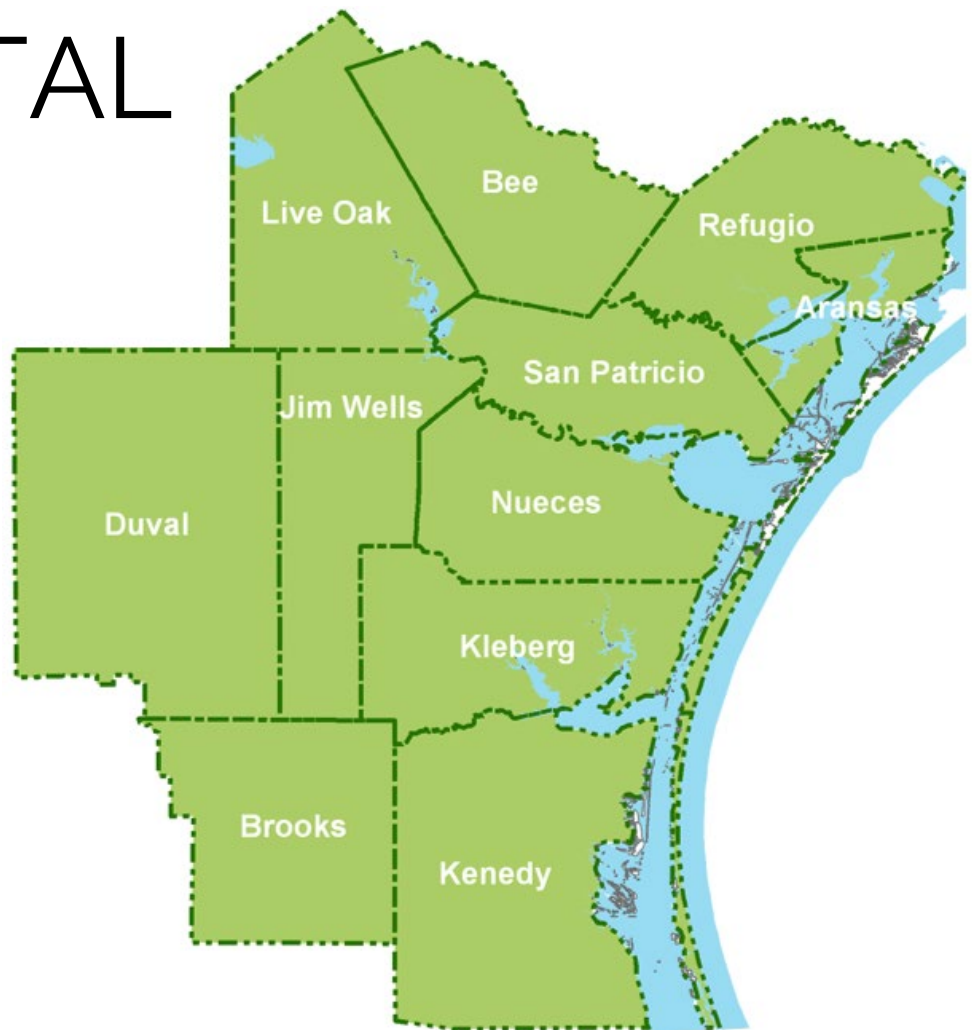


PLANNING REGION 20

REGIONAL COORDINATION PLAN FOR THE COASTAL BEND



Prepared by



July 2022

Terminology

This report avoids the use of technical terminology as much as possible. Figures and tables enhance concise narrative.

Disclaimer

The authors of this report are responsible for the facts and the accuracy of the data presented herein. The Texas Department of Transportation Public Transportation Division provided grant funds to support the planning effort.

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CHAPTER 1: INTRODUCTION

This document serves to update the Coastal Bend’s regional coordination plan for the coordination of public and human service transportation.

Coastal Bend Region

The Coastal Bend Region (Region 20) is located in south Texas along the Gulf Coast and includes 11 counties: Aransas, Bee, Brooks, Duval, Jim Wells, Kenedy, Kleberg, Live Oak, Nueces, Refugio, and San Patricio (Figure 1). The Coastal Bend Region covers 11,507 square miles and had a 2020 population of 582,074 according to the U.S. Census Bureau. The largest city in the region is Corpus Christi. The Corpus Christi metropolitan statistical area (MSA) covers three counties—Aransas, Nueces, and San Patricio. As of the 2020 census, the Corpus Christi MSA had a population of 413,280. The city of Corpus Christi had a 2020 population of 327,144, making it the eighth largest city in Texas.

Interstate 37 is the primary road corridor in the region, linking Corpus Christi with San Antonio. U.S. Highway 77 represents a major corridor, linking Kingsville, Sinton, Robstown, and Refugio to Houston to the north, and Brownsville and other Rio Grande Valley destinations to the south. U.S. Highway 281 links Alice, Falfurrias, and George West to San Antonio to the north and McAllen to the south.

Regional Coordination Planning in Texas

House Bill 3588, enacted by the 78th Texas Legislature in 2003, requires regional coordination planning to fill gaps and eliminate overlaps in public transportation services. House Bill 3588 added Chapter 461 to the Texas Transportation Code,¹ requiring the Texas Department of Transportation (TxDOT) to:

- Identify overlaps and gaps in the provision of public transportation services, including services that could be more effectively provided by existing, privately funded transportation resources.
- Identify underused equipment owned by public transportation providers.
- Identify inefficiencies in the provision of public transportation services by any public transportation provider.
- Encourage public transportation providers to agree on the allocation of specific services and service areas among the providers.

¹ Texas Transportation Code 461. 2003. <http://law.justia.com/texas/codes/tn/006.00.000461.00.html>

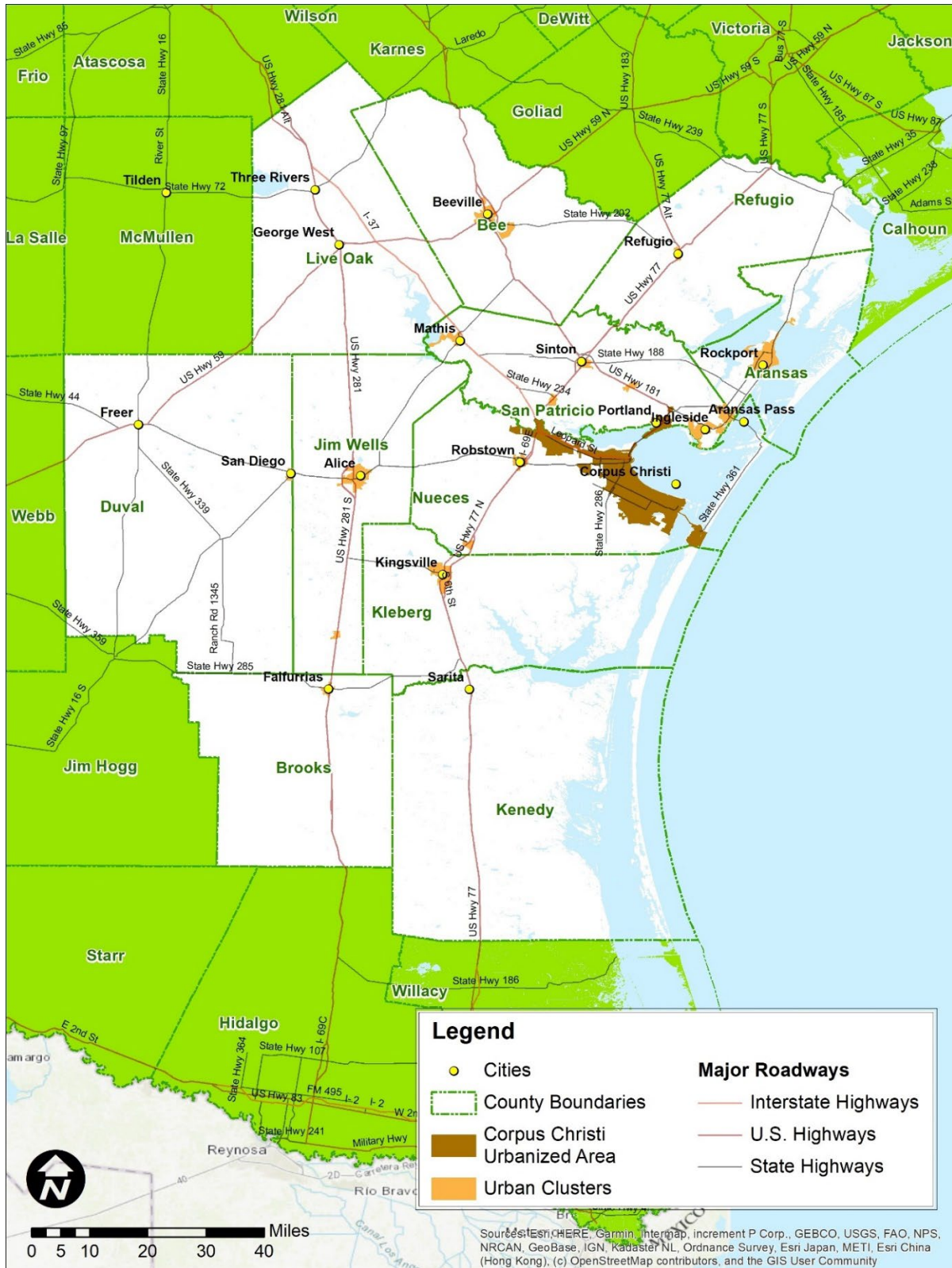


Figure 1. Coastal Bend Region

In response to House Bill 3588, TxDOT requires each region in the state to develop a coordinated plan for public transportation and human services transportation. TxDOT defined regions by the boundaries of the 24 councils of governments (COGs) in Texas. In conjunction with this requirement, TxDOT also requires that each region establish a lead agency and designate a steering committee to guide and improve regional coordination to enhance service delivery, customer satisfaction, efficiency, and effectiveness, as well as integrate systems-based and client-based approaches to transportation.

Regional coordination of public transit and human services transportation is also consistent with federal requirements. The Bipartisan Infrastructure Law continues the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities regulations from the previous Fixing America's Surface Transportation (FAST) Act without change. Thus, this formula funding requires a plan for regional coordination of public transportation and human services transportation as a precedent for Section 5310 funding. Specifically, a project selected for funding must be included in a locally developed, coordinated public transit-human services transportation plan. The plan must be "developed and approved through a process that includes participation by older adults, individuals with disabilities, representatives of the public, and nonprofit, public, and private transportation providers."²

History of Coordination Planning in the Coastal Bend Region

The 2006 Coastal Bend Regional Coordination Plan was the first public transit-human services transportation coordination plan that was prepared for the region. It was prepared in response to House Bill 3588, described above. Staff from the Corpus Christi Metropolitan Planning Organization (CCMPO) led the planning effort, which was successful in providing a forum for the region's public transportation and human services transportation providers to discuss coordination and to inventory the region's transportation services and unmet needs. However, a lead agency and steering committee to guide coordination was never formalized. In addition, the 2006 plan did not include any specific strategies to be implemented.

