



New River Transit Authority

Title VI Program

Adopted

May 24, 2021

Table of Contents

1. NOTICE TO THE PUBLIC.....	1
2. COMPLAINT PROCEDURES AND FORMS.....	1
3. TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS	2
4. PUBLIC PARTICIPATION PLAN.....	3
5. LIMITED ENGLISH PROFICIENCY (LEP) PLAN.....	8
6. MINORITY REPRESENTATION ON PLANNING AND ADVISORY COMMITTEES .	11
7. SUBRECIPIENTS.....	12
8. FACILITY LOCATION EQUITY ANALYSIS.....	12
9. BOARD APPROVAL.....	12

APPENDIX A – New River Transit Authority Title VI Complaint Form
Board of Director Meeting Minutes

1. NOTICE TO THE PUBLIC

The New River Transit Authority operates programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with New River Transit.

For more information on New River Transit Authority's civil rights program, the procedures to file a complaint, contact us at 304-894-8918 or info@newrivertransitauthority.org, visit our administrative office at 360 Prince Street, Beckley, WV 25801, or visit our website, www.newrivertransitauthority.org

If information is needed in another language, contact us at 304-894-8918.

2. COMPLAINT PROCEDURES AND FORMS

NRTA is committed to this Title VI policy in the conduct of business and dedicated to providing fair, impartial, and accessible transportation service. Anyone who believes he or she has been subjected to an unlawful discriminatory practice addressed by Title VI or ADA may file a complaint expressing the grievance with NRTA by filing out the Title VI/ADA Complaint Form in Appendix A using one of the following methods:

- Print complaint forms from www.newrivertransitauthority.org and mail a signed copy to the address below
- Direct written complaints to NRTA at the following address:
New River Transit Authority
360 Prince Street
Beckley, WV 25801
- Request a copy of the NRTA Title VI/ADA Complaint Form by calling (304) 894-8918
- A complaint may also be directly submitted to the U.S. Department of Transportation by writing to:
Federal Transit Administration
Attention: Title VI Program Coordinator,
East Building, 5th Floor-TCR,
1200 New Jersey Ave., SE,
Washington, DC 20590
- If a person requires assistance in a language other than English, contact us at (304) 894-8918.

Once NRTA receives a complaint, the Director, as the NRTA Title VI Officer, will be investigate the complaint. If additional information is required, the Director will contact you in writing. Failure to provide further information by the date set forth in the Director's correspondence may result in a delay of conflict resolution or closure of the complaint. The complainant has 7 business days from

the date of the Director’s letter to send requested information to the Investigator assigned to the case, according to the postmark on the complainant’s response.

Upon receipt of all necessary information, the Director will approve one of two letters to the complainant: a closure letter or a letter of finding.

A closure letter summarizes the allegations, notifies the patron of his or her right to file a complaint externally to the Federal Transit Administration’s Office of Civil Rights, and states one of the following: there was not a Title VI violation; the complainant expressed a desire to withdraw pursuit of the case; or the complainant failed to follow procedure resulting in closure of the case. At this point, the case will be considered closed.

A letter of finding summarizes the allegations and the interviews regarding the alleged incident, notifies the patron of his or her right to file a complaint externally to the Federal Transit Administration’s Office of Civil Rights, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, she/he has 10 business days after the date of the letter to do so.

Through NRTA’s best efforts, the Director will review the complaint, make a determination, and approve a final response to the complainant within 180 calendar days. Filing a complaint with NRTA and FTA, or another agency, simultaneously or the necessity for further information may result in a delay of resolution.

3. TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

NRTA documents all investigations, complaints, and lawsuits in the following format:

Title VI	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Complaints		None		
Investigations		None		
Lawsuits		None		

To date, there are no investigations, complaints, or lawsuits on file. NRTA retains copies of all investigations, complaints, and lawsuits relative to Title VI (and ADA) and includes evidence of them in updates of this Program on the schedule set forth by FTA requirements.

4. PUBLIC PARTICIPATION PLAN

BOARD MEETINGS

In accordance with West Virginia's Open Governmental Proceedings Act, known as the "Sunshine Law" or "Open Meetings Law," NRTA utilizes public posting locations for all public meetings at NRTA's office located at 360 Prince Street, Beckley, WV, at least 3 business days before any regular meeting, at least 2 business days before any special meeting, and as soon as practicable for an emergency meeting. In calculating days, the day of the meeting, weekends, and State of Federal Holidays are not included. NRTA posts the notice at the main buildings and website. The posting includes the date, time, and location of any meeting as well as a copy of the agenda. The purpose of the meeting is stated when called as an emergency meeting.

