Hours	Revenue Hours	Elderly	Disabled	WC	Other	Total	Elderly Disabled	All Other Trips	Total
DAR														
1	116	0	116	8	1	7	0	5	0	0	5	5	0	5
10	211	0	211	24	2	23	6	1	2	7	16	9	7	16
20	353	0	353	24	2	23	13	9	2	4	28	24	4	28
24	1519	0	1519	120	8	113	21	14	12	99	146	47	99	146
97	1252	0	1252	120	8	113	67	62	6	40	175	135	40	175
98	1142	0	1142	72	5	68	30	32	8	19	89	70	19	89
100	742	0	742	80	5	75	32	49	8	3	92	89	3	92
339	1103	0	1103	88	6	83	23	13	8	47	91	44	47	91
514	153	0	153	8	1	8	0	11	0	2	13	11	2	13
515	370	0	370	16	1	15	1	2	0	0	3	3	0	3
Sub-Total	6961	0	6961	560	36	525	193	198	46	221	658	437	221	658
JARC														
10	547	0	547	58	2	56	24	15	0	76	115	39	76	115
98	65	0	65	10	1	9	0	2	2	5	9	4	5	9
514	1466	0	1466	142	6	136	40	33	0	128	201	73	128	201
515	1770	0	1770	186	8	178	77	51	0	135	263	128	135	263
Sub-Total	3848	0	3848	396	17	379	141	101	2	344	588	244	344	588
Total	10809	0	10809	956	52	904	334	299	48	565	1246	681	565	1246

Total Deviated and Demand Response (DR) Routes														
Total Routes and Programs	Total Miles	Dead Head Miles	Revenue Miles	Total Hours	Dead Head Hours	Revenue Hours	Elderly	Disabled	WC	Other	Total	Elderly Disabled	All Other Trips	Total
Deviated Route	6745	1001	5744	536	53	483	278	194	19	521	1012	491	521	1012
DAR (DR)	6961	0	6961	560	36	525	193	198	46	221	658	437	221	658
JARC (DR)	3848	0	3848	396	17	379	141	101	2	344	588	244	344	588
Total	17554	1001	16553	1492	105	1387	612	493	67	1086	2258	1172	1086	2258

February 2016 NRTA/RCCAA Transit Report

Deviated Routes														
Route	Total Miles	Dead Head Miles	Revenue Miles	Total Hours	Dead Head Hours	Revenue Hours	Elderly	Disabled	WC	Other	Total	Elderly Disabled	All Other Trips	Total
Blue Route	2,688	920	1768	160	26	134	106	16	15	90	227	137	90	227
Red Route	1,722	52	1670	160	13	147	131	9	0	273	413	140	273	413
Gold Route	1389	52	1337	160	13	147	87	151	23	265	526	261	265	526
County Routes	1745	52	1693	120	8	113	70	69	0	18	157	139	18	157
Total	7544	1076	6468	600	59	541	394	245	38	646	1323	677	646	1323

The County Routes (Raleigh County East/West Route) are currently classified as Deviated Routes; however, the transit vehicles do not follow an established general route.

Demand Response Routes (DAR & JARC)														
Program by Bus Nos.	Total Miles	Dead Head Miles	Revenue Miles	Total Hours	Dead Head Hours	Revenue Hours	Elderly	Disabled	WC	Other	Total	Elderly Disabled	All Other Trips	Total
DAR														
10	1292	0	1292	80	5	75	34	11	14	73	132	59	73	132
20	526	0	526	40	3	38	6	17	2	20	45	25	20	45
97	2179	0	2179	152	10	143	63	77	13	52	205	153	52	205
98	1136	0	1136	88	6	83	30	31	6	71	138	67	71	138
100	1730	0	1730	136	9	128	48	133	17	11	209	198	11	209
339	1135	0	1135	96	6	90	32	16	3	104	155	51	104	155
Sub-Total	7998	0	7998	592	37	555	213	285	55	331	884	553	331	884
JARC														
10	156	0	156	12	1	11	14	7	0	21	42	21	21	42
339	143	0	143	12	1	11	0	4	4	7	15	8	7	15
514	1222	0	1222	92	8	84	28	28	0	113	169	56	113	169
515	2785	0	2785	316	31	285	103	72	0	273	448	175	273	448
Sub-Total	4306	0	4306	432	41	391	145	111	4	414	674	260	414	674
Total	12304	0	12304	1024	78	946	358	396	59	745	1558	813	745	1558

Both the DAR and JARC totals include NEMT

Total Deviated and Demand Response (DR) Routes														
Total Routes and Programs	Total Miles	Dead Head Miles	Revenue Miles	Total Hours	Dead Head Hours	Revenue Hours	Elderly	Disabled	WC	Other	Total	Elderly Disabled	All Other Trips	Total
Deviated Route	7544	1076	6468	600	59	541	394	245	38	646	1323	677	646	1323
DAR (DR)	7998	0	7998	592	37	555	213	285	55	331	884	553	331	884
JARC (DR)	4306	0	4306	432	41	391	145	111	4	414	674	260	414	674
Total	19848	1076	18772	1624	137	1487	752	641	97	1391	2881	1490	1391	2881

Appendix B





360 Prince Street, Beckley WV 25801

Andy Austin, Director
304.894.8918
ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25880
2. WHAT IS YOUR AGE? (CHECK ONE)

<input checked="" type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input checked="" type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
_____ PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."
UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?
☒ NO ☐ YES
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input checked="" type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?
☐ YES ☒ NO
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input checked="" type="checkbox"/> DAILY	<input type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☐ NO

☐ OWN A VEHICLE



FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1

☐ 2

☐ 3

☐ 4

☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1

☐ 2

☐ 3

☐ 4

☒ 5

CLEANLINESS OF THE BUS?

☐ 1

☐ 2

☐ 3

☐ 4

☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1

☐ 2

☐ 3

☐ 4

☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1

☐ 2

☐ 3

☐ 4

☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1

☐ 2

☐ 3

☐ 4

☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☒ FRIEND

☐ DR'S OFFICE

☐ TELEVISION

☐ RADIO

☐ NEWSPAPER

☐ OTHER, IF SO WHERE:

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25832
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input checked="" type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
\$8760 PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
-----------------------------	---
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input type="checkbox"/> RED ROUTE	<input checked="" type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input checked="" type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☐ NO

☐ OWN A VEHICLE



FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☒ FRIEND ☐ DR'S OFFICE ☐ TELEVISION

☐ RADIO ☐ NEWSPAPER ☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES
CURRENTLY BEING OFFERED:

come out my way more often



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input checked="" type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
16000.00 PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
-----------------------------	---
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input type="checkbox"/> RED ROUTE	<input checked="" type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input checked="" type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO ☐ OWN A VEHICLE ☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☒ FRIEND ☐ DR'S OFFICE ☐ TELEVISION

☐ RADIO ☐ NEWSPAPER ☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES
CURRENTLY BEING OFFERED:

None



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25918
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input checked="" type="checkbox"/> 85 +
<input type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 ☒ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7+ ☐
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
59800.00 PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
-----------------------------	---
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input type="checkbox"/> RED ROUTE	<input checked="" type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input checked="" type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO ☐ OWN A VEHICLE ☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☒ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☒ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

CLEANLINESS OF THE BUS?

☒ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

☒ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☒ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☒ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☒ FRIEND ☐ DR'S OFFICE ☐ TELEVISION
☐ RADIO ☐ NEWSPAPER ☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES
CURRENTLY BEING OFFERED:

Don't know what I
would do without it



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE?

25843

2. WHAT IS YOUR AGE? (CHECK ONE)

☐ UNDER 16

☒ 65 - 74

☐ 16 - 24

☐ 75 - 84

☐ 25 - 44

☐ 85 +

☐ 45 - 64

3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)

1

2

3

4

5

6

7+

4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?

_____ PER YEAR

5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

☐ NO

☒ YES

6. WHICH ROUTE ARE YOU RIDING TODAY?

☐ RED ROUTE

☒ RALEIGH EAST (MONDAY & WEDNESDAY)

☐ GOLD ROUTE

☐ RALEIGH WEST (TUESDAY & THURSDAY)

☐ FAYETTE COUNTY ROUTE

7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

☐ YES

☒ NO

8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

☐ DAILY

☒ 2-3 TIMES PER WEEK

☐ WEEKLY

☐ A FEW TIMES PER MONTH

☐ MONTHLY

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO ☐ OWN A VEHICLE ☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☒ FRIEND ☐ DR'S OFFICE ☐ TELEVISION
☐ RADIO ☐ NEWSPAPER ☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25880
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input checked="" type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
N/A PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?
☒ NO ☐ YES
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input checked="" type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?
☒ YES ☐ NO
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input checked="" type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☐ NO ☐ OWN A VEHICLE ☒ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☒ FRIEND ☐ DR'S OFFICE ☐ TELEVISION

☐ RADIO ☒ NEWSPAPER ☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25880
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input checked="" type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
_____ PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."
UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?
☒ NO ☐ YES
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input checked="" type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?
☒ YES ☐ NO
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input checked="" type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☐ NO

☒ OWN A VEHICLE

☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1

☐ 2

☐ 3

☒ 4

☐ 5

EASE OF SCHEDULING WITH DISPATCHER?

☒ 1

☐ 2

☐ 3

☐ 4

☐ 5

CLEANLINESS OF THE BUS?

☐ 1

☐ 2

☐ 3

☒ 4

☐ 5

IS THE SERVICE AFFORDABLE?

☐ 1

☐ 2

☒ 3

☐ 4

☐ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1

☐ 2

☐ 3

☒ 4

☐ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1

☐ 2

☒ 3

☐ 4

☐ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☐ FRIEND

☐ DR'S OFFICE

☐ TELEVISION

☐ RADIO

☐ NEWSPAPER

☒ OTHER, IF SO WHERE:

MTA

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:

Go Back to the old times. A pot.
the amount back 2.00. An helping
ladies with there bags. To the door.



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25813
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input checked="" type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
_____ PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
-----------------------------	---
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input type="checkbox"/> RED ROUTE	<input checked="" type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input checked="" type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

___ NO

___ OWN A VEHICLE

X

FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

___ 1

___ 2

___ 3

___ 4

X 5

EASE OF SCHEDULING WITH DISPATCHER?

___ 1

___ 2

___ 3

___ 4

X 5

CLEANLINESS OF THE BUS?

___ 1

___ 2

___ 3

___ 4

X 5

IS THE SERVICE AFFORDABLE?

___ 1

___ 2

___ 3

___ 4

X 5

DO YOU FEEL SAFE ON THE BUS?

___ 1

___ 2

___ 3

___ 4

X 5

DO YOU FEEL SAFE AT THE BUS STOP?

___ 1

___ 2

___ 3

___ 4

X 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

___ FRIEND

___ DR'S OFFICE

___ TELEVISION

___ RADIO

___ NEWSPAPER

___ OTHER, IF SO WHERE:

*I have know
about it for
a while*

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES
CURRENTLY BEING OFFERED:

long hours



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Andy Austin, Director
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ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25840
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input checked="" type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
12,000 PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?
☒ NO ☐ YES
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input checked="" type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?
☐ YES ☒ NO
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input checked="" type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☐ NO

☐ OWN A VEHICLE

☒

FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1

☐ 2

☐ 3

☐ 4

☒

5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1

☐ 2

☐ 3

☐ 4

☒

5

CLEANLINESS OF THE BUS?

☐ 1

☐ 2

☐ 3

☐ 4

☒

5

IS THE SERVICE AFFORDABLE?

☐ 1

☐ 2

☐ 3

☐ 4

☒

5

DO YOU FEEL SAFE ON THE BUS?