The 2011 Coastal Bend Regional Coordination Plan Update again served as a forum for the region's transportation providers. With planning funding going through the

² Federal Transit Administration. Coordinated Public Transit Human Services Transportation Plans. April 27, 2022. <https://www.transit.dot.gov/funding/grants/coordinated-public-transit-human-services-transportation-plans>

Corpus Christi Council of Governments, the effort was led by the same individual who had led the 2006 effort. A part of the 2011 effort, a coordination steering committee was formed as a project advisory committee, which oversaw an update to the inventory of services and unmet needs. However, once again, no tangible coordination strategies to address service gaps were recommended for implementation, nor did the steering committee continue past the project to advance any strategies. The 2011 plan did bolster communication among the steering committee members, however, and this included some lower-effort offshoot coordination projects, such as joint funding submissions and memoranda of understanding.

The 2016/2017 Coastal Bend Regional Coordination Plan Update saw the formation of a new nonprofit organization, the Transportation Coordination Network (TCN), as the new lead agency to oversee and guide the coordination of public transit and human services transportation in the Coastal Bend Region. With help of staff from the Corpus Christi Regional Transportation Authority (CCRTA), the planning effort included the formation of an executive committee as well as a steering committee of stakeholders. The steering committee roster included 38 individuals that collectively reflected all key stakeholders and priority populations. The committee met regularly during the project to discuss coordination in general and specific to the planning process for the 2016/2017 Coastal Bend Regionally Coordinated Transportation Plan. Meetings were advertised and were open to all other stakeholders and the public. The steering committee, and anyone else in attendance, discussed information and issues. Ultimately, the steering committee contributed to each plan element, reviewed draft elements of the plan, and in August 2016 voted to approve the final plan update. As part of this effort, the steering committee developed and approved the region's new vision and mission statements in August 2016:

- Vision: *A seamless public transportation network for the Coastal Bend.*
- Mission: *Equal access to public transportation.*

However, similar to some of the other updates, no real tangible coordination strategies were developed in detail nor prioritized for implementation. It was anticipated that TCN would serve as the ongoing lead agency for the region to advance some of the strategies listed in the plan. Unfortunately, TCN dissolved soon after the 2016/2017 plan was completed. During this period, Jim Wells County agreed to temporarily serve as the fiscal agent for coordination planning and to “host” TCN's coordination planning activities. Eventually, Rural Economic Assistance League (REAL), Inc. took over this role. However, as was the case with previous efforts, there was no permanent regional coordinating council established to carry

on the planning and advancement of coordination activities. Planning progress for the region accordingly stalled, and no annual planning progress metrics were recorded by TxDOT for the intermittent years.

While all three regional coordination plans complied with state law (Chapter 461) and satisfied the requirements for the Federal Transit Administration's (FTA's) Section 5310 Mobility for Seniors and People with Disabilities grant funding, none of the plans included a detailed discussion of specific coordination strategies or prioritization of specific coordination strategies that would be implemented. Moreover, none of the plans included the formal creation of a regional coordination council.

With the goal of creating a meaningful plan to develop tangible coordination strategies and to create a permanent regional coordination council for the Coastal Bend Region, TxDOT turned to the Texas A&M Transportation Institute (TTI) to lead the planning process for the 2022 plan update.

The 2022 Plan Update—Process and Methodology

The tasks involved in preparing this 2022 plan update included:

- Documenting the current demographic and socioeconomic conditions (Chapter 2).
- Updating the inventory of public and community transportation resources in the region (Chapter 3).
- Documenting and assessing the unmet transportation needs, gaps, and barriers to mobility as recorded through input from older adults, individuals with disabilities, people with low incomes, human service agency representatives, and the general public (Chapter 4).
- Developing goals and strategies for improving the network of mobility options, especially for older adults, individuals with disabilities, and people with low incomes (Chapter 5).

The fundamental element of the coordination planning process was the identification and assessment of existing transportation resources and local/regional unmet transportation needs and gaps in service. This was accomplished by receiving input from stakeholders and the general public through interviews, focus groups, surveys, and follow-up clarification calls with stakeholders. The coordination plan update process incorporated the following planning elements:

- Review of the previous plan updates to develop a basis for evaluation and recommendations.

- Evaluation of existing economic/demographic conditions in each county using U.S. Census data and other data resources.
- Administration of online stakeholder surveys to public transit and human service agency transportation providers and the administration of virtual focus groups of stakeholders and riders to update the inventory of transportation services and perceived unmet needs.
- Development of coordination strategies to address those unmet needs.
- Prioritization of strategies.
- Development of an updated implementation plan that includes current goals, strategies, responsible parties, and performance measures.

As another critical component to the planning process, TTI put together the steering committee for the project, making sure to include:

- Representatives of public, private, and nonprofit transportation providers, including recipients of:
 - Section 5307 funds (small urban transportation providers).
 - Section 5311 funds (rural transportation providers).
 - Section 5310 funds (enhanced mobility of seniors and individuals with disabilities).
- Representatives of metropolitan planning organizations.
- Representatives of human services providers.
- Representatives of workforce development agencies.
- Individuals or advocate organizations representing:
 - Individuals with disabilities.
 - Individuals 65 and older.
 - Individuals with low incomes.
 - Veterans.
 - Individuals who rely on public transportation to and from employment.
- Other members of the public.

Transportation Modes Covered in the 2022 Plan Update

Many types or modes of transportation are discussed throughout this report. Together, this network of transportation options supports mobility in the region for trips that are not completed with a personal vehicle, friend, or family member. For reference, each mode is described next.

Public Transportation

Public transportation is the heart of the region's transportation network. CCRTA, REAL Transit, and Kleberg County Human Services (KCHS) offer options for anyone traveling within the Coastal Bend Region. These public transit services include local fixed-route bus service and complementary Americans with Disabilities Act (ADA) paratransit service for CCRTA and general public dial-a-ride (demand-responsive transportation) for REAL and KCHS. CCRTA and KCHS also provide flex-route service, and CCRTA also provides ferry service and a vanpool program. All of these services are available to the general public.

Human Service Agency Client Transportation Services

Human Service Agency (HSA) transportation services represent one of the primary types of community transportation services. They are operated or administered by public or private human services agencies as one of many services the agencies provide to their clients or to an eligible segment of the population. Several human service agencies also purchase service from some of the public transportation providers. HSA transportation services provide a critical resource for seniors, persons with disabilities, individuals with low income, and veterans, filling gaps that are unserved or underserved by public transportation services or that require special assistance not typically provided by public transportation services. Examples of an HSA transportation program in the Coastal Bend Region are transportation programs respectively provided by the Area Agency on Aging (AAA) of the Coastal Bend, Nueces County Senior Community Services, Refugio County Elder Services, Community Action Corporation of South Texas, Coastal Bend Center for Independent Living (CBCIL), and Coastal Plains Community Center. In addition, there are transportation services that help veterans get to the Veterans Affairs Medical Center (VAMC) in San Antonio and medical clinics in the region when the veteran has no other means of transportation. Most HSA transportation programs are operated directly by the agency or are provided through one of the contracted carriers (see private for-hire transportation companies below) and/or volunteer drivers.

Non-Emergency Medical Transportation Services

Medicaid-eligible non-emergency medical transportation (NEMT) trips are funded through the Department of Human Services and managed through the Medicaid program and health plan providers. These services provide non-emergency trips to covered medical appointments for eligible Medicaid participants.

Private For-Hire Transportation Services

Private for-hire transportation services include nonprofit carriers such as Feonix Mobility Rising as well as for-profit carriers such as taxi companies, medical transportation services, and transportation network companies (TNCs), all of which provide specialized transportation for older adults and individuals with disabilities as well as for the general public. Private companies earn income from passenger fares and/or contracts with public or private entities.

Organization of the Plan Update

This report is the update to the region's transportation provider inventory. In addition, TxDOT now requires the inventory to include a second section listing agencies responsible for transportation planning in the region. Therefore, this report contains the following chapters, sections, and subsections:

- **Chapter 1: Introduction**
 - Coastal Bend Region
 - Regional Coordination Planning in Texas
 - History of Coordination Planning in the Coastal Bend Region
 - 2022 Plan Update—Process and Methodology
 - Transportation Modes Covered in the 2022 Plan Update
 - Organization of the 2022 Plan Update
- **Chapter 2: Demographic Analysis and Trends**
 - Population, Population Growth, and Population Density
 - Distribution and Density of Priority Populations
 - Major Destinations
- **Chapter 3: Transportation Providers**
 - Overview
 - Public Transportation Services in the Coastal Bend
 - Corpus Christi Regional Transportation Authority
 - Rural Economic Assistance League, Inc.
 - Kleberg County Human Services (Paisano Express)
 - Section 5310 Seniors and Individuals with Disabilities Providers
 - Human Service Transportation Providers
 - Area Agency on Aging of the Coastal Bend
 - Coastal Plains Community Center
 - La Amistad Adult Care and Activity Center
 - South Texas Children's Home Ministries
 - Workforce Solutions of the Coastal Bend (Vocational Rehab Services)

- Non-Emergency Medical Transportation
- Private For-Hire Transportation Carriers
 - Feonix Mobility Rising
 - Taxicab Companies
 - Charter Bus and Limousine Providers
 - Transportation Network Companies
 - Intercity or International Bus Carriers
- Veteran Transportation
- Coordination with Transportation Providers
- Transportation Planning Agencies
- Transportation Provider Observations
- **Chapter 4: Gaps and Needs Assessment**
 - Methodology
 - Transit Needs Index
 - Focus Group and Public Survey Findings
 - Participation
 - Observations about Service Gaps
 - Gaps and Needs Assessment Observations
- **Chapter 5: Coordination Strategies**
 - Coordination of Common Support Resources and Services
 - Regional Coordination of Information/1-Call/1-Click Services
 - Expanding Service Hours to Provide Weekday Evening and/or Weekend Service
 - Implement a Regional Veterans Transportation Program
 - Implement a Zero-Fare Program
 - Improve the Accessibility of Information and Service Access
 - Previous Coordination Strategies
- **Chapter 6: Implementation Framework**
- **Appendices**



CHAPTER 2: DEMOGRAPHIC ANALYSIS AND TRENDS

Population, Population Growth, and Population Density

The Coastal Bend Region had a 2020 population of 582,074 according to the U.S. Census Bureau. The 2020 population for the region and each county in the region is shown in Table 1. Nueces County, which includes most of the Corpus Christi MSA, has the largest population of 11 counties in the region, with a 2020 population of 340,223.