Minutes, pending approval, are made available to the public, including:

- The date, time and place of the meeting
- The name of each member of the governing body present and absent
- All motions, orders, resolutions, ordinances and measures proposed, the name of the person proposing each action and the disposition of the matter
- The results of all votes, including roll call votes by member name, if such votes are conducted

During the Pandemic, most board meetings were held via Zoom. The link or dial-in information can be found on NRTA's website. This allows the public to join the meetings virtually or over the telephone.

PUBLIC MEETINGS

Because public engagement is integral to good transportation planning, NRTA will promote full and fair participation in public transportation decision-making without regard to race, color, or national origin by employing strategies to benefit all members of the community, including low-income and minority populations. To meet this end, NRTA:

- Holds public meetings at convenient and accessible locations and times for minority, persons with disabilities, and LEP communities
- Employs visualization techniques to describe plans where feasible
- Makes public information available in electronically accessible formats at www.newrivertransitauthority.org

PUBLIC COMMENT PROCESS FOR FARE INCREASES AND MAJOR SERVICE REDUCTIONS

NRTA has adopted a process for soliciting and considering public comment process prior to any fare increase or major service reduction. A comment period shall be afforded to the public at any

meeting in which NRTA's Board is considering adoption of a fare increase or major reduction in service prior to the Board rendering a decision upon such proposed action.

NRTA defines a fare increase as any change, in the form of a higher price, to its cost charged to passengers when boarding the bus or on the purchase of a book of trip tickets.

NRTA defines a major reduction in service as:

- Complete elimination of any passenger service in excess of 2,000 hours annually
- Complete elimination of any passenger service that has provided more than 6,500 passenger trips in the previous 12-months
- Reduction of any passenger service by more than 2,000 hours annually
- Reduction of any passenger service that would have reduced ridership by more than 6,500 passenger trips in the previous 12-months

Notice of potential fare increase or major reductions in service shall be noted on the publicly posted and distributed agenda of NRTA's Board Meeting at least 3 business days prior in which it is to be discussed or decided upon by the NRTA Board. Public posting locations shall include NRTA's Office. Additional locations may include:

- Distribution by drivers or posted on any buses and terminals on routes served by NRTA either directly or contracted, especially those affected by proposed changes
- Notice in the form of a legal advertisement or other advertisement in local newspapers, on local television, or with social media Twitter and Facebook
- Posting of passenger comment surveys on NRTA's website soliciting public input

The NRTA Board shall hold discussion, in open public meeting, on any potential fare increases or major reductions in service prior to deciding upon said proposed action and shall consider and may discuss any public comment received prior to the meeting or offered in the meeting.

The NRTA Board shall make all decisions to increase fares or majorly reduce service by means of a vote, open to public attendance, requiring a majority of Board members present, to affirm the proposed action.

Minutes of any Board meeting wherein a decision by the NRTA Board resulted in any fare increase or major reduction in service shall reflect said decision and shall be further affirmed by approval of the official meeting minutes at the Board's next regular, public Board meeting.

OUTREACH EFFORTS AND STRATEGIES

NRTA understands the importance of reaching out to the most vulnerable and hard-to-reach populations in its service area, including low-income or minority population in Raleigh and Fayette

counties. We attempt to do so by distributing information in locations visited by and at organizations that serve these populations.

Public meeting notices are announced in the following ways to engage all populations within the community:

- a. Notices are printed in the Register Herald newspaper
- b. Notices are posted at the NRTA office
- c. Notices are posted on the bulletin board located in the Administrative Offices of Raleigh County Community Action Association, Inc. (RCCAA)
- d. Notices are posted on NRTA's website
- e. Notices are posted on all NRTA's buses

Transit information brochures, listing services, routes, contact information, and required Title VI language, are sent to the following locations:

- a. Housing authorities in both Raleigh and Fayette counties
- b. Raleigh County Department of Health and Human Resources (DHHR)
- c. Fayette County DHHR
- d. The Council of Churches
- e. NRTA office and website
- f. RCCAA administrative office and website
- g. West Virginia Technical University
- h. Women & Infant Children's Nutrition Program (WIC) offices
- i. WorkForce of West Virginia
- j. FMRS Health Systems, Inc. (the area's leading mental health and addiction services provider)
- k. RCCAA's Homeless Center
- l. RCCAA case managers
- m. The United Way of Southern WV
- n. The Veterans Administration Hospital
- o. Raleigh General Hospital
- p. Beckley ARH Hospital
- q. Access Health, which is a government funded health clinic
- r. The Beckley/Raleigh County Health Clinic
- s. Raleigh County Commission on Aging
- t. Fayette County Commission on Aging
- u. Mountain State Center for Independent Living
- v. EnAct Community Action
- w. Public libraries in both Raleigh and Fayette counties
- x. New River Gorge Regional Development Authority