☐ 1

☐ 2

☐ 3

☐ 4

☒

5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1

☐ 2

☐ 3

☐ 4

☒

5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☐ FRIEND

☐ DR'S OFFICE

☐ TELEVISION

☐ RADIO

☐ NEWSPAPER

☒

OTHER, IF SO WHERE: *Local fast my upst.*

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:

*Maybe having Earlier or Stops after 4 and no having
The buses run on weekends would be great.*



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Andy Austin, Director
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RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE?

25801

2. WHAT IS YOUR AGE? (CHECK ONE)

☐ UNDER 16

☐ 65 - 74

☐ 16 - 24

☐ 75 - 84

☐ 25 - 44

☐ 85 +

☒ 45 - 64

3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)

1

2

3

4

5

6

7+

4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?

\$5,000 PER YEAR

5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

☒ NO

☐ YES

6. WHICH ROUTE ARE YOU RIDING TODAY?

☒ RED ROUTE

☐ RALEIGH EAST (MONDAY & WEDNESDAY)

☐ GOLD ROUTE

☐ RALEIGH WEST (TUESDAY & THURSDAY)

☐ FAYETTE COUNTY ROUTE

7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

☐ YES

☒ NO

8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

☐ DAILY

☒ 2-3 TIMES PER WEEK

☐ WEEKLY

☒ A FEW TIMES PER MONTH

☐ MONTHLY

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

___ NO

___ OWN A VEHICLE

___ ☒ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

___ 1 ___ 2 ___ 3 ___ 4 ___ ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

___ 1 ___ 2 ___ 3 ___ ☒ 4 ___ 5

CLEANLINESS OF THE BUS?

___ 1 ___ 2 ___ 3 ___ 4 ___ 5

IS THE SERVICE AFFORDABLE?

___ 1 ___ 2 ___ 3 ___ 4 ___ ☒ 5

DO YOU FEEL SAFE ON THE BUS?

___ 1 ___ 2 ___ 3 ___ 4 ___ 5

DO YOU FEEL SAFE AT THE BUS STOP?

___ 1 ___ 2 ___ 3 ___ 4 ___ ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☒ FRIEND ___ DR'S OFFICE ___ TELEVISION

___ RADIO ___ NEWSPAPER ___ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES
CURRENTLY BEING OFFERED:

Some times it is
hard to call



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Andy Austin, Director
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RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input checked="" type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
_____ PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
-----------------------------	---
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	<u>Dial Ride</u>
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input checked="" type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input checked="" type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO ☐ OWN A VEHICLE ☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☒ FRIEND ☐ DR'S OFFICE ☐ TELEVISION

☐ RADIO ☐ NEWSPAPER ☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:



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Andy Austin, Director

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RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input checked="" type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)

<input checked="" type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7+
------------------------------------	-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	--------------------------
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?

_____ PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
-----------------------------	---
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input checked="" type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input checked="" type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input checked="" type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO ☐ OWN A VEHICLE ☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☒ FRIEND ☐ DR'S OFFICE ☐ TELEVISION

☐ RADIO ☐ NEWSPAPER ☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

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RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input checked="" type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
9,000 PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
-----------------------------	---
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	<u>Dial Ride</u>
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input checked="" type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

_____ NO

_____ OWN A VEHICLE

☒ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

_____ 1 _____ 2 _____ 3 _____ 4 _____ 5

EASE OF SCHEDULING WITH DISPATCHER?

_____ 1 _____ 2 _____ 3 _____ 4 _____ 5

CLEANLINESS OF THE BUS?

_____ 1 _____ 2 _____ 3 _____ 4 _____ 5

IS THE SERVICE AFFORDABLE?

_____ 1 _____ 2 _____ 3 _____ 4 _____ 5

DO YOU FEEL SAFE ON THE BUS?

_____ 1 _____ 2 _____ 3 _____ 4 _____ 5

DO YOU FEEL SAFE AT THE BUS STOP?

_____ 1 _____ 2 _____ 3 _____ 4 _____ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☒ FRIEND _____ DR'S OFFICE _____ TELEVISION

_____ RADIO _____ NEWSPAPER _____ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:

None.



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Andy Austin, Director

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RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801

2. WHAT IS YOUR AGE? (CHECK ONE)

☐ UNDER 16

☐ 65 - 74

☐ 16 - 24

☐ 75 - 84

☐ 25 - 44

☐ 85 +

☒ 45 - 64

3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)

☒ 1

2

3

4

5

6

7+

4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?

\$20,000

PER YEAR

5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

☒ NO

YES

6. WHICH ROUTE ARE YOU RIDING TODAY?

☐ RED ROUTE

☐ RALEIGH EAST (MONDAY & WEDNESDAY)

☒ GOLD ROUTE

☐ RALEIGH WEST (TUESDAY & THURSDAY)

☐ FAYETTE COUNTY ROUTE

7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

☐ YES

☒ NO

8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

☐ DAILY

☒

2-3 TIMES PER WEEK

☐ WEEKLY

☐ A FEW TIMES PER MONTH

☐ MONTHLY

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

_____ NO

_____ OWN A VEHICLE

_____ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

_____ 1

_____ 2

_____ 3

_____ 4

_____ 5

EASE OF SCHEDULING WITH DISPATCHER?

_____ 1

_____ 2

_____ 3

_____ 4

_____ 5

CLEANLINESS OF THE BUS?

_____ 1

_____ 2

_____ 3

_____ 4

_____ 5

IS THE SERVICE AFFORDABLE?

_____ 1

_____ 2

_____ 3

_____ 4

_____ 5

DO YOU FEEL SAFE ON THE BUS?

_____ 1

_____ 2

_____ 3

_____ 4

_____ 5

DO YOU FEEL SAFE AT THE BUS STOP?

_____ 1

_____ 2

_____ 3

_____ 4

_____ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

_____ FRIEND

_____ DR'S OFFICE

_____ TELEVISION

_____ RADIO

_____ NEWSPAPER

_____ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input checked="" type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
\$25,000 PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?
☒ NO ☐ YES
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input checked="" type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?
☐ YES ☒ NO
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input checked="" type="checkbox"/> DAILY	<input type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

____ NO

____ OWN A VEHICLE



____ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

____ 1

____ 2

____ 3

____ 4



5

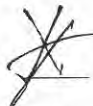
EASE OF SCHEDULING WITH DISPATCHER?

____ 1

____ 2

____ 3

____ 4



5

CLEANLINESS OF THE BUS?

____ 1

____ 2

____ 3

____ 4



5

IS THE SERVICE AFFORDABLE?

____ 1

____ 2

____ 3

____ 4



5

DO YOU FEEL SAFE ON THE BUS?

____ 1

____ 2

____ 3

____ 4



5

DO YOU FEEL SAFE AT THE BUS STOP?

____ 1

____ 2

____ 3

____ 4



5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)



FRIEND

____ DR'S OFFICE

____ TELEVISION

____ RADIO

____ NEWSPAPER

____ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES
CURRENTLY BEING OFFERED:

*I Love the transit bus services
I think every thing is wonderful*



360 Prince Street, Beckley WV 25801

Andy Austin, Director
304.894.8918
ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input checked="" type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
25,000 PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?
☒ NO ☐ YES
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input checked="" type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?
☒ YES ☐ NO
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input checked="" type="checkbox"/> DAILY	<input type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☐ NO

☐ OWN A VEHICLE

☒ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1

☐ 2

☐ 3

☐ 4

☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

CLEANLINESS OF THE BUS?

☐ 1

☐ 2

☐ 3

☐ 4

☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☒ FRIEND

☐ DR'S OFFICE

☐ TELEVISION

☐ RADIO

☐ NEWSPAPER

☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input checked="" type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
23000 PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?
☒ NO ☐ YES
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	<input checked="" type="checkbox"/> <u>Dial Run</u>
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?
☒ YES ☐ NO
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input checked="" type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

_____ NO

_____ OWN A VEHICLE



FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

_____ 1

_____ 2

_____ 3

_____ 4

☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

_____ 1

_____ 2

_____ 3

_____ 4

☒ 5

CLEANLINESS OF THE BUS?

_____ 1

_____ 2

_____ 3

_____ 4

☒ 5

IS THE SERVICE AFFORDABLE?

_____ 1

_____ 2

_____ 3

_____ 4

☒ 5

DO YOU FEEL SAFE ON THE BUS?

_____ 1

_____ 2

_____ 3

_____ 4

☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

_____ 1

_____ 2

_____ 3

_____ 4

☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

_____ FRIEND

_____ DR'S OFFICE

_____ TELEVISION

_____ RADIO

_____ NEWSPAPER



OTHER, IF SO WHERE: RCCA

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES
CURRENTLY BEING OFFERED:

extended hours, week end runs, more availability
of use of transfers for night runs



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input checked="" type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
20,060 PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?
☒ NO ☐ YES
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input checked="" type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?
☒ YES ☐ NO
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input type="checkbox"/> 2-3 TIMES PER WEEK	<input checked="" type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO ☐ OWN A VEHICLE ☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☒ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☐ FRIEND ☐ DR'S OFFICE ☐ TELEVISION

☐ RADIO ☐ NEWSPAPER ☒ OTHER, IF SO WHERE:

*called
saw bus*

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES
CURRENTLY BEING OFFERED:

*I think it should be longer than 3pm
running*



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input checked="" type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
27,000 PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
-----------------------------	---
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input checked="" type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input type="checkbox"/> 2-3 TIMES PER WEEK	<input checked="" type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO ☐ OWN A VEHICLE ☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☐ FRIEND ☐ DR'S OFFICE ☐ TELEVISION

☐ RADIO ☐ NEWSPAPER ☒ OTHER, IF SO WHERE:

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES
CURRENTLY BEING OFFERED:

Weekend Service



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input checked="" type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
8500.00 PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
-----------------------------	---
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	<u>Dial Ride</u>
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input checked="" type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO ☐ OWN A VEHICLE ☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☐ FRIEND ☒ DR'S OFFICE ☐ TELEVISION

☐ RADIO ☐ NEWSPAPER ☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:



360 Prince Street, Beckley WV 25801

Andy Austin, Director
304.894.8918
ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25880
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input checked="" type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
_____ PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."
UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
-----------------------------	---
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input checked="" type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input checked="" type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

___ NO

___ OWN A VEHICLE

___ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

___ 1 ___ 2 ___ 3 ✓ 4 ___ 5

EASE OF SCHEDULING WITH DISPATCHER?

___ 1 ___ 2 ___ 3 ___ 4 ___ 5

CLEANLINESS OF THE BUS?

___ 1 ___ 2 ___ 3 ✓ 4 ___ 5

IS THE SERVICE AFFORDABLE?

___ 1 ___ 2 ___ 3 ✓ 4 ___ 5

DO YOU FEEL SAFE ON THE BUS?

___ 1 ___ 2 ___ 3 ✓ 4 ___ 5

DO YOU FEEL SAFE AT THE BUS STOP?

