

# MONTGOMERY COUNTY PUBLIC TRANSPORTATION SYSTEM

## Gateway Community Action

Region 4B • West Liberty, Kentucky  
gatewaycaa.org



## Transportation

### INITIATIVE OVERVIEW

The lack of affordable public transportation has continued to be identified as a need in Gateway Community Action's service area. In 2019, Gateway, along with Wellcare, citizens with diverse experience, and local leaders came together to form a transportation planning committee. Thanks to the committee's efforts, Gateway began successfully operating a transportation program in 2020. The transportation planning committee has now transitioned to a transportation steering committee which works with Gateway to ensure quality service.

### LOCAL NEED ADDRESSED

The community assessment indicates that 23% of households are at or below the federal poverty level and of those, 8% do not have access to a personal vehicle. Gateway's public transportation initiative is designed to remove barriers associated with employment, the ability to maintain a healthy lifestyle, and issues related to social isolation.

### ROLE OF CSBG FUNDS

CSBG dollars were leveraged to support a dispatcher position that works with the public to schedule rides and provide information about the service, as well as pay substitute drivers when the need arises.

### TRANSFORMATIVE IMPACT

Gateway's MOCO Transit system has been operational less than one year and has documented the following outcomes:



- 100% of Montgomery county residents now have access to affordable public transportation,
- 17% of riders gained increased accessibility to health care services,
- 8% of riders without personal transportation now have the ability to travel at their convenience,
- 22% of riders have increased their well-being through better access to food and nutrition, and
- 39% of riders regained independence.

### EVIDENCE-BASED OUTCOMES

From July 1, 2020 to March 30, 2021, the MOCO Transit system:

- Provided 1,145 rides,
- Traveled 6,100 miles,
- Completed 195 trips to medical, behavioral health, vision, dental, physical therapy, hospital

- visits, and pharmacies,
- Completed 252 rides to Wal-Mart, Kroger, Save-A-Lot, Commodities, and Food Coalition,
  - Completed 16 rides to Substance Abuse Programs,
  - Received donated funds for 40 rides from tickets purchased by local businesses and organizations, and
  - Offered free rides to everyone for the COVID vaccine.

## CUSTOMER VOICE

Gateway collects quantitative data through its Community Needs Assessment, strategic planning, and other planned and scheduled means for identifying the demographics and makeup of the community. The agency also collects qualitative data that includes surveying citizens to ascertain the days and hours of operation that best suit their needs, randomly calling riders to determine their level of satisfaction with the services provided, and the daily, informal exchanges between the driver and riders. Staff are trained on listening and utilizing impromptu and valuable information for continuous program improvement.

The quantitative and qualitative data is taken under consideration annually to determine areas of strength that can be built upon to better serve the citizens and any areas of concern that need to be addressed to improve services in order to create the programs anticipated outcomes.

## Contact

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