Table 1. Population and Population Growth 2010 to 2020

County	2010	2020	Change	% Change
Aransas	23,158	23,830	672	2.9%
Bee	31,861	31,047	(814)	-2.6%
Brooks	7,223	7,076	(147)	-2.0%
Duval	11,782	9,831	(1,951)	-16.6%
Jim Wells	40,838	38,891	(1,947)	-4.8%
Kenedy	416	350	(66)	-15.9%
Kleberg	32,061	31,040	(1,021)	-3.2%
Live Oak	11,531	11,335	(196)	-1.7%
Nueces	340,223	353,178	12,955	3.8%
Refugio	7,383	6,741	(642)	-8.7%
San Patricio	64,804	68,755	3,951	6.1%
Coastal Bend Region	571,280	582,074	10,794	1.9%

Source: 2020 U.S. Decennial Census, U.S. Census Bureau.

The Corpus Christi MSA covers three counties—Aransas, Nueces, and San Patricio. As of the 2020 census, the Corpus Christi MSA had a population of 413,280. Note that the city of Corpus Christi had a 2020 population of 327,144, making it the eighth largest city in Texas.

As shown in Table 1, the regional population increased by nearly 2 percent, from 571,280 in 2010 to 582,074 in 2020 (an increase of 10,794 people). A review of the county-by-county picture shows a different trend. Eight of the 11 counties in the Coastal Bend experienced a decrease in population, with three counties, Aransas, Nueces and San Patricio showing a population increase. The largest decrease both by percentage and total number of people was experienced in Duval County.

Figure 2 shows the population density within the Coastal Bend Region. The largest population densities fall within Nueces and San Patricio Counties. The rest of the region is quite rural.

Distribution and Density of Priority Populations

The distribution of priority populations throughout the Coastal Bend Region is shown in Figure 3 through Figure 7.³

Persons with Disabilities—Figure 3 shows the percentage of persons with a disability. The U.S. Census Bureau defines disability status as having a hearing, vision, cognitive, ambulatory, self-care, and/or independent living difficulty.⁴ The areas with the largest proportion of populations with a disability fall in the counties of Duval, Brooks, and Live Oak.

Persons with Low Income—Figure 4 shows the percentage of households below poverty. Throughout the Coastal Bend, there is not one area of concentrated levels of households below poverty. The distribution is visible in both urban and rural areas.

Households with No Vehicle Available—Figure 5 shows the percentage of households with no vehicle available. This statistic is important to note because of the typical reliance on public transportation or human service transportation for these households. Several rural areas, such as Duval and Brooks, show high proportions of households without access to a vehicle. High proportions of these households are also apparent in urban areas within Kleberg, Nueces, and San Patricio Counties. The darkest shade (indicating a proportion of 20 percent or more within the census tract) especially demonstrates a high need for these areas.

Veterans—Figure 6 shows a map of the veteran population by proportion in the Coastal Bend. Higher proportions of veterans live within the northern counties, such as Live Oak, Bee, Refugio, and Aransas. Urban areas within Nueces and Kleberg also display a high proportion of veterans.

Seniors—Figure 7 is a map of the population aged 65 and older in the Coastal Bend. Higher proportions of seniors live in Aransas and Live Oak Counties. Duval, Kenedy, and Refugio Counties also contain higher proportions of older adults.

³ The data used to create these maps came from the 2019 American Community Survey (ACS) 5-Year Estimates. Unfortunately, due to the impacts of COVID-19, the latest 2020 ACS 5-Year Estimates have been delayed and not currently available.

⁴ ACS definitions are derived from *American Community Survey and Puerto Rico Community Survey 2019 Subject Definitions*.