___ 1 ___ 2 ___ 3 ✓ 4 ___ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

___ FRIEND

___ DR'S OFFICE

___ TELEVISION

___ RADIO

___ NEWSPAPER

✓ OTHER, IF SO WHERE:

MTA RIDER

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES
CURRENTLY BEING OFFERED:

EARLIER - LATER ROUTES



360 Prince Street, Beckley WV 25801

Andy Austin, Director
304.894.8918
ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input checked="" type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
25,000 PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?
☒ NO ☐ YES
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input checked="" type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input checked="" type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?
☒ YES ☐ NO
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input checked="" type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO ☐ OWN A VEHICLE ☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☐ FRIEND ☐ DR'S OFFICE ☐ TELEVISION

☐ RADIO ☐ NEWSPAPER ☐ OTHER, IF SO WHERE:

Been at King for years

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:

We need one going up and one coming down. And Saturday transportation. Our bus doesn't run later than 3pm 4pm is better



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input checked="" type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)

<u>1</u>	2	3	4	5	6	7+
----------	---	---	---	---	---	----
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
14,000 PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input checked="" type="checkbox"/> NO	<input type="checkbox"/> YES
--	------------------------------
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input checked="" type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input checked="" type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO ☐ OWN A VEHICLE ☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☐ FRIEND ☐ DR'S OFFICE ☐ TELEVISION
☐ RADIO ☒ NEWSPAPER ☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES
CURRENTLY BEING OFFERED:

POST ~~STOP~~ TIMES AT STOPS !!
Times are not posted at stops. This is very
annoying and inconvenient. I have had to walk
home several times after waiting for a long time
because we now have to guess at the times. I'm
sure that this has happened to others as well.
(I have arthritis and the walk home is
sometimes painful)



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25917

2. WHAT IS YOUR AGE? (CHECK ONE)

☐ UNDER 16 ☐ 65 - 74
☐ 16 - 24 ☐ 75 - 84
☐ 25 - 44 ☐ 85 +
☒ 45 - 64

3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)

1 2 3 4 5 6 7+

4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?

_____ PER YEAR

5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

☐ NO ☒ YES

6. WHICH ROUTE ARE YOU RIDING TODAY?

☐ RED ROUTE ☐ RALEIGH EAST (MONDAY & WEDNESDAY)
☐ GOLD ROUTE ☐ RALEIGH WEST (TUESDAY & THURSDAY)
☒ FAYETTE COUNTY ROUTE

7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

☐ YES ☒ NO

8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

☐ DAILY ☐ 2-3 TIMES PER WEEK ☐ WEEKLY
☒ A FEW TIMES PER MONTH ☐ MONTHLY

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO ☐ OWN A VEHICLE ☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☒ FRIEND ☐ DR'S OFFICE ☐ TELEVISION

☐ RADIO ☐ NEWSPAPER ☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25880
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input checked="" type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)

<u>1</u>	2	3	4	5	6	7+
----------	---	---	---	---	---	----
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
_____ PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input checked="" type="checkbox"/> NO	<input type="checkbox"/> YES
--	------------------------------
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input checked="" type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input checked="" type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
---	-----------------------------
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input checked="" type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☐ NO ☐ OWN A VEHICLE ☒ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☒ FRIEND ☐ DR'S OFFICE ☐ TELEVISION

☐ RADIO ☐ NEWSPAPER ☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:

driving on the weekends



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25917
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input checked="" type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
_____ PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
-----------------------------	---
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input checked="" type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input checked="" type="checkbox"/> A FEW TIMES PER MONTH	<input checked="" type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO ☐ OWN A VEHICLE ☒ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☒ FRIEND ☐ DR'S OFFICE ☐ TELEVISION
☐ RADIO ☐ NEWSPAPER ☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:

Back from Fayetteville in
evenings.



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input checked="" type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
_____ PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?
☒ NO ☐ YES
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input checked="" type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input checked="" type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?
☐ YES ☒ NO
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input type="checkbox"/> 2-3 TIMES PER WEEK	<input checked="" type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO ☐ OWN A VEHICLE ☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☒ FRIEND ☐ DR'S OFFICE ☐ TELEVISION
☐ RADIO ☐ NEWSPAPER ☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:

good



360 Prince Street, Beckley WV 25801

Andy Austin, Director
304.894.8918
ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25880

2. WHAT IS YOUR AGE? (CHECK ONE)

☐ UNDER 16 ☐ 65 - 74
☐ 16 - 24 ☐ 75 - 84
☐ 25 - 44 ☒ 85 +
☐ 45 - 64

3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)

1 2 3 4 5 6 7+

4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?

_____ PER YEAR

5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

☐ NO ☒ YES

6. WHICH ROUTE ARE YOU RIDING TODAY?

☐ RED ROUTE ☐ RALEIGH EAST (MONDAY & WEDNESDAY)
☐ GOLD ROUTE ☐ RALEIGH WEST (TUESDAY & THURSDAY)
☒ FAYETTE COUNTY ROUTE

7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

☐ YES ☒ NO

8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

☐ DAILY ☐ 2-3 TIMES PER WEEK ☐ WEEKLY
☒ A FEW TIMES PER MONTH ☐ MONTHLY

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO ☐ OWN A VEHICLE ☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☐ FRIEND ☐ DR'S OFFICE ☒ TELEVISION
☐ RADIO ☐ NEWSPAPER ☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:



360 Prince Street, Beckley WV 25801

Andy Austin, Director
304.894.8918
ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25880
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input checked="" type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)

<u>1</u>	2	3	4	5	6	7+
----------	---	---	---	---	---	----
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
_____ PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
-----------------------------	---
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input checked="" type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input checked="" type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO ☐ OWN A VEHICLE ☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☐ FRIEND ☐ DR'S OFFICE ☒ TELEVISION

☐ RADIO ☐ NEWSPAPER ☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:



360 Prince Street, Beckley WV 25801

Andy Austin, Director
304.894.8918
ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input checked="" type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)

<u>1</u>	2	3	4	5	6	7+
----------	---	---	---	---	---	----
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
880.00 PER YEAR 10,560
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
-----------------------------	---
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input checked="" type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input checked="" type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO ☐ OWN A VEHICLE ☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☒ 2 ☐ 3 ☐ 4 ☐ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☐ FRIEND ☐ DR'S OFFICE ☒ TELEVISION
☐ RADIO ☐ NEWSPAPER ☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:

I will recommend to friends



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801 Town
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input checked="" type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)

<input checked="" type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7+
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4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
PRIVACY PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
-----------------------------	---
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input checked="" type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input checked="" type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☐ NO

☐ OWN A VEHICLE

☒ FRIEND OR NEIGHBOR

CAB

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☒ 1 ☐ 2 ☐ 3 ☐ 4

YES

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☐ 4

☒ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4

☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4

☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4

☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4

☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☐ FRIEND ☐ DR'S OFFICE ☐ TELEVISION

☐ RADIO ☐ NEWSPAPER ☐ OTHER, IF SO WHERE:

CITY WAL-MART

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:

OK



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25901
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input checked="" type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
1,000 PER YEAR 12,000
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
-----------------------------	---
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input checked="" type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input checked="" type="checkbox"/> DAILY	<input type="checkbox"/> 2-3 TIMES PER WEEK	<input checked="" type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO ☐ OWN A VEHICLE ☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☒ FRIEND ☐ DR'S OFFICE ☐ TELEVISION

☐ RADIO ☐ NEWSPAPER ☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:

No Recommendations



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input checked="" type="checkbox"/> 85 +
<input type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 (2) 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL HOUSEHOLD INCOME?
1211 months PER YEAR 13,332
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?
☒ NO ☐ YES
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input checked="" type="checkbox"/> RED ROUTE	<input checked="" type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input checked="" type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input checked="" type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?
☒ At times YES ☐ NO
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input checked="" type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

____ NO ____ OWN A VEHICLE ☒ ____ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

OKAY ____ 1 ____ 2 ____ 3 ____ 4 ____ (5)

EASE OF SCHEDULING WITH DISPATCHER?

OKAY ____ 1 ____ 2 ____ 3 ____ 4 ____ (5)

CLEANLINESS OF THE BUS?

OKAY ____ 1 ____ 2 ____ 3 ____ 4 ____ (5)

OKAY IS THE SERVICE AFFORDABLE?

____ 1 ____ 2 ____ 3 ____ 4 ____ (5)

DO YOU FEEL SAFE ON THE BUS?

____ 1 ____ 2 ____ 3 ____ 4 ____ (5)

DO YOU FEEL SAFE AT THE BUS STOP?

____ 1 ____ 2 ____ 3 ____ 4 ____ (5)

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☒ FRIEND ____ DR'S OFFICE ____ TELEVISION
____ RADIO ____ NEWSPAPER ☒ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:

Recomend 5pm Bus Station To Harper



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input checked="" type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
_____ PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
-----------------------------	---
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input checked="" type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input checked="" type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☐ NO

☐ OWN A VEHICLE

☒ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1

☐ 2

☐ 3

☐ 4

☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1

☐ 2

☐ 3

☐ 4

☒ 5

CLEANLINESS OF THE BUS?

☐ 1

☐ 2

☐ 3

☐ 4

☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1

☐ 2

☐ 3

☐ 4

☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1

☐ 2

☐ 3

☐ 4

☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1

☐ 2

☐ 3

☐ 4

☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☒ FRIEND

☐ DR'S OFFICE

☐ TELEVISION

☐ RADIO

☐ NEWSPAPER

☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES
CURRENTLY BEING OFFERED:

MAVISE RUN LATER IN EVENING



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input checked="" type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)

<u>1</u>	2	3	4	5	6	7+
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4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
25,000 PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input checked="" type="checkbox"/> NO	<input type="checkbox"/> YES
--	------------------------------
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input checked="" type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
---	-----------------------------
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input checked="" type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

_____ NO _____ OWN A VEHICLE ✓ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

_____ 1 _____ 2 _____ 3 _____ 4 ✓ 5

EASE OF SCHEDULING WITH DISPATCHER?

_____ 1 _____ 2 _____ 3 _____ 4 ✓ 5

CLEANLINESS OF THE BUS?

_____ 1 _____ 2 _____ 3 _____ 4 ✓ 5

IS THE SERVICE AFFORDABLE?

_____ 1 _____ 2 _____ 3 _____ 4 ✓ 5

DO YOU FEEL SAFE ON THE BUS?

_____ 1 _____ 2 _____ 3 _____ 4 ✓ 5

DO YOU FEEL SAFE AT THE BUS STOP?

_____ 1 _____ 2 _____ 3 _____ 4 ✓ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

✓ FRIEND _____ DR'S OFFICE _____ TELEVISION

_____ RADIO _____ NEWSPAPER _____ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input checked="" type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
NA PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
-----------------------------	---
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input checked="" type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input checked="" type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input checked="" type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO ☐ OWN A VEHICLE ☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☒ FRIEND ☐ DR'S OFFICE ☐ TELEVISION

☐ RADIO ☐ NEWSPAPER ☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801

2. WHAT IS YOUR AGE? (CHECK ONE)

☐ UNDER 16 ☐ 65 - 74
☐ 16 - 24 ☐ 75 - 84
☐ 25 - 44 ☐ 85 +
☒ 45 - 64

3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)

1 2 3 4 5 6 7+

4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
\$235 PER YEAR 2,820.00

5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

☒ NO ☐ YES

6. WHICH ROUTE ARE YOU RIDING TODAY?

☐ RED ROUTE ☐ RALEIGH EAST (MONDAY & WEDNESDAY)
☒ GOLD ROUTE ☐ RALEIGH WEST (TUESDAY & THURSDAY)
☐ FAYETTE COUNTY ROUTE

7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

☒ YES ☐ NO

8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

☐ DAILY ☐ 2-3 TIMES PER WEEK ☒ WEEKLY
☐ A FEW TIMES PER MONTH ☐ MONTHLY

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO

☐ OWN A VEHICLE

☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☒ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☒ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

CLEANLINESS OF THE BUS?

☒ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

☒ IS THE SERVICE AFFORDABLE?

☒ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☒ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☒ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☒ FRIEND ☐ DR'S OFFICE ☐ TELEVISION

☐ RADIO ☐ NEWSPAPER ☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input checked="" type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
8,676 PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
-----------------------------	---
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input checked="" type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input checked="" type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input checked="" type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

X NO _____ OWN A VEHICLE _____ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

_____ 1 _____ 2 _____ 3 _____ 4 X 5

EASE OF SCHEDULING WITH DISPATCHER?

_____ 1 _____ 2 _____ 3 _____ 4 X 5

CLEANLINESS OF THE BUS?

_____ 1 _____ 2 _____ 3 _____ 4 X 5

IS THE SERVICE AFFORDABLE?