PUBLIC ACTIVITIES CONDUCTED OVER THE PAST THREE YEARS

The NRTA Board of Directors met quarterly. The meetings were open to the public. NRTA announced the Board meetings via our website, social media outlets, and NRTA administrative office.

NRTA responded to telephone and email requests for additional information pertaining to transportation in the service area on a weekly basis.

NRTA undertook a route analysis. The public involvement was extensive. In the beginning, an online survey was conducted which were posted on the local cities' and counties' social media and websites along with NRTA's website and social media outlets. NRTA employees rode buses to ask passengers who were daily riders for their input as well. These surveys were ongoing for over a month. The results helped guide the plan for expanded service.

NRTA went on the local radio that covers five radio stations on March 14, 2019, to discuss the proposed service expansion and the different ways to contact NRTA for further details and/or any questions.

NRTA participated in the Opiate Prevention Panel on Thursday, April 18, 2019, at the Beckley-Raleigh Convention Center. There was discussion on how transportation was a vital tool in helping get access to treatment and recovery in our area.

NRTA had a booth at a local business expo sponsored by the Raleigh County Chamber of Commerce on May 30, May 31, and June 1, 2019. Bus route brochures were handed out to the customers within the mall. The proposed service expansion as recommended by the route analysis was presented with visual aids. Seven poster boards with descriptions of the additional routes were displayed. Representatives of NRTA were available to answer any questions and address any concerns. Anyone from the community with additional suggestions were accounted for. NRTA also provided tours of the parked bus at the expo.

Once the final route analysis report was provided to NRTA and the Board of Directors, the public were invited to attend 5 public meetings at different locations within the service area for feedback and suggestions. The following public meetings were held:

- Monday, July 8, 2019 @ 5PM
City of Mt. Hope
609 Main Street, Mt. Hope
- Tuesday, July 9, 2019 @ 10AM
Beckley City Hall
409 S Kanawha Street, Beckley
- Tuesday, July 9, 2019 @ 5PM
Sophia Bingo Hall
Main Street, Sophia

- Thursday, July 1, 2019 @ 10AM
Fayetteville Town Hall
125 N Court Street, Fayetteville
- Thursday, July 11, 2019 @ 2-4
Oak Hill Council Chamber
100 Kelly Avenue, Oak Hill

These meetings were advertised through the local news outlets. The meetings were also posted on every bus and NRTA's website and social media outlets. During these meetings the public had a chance to speak with NRTA representatives one on one. Attendees were given an index card for private comments. (New River Transit Authority holding public meetings ahead of major expansion | WVNS (wvnstv.com))

July 11, 2019, during the Public Meeting for Fayetteville, a local news anchor was present and did an interview (New River Transit officials hear public concerns, comments | News | register-herald.com)

An NRTA bus participated in the West Virginia Technical University homecoming parade on September 28, 2019. While driving through the parade there was NRTA ink pens distributed to the people along the streets.

An NRTA bus participated in the City of Beckley Christmas parade on December 4, 2019, to bring awareness to the community of our public services.

NRTA interviewed with local news station to discuss the services amid the Covid-19 Pandemic on March 29, 2020, (New River Transit Authority still running amid COVID-19 | WVNS (wvnstv.com))

March 29, 2021, local media interviewed NRTA about the extended hours and expanded routes coming in April 2021 (New River Transit expanding hours, routes next Monday - WOAY-TV)

March 31, 2021 the Local Newspaper put NRTA on the front page to bring attention to the route expansion and free fares for the month of April (New River Transit launches new routes, for first time in 40 years | News | register-herald.com)

On April 21, 2020, an article about NRT's CARES Act apportionment was presented on the local news (Money coming to New River Transit | Health | register-herald.com)

NRTA spoke with local news network on March 25, 2021 to discuss free fares for the month of April due to the route expansion starting in April 2021. (New River Transit to change bus routes in April | WVNS (wvnstv.com))

April 2, 2021, West Virginia Public Broadcasting network interviewed NRTA about the route expansion (Public Transportation In Southern West Virginia Is Expanding | WVPB (wvpublic.org))

April 6, 2021, local media interviewed NRTA to check in on the new route expansion (New River Transit expands routes, changes fares (wvva.com))

During the first month of the new service, posted a staff person at the central transit point to direct passengers and answer questions. Also, extra personnel were assigned to answer phones.