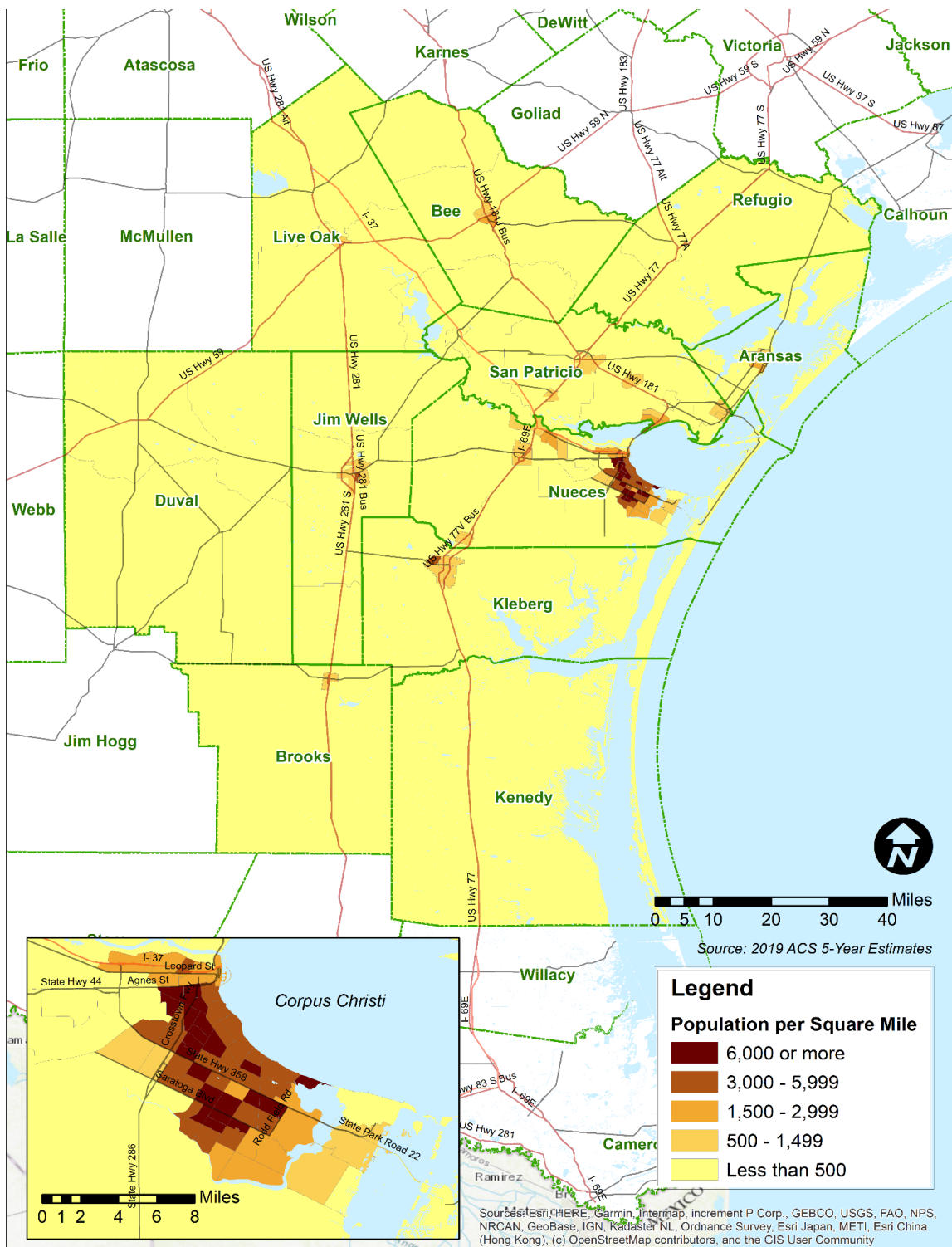


Figure 2. Population Density

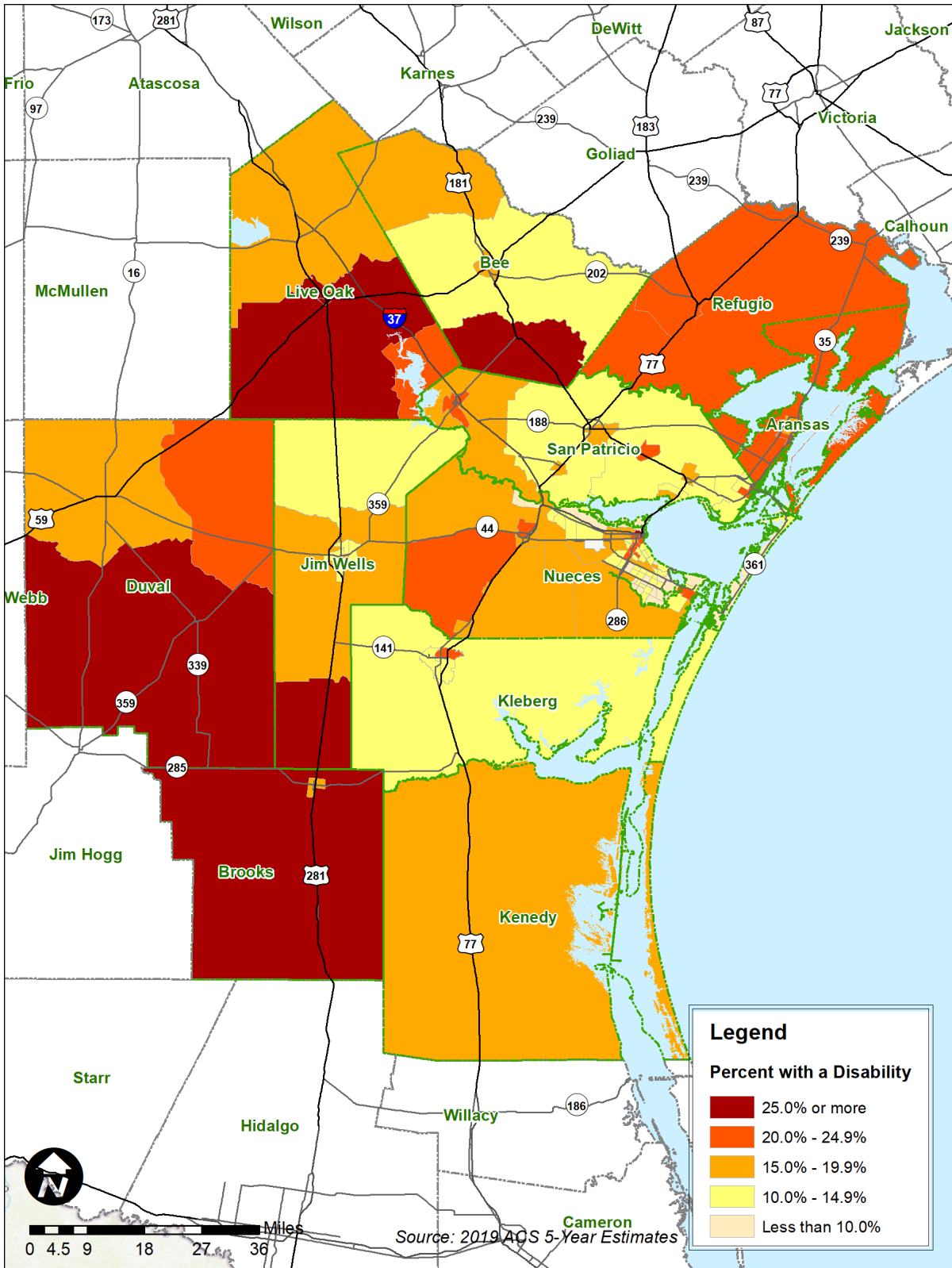


Figure 3. Percentage of Persons with a Disability

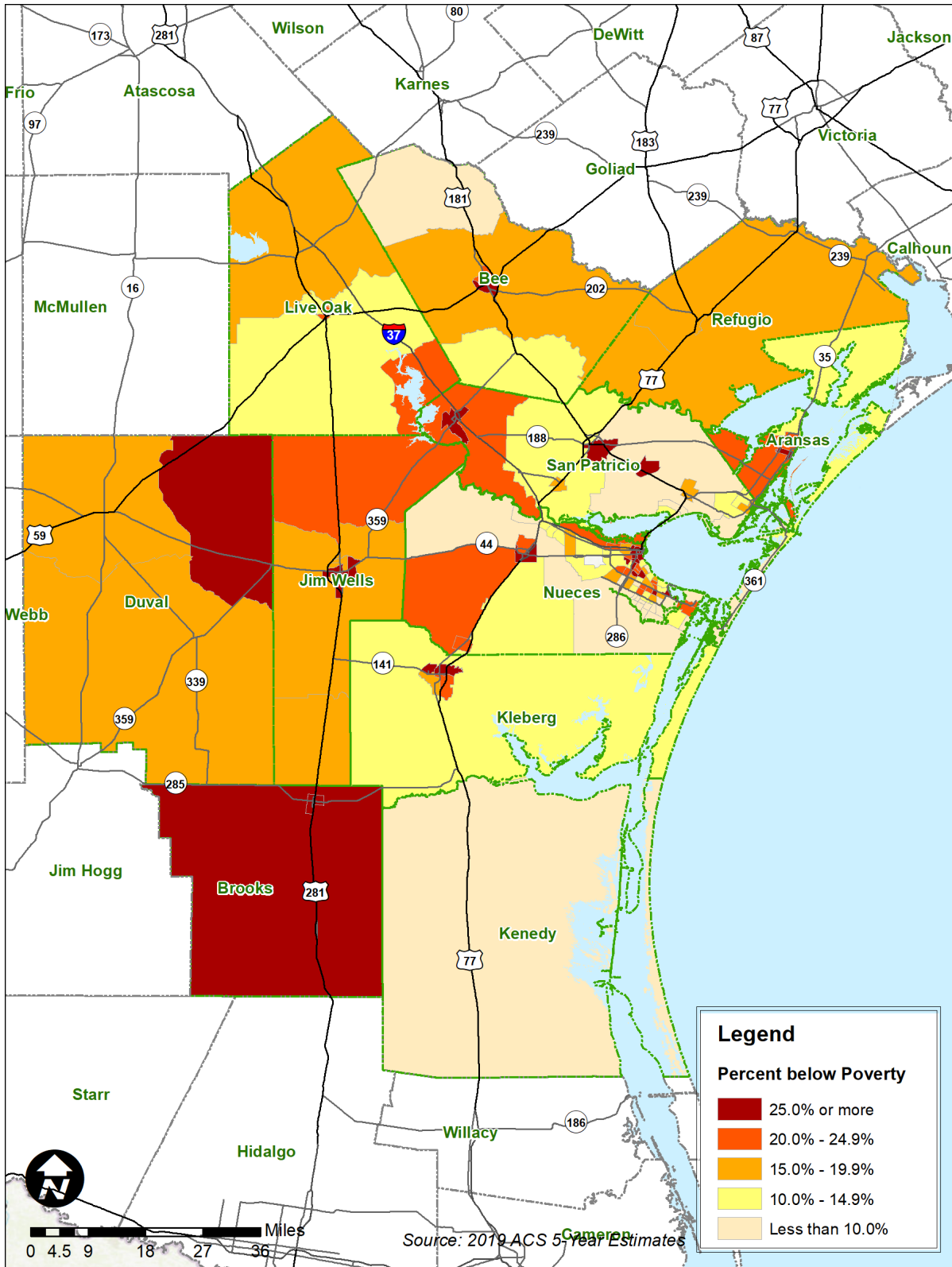


Figure 4. Percentage of Households Below Poverty

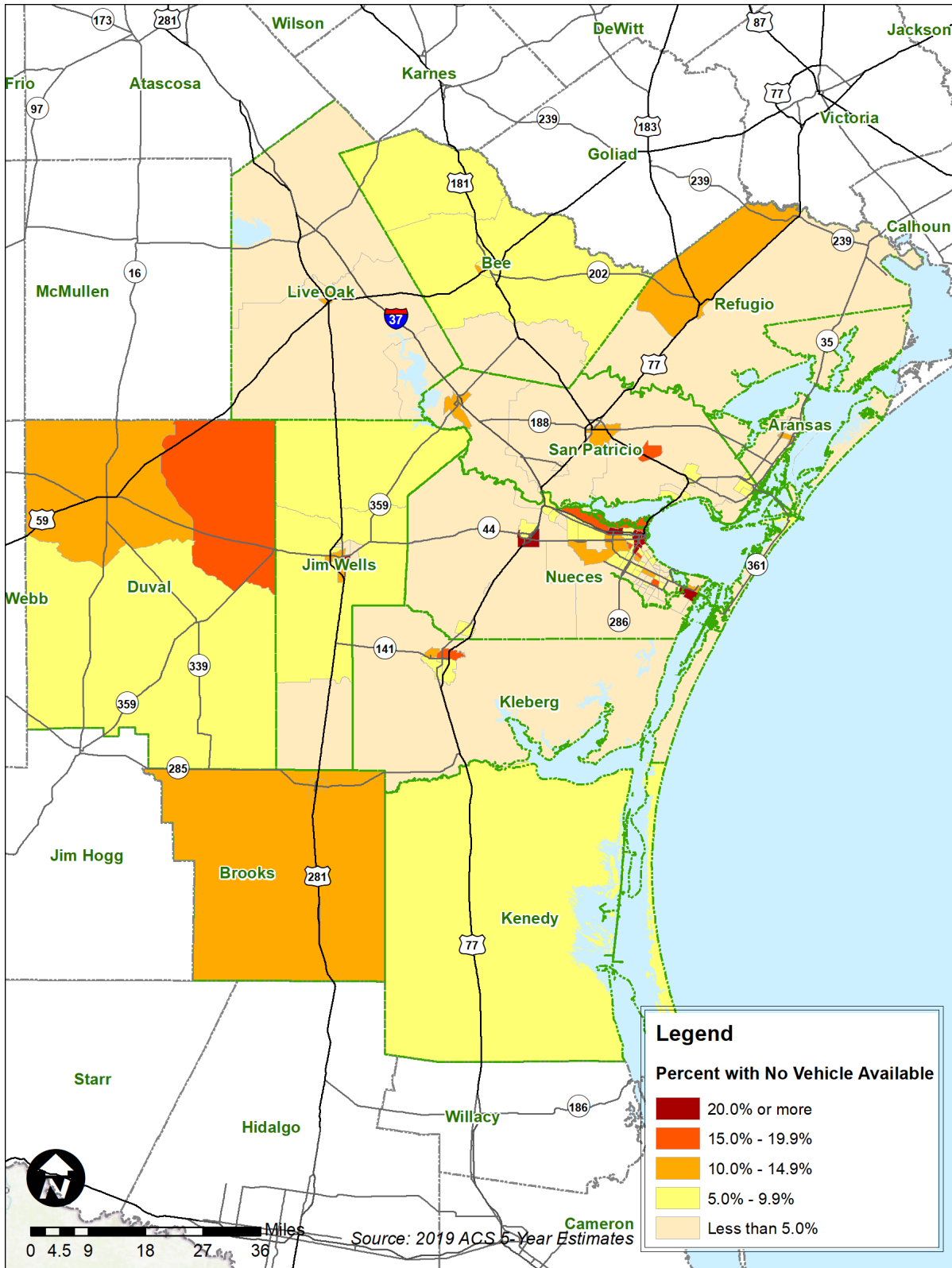


Figure 5. Percent of Households with No Vehicle Available

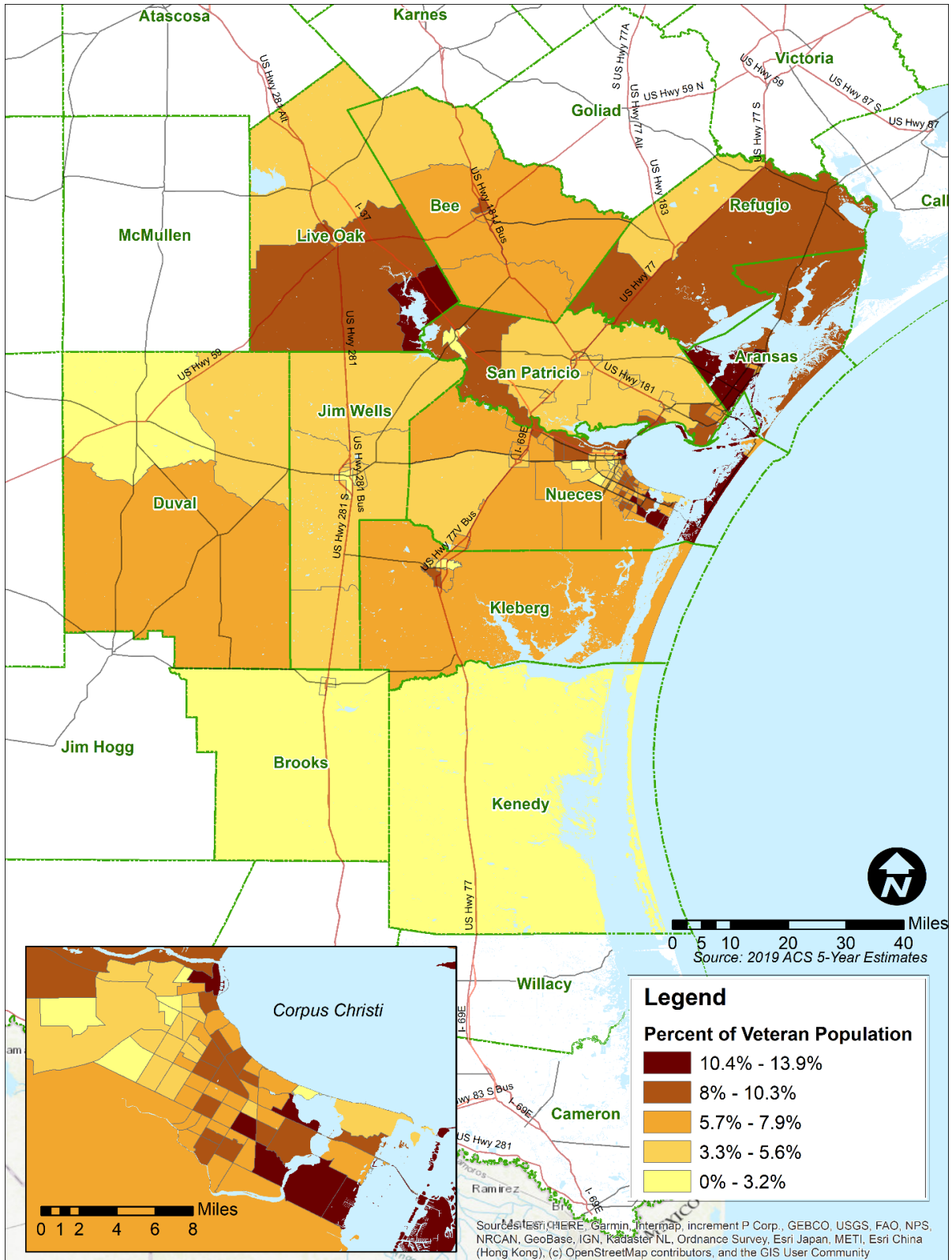


Figure 6. Percentage of Veteran Population

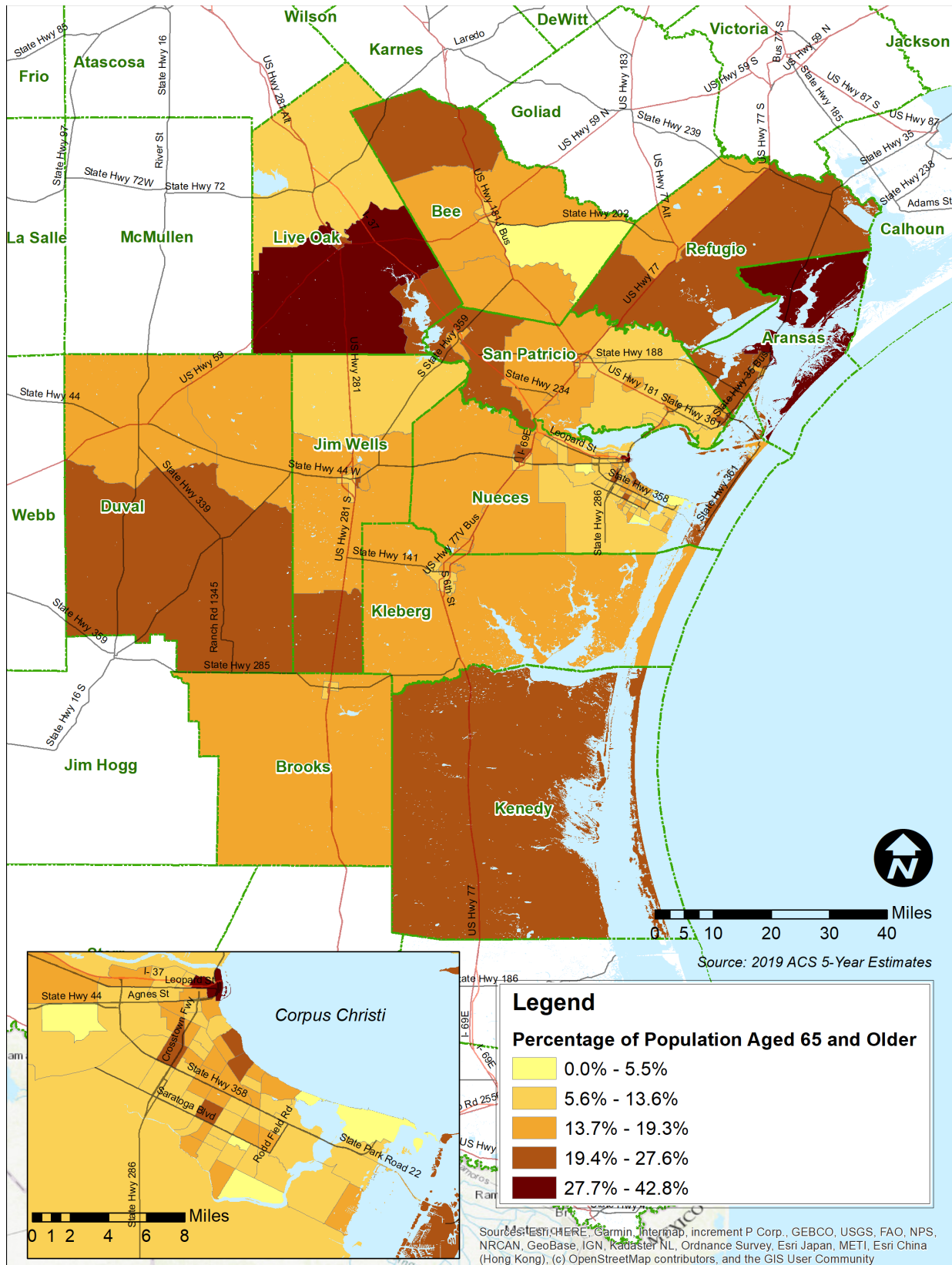


Figure 7. Percentage of Population Aged 65 and Older

Major Destinations

According to feedback from stakeholder questionnaires, major trip destinations in the region include medical centers, grocery stores, colleges, churches, and recreational centers. The map in Figure 8 shows the major destinations in each of these categories. Most destinations fall within the counties of Bee, San Patricio, Jim Wells, Nueces, and Kleberg. This makes sense given the higher population numbers within those counties.

The map in Figure 9 shows the major employment areas in the region. The largest employment sector in the region is health care and social assistance, with 43,639 workers or about 19 percent of the workforce. The next largest employment sector is educational services (11.7 percent), followed by construction (11.6 percent), and accommodation and food services (11 percent). A full list of employees in each sector is shown in Table 2.