_____ 1 _____ 2 _____ 3 _____ 4 X 5

DO YOU FEEL SAFE ON THE BUS?

_____ 1 _____ 2 _____ 3 _____ 4 X 5

DO YOU FEEL SAFE AT THE BUS STOP?

_____ 1 _____ 2 _____ 3 _____ 4 X 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

X FRIEND X DR'S OFFICE _____ TELEVISION

_____ RADIO _____ NEWSPAPER _____ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES
CURRENTLY BEING OFFERED:

Mike & Kermet are the best
people to take care of people
to get them where they need to be
and nice & friendly.



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25917
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input checked="" type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
\$18,000 PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?
☒ NO ☐ YES
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input checked="" type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input checked="" type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?
☒ YES ☐ NO
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input checked="" type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO ☐ OWN A VEHICLE ☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☒ FRIEND ☐ DR'S OFFICE ☐ TELEVISION
☐ RADIO ☐ NEWSPAPER ☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:

N/A



360 Prince Street, Beckley WV 25801

Good

Drive

Andy Austin, Director
304.894.8918
ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input checked="" type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
 PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?
☒ NO ☐ YES
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input checked="" type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?
☐ YES ☒ NO
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input checked="" type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

2 NO _____ OWN A VEHICLE _____ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

_____ 1 _____ 2 _____ 3 _____ 4 4 5

EASE OF SCHEDULING WITH DISPATCHER?

_____ 1 _____ 2 _____ 3 _____ 4 _____ 5

CLEANLINESS OF THE BUS?

_____ 1 _____ 2 _____ 3 _____ 4 4 5

IS THE SERVICE AFFORDABLE?

_____ 1 _____ 2 3 _____ 4 _____ 5

DO YOU FEEL SAFE ON THE BUS?

_____ 1 _____ 2 _____ 3 _____ 4 4 5

DO YOU FEEL SAFE AT THE BUS STOP?

_____ 1 _____ 2 _____ 3 _____ 4 4 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

2 FRIEND _____ DR'S OFFICE _____ TELEVISION
_____ RADIO _____ NEWSPAPER _____ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES
CURRENTLY BEING OFFERED:

Really Good Drivers
Perfect !!!
ebc



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input checked="" type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)

<u>1</u>	2	3	4	5	6	7+
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4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
_____ PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."
UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
-----------------------------	---
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input checked="" type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
---	-----------------------------
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input checked="" type="checkbox"/> DAILY	<input type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO ☐ OWN A VEHICLE ☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☒ FRIEND ☐ DR'S OFFICE ☐ TELEVISION

☐ RADIO ☐ NEWSPAPER ☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:

Help Poor People that have trouble walking.



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input checked="" type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
_____ PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."
UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
-----------------------------	---
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input checked="" type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
---	-----------------------------
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input checked="" type="checkbox"/> DAILY	<input type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO ☐ OWN A VEHICLE ☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☒ FRIEND ☐ DR'S OFFICE ☐ TELEVISION
☐ RADIO ☐ NEWSPAPER ☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES
CURRENTLY BEING OFFERED:

*Help People that has trouble
walking.*



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input checked="" type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
\$15,000 PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
-----------------------------	---
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input checked="" type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
---	-----------------------------
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input checked="" type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO ☐ OWN A VEHICLE ☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☒ FRIEND ☐ DR'S OFFICE ☐ TELEVISION

☐ RADIO ☐ NEWSPAPER ☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:



360 Prince Street, Beckley WV 25801

Andy Austin, Director
304.894.8918
ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input checked="" type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input checked="" type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
1000 monthly
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
-----------------------------	---
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input type="checkbox"/> RED ROUTE	<input checked="" type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input checked="" type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
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8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input type="checkbox"/> 2-3 TIMES PER WEEK	<input checked="" type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO ☐ OWN A VEHICLE ☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☒ FRIEND ☐ DR'S OFFICE ☐ TELEVISION
☐ RADIO ☐ NEWSPAPER ☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:

Perisprk



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25860
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input checked="" type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)

<u>1</u>	2	3	4	5	6	7+
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4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
7300.00 PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
-----------------------------	---
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input checked="" type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input type="checkbox"/> 2-3 TIMES PER WEEK	<input checked="" type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO ☐ OWN A VEHICLE ☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☒ FRIEND ☐ DR'S OFFICE ☐ TELEVISION

☐ RADIO ☐ NEWSPAPER ☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:

Run on Sat + Sun



360 Prince Street, Beckley WV 25801

Andy Austin, Director
304.894.8918
ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input checked="" type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input checked="" type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
1100 PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
-----------------------------	---
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input type="checkbox"/> RED ROUTE	<input checked="" type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input checked="" type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input type="checkbox"/> 2-3 TIMES PER WEEK	<input checked="" type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO _____ OWN A VEHICLE _____ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST **5**

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

_____ 1 _____ 2 _____ 3 _____ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

_____ 1 _____ 2 _____ 3 _____ 4 ☒ 5

CLEANLINESS OF THE BUS?

_____ 1 _____ 2 _____ 3 _____ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

_____ 1 _____ 2 _____ 3 _____ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

_____ 1 _____ 2 _____ 3 _____ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

_____ 1 _____ 2 _____ 3 _____ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☒ FRIEND _____ DR'S OFFICE _____ TELEVISION

_____ RADIO _____ NEWSPAPER _____ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:

Perfect



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input checked="" type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
_____ PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?
☒ NO ☐ YES
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input checked="" type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?
☐ YES ☒ NO
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input checked="" type="checkbox"/> DAILY	<input checked="" type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☐ NO

☒ OWN A VEHICLE

☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

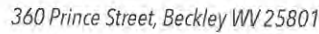
11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☒ FRIEND ☐ DR'S OFFICE ☐ TELEVISION

☐ RADIO ☐ NEWSPAPER ☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:

None



ap.austin@yahoo.com

MONTHLY

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☐ NO

☐ OWN A VEHICLE



FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?



1

2

3

4

5

EASE OF SCHEDULING WITH DISPATCHER?



1

2

3

4

5

CLEANLINESS OF THE BUS?



1

2

3

4

5

IS THE SERVICE AFFORDABLE?



1

2

3

4

5

DO YOU FEEL SAFE ON THE BUS?



1

2

3

4

5

DO YOU FEEL SAFE AT THE BUS STOP?



1

2

3

4

5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)



FRIEND

☐ DR'S OFFICE

☐ TELEVISION

☐ RADIO

☐ NEWSPAPER

☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:



360 Prince Street, Beckley WV 25801

Andy Austin, Director
304.894.8918
ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input checked="" type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input checked="" type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
N/A PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
-----------------------------	---
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input checked="" type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
---	-----------------------------
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input type="checkbox"/> 2-3 TIMES PER WEEK	<input checked="" type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO ☐ OWN A VEHICLE ☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☒ FRIEND ☐ DR'S OFFICE ☐ TELEVISION
☐ RADIO ☐ NEWSPAPER ☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input checked="" type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
20,000 PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?
☒ NO ☐ YES
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input checked="" type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?
☒ YES ☐ NO
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input checked="" type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

 NO OWN A VEHICLE ✓ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

 1 2 3 4 ✓ 5

EASE OF SCHEDULING WITH DISPATCHER?

 1 2 ✓ 3 4 5

CLEANLINESS OF THE BUS?

 1 2 3 4 ✓ 5

IS THE SERVICE AFFORDABLE?

 1 2 3 4 ✓ 5

DO YOU FEEL SAFE ON THE BUS?

 1 2 3 4 ✓ 5

DO YOU FEEL SAFE AT THE BUS STOP?

 1 2 3 ✓ 4 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

✓ FRIEND DR'S OFFICE TELEVISION
 RADIO NEWSPAPER OTHER, IF SO WHERE:

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:

Day long service



360 Prince Street, Beckley WV 25801

Andy Austin, Director
304.894.8918
ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input checked="" type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)

<u>1</u>	2	3	4	5	6	7+
----------	---	---	---	---	---	----
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
\$10,000 PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
-----------------------------	---
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input checked="" type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input type="checkbox"/> 2-3 TIMES PER WEEK	<input checked="" type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO ☐ OWN A VEHICLE ☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☒ 3 ☐ 4 ☐ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☒ 2 ☐ 3 ☐ 4 ☐ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☒ FRIEND ☐ DR'S OFFICE ☐ TELEVISION
☐ RADIO ☐ NEWSPAPER ☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:



360 Prince Street, Beckley WV 25801

Andy Austin, Director
304.894.8918
ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input checked="" type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
\$15,000 PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
-----------------------------	---
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input checked="" type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input checked="" type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input checked="" type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

X NO _____ OWN A VEHICLE _____ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

_____ 1 _____ 2 _____ 3 _____ 4 X 5

EASE OF SCHEDULING WITH DISPATCHER?

_____ 1 _____ 2 _____ 3 X 4 _____ 5

CLEANLINESS OF THE BUS?

_____ 1 _____ 2 _____ 3 _____ 4 X 5

IS THE SERVICE AFFORDABLE?

_____ 1 _____ 2 _____ 3 _____ 4 X 5

DO YOU FEEL SAFE ON THE BUS?

_____ 1 _____ 2 _____ 3 _____ 4 X 5

DO YOU FEEL SAFE AT THE BUS STOP?

_____ 1 _____ 2 _____ 3 _____ 4 X 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

X FRIEND _____ DR'S OFFICE _____ TELEVISION

_____ RADIO _____ NEWSPAPER _____ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input checked="" type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
_____ PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
-----------------------------	---
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input checked="" type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input checked="" type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input checked="" type="checkbox"/> DAILY	<input type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO ☐ OWN A VEHICLE ☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☒ FRIEND ☐ DR'S OFFICE ☐ TELEVISION

☐ RADIO ☐ NEWSPAPER ☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input checked="" type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
15 000 PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input type="checkbox"/> NO	<input type="checkbox"/> YES
-----------------------------	------------------------------
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input checked="" type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
---	-----------------------------
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input type="checkbox"/> 2-3 TIMES PER WEEK	<input checked="" type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO ☐ OWN A VEHICLE ☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☒ FRIEND ☐ DR'S OFFICE ☐ TELEVISION
☐ RADIO ☐ NEWSPAPER ☐ OTHER, IF SO WHERE: _____

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:

running on Saturday & later on week days
go over to big lots



360 Prince Street, Beckley WV 25801

Andy Austin, Director
304.894.8918
ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)
- | | |
|---|----------------------------------|
| <input type="checkbox"/> UNDER 16 | <input type="checkbox"/> 65 - 74 |
| <input type="checkbox"/> 16 - 24 | <input type="checkbox"/> 75 - 84 |
| <input checked="" type="checkbox"/> 25 - 44 | <input type="checkbox"/> 85 + |
| <input type="checkbox"/> 45 - 64 | |
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
- 1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
- 20,000 PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."
- UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?
- ☒ NO ☐ YES
6. WHICH ROUTE ARE YOU RIDING TODAY?
- | | |
|---|--|
| <input checked="" type="checkbox"/> RED ROUTE | <input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY) |
| <input type="checkbox"/> GOLD ROUTE | <input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY) |
| <input type="checkbox"/> FAYETTE COUNTY ROUTE | |
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?
- ☒ YES ☐ NO
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)
- | | | |
|--|--|---------------------------------|
| <input type="checkbox"/> DAILY | <input checked="" type="checkbox"/> 2-3 TIMES PER WEEK | <input type="checkbox"/> WEEKLY |
| <input type="checkbox"/> A FEW TIMES PER MONTH | <input type="checkbox"/> MONTHLY | |

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO ☐ OWN A VEHICLE ☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☐ FRIEND ☐ DR'S OFFICE ☐ TELEVISION

☐ RADIO ☐ NEWSPAPER ☒ OTHER, IF SO WHERE: Mon

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input checked="" type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)

<u>1</u>	2	3	4	5	6	7+
----------	---	---	---	---	---	----
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
\$12,000 PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
-----------------------------	---
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input checked="" type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	<u>NA</u>
------------------------------	--	-----------
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input checked="" type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☐ NO

☐ OWN A VEHICLE

☐ FRIEND OR NEIGHBOR

yes ☒

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1

☐ 2

☐ 3

☐ 4

☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1

☐ 2

☐ 3

☒ 4

☐ 5

CLEANLINESS OF THE BUS?