5. LIMITED ENGLISH PROFICIENCY (LEP) PLAN

A. Four Factor Analysis:

(1) **The number or proportion of LEP persons eligible to be served or likely to be encountered by the programs associated with NRTA.**

- *LEP persons contact with NRTA*
Drivers and dispatchers report interactions with LEP individuals. Over the past three years, there have been no interactions with LEP persons.
- *LEP communities, and assessing the number or proportion of LEP persons from each language group to determine the appropriate language services for each language group*
NRTA analyzed the most recent Census estimates to indicate the current level of potential contact LEP persons may have with NRTA services. As shown in the following table, the number of persons speak English less than very well totaled 873, or 0.8 percent of the service area population. Therefore, NRTA falls under the safe harbor provision for providing written translation of documents.

LEP Persons Residing within the Service Area				
Source: American Community Survey 2019				
Population 5 Years and Over by Language Spoken at Home and Ability to Speak English	Fayette County	Raleigh County	Total	Percentage of Population 5 Years and Older
Population 5 Years and Over	41,077	71,243	112,320	
Speak only English	40,287	68,781	109,068	97.1%
Language other than English	790	2,462	3,252	
Speak English less than “very well”	149	724	873	0.8%
Spanish or Spanish Creole	523	1,181	1,704	
Speak English less than “very well”	125	184	309	0.3%
Other Indo-European	196	614	810	

LEP Persons Residing within the Service Area				
Source: American Community Survey 2019				
Population 5 Years and Over by Language Spoken at Home and Ability to Speak English	Fayette County	Raleigh County	Total	Percentage of Population 5 Years and Older
Speak English less than “very well”	12	214	226	0.2%
Asian and Pacific Island	57	586	643	
Speak English less than “very well”	12	275	287	0.3%
Other languages	14	81	95	
Speak English less than “very well”	0	51	51	0.0%

- *The literacy skills of LEP populations in their native languages, in order to determine whether translation of documents will be an effective practice*

Drivers have reported no need for LEP services among passengers. It appears the majority of individuals whose native language is not English still display a high English language proficiency. Often, language barriers are resolved with the assistance of English-speaking family and friends. Distribution of a pocket guide containing helpful visual references to reduce the communication barrier between LEP persons and drivers is sufficient in addition to the aforementioned aid. Any language barriers that cannot be instantly addressed by the driver or staff at hand are relayed to the main office by calling (304) 894-8918 and additional assistance provided particular to the need. Based on past reports and current statistics, further means of translation is not necessary at this time. Regular evaluations of services and communication between office staff and drivers should provide an adequate basis to assess and implement future changes as needed.

(2) The frequency with which LEP persons come into contact with the program.

NRTA conduct in-person surveys of rider quarterly. The surveys were suspended during the pandemic. NRTA plan to resume conducting surveys after FTA lifts mask mandates.

The passenger survey asks, “Do you are any members of your household have language assistance needs. If yes, with what language?” To date, no rider has indicated that language assistance is needed.

Bus drivers and dispatchers are instructed to inform management of any contact with LEP persons. To date, no contact has been reported. Since the new routes have been implemented there is one individual that has very broken English. We are currently in the process of creating a Spanish version of the new Rider’s Guide Brochure.

NRTA surveys key program areas and assess major points of contact with the public, utilizing:

- Participation logs in public meetings
- Customer service interactions
- Ridership surveys
- Operator surveys

(3) The nature and importance of the program, activity, or service provided by the program to people’s lives.

The provision of public transportation, like that offered by NRTA, is a vital service, especially for people without access to personal vehicles. NRTA offers a flex route service and demand responsive service, effectively offering service to all persons, including low income, minority, elderly, disabled, and LEP persons.

(4) The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

NRTA offers several resources to ensure LEP individuals have access to and information about services, are able to communicate in matters requiring public input, and have avenues to provide input or file a complaint. The majority of these situations are met through visual aids in the pocket guides, acceptance of written submissions which can be translated prior to any action involving public comment or complaint, and the following number which provides assistance to LEP persons: (304) 894-8918. The cost of providing such resources is estimated under \$500 yearly. NRTA will continue to monitor LEP engagement and evaluate the effectiveness of these measures in the event changes must be made to provide additional outreach to the LEP population.