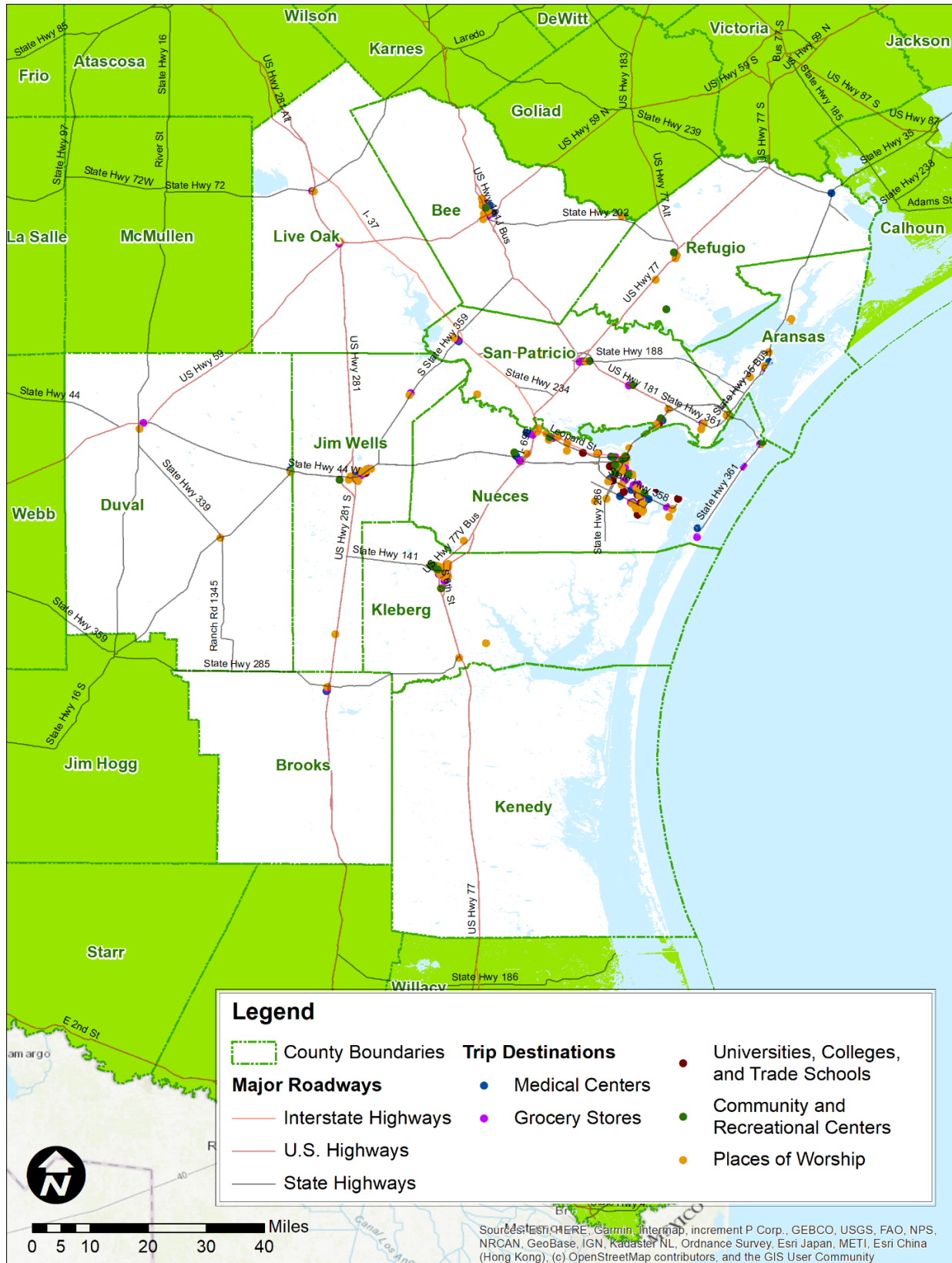


Figure 8. Major Destinations in the Coastal Bend Region

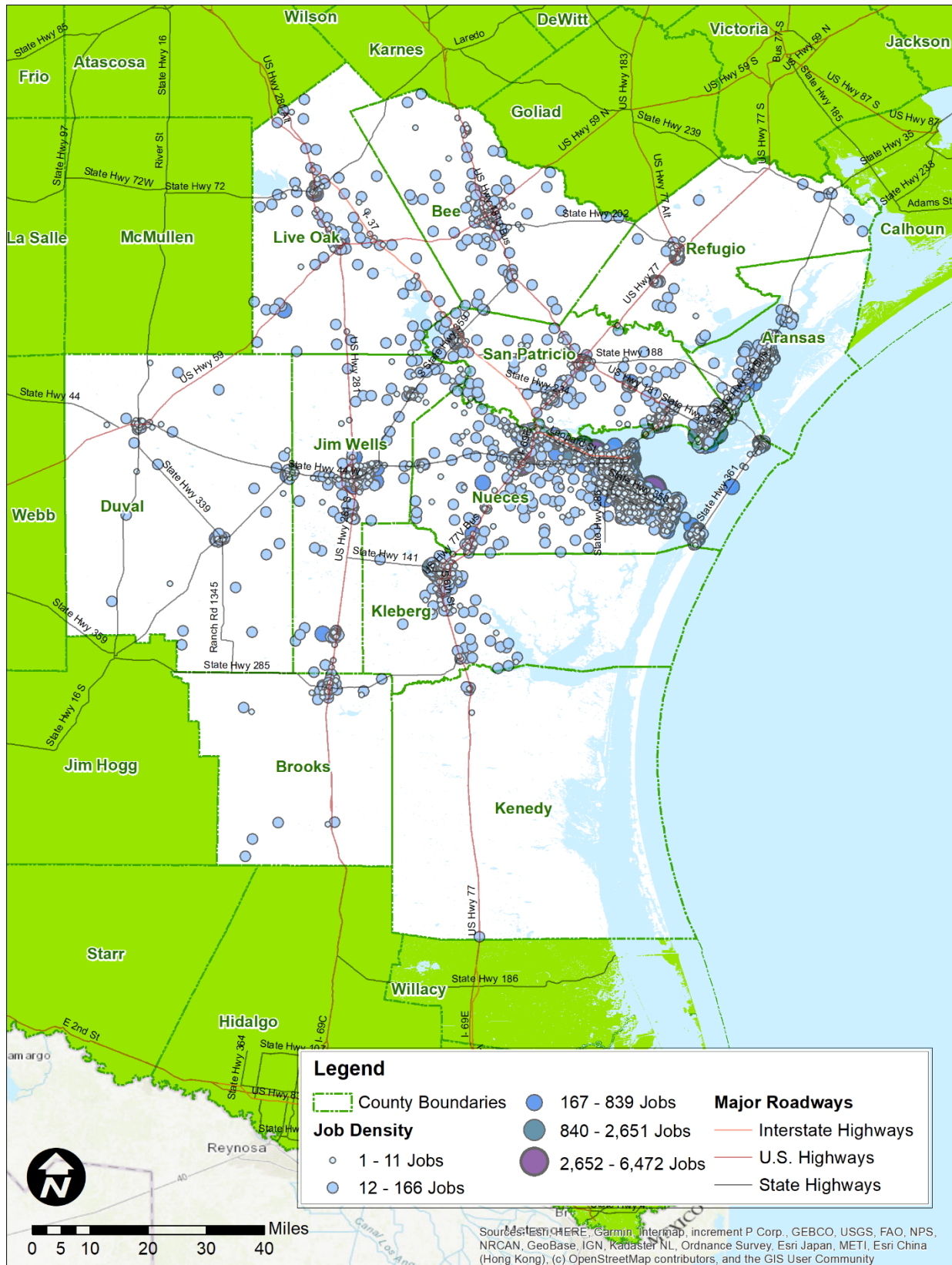


Figure 9. Job Density in the Coastal Bend

Table 2. Employment by Industry Sector in the Coastal Bend Region

Industry Sector	Count	Share
Health Care and Social Assistance	43,639	19.1%
Educational Services	26,772	11.7%
Construction	26,477	11.6%
Accommodation and Food Services	25,212	11.0%
Retail Trade	22,664	9.9%
Professional, Scientific, and Technical Services	10,285	4.5%
Administration & Support, Waste Management and Remediation	10,040	4.4%
Mining, Quarrying, and Oil and Gas Extraction	9,320	4.1%
Manufacturing	9,105	4.0%
Public Administration	7,222	3.2%
Wholesale Trade	7,038	3.1%
Transportation and Warehousing	6,456	2.8%
Other Services (Excluding Public Administration)	5,942	2.6%
Finance and Insurance	5,354	2.3%
Real Estate and Rental and Leasing	3,759	1.6%
Arts, Entertainment, and Recreation	3,168	1.4%
Agriculture, Forestry, Fishing and Hunting	1,939	0.8%
Utilities	1,906	0.8%
Information	1,630	0.7%
Management of Companies and Enterprises	882	0.4%

Source: U.S. Census Bureau, OnTheMap Application and LEHD Origin-Destination Employment Statistics (Beginning of Quarter Employment, 2nd Quarter of 2019).



CHAPTER 3: TRANSPORTATION PROVIDERS

Chapter 3 presents the region's inventory of public and community transportation providers.

- Overview
- Public Transportation Services in the Coastal Bend
 - Corpus Christi Regional Transportation Authority
 - Rural Economic Assistance League, Inc.
 - Kleberg County Human Services (Paisano Express)
- Section 5310 Seniors and Individuals with Disabilities Providers
- Human Service Transportation Providers
 - Area Agency on Aging of the Coastal Bend
 - Coastal Plains Community Center
 - La Amistad Adult Care and Activity Center
 - South Texas Children's Home Ministries
 - Workforce Solutions of the Coastal Bend (Vocational Rehab Services)
- Non-Emergency Medical Transportation

- Private For-Hire Transportation Carriers
 - Feonix Mobility Rising
 - Taxicab Companies
 - Charter Bus and Limousine Providers
 - Transportation Network Companies
 - Intercity or International Bus Carriers
- Veteran Transportation
- Coordination with Transportation Providers
- Transportation Planning Agencies
- Transportation Provider Observations

Overview

The Coastal Bend Region's patchwork of public and community transportation providers includes three public transportation providers, each serving different subregions of the Coastal Bend; Section 5310 Seniors and Individuals with Disabilities providers; HSA transportation providers; Medicaid NEMT providers; private for-profit or nonprofit transportation providers; and veterans transportation services. These are all depicted in Figure 10 and discussed in detail in the following sections.

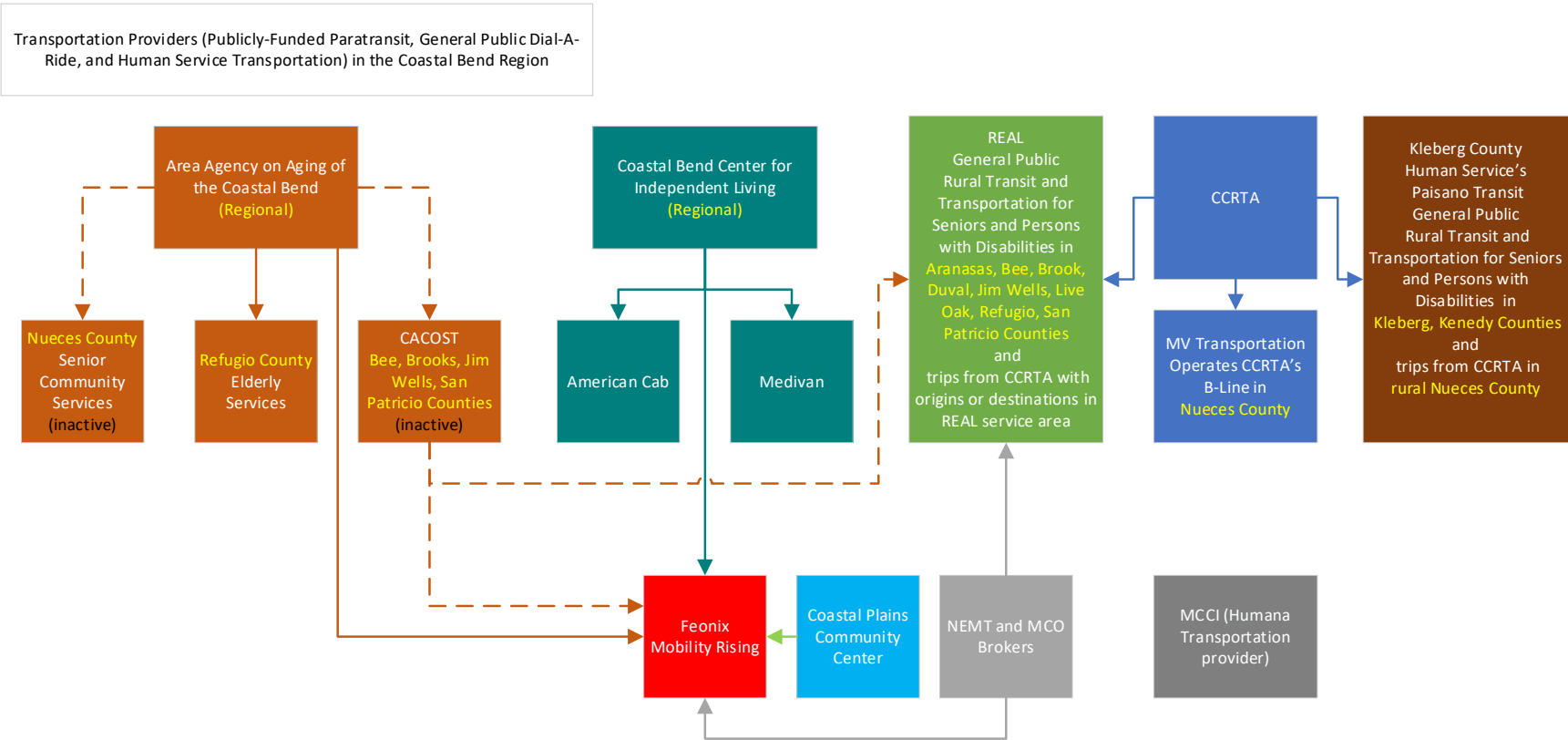


Figure 10. Transportation Coordination Diagram for the Coastal Bend

Public Transportation Services in the Coastal Bend

The three public transportation providers in the Coastal Bend Region are CCRTA, REAL, and KCHS.

- CCRTA provides public transportation to Corpus Christi, Nueces County, and the cities of Gregory and San Patricio in San Patricio County. CCRTA is the only one of the three public transportation providers that operates local fixed-route transit service. Most of these fixed routes are operated by CCRTA, including the routes that require a larger (35 ft or 40 ft) bus and drivers with commercial driver's licenses (CDLs). CCRTA's contractor, MV Transportation, operates several low-ridership routes that do not require a large bus or a driver with a CDL, including the route that serves Texas A&M University–Corpus Christi (Route 93). In addition, the City of Port Aransas operates Route 94 and the one flex route in the system, called Flexi-B. MV Transportation also manages and operates CCRTA's ADA paratransit service, called the B-Line. CCRTA has partnerships with Del Mar College and Texas A&M–Corpus Christi. Both contribute financially to CCRTA in exchange for students, faculty, and staff riding fare-free. CCRTA also provides commuter services, seasonal and ferry services, and a vanpool/carpool program.
- REAL is the public transportation provider in a nine-county area, providing general public demand-responsive service (DRT) to this subregion of the Coastal Bend. REAL's service, called REAL Transit, interfaces with CCRTA via inbound and outbound transfer trips. Several human service agencies purchase client transportation from REAL.
- KCHS provides a general public DRT service in Kleberg and Kenedy Counties called the Paisano Express. KCHS also operates a commuter route and a flex route in Kingsville.