☐ 1

☐ 2

☐ 3

☒ 4

☐ 5

IS THE SERVICE AFFORDABLE?

☐ 1

☐ 2

☐ 3

☐ 4

☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1

☐ 2

☐ 3

☒ 4

☐ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1

☐ 2

☐ 3

☐ 4

☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☐ FRIEND

☐ DR'S OFFICE

☐ TELEVISION

☐ RADIO

☐ NEWSPAPER

☐ OTHER, IF SO WHERE:

locally

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:

None



360 Prince Street, Beckley WV 25801

Andy Austin, Director

304.894.8918

ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input checked="" type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)

<input checked="" type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7+
------------------------------------	-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	--------------------------
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
Don't Know? PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input type="checkbox"/> NO	<input checked="" type="checkbox"/> ?	<input type="checkbox"/> YES
-----------------------------	---------------------------------------	------------------------------
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input checked="" type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input checked="" type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> ?	<input type="checkbox"/> NO
------------------------------	---------------------------------------	-----------------------------
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input checked="" type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO ☐ OWN A VEHICLE ☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☐ FRIEND ☐ DR'S OFFICE ☐ TELEVISION

☐ RADIO ☐ NEWSPAPER ☐ OTHER, IF SO WHERE:

Homeless Shelter

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED

Saturdays would be fine. Hours of operation till 5 would be nice. All in all you are fine. New schedules at the shelter would help. Thanks



360 Prince Street, Beckley WV 25801

Andy Austin, Director
304.894.8918
ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input checked="" type="checkbox"/> 85 +
<input type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 (2) 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
\$800.00

monthly
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?
☒ NO ☐ YES
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input checked="" type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?
☐ YES ☒ NO
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input checked="" type="checkbox"/> 2-3 TIMES PER WEEK	<input type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

___ NO

___ OWN A VEHICLE

☒

FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

___ 1

___ 2

___ 3

___ 4

☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

___ 1

___ 2

___ 3

___ 4

☒ 5

CLEANLINESS OF THE BUS?

___ 1

___ 2

___ 3

___ 4

☒ 5

IS THE SERVICE AFFORDABLE?

___ 1

___ 2

___ 3

___ 4

☒ 5

DO YOU FEEL SAFE ON THE BUS?

___ 1

___ 2

___ 3

___ 4

☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

___ 1

___ 2

___ 3

___ 4

☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

___ FRIEND

___ DR'S OFFICE

___ TELEVISION

___ RADIO

___ NEWSPAPER

___ OTHER, IF SO WHERE:

When Bus Ser. first began

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:

Not at this time.



360 Prince Street, Beckley WV 25801

Andy Austin, Director
304.894.8918
ap.austin@yahoo.com

RIDERSHIP SURVEY

1. WHAT IS YOUR ZIP CODE? 25801
2. WHAT IS YOUR AGE? (CHECK ONE)

<input type="checkbox"/> UNDER 16	<input type="checkbox"/> 65 - 74
<input type="checkbox"/> 16 - 24	<input type="checkbox"/> 75 - 84
<input type="checkbox"/> 25 - 44	<input type="checkbox"/> 85 +
<input checked="" type="checkbox"/> 45 - 64	
3. HOW MANY MEMBERS IN YOUR HOUSEHOLD? (CIRCLE ONE)
1 2 3 4 5 6 7+
4. WHAT IS YOUR CURRENT ANNUAL **HOUSEHOLD** INCOME?
9,000 PER YEAR
5. THE DISABILITY DISCRIMINATION ACT (1995) DEFINES A DISABLED PERSON AS "A PERSON WHO HAS OR HAS HAD IN THE PAST A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A LONG TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY-TO-DAY ACTIVITIES."

UNDER THIS DEFINITION, DO YOU CONSIDER YOURSELF DISABLED?

<input type="checkbox"/> NO	<input checked="" type="checkbox"/> YES
-----------------------------	---
6. WHICH ROUTE ARE YOU RIDING TODAY?

<input checked="" type="checkbox"/> RED ROUTE	<input type="checkbox"/> RALEIGH EAST (MONDAY & WEDNESDAY)
<input type="checkbox"/> GOLD ROUTE	<input type="checkbox"/> RALEIGH WEST (TUESDAY & THURSDAY)
<input type="checkbox"/> FAYETTE COUNTY ROUTE	
7. DO YOU USE PUBLIC TRANSPORTATION TO GET TO / FROM WORK?

<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
---	-----------------------------
8. HOW OFTEN DO YOU USE PUBLIC TRANSPORTATION? (CHECK ONE)

<input type="checkbox"/> DAILY	<input type="checkbox"/> 2-3 TIMES PER WEEK	<input checked="" type="checkbox"/> WEEKLY
<input type="checkbox"/> A FEW TIMES PER MONTH	<input type="checkbox"/> MONTHLY	

9. DO YOU HAVE ACCESS TO OTHER TRANSPORTATION?

☒ NO ☐ OWN A VEHICLE ☐ FRIEND OR NEIGHBOR

10. RATE OUR SERVICE: 1 BEING THE LOWEST TO 5 BEING THE HIGHEST

WAS YOUR DRIVER PROFESSIONAL AND COURTEOUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

EASE OF SCHEDULING WITH DISPATCHER?

☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐ 5

CLEANLINESS OF THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

IS THE SERVICE AFFORDABLE?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE ON THE BUS?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

DO YOU FEEL SAFE AT THE BUS STOP?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

11. DID YOU HEAR ABOUT US? (CHOOSE ONE)

☐ FRIEND ☐ DR'S OFFICE ☐ TELEVISION

☐ RADIO ☐ NEWSPAPER ☐ OTHER, IF SO WHERE: Apt. services

12. RECOMMENDATIONS FOR ADDING TO OR CHANGING THE TRANSIT SERVICES CURRENTLY BEING OFFERED:

No Change

Appendix C





B19013

MEDIAN HOUSEHOLD INCOME IN THE PAST 12 MONTHS (IN 2014 INFLATION-ADJUSTED DOLLARS)

Universe: Households
2010-2014 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

	United States		West Virginia		Fayette County, West Virginia		Raleigh County, West Virginia	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Median household income in the past 12 months (in 2014 Inflation-adjusted dollars)	53,482	+/-95	41,576	+/-355	34,914	+/-1,880	41,152	+/-1,839

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

While the 2010-2014 American Community Survey (ACS) data generally reflect the February 2013 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates

Explanation of Symbols:

1.

An '***' entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2.

An '-' entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3.

An '-' following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4.

An '+' following a median estimate means the median falls in the upper interval of an open-ended distribution.
5.

An '****' entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6.

An '*****' entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7.

An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.

8. An '(X)' means that the estimate is not applicable or not available.



S1701

POVERTY STATUS IN THE PAST 12 MONTHS

2010-2014 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

Subject	United States				
	Total		Below poverty level		Percent below poverty level
	Estimate	Margin of Error	Estimate	Margin of Error	
Population for whom poverty status is determined	306,226,394	+/-13,324	47,755,606	+/-278,289	15.6%
AGE					
Under 18 years	72,637,885	+/-12,128	15,907,395	+/-141,160	21.9%
Related children under 18 years	72,309,509	+/-13,893	15,602,305	+/-139,026	21.6%
18 to 64 years	191,717,262	+/-7,226	27,921,992	+/-140,444	14.6%
65 years and over	41,871,247	+/-6,259	3,926,219	+/-13,267	9.4%
SEX					
Male	149,818,815	+/-13,107	21,461,752	+/-137,499	14.3%
Female	156,407,579	+/-12,063	26,293,854	+/-144,902	16.8%
RACE AND HISPANIC OR LATINO ORIGIN					
One race	297,389,848	+/-70,732	45,959,009	+/-279,892	15.5%
White	226,650,973	+/-55,142	28,912,690	+/-199,961	12.8%
Black or African American	37,874,885	+/-25,029	10,351,976	+/-43,407	27.3%
American Indian and Alaska Native	2,480,136	+/-13,616	714,053	+/-7,686	28.8%
Asian	15,411,979	+/-20,381	1,957,794	+/-21,207	12.7%
Native Hawaiian and Other Pacific Islander	520,410	+/-5,414	107,874	+/-4,165	20.7%
Some other race	14,451,465	+/-88,907	3,914,622	+/-41,567	27.1%
Two or more races	8,836,546	+/-77,458	1,796,597	+/-13,987	20.3%
Hispanic or Latino origin (of any race)	51,992,888	+/-7,720	12,880,559	+/-77,670	24.8%
White alone, not Hispanic or Latino	192,620,083	+/-18,650	20,834,824	+/-155,302	10.8%
EDUCATIONAL ATTAINMENT					
Population 25 years and over	205,506,884	+/-16,962	24,673,779	+/-112,520	12.0%
Less than high school graduate	27,452,851	+/-116,591	7,563,592	+/-44,749	27.6%
High school graduate (includes equivalency)	57,087,850	+/-168,566	8,093,816	+/-47,711	14.2%
Some college, associate's degree	60,044,867	+/-56,337	6,281,106	+/-26,873	10.5%
Bachelor's degree or higher	60,921,316	+/-266,453	2,735,265	+/-13,227	4.5%
EMPLOYMENT STATUS					
Civilian labor force 16 years and over	156,944,857	+/-112,075	15,120,703	+/-63,071	9.6%
Employed	142,603,400	+/-130,184	10,482,346	+/-44,896	7.4%
Male	74,791,464	+/-73,239	4,789,958	+/-24,885	6.4%

Subject	United States				
	Total		Below poverty level		Percent below poverty level
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate
Female	67,811,936	+/-64,615	5,692,388	+/-24,985	8.4%
Unemployed	14,341,457	+/-36,855	4,638,357	+/-23,341	32.3%
Male	7,821,682	+/-24,271	2,314,964	+/-13,503	29.6%
Female	6,519,775	+/-19,916	2,323,393	+/-14,333	35.6%
WORK EXPERIENCE					
Population 16 years and over	241,926,342	+/-15,757	33,404,762	+/-150,978	13.8%
Worked full-time, year-round in the past 12 months	99,645,338	+/-67,943	2,973,051	+/-17,404	3.0%
Worked part-time or part-year in the past 12 months	59,371,773	+/-119,354	10,981,679	+/-40,594	18.5%
Did not work	82,909,231	+/-157,543	19,450,032	+/-106,615	23.5%
All Individuals below:					
50 percent of poverty level	21,117,985	+/-140,420	(X)	(X)	(X)
125 percent of poverty level	62,405,082	+/-336,039	(X)	(X)	(X)
150 percent of poverty level	77,227,348	+/-386,569	(X)	(X)	(X)
185 percent of poverty level	97,583,178	+/-436,671	(X)	(X)	(X)
200 percent of poverty level	105,773,407	+/-454,981	(X)	(X)	(X)
Unrelated individuals for whom poverty status is determined	57,418,895	+/-175,532	15,425,220	+/-73,686	26.9%
Male	28,194,913	+/-135,385	7,013,695	+/-43,655	24.9%
Female	29,223,982	+/-51,131	8,411,525	+/-37,395	28.8%
Mean income deficit for unrelated individuals (dollars)	6,616	+/-11	(X)	(X)	(X)
Worked full-time, year-round in the past 12 months	23,489,764	+/-144,597	794,176	+/-8,332	3.4%
Worked less than full-time, year-round in the past 12 months	13,633,766	+/-50,801	5,514,454	+/-29,420	40.4%
Did not work	20,295,365	+/-32,373	9,116,590	+/-44,151	44.9%
PERCENT IMPUTED					
Poverty status for individuals	27.0%	(X)	(X)	(X)	(X)