B. Language Assistance Plan:

It is the policy of NRTA to provide meaningful access for individuals with limited English proficiency to operations, services, activities, and programs by providing quality language assistance services in a timely manner. NRTA falls under the “Safe Harbor” provision to provide written translations of vital documents. Translation of documents, if needed, will be provided orally.

- Existing language assistance includes:
 - Contact information in the Title VI notice for information in another language or assistance in filing a Title VI complaint
 - Distribution of a pocket guide containing visual communication aids
 - “I Speak” language identification guide produced by the Department of Homeland Security
 - Location of translation resources for written and oral communication including oral or electronic interpretation
 - Braille Transit Brochure
 - Employee training on LEP procedures and materials

- Oral assistance with surveys when necessary
- NRTA provides notice to LEP persons about the availability of language assistance through printed information on:
 - Title VI notice
 - Buses
 - www.newrivertransitauthority.org
 - Main office of NRTA
- The NRTA will monitor, evaluate, and update the language access plan using:
 - Driver and office staff report on requests and complaints filed by LEP individuals
 - Surveys
 - Evaluation of existing types of written and oral assistance provided in terms of community needs and changes, where necessary, including expansion, modification, or elimination of resources
 - U.S Census ACS statistics
- Pertinent staff likely to encounter LEP individuals will attend at least one training annually on procedures to provide timely and reasonable language assistance to LEP populations. Staff will also use this training as an opportunity to discuss actual encounters with the LEP community and submit improvements or concerns regarding existing policy to NRTA. Training will include:
 - Types of language services available
 - How staff can obtain those services
 - How to respond to LEP callers
 - How to respond to written communications from LEP persons
 - How to respond to LEP individuals who have in-person contact with staff
 - How to ensure competency of interpreters and translation services

6. MINORITY REPRESENTATION ON PLANNING AND ADVISORY COMMITTEES

NRTA currently has no transit-related, non-elected planning committees, advisory councils, committees, or similar bodies, the membership of which is selected by the recipient, and therefore at this time, need not provide a table depicting the membership of those committees broken down by race. In the event that committees are formed, NRTA will attempt to ensure minority populations are represented in percentages reflected in the most current U.S. Census ACS for the combined populations in Fayette and Raleigh Counties and amend this Program to report those figures.

7. SUBRECIPIENTS

New River Transit Authority (NRTA) has not had and currently does not have any sub-recipients.

8. FACILITY LOCATION EQUITY ANALYSIS

During the three-year reporting period covered by this Plan, there were no projects completed requiring an equity analysis, land acquisition, or the displacement of persons from their residences and businesses. There were no projects for which a NEPA process was required.

NRTA will comply with FTA C 4702.1B in regard to any construction projects by:

- Completing a Title VI equality analysis during the planning stage
- Reviewing census data to ensure the planning project will not have cumulative adverse impact and provide substantial justification as to why the project was located in the area selected

9. BOARD APPROVAL

The meeting minutes documenting Board approval are attached.

APPENDIX A

TITLE VI COMPLAINT FORM

New River Transit Authority

Title VI/ADA Complaint Form

Section I		
Name:		
Address:		
Telephone (daytime):		
Email Address:		
Section II		
Are you filing this complaint on your own behalf?	Yes	No
If you answered yes, go to Section III.		
If not, please supply the name and relationship of the person for whom you are complaining:		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	Yes	No
Section III		
I believe the discrimination I experienced was based on (check all that apply):		
[] Race [] Color [] National Origin [] Disability [] Other:		
Date of alleged discrimination (month, day, year):		
Please explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. You may attach written materials or other information that you think is relevant to your complaint.		

Have you previously filed a discrimination complaint with this agency?	Yes	No
Section V		
Have you filed this complaint with any other federal, state, or local agency, or with any federal or state court?	Yes	No
If yes, check all that apply: <input type="checkbox"/> Federal Agency: _____ <input type="checkbox"/> Federal Court: _____ <input type="checkbox"/> State Agency: _____ <input type="checkbox"/> State Court: _____ <input type="checkbox"/> Local Agency: _____		
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		

Signature and date required below

Signature _____ Date _____

Please submit this form in person at the address below, or mail this form to:

New River Transit Authority
 360 Prince Street
 Beckley, WV 25801

Board Approval Meeting Minutes

NRT Board Meeting Minutes

May 24, 2021

10:00 a.m.

