



The West Virginia Courtesy Patrol

Striving to Meet Tourism and Traveler Needs
through the Application of Intelligent
Transportation Systems

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Overview

- Organizational History
- The 3 T's: Technology, Transportation & Tourism
- Outcomes & Benefits
- Statistics
- Partnerships & Collaborative Efforts
- Intelligent Transportation Systems





CCCWV

- The CCCWV is a non-profit organization established in 1992
- The original CCC was created under the leadership of President Franklin D. Roosevelt in 1933
- The Mission of the CCCWV is to conduct projects & programs that:
 - Strengthen and revitalize our communities;
 - Provide self-esteem, educational enhancements and employment opportunities through meaningful work experiences for both youth & adults; And
 - Conserve, develop, and enhance our state's natural resources





Courtesy Patrol

- The WV Legislature passed Senate Resolution No. 30 reinstating courtesy cars onto our state's APD Corridors and Interstate highways in June of 1998
- Request for Proposal (RFP) process through the state's Purchasing Division
 - CCCWV was awarded the contract via the WV Division of Highways and began its patrol operations on 11-21-98
- Federal Welfare-to-Work (WtW) legislation passed in 1998 under the Clinton Administration and the CCCWV'S Courtesy Patrol program received WtW funding





Varied & Valuable Services Offered

- 25 areas of patrol covering 782 miles 16 hours/7 days a week
- Ensure safety & pleasant travel statewide
- Render assistance to disabled motorists
- Remove hazards from the roadway thus reducing secondary accidents
- Assist law enforcement & emergency personnel
- Provide directions & road and weather conditions
- Statewide communications center
- Tourism-friendly
- Transitional employment program with an individualized educational component
- Economic boost
- Workforce Investment opportunities





The 3 T's

- Technology
 - Information systems & databases
 - Statewide pagers & 2-way radios
 - GSM & GPS capabilities
 - Toll-free access number & website
 - AmberView
- Transportation
 - World-class mountain transportation system
 - “Highway Angels” protecting & providing safe travel to all motorists
 - Hub for 5 border states





The 3 T's (CONT.)

- Rural & scenic roadways
- Foster economic development through safe & efficient travels
- Accessible traveler & tourism information centers





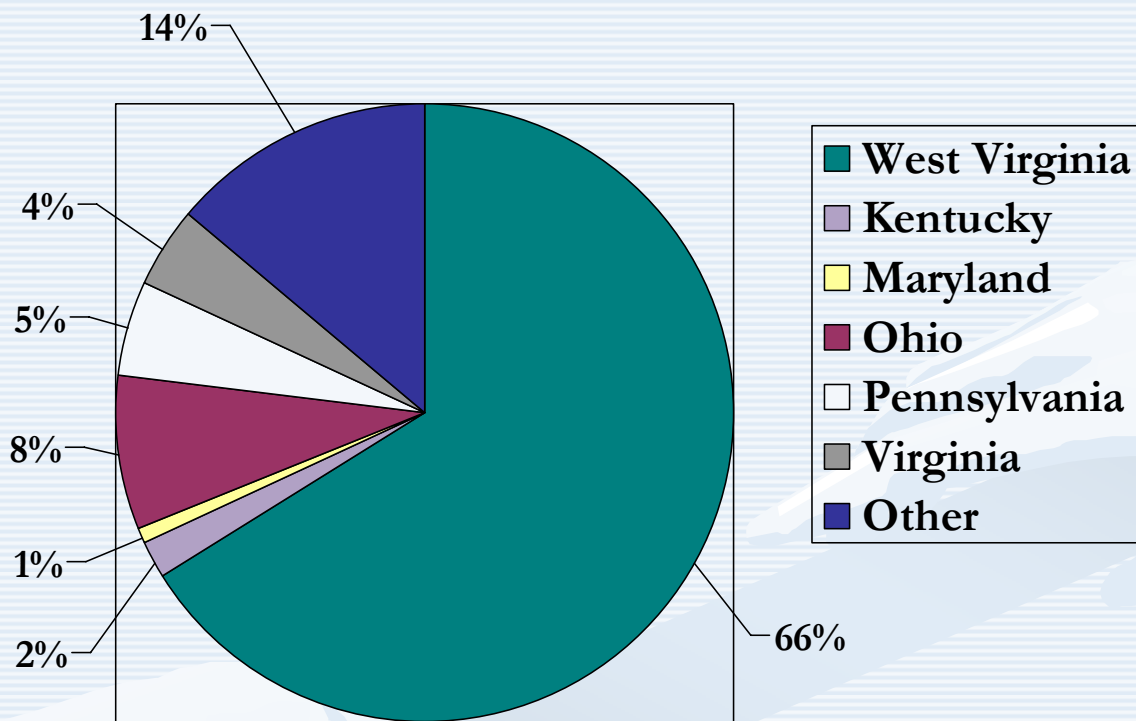
The 3 T's (CONT.)