Subject	United States	West Virginia			
	Percent below poverty level	Total		Below poverty level	
	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population for whom poverty status is determined	+/-0.1	1,799,412	+/-883	326,225	+/-6,334
AGE					
Under 18 years	+/-0.2	373,287	+/-998	94,786	+/-3,236
Related children under 18 years	+/-0.2	371,005	+/-1,079	92,551	+/-3,229
18 to 64 years	+/-0.1	1,123,289	+/-746	202,967	+/-3,884
65 years and over	+/-0.1	302,836	+/-615	28,472	+/-1,093
SEX					
Male	+/-0.1	883,344	+/-1,202	146,594	+/-3,828
Female	+/-0.1	916,068	+/-1,200	179,631	+/-3,405
RACE AND HISPANIC OR LATINO ORIGIN					
One race	+/-0.1	1,764,042	+/-1,884	314,910	+/-6,321
White	+/-0.1	1,691,837	+/-1,480	293,119	+/-6,075
Black or African American	+/-0.1	51,640	+/-1,324	16,749	+/-1,176
American Indian and Alaska Native	+/-0.3	2,901	+/-498	997	+/-398
Asian	+/-0.1	12,586	+/-624	2,691	+/-428
Native Hawaiian and Other Pacific Islander	+/-0.7	586	+/-226	150	+/-112
Some other race	+/-0.2	4,492	+/-735	1,204	+/-340
Two or more races	+/-0.2	35,370	+/-1,570	11,315	+/-1,036
Hispanic or Latino origin (of any race)	+/-0.1	21,474	+/-445	5,192	+/-589
White alone, not Hispanic or Latino	+/-0.1	1,676,500	+/-1,241	289,925	+/-5,972
EDUCATIONAL ATTAINMENT					
Population 25 years and over	+/-0.1	1,273,143	+/-734	183,070	+/-3,435
Less than high school graduate	+/-0.1	194,187	+/-3,501	57,615	+/-1,992
High school graduate (includes equivalency)	+/-0.1	521,006	+/-4,675	76,348	+/-2,101
Some college, associate's degree	+/-0.1	315,770	+/-3,105	37,901	+/-1,566
Bachelor's degree or higher	+/-0.1	242,180	+/-3,784	11,206	+/-772
EMPLOYMENT STATUS					
Civilian labor force 16 years and over	+/-0.1	813,845	+/-3,859	83,937	+/-2,555
Employed	+/-0.1	747,796	+/-3,913	60,306	+/-1,922
Male	+/-0.1	395,513	+/-2,560	26,630	+/-1,285
Female	+/-0.1	352,283	+/-2,588	33,676	+/-1,518
Unemployed	+/-0.1	66,049	+/-1,850	23,631	+/-1,244
Male	+/-0.1	39,887	+/-1,443	13,086	+/-819
Female	+/-0.2	26,162	+/-1,047	10,545	+/-779
WORK EXPERIENCE					
Population 16 years and over	+/-0.1	1,468,716	+/-820	240,427	+/-4,343
Worked full-time, year-round in the past 12 months	+/-0.1	534,057	+/-4,017	17,195	+/-972
Worked part-time or part-year in the past 12 months	+/-0.1	302,063	+/-3,371	65,370	+/-2,101
Did not work	+/-0.1	632,596	+/-3,939	157,862	+/-3,410
All Individuals below:					
50 percent of poverty level	(X)	141,422	+/-5,019	(X)	(X)
125 percent of poverty level	(X)	423,911	+/-7,413	(X)	(X)
150 percent of poverty level	(X)	523,009	+/-8,270	(X)	(X)
185 percent of poverty level	(X)	657,029	+/-8,189	(X)	(X)
200 percent of poverty level	(X)	715,784	+/-8,556	(X)	(X)
Unrelated individuals for whom poverty status is determined	+/-0.1	353,595	+/-3,777	118,725	+/-2,815
Male	+/-0.1	168,529	+/-2,640	53,688	+/-2,048
Female	+/-0.1	185,066	+/-2,308	65,037	+/-1,582

Subject	United States	West Virginia			
	Percent below poverty level	Total		Below poverty level	
	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Mean income deficit for unrelated individuals (dollars)	(X)	6,296	+/-90	(X)	(X)
Worked full-time, year-round in the past 12 months	+/-0.1	114,343	+/-2,597	5,346	+/-573
Worked less than full-time, year-round in the past 12 months	+/-0.1	70,253	+/-1,834	34,336	+/-1,541
Did not work	+/-0.2	168,999	+/-2,866	79,043	+/-2,189
PERCENT IMPUTED					
Poverty status for individuals	(X)	27.5%	(X)	(X)	(X)

Subject	West Virginia		Fayette County, West Virginia		
	Percent below poverty level		Total		Below poverty level
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate
Population for whom poverty status is determined	18.1%	+/-0.4	43,707	+/-299	9,244
AGE					
Under 18 years	25.4%	+/-0.9	9,165	+/-144	2,749
Related children under 18 years	24.9%	+/-0.9	9,111	+/-162	2,695
18 to 64 years	18.1%	+/-0.3	26,731	+/-281	5,693
65 years and over	9.4%	+/-0.4	7,811	+/-116	802
SEX					
Male	16.6%	+/-0.4	21,341	+/-264	4,134
Female	19.6%	+/-0.4	22,366	+/-165	5,110
RACE AND HISPANIC OR LATINO ORIGIN					
One race	17.9%	+/-0.4	43,210	+/-292	9,071
White	17.3%	+/-0.4	40,968	+/-264	8,516
Black or African American	32.4%	+/-1.9	2,074	+/-149	549
American Indian and Alaska Native	34.4%	+/-10.1	34	+/-34	0
Asian	21.4%	+/-3.1	46	+/-39	0
Native Hawaiian and Other Pacific Islander	25.6%	+/-14.2	0	+/-24	0
Some other race	26.8%	+/-7.1	88	+/-65	6
Two or more races	32.0%	+/-2.5	497	+/-118	173
Hispanic or Latino origin (of any race)	24.2%	+/-2.8	365	+/-46	77
White alone, not Hispanic or Latino	17.3%	+/-0.4	40,652	+/-256	8,445
EDUCATIONAL ATTAINMENT					
Population 25 years and over	14.4%	+/-0.3	31,546	+/-241	5,515
Less than high school graduate	29.7%	+/-0.8	6,176	+/-542	1,709
High school graduate (includes equivalency)	14.7%	+/-0.4	13,846	+/-682	2,303
Some college, associate's degree	12.0%	+/-0.5	7,659	+/-572	1,308
Bachelor's degree or higher	4.6%	+/-0.3	3,865	+/-479	195
EMPLOYMENT STATUS					
Civilian labor force 16 years and over	10.3%	+/-0.3	17,334	+/-530	2,198
Employed	8.1%	+/-0.3	15,526	+/-561	1,430
Male	6.7%	+/-0.3	8,530	+/-441	561
Female	9.6%	+/-0.4	6,996	+/-315	869
Unemployed	35.8%	+/-1.5	1,808	+/-255	768
Male	32.8%	+/-1.8	1,114	+/-231	448
Female	40.3%	+/-2.4	694	+/-142	320
WORK EXPERIENCE					
Population 16 years and over	16.4%	+/-0.3	35,633	+/-304	6,927
Worked full-time, year-round in the past 12 months	3.2%	+/-0.2	11,206	+/-653	482
Worked part-time or part-year in the past 12 months	21.6%	+/-0.6	5,910	+/-457	1,267
Did not work	25.0%	+/-0.5	18,517	+/-598	5,178
All Individuals below:					
50 percent of poverty level	(X)	(X)	3,213	+/-667	(X)
125 percent of poverty level	(X)	(X)	12,275	+/-1,055	(X)
150 percent of poverty level	(X)	(X)	15,648	+/-1,149	(X)
185 percent of poverty level	(X)	(X)	19,743	+/-1,144	(X)
200 percent of poverty level	(X)	(X)	21,145	+/-1,138	(X)
Unrelated individuals for whom poverty status is determined	33.6%	+/-0.6	7,882	+/-601	2,824
Male	31.9%	+/-1.0	3,784	+/-355	1,150
Female	35.1%	+/-0.8	4,098	+/-356	1,674

Subject	West Virginia		Fayette County, West Virginia		
	Percent below poverty level		Total		Below poverty level
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate
Mean income deficit for unrelated individuals (dollars)	(X)	(X)	5,585	+/-516	(X)
Worked full-time, year-round in the past 12 months	4.7%	+/-0.5	1,999	+/-321	150
Worked less than full-time, year-round in the past 12 months	48.9%	+/-1.6	1,250	+/-252	514
Did not work	46.8%	+/-0.8	4,633	+/-382	2,160
PERCENT IMPUTED					
Poverty status for individuals	(X)	(X)	32.3%	(X)	(X)

Subject	Fayette County, West Virginia			Raleigh County, West Virginia	
	Below poverty level	Percent below poverty level		Total	
	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population for whom poverty status is determined	+/-941	21.1%	+/-2.1	75,045	+/-519
AGE					
Under 18 years	+/-457	30.0%	+/-4.9	16,151	+/-257
Related children under 18 years	+/-465	29.6%	+/-5.0	16,037	+/-293
18 to 64 years	+/-608	21.3%	+/-2.3	45,956	+/-447
65 years and over	+/-183	10.3%	+/-2.3	12,938	+/-158
SEX					
Male	+/-555	19.4%	+/-2.6	36,286	+/-457
Female	+/-541	22.8%	+/-2.4	38,759	+/-286
RACE AND HISPANIC OR LATINO ORIGIN					
One race	+/-932	21.0%	+/-2.1	74,083	+/-562
White	+/-952	20.8%	+/-2.3	67,213	+/-546
Black or African American	+/-217	26.5%	+/-10.2	5,392	+/-246
American Indian and Alaska Native	+/-24	0.0%	+/-48.9	188	+/-134
Asian	+/-24	0.0%	+/-42.0	848	+/-169
Native Hawaiian and Other Pacific Islander	+/-24	-	**	72	+/-82
Some other race	+/-11	6.8%	+/-15.1	370	+/-351
Two or more races	+/-133	34.8%	+/-22.8	962	+/-254
Hispanic or Latino origin (of any race)	+/-51	21.1%	+/-14.1	759	+/-112
White alone, not Hispanic or Latino	+/-936	20.8%	+/-2.3	66,607	+/-553
EDUCATIONAL ATTAINMENT					
Population 25 years and over	+/-525	17.5%	+/-1.7	53,462	+/-375
Less than high school graduate	+/-290	27.7%	+/-4.2	8,924	+/-723
High school graduate (includes equivalency)	+/-375	16.6%	+/-2.5	21,016	+/-932
Some college, associate's degree	+/-220	17.1%	+/-2.5	13,441	+/-749
Bachelor's degree or higher	+/-108	5.0%	+/-2.7	10,081	+/-591
EMPLOYMENT STATUS					
Civilian labor force 16 years and over	+/-357	12.7%	+/-2.1	31,153	+/-904
Employed	+/-258	9.2%	+/-1.7	29,123	+/-899
Male	+/-145	6.6%	+/-1.7	15,399	+/-699
Female	+/-182	12.4%	+/-2.6	13,724	+/-542
Unemployed	+/-200	42.5%	+/-8.6	2,030	+/-283
Male	+/-164	40.2%	+/-11.6	1,295	+/-228
Female	+/-99	46.1%	+/-11.7	735	+/-162
WORK EXPERIENCE					
Population 16 years and over	+/-681	19.4%	+/-1.9	60,581	+/-552
Worked full-time, year-round in the past 12 months	+/-123	4.3%	+/-1.2	21,024	+/-859
Worked part-time or part-year in the past 12 months	+/-257	21.4%	+/-3.8	11,809	+/-741
Did not work	+/-563	28.0%	+/-2.6	27,748	+/-834
All Individuals below:					
50 percent of poverty level	(X)	(X)	(X)	5,974	+/-949
125 percent of poverty level	(X)	(X)	(X)	16,486	+/-1,601
150 percent of poverty level	(X)	(X)	(X)	20,358	+/-1,625
185 percent of poverty level	(X)	(X)	(X)	26,055	+/-1,787
200 percent of poverty level	(X)	(X)	(X)	29,811	+/-1,922
Unrelated individuals for whom poverty status is determined	+/-345	35.8%	+/-3.2	13,728	+/-808
Male	+/-210	30.4%	+/-5.1	6,408	+/-537
Female	+/-272	40.8%	+/-4.8	7,320	+/-560