Zoom Conference Call

A meeting of the New River Transit Authority (NRT) Board of Directors was held on May 24, 2021 via Zoom.

In attendance were:

NRT Board Membership:

Robert Rappold – Mayor, City of Beckley / NRT Chairman

Detlef Ulfers – Raleigh County Commission / NRT Vice- Chairman

Matt Dietrich – Town of Fayetteville

Ralph Sallie – Town of Sophia

NRT Representatives:

Andy Austin – Director, NRT

Heather Lilly – Community Planner, NRT

Jessica Massey – Transportation Director, RCCAA

A quorum was declared. Rob Rappold called the meeting to order at 10:04 a.m.

SECRETARY REPORT:

Meeting Minutes for February 22, 2021: A motion was made by Ralph Sallie to approve the meeting minutes from February 22, 2021 as presented. Detlef Ulfers made a second. The motion passed unanimously.

FINANCIAL REPORT:

New River Transit's financials through April 30, 2021 were presented to the Board of Directors for review and approval. A motion was made by Detlef Ulfers to approve the financials as presented.

DIRECTOR'S REPORT:

Precautions for COVID-19: Andy explained NRT is following the FTA mask mandate that requires riders to wear a mask when on transit through September 13, 2021. We cannot force passengers to wear them but haven't experienced any issues thus far. The buses are cleaned and sanitized daily. Each bus has cough curtains up around the driver and have masks available to any passenger that may need one. As well as trying to social distance as much as possible.

Greyhound Update: Greyhound ticket window continues to sell tickets daily. Heather stated there is a slow increase of travel lately.

Service Provider Update: NRT and RCCAA have updated the contract dates and minor changes pertaining to the service increase. Both Directors are looking to sign a three-year extension upon Board approval.

Review of New Route Expansion: Andy discussed the route expansion is going as great as it possibly could. Heather completed a great media output. Jessica did a great job adjusting the extended hours schedule for drivers and dispatch. The routes times are on schedule perfectly. We are receiving great feedback on the new change.

Local Match Contingency: Andy explained that the toll credits are requested through the state DOT. This time around, the administration denied toll credits in the future under this administration. Andy explained we would need to figure out a replacement for this local match. Mayor suggested the American Recue Plan funds but would need to look further into this as a possibility. Andy suggested possibly looking into a levy in the future. Detlef suggested reaching out to the fire coordinator, Kevin Price for guidance since he has been heavily involved in the county's fire levy.

Long Range Transportation Plan: Andy stated that the MPO has been working with NRT to continue planning a long-term transportation plan.

NTD Report: Andy explained that this report has been completed and submitted with no comments at this time.

SOR Program Update: Heather reported that the SOR Program continues to be going great and appears will be extended another year through DHHR. We really hope to see it stick around.

Bus Procurement: Andy stated that Heather has spearheaded creating this bus bid along with the help from contractors with the state. Hoping to receive four new buses by the end of the year. Once the new buses arrive the parking situation will need addressed. Jessica explained it is getting crowded especially when the new buses arrive. Mayor said he wants to do a side-bar meeting with Andy and Jessica. Andy said to send him an email with good dates and times to further discuss.

Title VI Approval: Heather explained that the Title VI program was attached with the agenda. As you can see, the new media dates with links have been included with details about the pandemic along with all the coverage about the new routes. Everything else remains the same, with the approval of the board.

Annual Assessment: Andy stated a few assessment payments were still due. Mayor Rappold also suggested increasing the City of Beckley's annual assessment contribution since these fees have never increased throughout the duration of NRT services. Mayor suggested adding on an additional \$5,000 or present to council for an additional \$10,000.

Community Outreach: Heather stated that community outreach has been on the slow side due to Covid. Mostly involves the media blitz for the new route expansion. The WVPTA continues planning on having a conference in July.

A motion was made by Matt Dietrich to approve the Director's Report including Title VI and the NRT/RCCAA Contract as presented. Detlef Ulfers made a second. The motion passed unanimously.

RIDERSHIP DATA:

Ridership data for January 2021 – April 2021 was distributed.

NEXT MEETING:

It was decided that NRT’s next Board of Director’s meeting will be held directly before the MPO’s Policy Committee meeting on August 23rd @ 10am via Zoom.

ADJOURNMENT:

A motion was made at 10:45 a.m. by Matt Dietrich to adjourn the meeting. Ralph Sallie made a second. The motion passed unanimously.

Board Representative Date