- Tourism
 - Hiking, biking & horseback riding
 - Skiing, golf & whitewater rafting
 - Arts, entertainment & cuisine
 - 2 National Park Service Systems
 - New River Gorge National Park Service
 - Harpers Ferry National Park Service





Tourism



The West Virginia Courtesy Patrol assists **25,000** stranded motorists annually. 66% are in-state, while 34% are out-of-state motorists.





Training

- First-Aid & CPR
- Homeland Security
- AMBER Alert
- Freeway Incident Management
- Defensive Driving
- Customer Service & Hospitality
- Sexual Harassment
- Communications
- Minor Auto Mechanics & Repair
- Train-the-Trainer
- Job Shadowing
- Workshops





Outcomes & Benefits

- Placed over 1400 former welfare recipients into unsubsidized employment
- 79% job retention rate - highest in the country
- Helped capture \$40 million in matching funds & high performance bonuses for the state
- Recipient of 3 state and 4 national awards in the transportation, education, community service, employer and tourism arenas
- Offer AmeriCorps Education Awards worth \$4725.00 to its patrol drivers
- Leader in service learning projects through the WV Department of Education





Annual Progress Report

Mileage Logged:	6.5 million
Telephone Calls Received:	265,000
Vehicles Assisted:	26,000
Abandoned Vehicles Checked:	7,500
Stops to Remove Debris from Highway:	1,800
Routine Procedural Checks:	1,700
Bears, Deer & Other Animals Removed from Highways:	1,200
Average # of Times First-Aid/CPR is Administered:	22





KEY PARTNERSHIPS

- WV Department of Transportation (WVDOT)
- Marshall University's Rahall Appalachian Transportation Institute (RTI)
- Division of Tourism
- Department of Health & Human Resources
- Southern WV Community & Technical College
- Department of Education
- State Police
- Office of Emergency Services/9-1-1





Nick J. Rahall, II Appalachian Transportation Institute

“Building jobs through transportation”

- Established at Marshall University in Huntington, WV
- One of 33 University Transportation Centers in the country
- Key partner in moving ITS forward throughout the state of West Virginia
- Demonstration projects with the WVCP
- Research projects include
 - Transportation Studies
 - Implementation Strategies
 - GIS Mapping Systems
 - Traffic Cameras





TRAFFIC CAMERAS

5 Cameras throughout the Charleston area



- Cameras will be linked to DOT web site for public access and monitored at the WVCP Communications Center





Ongoing ITS Efforts

- WVCP Plans:
 - Incident Management
 - Wireless Communications
 - GPS Units
 - Variable Message Signs on CP vehicles
 - Traffic Cameras
 - Automatic Vehicle Locators (AVL)
 - Demo Project with RTI
 - Traffic Sensing
 - Pinpointing locations of incidents
 - Routing trucks for more rapid response times





Research & Planning Efforts

- 511
 - Continue to build on existing infrastructure & capacity
 - Upgraded, centralized, branded telephone and web information
 - Patrol drivers report road conditions and weather information
 - Traffic cameras in conjunction with RTI and Communications Center





Questions?

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