Subject	Fayette County, West Virginia			Raleigh County, West Virginia	
	Below poverty level	Percent below poverty level		Total	
	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Mean income deficit for unrelated individuals (dollars)	(X)	(X)	(X)	6,441	+/-445
Worked full-time, year-round in the past 12 months	+/-100	7.5%	+/-4.9	4,325	+/-493
Worked less than full-time, year-round in the past 12 months	+/-154	41.1%	+/-8.2	2,252	+/-402
Did not work	+/-286	46.6%	+/-4.2	7,151	+/-534
PERCENT IMPUTED					
Poverty status for individuals	(X)	(X)	(X)	31.8%	(X)

Subject	Raleigh County, West Virginia			
	Below poverty level		Percent below poverty level	
	Estimate	Margin of Error	Estimate	Margin of Error
Population for whom poverty status is determined	12,839	+/-1,435	17.1%	+/-1.9
AGE				
Under 18 years	3,763	+/-711	23.3%	+/-4.4
Related children under 18 years	3,678	+/-713	22.9%	+/-4.4
18 to 64 years	8,133	+/-842	17.7%	+/-1.8
65 years and over	943	+/-186	7.3%	+/-1.4
SEX				
Male	5,611	+/-696	15.5%	+/-1.9
Female	7,228	+/-857	18.6%	+/-2.2
RACE AND HISPANIC OR LATINO ORIGIN				
One race	12,537	+/-1,413	16.9%	+/-1.9
White	9,733	+/-1,226	14.5%	+/-1.8
Black or African American	2,067	+/-456	38.3%	+/-8.0
American Indian and Alaska Native	116	+/-120	61.7%	+/-39.9
Asian	473	+/-208	55.8%	+/-20.9
Native Hawaiian and Other Pacific Islander	42	+/-67	58.3%	+/-56.6
Some other race	106	+/-138	28.6%	+/-36.5
Two or more races	302	+/-145	31.4%	+/-14.6
Hispanic or Latino origin (of any race)	257	+/-139	33.9%	+/-16.8
White alone, not Hispanic or Latino	9,606	+/-1,220	14.4%	+/-1.8
EDUCATIONAL ATTAINMENT				
Population 25 years and over	7,685	+/-865	14.4%	+/-1.6
Less than high school graduate	2,620	+/-472	29.4%	+/-4.5
High school graduate (includes equivalency)	2,613	+/-441	12.4%	+/-2.0
Some college, associate's degree	1,926	+/-362	14.3%	+/-2.6
Bachelor's degree or higher	526	+/-145	5.2%	+/-1.4
EMPLOYMENT STATUS				
Civilian labor force 16 years and over	2,989	+/-488	9.6%	+/-1.6
Employed	2,258	+/-444	7.8%	+/-1.5
Male	856	+/-202	5.6%	+/-1.3
Female	1,402	+/-333	10.2%	+/-2.4
Unemployed	731	+/-188	36.0%	+/-8.3
Male	376	+/-118	29.0%	+/-9.1
Female	355	+/-163	48.3%	+/-17.4
WORK EXPERIENCE				
Population 16 years and over	9,405	+/-974	15.5%	+/-1.6
Worked full-time, year-round in the past 12 months	609	+/-193	2.9%	+/-0.9
Worked part-time or part-year in the past 12 months	2,483	+/-465	21.0%	+/-3.6
Did not work	6,313	+/-712	22.8%	+/-2.2
All Individuals below:				
50 percent of poverty level	(X)	(X)	(X)	(X)
125 percent of poverty level	(X)	(X)	(X)	(X)
150 percent of poverty level	(X)	(X)	(X)	(X)
185 percent of poverty level	(X)	(X)	(X)	(X)
200 percent of poverty level	(X)	(X)	(X)	(X)
Unrelated individuals for whom poverty status is determined	4,351	+/-475	31.7%	+/-2.9
Male	1,946	+/-333	30.4%	+/-4.4
Female	2,405	+/-341	32.9%	+/-3.8

Subject	Raleigh County, West Virginia			
	Below poverty level		Percent below poverty level	
	Estimate	Margin of Error	Estimate	Margin of Error
Mean income deficit for unrelated individuals (dollars)	(X)	(X)	(X)	(X)
Worked full-time, year-round in the past 12 months	189	+/-86	4.4%	+/-2.0
Worked less than full-time, year-round in the past 12 months	1,192	+/-307	52.9%	+/-8.3
Did not work	2,970	+/-361	41.5%	+/-4.4
PERCENT IMPUTED				
Poverty status for individuals	(X)	(X)	(X)	(X)

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

While the 2010-2014 American Community Survey (ACS) data generally reflect the February 2013 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates

Explanation of Symbols:

1. An '***' entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An '-' entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An '-' following a median estimate means the median falls in the lowest interval of an open-ended distribution.
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6. An '*****' entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An '(X)' means that the estimate is not applicable or not available.



S1810

DISABILITY CHARACTERISTICS

2010-2014 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

Subject	United States						West Virginia	
	Total		With a disability		Percent with a disability		Total	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Total civilian noninstitutionalized population	309,082,258	+/-9,583	37,874,571	+/-63,635	12.3%	+/-0.1	1,824,283	+/-248
Population under 5 years	19,971,525	+/-3,778	161,265	+/-3,803	0.8%	+/-0.1	102,974	+/-472
With a hearing difficulty	(X)	(X)	108,335	+/-3,204	0.5%	+/-0.1	(X)	(X)
With a vision difficulty	(X)	(X)	95,964	+/-2,970	0.5%	+/-0.1	(X)	(X)
Population 5 to 17 years	53,665,031	+/-6,636	2,830,108	+/-12,281	5.3%	+/-0.1	279,488	+/-602
With a hearing difficulty	(X)	(X)	333,289	+/-5,046	0.6%	+/-0.1	(X)	(X)
With a vision difficulty	(X)	(X)	430,152	+/-4,683	0.8%	+/-0.1	(X)	(X)
With a cognitive difficulty	(X)	(X)	2,138,482	+/-9,967	4.0%	+/-0.1	(X)	(X)
With an ambulatory difficulty	(X)	(X)	342,862	+/-5,091	0.6%	+/-0.1	(X)	(X)
With a self-care difficulty	(X)	(X)	502,311	+/-6,050	0.9%	+/-0.1	(X)	(X)
Population 18 to 64 years	193,574,369	+/-9,411	19,703,061	+/-48,583	10.2%	+/-0.1	1,138,985	+/-767
With a hearing difficulty	(X)	(X)	3,979,651	+/-21,676	2.1%	+/-0.1	(X)	(X)
With a vision difficulty	(X)	(X)	3,493,078	+/-17,989	1.8%	+/-0.1	(X)	(X)
With a cognitive difficulty	(X)	(X)	8,240,776	+/-25,329	4.3%	+/-0.1	(X)	(X)
With an ambulatory difficulty	(X)	(X)	10,009,171	+/-43,159	5.2%	+/-0.1	(X)	(X)
With a self-care difficulty	(X)	(X)	3,563,884	+/-16,256	1.8%	+/-0.1	(X)	(X)
With an independent living difficulty	(X)	(X)	6,936,756	+/-19,830	3.6%	+/-0.1	(X)	(X)
Population 65 years and over	41,871,333	+/-6,252	15,180,137	+/-20,594	36.3%	+/-0.1	302,836	+/-615
With a hearing difficulty	(X)	(X)	6,274,102	+/-13,570	15.0%	+/-0.1	(X)	(X)

Subject	United States						West Virginia	
	Total		With a disability		Percent with a disability		Total	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
With a vision difficulty	(X)	(X)	2,813,964	+/-13,895	6.7%	+/-0.1	(X)	(X)
With a cognitive difficulty	(X)	(X)	3,886,019	+/-20,478	9.3%	+/-0.1	(X)	(X)
With an ambulatory difficulty	(X)	(X)	9,766,128	+/-20,453	23.3%	+/-0.1	(X)	(X)
With a self-care difficulty	(X)	(X)	3,605,953	+/-16,379	8.6%	+/-0.1	(X)	(X)
With an independent living difficulty	(X)	(X)	6,586,241	+/-18,716	15.7%	+/-0.1	(X)	(X)
SEX								
Male	150,888,088	+/-12,276	18,192,086	+/-39,304	12.1%	+/-0.1	895,412	+/-872
Female	158,194,170	+/-7,699	19,682,485	+/-33,895	12.4%	+/-0.1	928,871	+/-889
RACE AND HISPANIC OR LATINO ORIGIN								
One Race	300,108,622	+/-84,154	36,891,355	+/-66,943	12.3%	+/-0.1	1,788,043	+/-1,581
White alone	228,624,830	+/-48,617	28,975,110	+/-71,620	12.7%	+/-0.1	1,713,034	+/-1,005
Black or African American alone	38,271,664	+/-25,470	5,294,368	+/-20,335	13.8%	+/-0.1	53,794	+/-1,287
American Indian and Alaska Native alone	2,502,365	+/-13,627	408,497	+/-4,359	16.3%	+/-0.2	2,905	+/-499
Asian alone	15,629,424	+/-20,120	1,029,256	+/-6,435	6.6%	+/-0.1	13,082	+/-602
Native Hawaiian and Other Pacific Islander alone	522,501	+/-5,373	51,695	+/-1,846	9.9%	+/-0.3	619	+/-228
Some other race alone	14,557,838	+/-89,815	1,132,429	+/-9,303	7.8%	+/-0.1	4,609	+/-741
Two or more races	8,973,636	+/-76,936	983,216	+/-8,713	11.0%	+/-0.1	36,240	+/-1,563
White alone, not Hispanic or Latino	194,383,154	+/-11,206	26,012,785	+/-75,820	13.4%	+/-0.1	1,696,836	+/-717
Hispanic or Latino (of any race)	52,349,635	+/-5,907	4,466,899	+/-19,066	8.5%	+/-0.1	22,545	+/-318
PERCENT IMPUTED								
Disability status	6.2%	(X)	(X)	(X)	(X)	(X)	4.7%	(X)
Hearing difficulty	4.4%	(X)	(X)	(X)	(X)	(X)	2.9%	(X)
Vision difficulty	4.7%	(X)	(X)	(X)	(X)	(X)	3.1%	(X)
Cognitive difficulty	4.9%	(X)	(X)	(X)	(X)	(X)	3.5%	(X)
Ambulatory difficulty	5.0%	(X)	(X)	(X)	(X)	(X)	3.5%	(X)
Self-care difficulty	5.0%	(X)	(X)	(X)	(X)	(X)	3.5%	(X)
Independent living difficulty	4.9%	(X)	(X)	(X)	(X)	(X)	3.5%	(X)

