

Round 2 of outreach focused on information sharing with the general public and key stakeholders and project committees; as well as soliciting feedback on how to improve West Virginia's rail through project updates.

Recognizing public participation is crucial to the State Rail Plan. In response to the COVID-19 pandemic, the project team revised the Outreach Strategy and adopted a virtual outreach method. Our approach follows health official's recommendations and the Governor's Safer at Home order. In collaboration with WVDOT, our team launched the 2020 West Virginia State Rail Plan Update Project Website and online outreach channel. Virtual outreach assists in the completion of the State Rail Plan and promotes safe and effective public participation.

The online survey was hosted on project website via SurveyMonkey from June 2nd to 14th. We also conducted targeted outreach to rail industry and environmental justice groups.

1

[Project website](#) for easy to access & centralized information

2nd

Round of public outreach

16

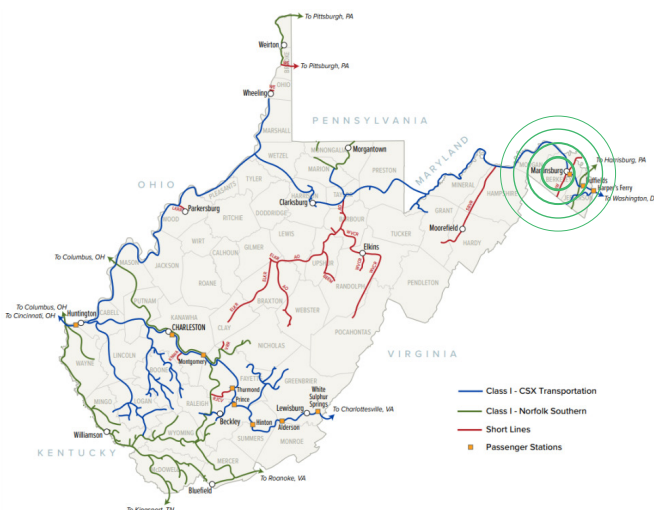
Online survey questions

145+

85 participants provided more than 145 detailed comments and feedback



The project website, hosted under WVDOT - State Rail Authority (SRA) subsite, provides project information and updates to the general public. It includes an introduction video of the West Virginia State Rail Authority and the State Rail Plan development process. The website explains the role of SRA, the context of 2020 West Virginia State Rail Plan, how to get involved, and how to get in touch with the project team.



Of the 85 people who took the survey, 81% of responses were from Martinsburg, Harpers Ferry, and Charles Town, where there is a specific focus on improving passenger rail services. We are continuing engagement with stakeholders and industry experts to shape 2020 Rail Plan priorities throughout the state across passenger, tourist, and freight rail focus areas.

## Rail tourism and economic development

Survey respondents identified that rail tourism enhancements are a key priority for rail to continue to bolster West Virginia's economy.

## Passenger and commuter rail in West Virginia needs improvement

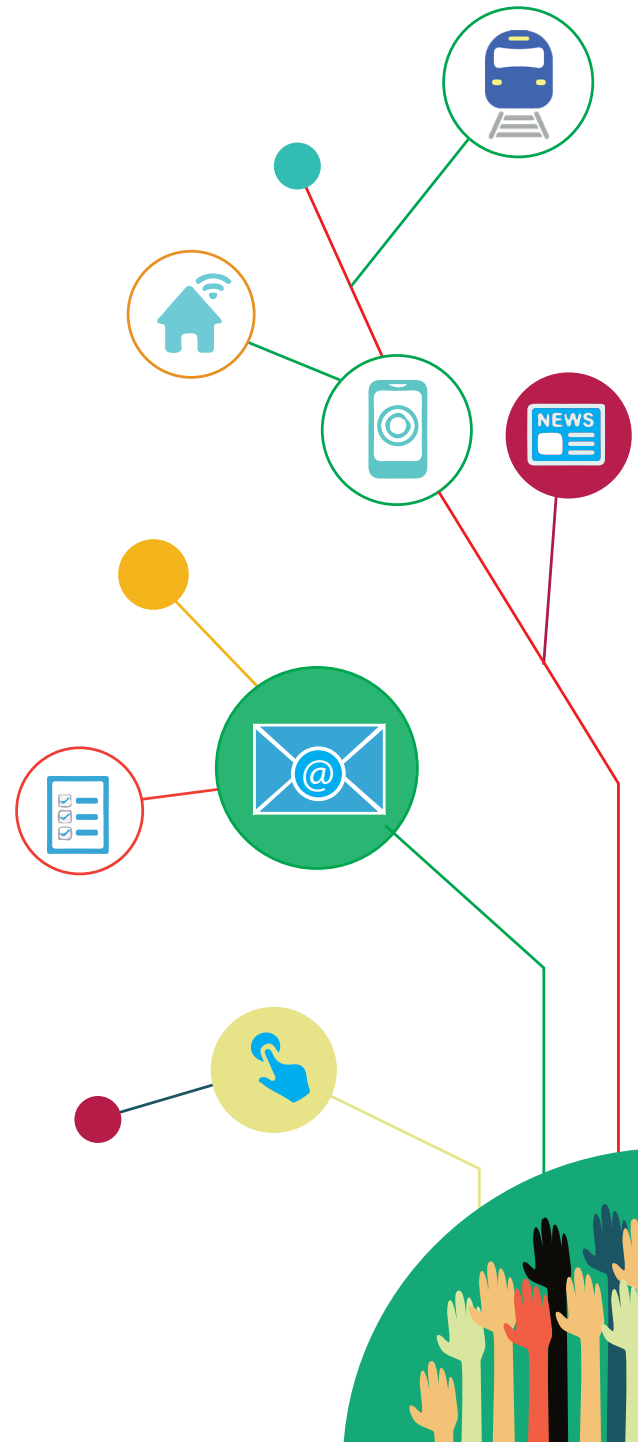
The majority of survey respondents identified passenger rail improvements as a key priority for the 2020 Rail Plan.

We heard that the top areas of improvement for passenger rail service include service enhancements such as increased frequency and length of service within a day or week.

Survey respondents said that more connections at stations, additional routes, and increased frequency on existing routes are the top 3 priorities for improving passenger rail service in West Virginia.

They also stated that frequency, reliability, cost, and travel time savings are among the most important features of passenger rail service. So improvements to enhance these features can be prioritized within the 2020 Rail Plan.

A great number of participants agreed that passenger rail station amenities worth investing in include climate protection, restrooms and water fountains, and Wi-Fi. Facilitating connections to transit at passenger rail stations was also listed as an important feature of passenger rail stations.



## Continue Involvement

Thank you for all your good work and effort providing meaningful feedback in the second round of outreach. We welcome your continued involvement on the 2020 West Virginia State Rail Plan, please don't hesitate to get in touch via email, mail and social media for further comments and feedback. We look forward to hearing from you!

### Project Website

<https://transportation.wv.gov/rail/2020WVSRP/Pages/default.aspx>

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