Figure 11 shows the service area of each public transportation provider.

The following subsections profile these three public providers. CCRTA's profile was developed from the 2017 plan and using CCRTA's website (<https://www.ccrta.org/>), FTA's National Transit Database, the agency's 2019 Comprehensive Annual Financial Report, and information from CCRTA staff. Information is accurate based on these sources as of September 2021. The REAL and KCHS information is from the Texas Transit Performance Dashboard,⁵ the PTN-128 system, and REAL and KCHS staff.

⁵ The Texas Transit Performance Dashboard is a TxDOT-funded information hub for state-funded transit districts. The dashboard is updated annually by TTI (<https://texastransitdashboard.com>).

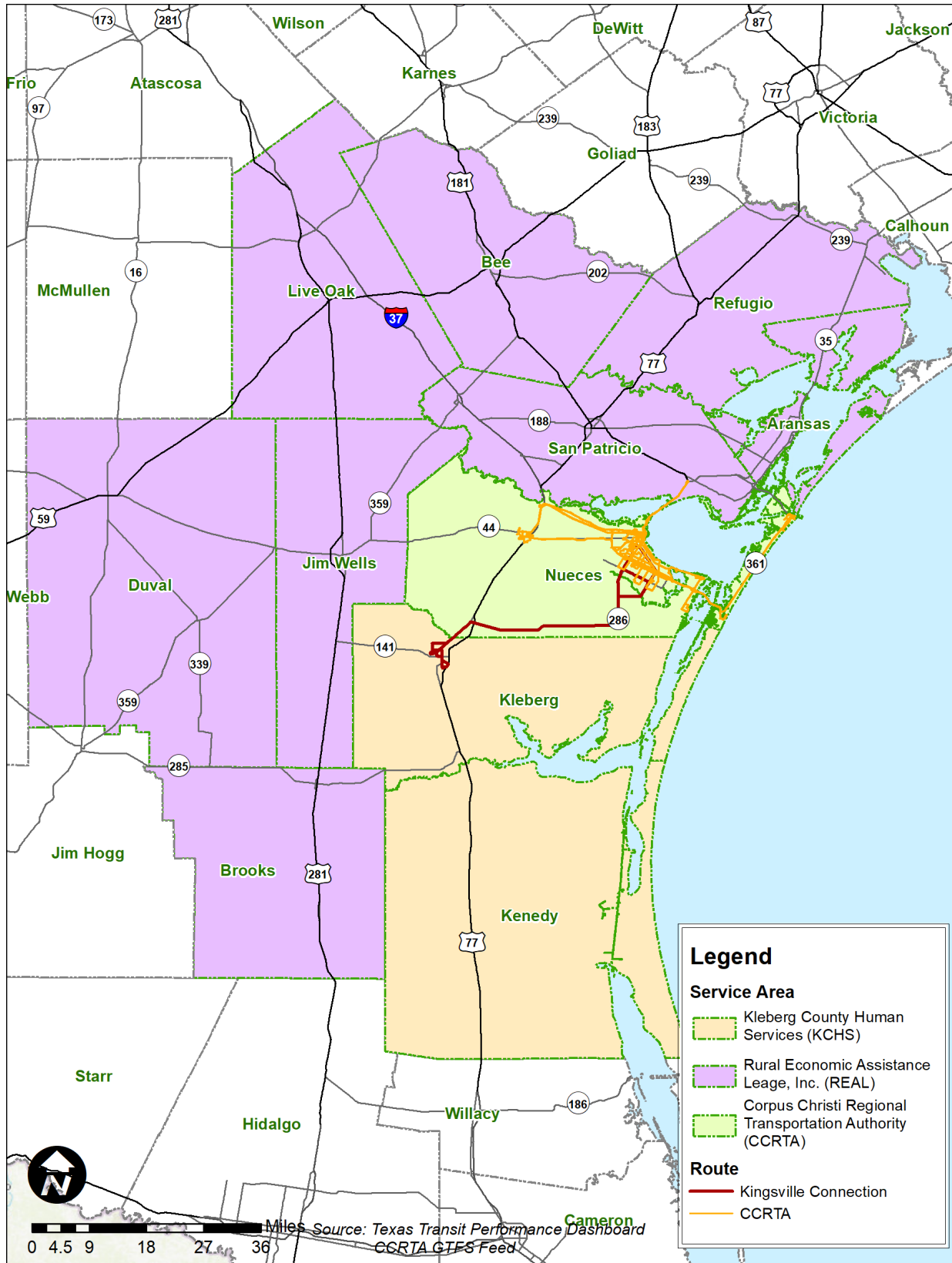


Figure 11. Service Areas of Public Transportation Providers

Corpus Christi Regional Transportation Authority

CCRTA is the public transportation provider serving Corpus Christi and Nueces County as well as the cities of Gregory and San Patricio in San Patricio County.

CCRTA is a political subdivision of the State of Texas, created in accordance with the Transportation Code, Chapter 451, Metropolitan Rapid Transit Authorities. Voters in Nueces and San Patricio Counties approved the creation of the metropolitan transit authority by a referendum on August 10, 1985, and agreed to participate in a ½ percent sales tax as local funding support. CCRTA commenced operations on January 1, 1986. An 11-member board of directors governs CCRTA. The governing body consists of a board chairperson, five City of Corpus Christi appointees, three Nueces County appointees, and two small-city mayors' appointees.⁶ The immediate past chair serves as an advisory member.

The CCRTA service area includes the following:⁷

- Corpus Christi.
- Port Aransas.
- Robstown.
- Agua Dulce.
- Driscoll.
- Bishop.
- Unincorporated areas of Nueces County.
- San Patricio (city) (San Patricio County).
- Gregory (San Patricio County).

FEDERAL FUNDING

CCRTA receives Section 5307 (urbanized area funding) and Section 5310 (seniors and persons with disabilities) urban funding from FTA. The Section 5310 urban funding received by CCRTA is passed through to (a) REAL, (b) CBCIL, and (c) KCHS (Paisano Express), as described later in this chapter.

CCRTA SERVICES

CCRTA provides several service options in the region, including fixed and flex routes, paratransit, park-and-ride service, college and university partnerships,

⁶ Small-city mayors consist of mayors from the cities within the CCRTA service area without dedicated appointee.

⁷ CCRTA. Fiscal 2020 Comprehensive Annual Financial Report. July 2021. <https://www.ccrt.org/wp-content/uploads/2021/09/2020-CAFR-FINAL.pdf>.

seasonal services, a ferry service, and vanpool/carpool services. These are described in detail in this section.

Fixed and Flex Routes

CCRTA has a total of 34 local fixed routes, 24 of which serve Corpus Christi. Many of these routes are operated directly by CCRTA using a fleet of 55 large (35 ft and 40 ft) buses. Under contract to CCRTA, MV Transportation operates several other routes that do not require large buses.

Ten of the routes operate Monday through Saturday, generally from 5:30 a.m. to 10:00 p.m.; eight routes operate Monday through Sunday 5:00 a.m. to 10:30 p.m.; and one route operates Sunday 8:00 a.m. to 7:20 p.m. In addition, four downtown trolleys operate Monday through Saturday, and one route (Route 93) serves Texas A&M University–Corpus Christi. An additional 11 bus routes operate outside of the Corpus Christi city limits; the bus routes are discussed under the “Park-and-Ride Bus Service” and “Rural Bus Service” sections.

In addition, the City of Port Aransas operates two routes: the Port Aransas Shuttle (Route 94) and the Port Aransas Flexi-B, a flex route that provide residents with a local trolley service. The Flexi-B travels from Port Aransas to Corpus Christi to destinations such as Del Mar College, La Palmera Mall, medical appointments, or recreation. CCRTA owns and maintains the vehicles that are used for these two routes and reimburses the City of Port Aransas for operating the buses.

B-Line Paratransit

CCRTA’s ADA paratransit service is known as the B-Line. The transit agency contracts with MV Transportation for management and operation of a fleet of 38 vehicles. The ADA requires that a transit provider that operates fixed routes also provide complementary paratransit for people with disabilities who, because of their disabilities, cannot use or access the fixed routes. Agencies are required, at a minimum, to provide paratransit service where and when the fixed routes are operated within a $\frac{3}{4}$ -mile radius. The B-Line service goes beyond this federal requirement and is provided throughout Nueces County.

As with any ADA paratransit service, riders must first apply for eligibility to use the service. Once the rider is approved as eligible, the rider may call to book a trip 1–3 days in advance; same-day requests are also accommodated, but on a space-available basis only. B-Line service is available Monday through Friday from 5:00 a.m.–10:00 p.m., Saturday from 5:00 a.m.–9:30 p.m., and Sunday from 8:00 a.m.–8:00 p.m. The fare for B-Line is \$1.25, with a \$2.00 surcharge for “premium” trips that begin or end beyond the $\frac{3}{4}$ -mile fixed-route corridors. In 2020, 129,088 passenger trips were served on the B-Line at a cost of \$42.31 per trip.

Park-and-Ride Bus Service

CCRTA has park-and-ride service available. Park-and-ride service allows passengers to park their private automobiles at a designated parking lot and ride the CCRTA bus. The locations of the park-and-ride lots are as follows:

- Calallen—parking located off IH 37 at Leopard Street and Rehfield Road. This park-and-ride serves the Route 50 Calallen Park-and-Ride.
- Gregory—parking located under the SH 35 overpass north of U.S. Hwy 181. This station serves the Route 51 Gregory Park-and-Ride.
- Robstown—parking located at Avenue A and 4th Street. This route serves the Route 27 Robstown Northwest, Route 34 Robstown Mini-B, Route 53 Robstown Park-and-Ride, and Route 67 Robstown/Gregory.
- Greenwood Wal-Mart—parking located at 4949 Greenwood Dr. This park-and-ride serves the Route 53 Robstown Park-and-Ride and Route 24 Los Encinos.

College and University Bus Partnerships

CCRTA has partnerships with Del Mar College and Texas A&M University–Corpus Christi. Both organizations contribute financially to CCRTA in exchange for students, faculty, and staff riding fare-free. In order to ride the service, students, faculty, or staff must present a valid university ID when boarding. Four fixed routes serve the Texas A&M University–Corpus Christi campus. “The Wave” (Route 63) is a route specifically designed for students at the Texas A&M University–Corpus Christi Campus. Del Mar College has four mainline routes serving its East Campus and one route serving its West Campus. An additional route, the Port Aransas Flexi-B, leaves Port Aransas in route to Del Mar College each morning Monday through Thursday.