Subject	West Virginia				Fayette County, West Virginia			
	With a disability		Percent with a disability		Total		With a disability	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Total civilian noninstitutionalized population	352,300	+/-3,438	19.3%	+/-0.2	44,289	+/-211	11,536	+/-675
Population under 5 years	1,024	+/-237	1.0%	+/-0.2	2,632	+/-19	18	+/-20
With a hearing difficulty	560	+/-176	0.5%	+/-0.2	(X)	(X)	9	+/-15
With a vision difficulty	643	+/-188	0.6%	+/-0.2	(X)	(X)	18	+/-20
Population 5 to 17 years	20,096	+/-1,007	7.2%	+/-0.4	6,750	+/-21	701	+/-192
With a hearing difficulty	2,617	+/-324	0.9%	+/-0.1	(X)	(X)	119	+/-77
With a vision difficulty	3,349	+/-387	1.2%	+/-0.1	(X)	(X)	142	+/-94
With a cognitive difficulty	15,738	+/-933	5.6%	+/-0.3	(X)	(X)	441	+/-140
With an ambulatory difficulty	2,718	+/-336	1.0%	+/-0.1	(X)	(X)	62	+/-49
With a self-care difficulty	3,202	+/-403	1.1%	+/-0.1	(X)	(X)	88	+/-56
Population 18 to 64 years	197,747	+/-3,026	17.4%	+/-0.3	27,096	+/-190	6,711	+/-536
With a hearing difficulty	46,883	+/-1,586	4.1%	+/-0.1	(X)	(X)	1,487	+/-250
With a vision difficulty	38,077	+/-1,599	3.3%	+/-0.1	(X)	(X)	1,331	+/-245
With a cognitive difficulty	82,900	+/-2,097	7.3%	+/-0.2	(X)	(X)	2,291	+/-317
With an ambulatory difficulty	114,815	+/-2,251	10.1%	+/-0.2	(X)	(X)	4,077	+/-375
With a self-care difficulty	36,030	+/-1,418	3.2%	+/-0.1	(X)	(X)	1,599	+/-278
With an independent living difficulty	71,861	+/-1,893	6.3%	+/-0.2	(X)	(X)	2,822	+/-313
Population 65 years and over	133,433	+/-1,830	44.1%	+/-0.6	7,811	+/-116	4,106	+/-288
With a hearing difficulty	60,882	+/-1,227	20.1%	+/-0.4	(X)	(X)	1,934	+/-271
With a vision difficulty	28,575	+/-1,131	9.4%	+/-0.4	(X)	(X)	1,248	+/-240
With a cognitive difficulty	34,817	+/-1,045	11.5%	+/-0.3	(X)	(X)	1,041	+/-213
With an ambulatory difficulty	87,673	+/-1,482	29.0%	+/-0.5	(X)	(X)	2,820	+/-316
With a self-care difficulty	31,876	+/-1,002	10.5%	+/-0.3	(X)	(X)	1,268	+/-253
With an independent living difficulty	56,872	+/-1,224	18.8%	+/-0.4	(X)	(X)	1,830	+/-290
SEX								
Male	175,212	+/-2,183	19.6%	+/-0.2	21,698	+/-210	5,783	+/-466
Female	177,088	+/-2,362	19.1%	+/-0.3	22,591	+/-119	5,753	+/-382
RACE AND HISPANIC OR LATINO ORIGIN								
One Race	345,062	+/-3,404	19.3%	+/-0.2	43,783	+/-228	11,475	+/-674
White alone	332,588	+/-3,403	19.4%	+/-0.2	41,444	+/-210	10,716	+/-636
Black or African American alone	9,951	+/-540	18.5%	+/-0.9	2,165	+/-139	747	+/-147
American Indian and Alaska Native alone	1,451	+/-304	49.9%	+/-8.1	34	+/-34	6	+/-17
Asian alone	729	+/-190	5.6%	+/-1.4	46	+/-39	0	+/-24
Native Hawaiian and Other Pacific Islander alone	84	+/-61	13.6%	+/-8.7	0	+/-24	0	+/-24
Some other race alone	259	+/-128	5.6%	+/-2.7	94	+/-65	6	+/-12
Two or more races	7,238	+/-575	20.0%	+/-1.5	506	+/-117	61	+/-45

Subject	West Virginia				Fayette County, West Virginia			
	With a disability		Percent with a disability		Total		With a disability	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
White alone, not Hispanic or Latino	330,681	+/-3,385	19.5%	+/-0.2	41,103	+/-200	10,609	+/-637
Hispanic or Latino (of any race)	2,360	+/-306	10.5%	+/-1.3	396	+/-38	113	+/-66
PERCENT IMPUTED								
Disability status	(X)	(X)	(X)	(X)	4.0%	(X)	(X)	(X)
Hearing difficulty	(X)	(X)	(X)	(X)	2.4%	(X)	(X)	(X)
Vision difficulty	(X)	(X)	(X)	(X)	2.8%	(X)	(X)	(X)
Cognitive difficulty	(X)	(X)	(X)	(X)	3.1%	(X)	(X)	(X)
Ambulatory difficulty	(X)	(X)	(X)	(X)	3.0%	(X)	(X)	(X)
Self-care difficulty	(X)	(X)	(X)	(X)	3.0%	(X)	(X)	(X)
Independent living difficulty	(X)	(X)	(X)	(X)	3.0%	(X)	(X)	(X)

Subject	Fayette County, West Virginia		Raleigh County, West Virginia					
	Percent with a disability		Total		With a disability		Percent with a disability	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Total civilian noninstitutionalized population	26.0%	+/-1.5	75,656	+/-428	16,301	+/-760	21.5%	+/-1.0
Population under 5 years	0.7%	+/-0.8	4,827	+/-66	22	+/-22	0.5%	+/-0.4
With a hearing difficulty	0.3%	+/-0.6	(X)	(X)	10	+/-14	0.2%	+/-0.3
With a vision difficulty	0.7%	+/-0.8	(X)	(X)	12	+/-18	0.2%	+/-0.4
Population 5 to 17 years	10.4%	+/-2.8	11,631	+/-138	847	+/-205	7.3%	+/-1.8
With a hearing difficulty	1.8%	+/-1.1	(X)	(X)	102	+/-76	0.9%	+/-0.7
With a vision difficulty	2.1%	+/-1.4	(X)	(X)	221	+/-127	1.9%	+/-1.1
With a cognitive difficulty	6.5%	+/-2.1	(X)	(X)	629	+/-168	5.4%	+/-1.4
With an ambulatory difficulty	0.9%	+/-0.7	(X)	(X)	41	+/-53	0.4%	+/-0.5
With a self-care difficulty	1.3%	+/-0.8	(X)	(X)	136	+/-86	1.2%	+/-0.7
Population 18 to 64 years	24.8%	+/-1.9	46,260	+/-442	8,896	+/-640	19.2%	+/-1.4
With a hearing difficulty	5.5%	+/-0.9	(X)	(X)	1,944	+/-326	4.2%	+/-0.7
With a vision difficulty	4.9%	+/-0.9	(X)	(X)	1,864	+/-318	4.0%	+/-0.7
With a cognitive difficulty	8.5%	+/-1.2	(X)	(X)	3,764	+/-507	8.1%	+/-1.1
With an ambulatory difficulty	15.0%	+/-1.4	(X)	(X)	5,587	+/-558	12.1%	+/-1.2
With a self-care difficulty	5.9%	+/-1.0	(X)	(X)	1,780	+/-302	3.8%	+/-0.7
With an independent living difficulty	10.4%	+/-1.2	(X)	(X)	3,509	+/-492	7.6%	+/-1.1
Population 65 years and over	52.6%	+/-3.6	12,938	+/-158	6,536	+/-399	50.5%	+/-3.2
With a hearing difficulty	24.8%	+/-3.4	(X)	(X)	2,921	+/-305	22.6%	+/-2.3
With a vision difficulty	16.0%	+/-3.0	(X)	(X)	1,570	+/-263	12.1%	+/-2.0
With a cognitive difficulty	13.3%	+/-2.7	(X)	(X)	1,899	+/-276	14.7%	+/-2.1
With an ambulatory difficulty	36.1%	+/-4.0	(X)	(X)	4,104	+/-432	31.7%	+/-3.3
With a self-care difficulty	16.2%	+/-3.2	(X)	(X)	1,384	+/-255	10.7%	+/-2.0
With an independent living difficulty	23.4%	+/-3.7	(X)	(X)	2,686	+/-296	20.8%	+/-2.3
SEX								
Male	26.7%	+/-2.1	36,621	+/-430	7,807	+/-482	21.3%	+/-1.4
Female	25.5%	+/-1.7	39,035	+/-253	8,494	+/-504	21.8%	+/-1.3
RACE AND HISPANIC OR LATINO ORIGIN								
One Race	26.2%	+/-1.5	74,671	+/-465	16,131	+/-765	21.6%	+/-1.0
White alone	25.9%	+/-1.5	67,722	+/-459	14,990	+/-708	22.1%	+/-1.0
Black or African American alone	34.5%	+/-6.9	5,442	+/-251	906	+/-156	16.6%	+/-2.9
American Indian and Alaska Native alone	17.6%	+/-50.9	188	+/-134	156	+/-124	83.0%	+/-17.9
Asian alone	0.0%	+/-42.0	877	+/-146	33	+/-23	3.8%	+/-2.7
Native Hawaiian and Other Pacific Islander alone	-	**	72	+/-82	46	+/-51	63.9%	+/-36.0
Some other race alone	6.4%	+/-13.8	370	+/-351	0	+/-27	0.0%	+/-7.8
Two or more races	12.1%	+/-8.7	985	+/-253	170	+/-74	17.3%	+/-7.7

Subject	Fayette County, West Virginia		Raleigh County, West Virginia					
	Percent with a disability		Total		With a disability		Percent with a disability	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
White alone, not Hispanic or Latino	25.8%	+/-1.5	67,089	+/-467	14,865	+/-698	22.2%	+/-1.0
Hispanic or Latino (of any race)	28.5%	+/-16.1	796	+/-97	125	+/-63	15.7%	+/-7.6
PERCENT IMPUTED								
Disability status	(X)	(X)	4.0%	(X)	(X)	(X)	(X)	(X)
Hearing difficulty	(X)	(X)	2.6%	(X)	(X)	(X)	(X)	(X)
Vision difficulty	(X)	(X)	2.8%	(X)	(X)	(X)	(X)	(X)
Cognitive difficulty	(X)	(X)	3.1%	(X)	(X)	(X)	(X)	(X)
Ambulatory difficulty	(X)	(X)	3.2%	(X)	(X)	(X)	(X)	(X)
Self-care difficulty	(X)	(X)	3.1%	(X)	(X)	(X)	(X)	(X)
Independent living difficulty	(X)	(X)	3.2%	(X)	(X)	(X)	(X)	(X)

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

The Census Bureau introduced a new set of disability questions in the 2008 ACS questionnaire. Accordingly, comparisons of disability data from 2008 or later with data from prior years are not recommended. For more information on these questions and their evaluation in the 2006 ACS Content Test, see the Evaluation Report Covering Disability.

While the 2010-2014 American Community Survey (ACS) data generally reflect the February 2013 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2010 data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates

Explanation of Symbols:

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3. An '-' following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An '+' following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An '****' entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An '*****' entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An '(X)' means that the estimate is not applicable or not available.