Service within the city of Robstown includes Robstown Northwest (Route 27), which travels Monday through Saturday from Robstown to Corpus Christi, stopping in Calallen and other locations. The Robstown Park-and-Ride (Route 53) operates Monday through Friday from Robstown to the Naval Air Station in Corpus Christi. Route 53 has one inbound and one outbound bus. Robstown Mini-B (Route 34) operates Monday through Saturday, circulating throughout Robstown.

Seasonal and Harbor Ferry Services

During summer months (typically May to September), the Padre Island Connector (Route 65) provides service from the Southside Station to Padre Island and Port Aransas. The Harbor Ferry is a pedestrian-only ferry that operates in Corpus Christi Bay between the People’s Street T-Head and Texas State Aquarium. The Harbor Ferry regular fare is \$3.00; the reduced fare is \$1.50.

Vanpool/Carpool Services

CCRTA offers ride-matching services to residents of the service area, as well as vanpool services to employers within the service area. Vanpool fares are based on vehicle type, commute distance, group size, fuel, and tolls:

- In Service Area. Groups receive 50 percent subsidy for commutes beginning and ending inside the CCRTA service area.
- Out of Service Area. Groups receive 25 percent for commutes beginning or ending outside the CCRTA service area.⁸

At the time of this study, there were 34 active vanpools operating.

TRANSIT CENTERS

CCRTA provides transit centers and transit stops to facilitate safe and convenient transfers to and from routes. These transfer stations include:

- Staples Street Station—opened in January 1994 and located at Staples and Mestina Streets, immediately east of the Corpus Christi City Hall. Approximately 19 routes stop at the Staples Street Station.
- Port Ayers Station—opened in 1995 and located at the intersection of Port Avenue and Ayers Street (serves 19 routes).
- Southside Station—opened in 2003 and located on McArdle Road, immediately north of La Palmera Mall (serves 14 routes).
- Six Points Station—located at the Staples/Alameda/Ayers Street intersection (serves seven routes).

Each station is located within the Corpus Christi urbanized area. The station most accessible by the rural transit providers is the Port Ayers Station or the Southside Station.

FARES

CCRTA offers single-ride fares; daily, weekly, and monthly passes; and other specialty and reduced pass products. Transfers are free up to 2 hours. The regular bus fare is \$0.75. Reduced fare for senior citizens, persons with disabilities, Medicaid card holders, and students is \$0.25 during peak hours and \$0.10 during off-peak hours. The complete fare structure is shown in Figure 12. The latest service information can be found on CCRTA's website at <http://www.ccrta.org/rider-info/routes-maps-schedules/>. Figure 13 shows an example of CCRTA pass products available for online purchase (<http://www.ccrta.org/get-a-pass/passes/>). In 2020,

⁸ CCRTA. Our fare & pass prices. 2022. <https://www.ccrta.org/get-a-pass/fares/>

2.8 million passenger trips were served on the fixed-route transit service at a cost of \$9.19 per trip.

FARES	PASSES	OTHER SERVICES
\$ 0.75 ADULT SINGLE FARE 2 HOUR TIME LIMIT TRANSFER INCLUDED WITH SINGLE FARE.	\$ 1.75 DAY PASS	\$ 1.25 PREMIUM FARE PARK AND RIDE/EXPRESS/RURAL SERVICES**
\$ 0.25 REDUCED FARE* 2 HOUR TIME LIMIT TRANSFER INCLUDED WITH SINGLE FARE.	\$ 7.50 7-DAY PASS	\$ 0.25 REDUCED FARE* PARK AND RIDE/EXPRESS/RURAL SERVICES**
\$ 0.10 REDUCED FARE* OFF-PEAK 2 HOUR TIME LIMIT TRANSFER INCLUDED WITH SINGLE FARE.	\$ 30.00 31-DAY PASS	\$ 0.25 #94 PORT ARANSAS SHUTTLE PARK AND RIDE/EXPRESS/RURAL SERVICES**
TAMUCC & Del Mar Students and Faculty Members of the TAMUCC and Del Mar faculty, staff, and students may ride any of our fixed-route buses for no charge. Show your SandDollar or Del Mar ID (current semester sticker is required) to the bus operator.	\$ 11.00 REDUCED FARE* 31-DAY PASS	\$ 1.25 REGULAR FARE B-LINE
	\$ 12.50 COMMUTER 11-TRIP PASS	\$ 2.00 REGULAR FARE B-LINE (SURCHARGE OUTSIDE ¼ MILE ADA ZONE)
	\$ 50.00 B-LINE PASS	

Figure 12. CCRTA Fare Structure

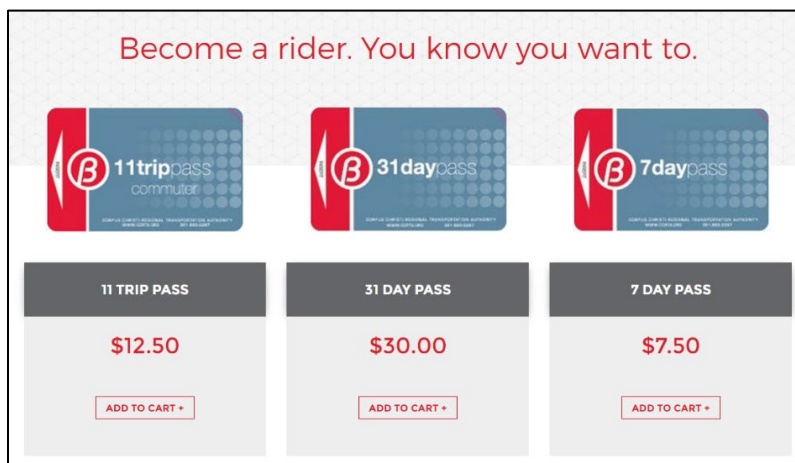


Figure 13. CCRTA Pass Options

Rural Economic Assistance League, Inc.

REAL was formed in 1973 and initiated public transportation services for seniors and persons with disabilities in 1985. In 1995, REAL became a rural public transportation provider and a political subdivision of Texas authorized by Texas Transportation Code Chapter 458; therefore, REAL receives state funds for transit services. REAL serves as a rural transit district (RTD) for nine counties in the Coastal Bend area of South Texas: Aransas, Bee, Brooks, Duval, Jim Hogg, Jim Wells, Live Oak, Refugio, and San Patricio Counties (see Figure 14).

REAL operates a demand-response service, called REAL Transit, which provides general public transportation needs in the nine-county service area. REAL Transit interfaces with CCRTA service for inbound and outbound trips between the two areas. Several different human service agencies as well as Medicaid NEMT brokers purchase intra-regional and inter-regional service from REAL. REAL also provides after-school trips in approximately six to seven school districts.

In addition, REAL passes along funding to Refugio County Elderly Service and to Duval County, both of whom have their own community transportation services, and REAL includes the trips provided by these services in its reporting.

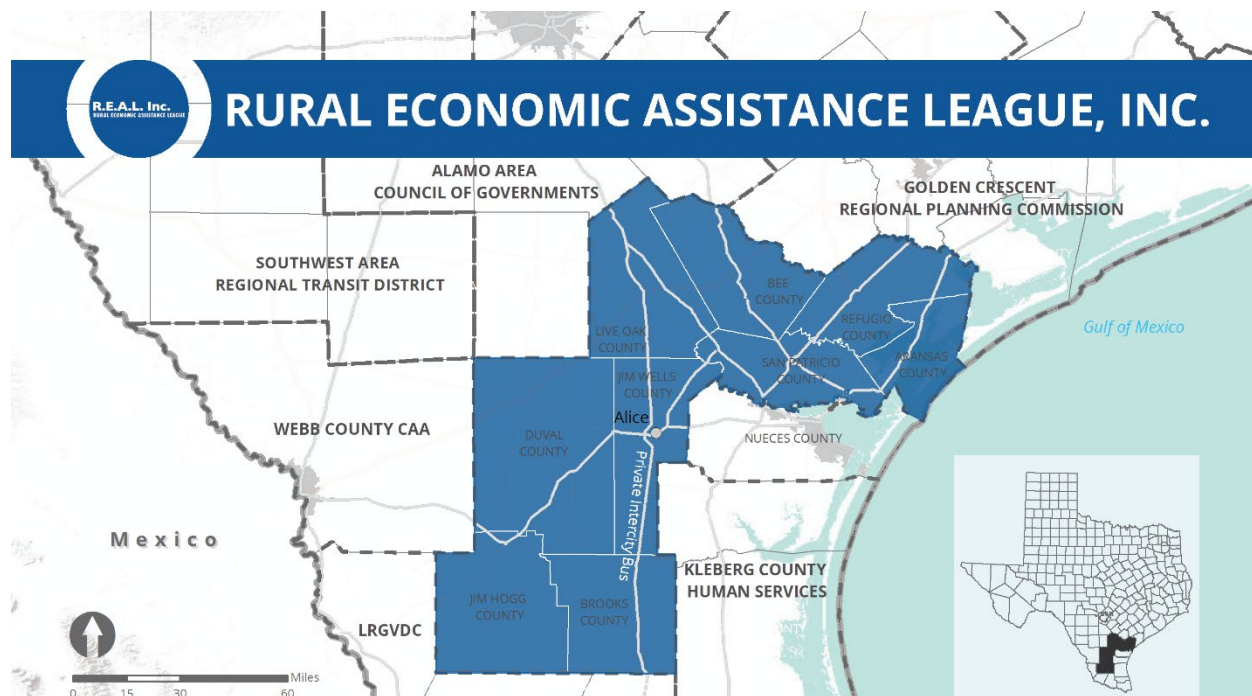


Figure 14. REAL Service Area

FEDERAL FUNDING (THROUGH TxDOT AND CCRTA)

REAL receives FTA Section 5311 (rural area) funding, FTA Section 5310 (seniors and persons with disabilities) funding, and state rural funding from TxDOT. It also receives FTA Section 5310 urban funding from CCRTA as a pass-through.

HUMAN SERVICE AGENCY SPONSORSHIPS

Several different human service agencies either provide grants to REAL for serving certain populations for the region or purchase client transportation from REAL. These agencies include AAA of the Coastal Bend, Child Protective Services, Coastal Plains Community Center, Community Action Corporation of South Texas, San Patricia County, and Workforce Solutions of the Coastal Bend. Most of these agencies purchase transportation at a contractual per-trip rate.

In addition, Medicaid brokers such as MOTIV Care (formerly LogistiCare), SafeRides, and United Health also purchase NEMT service from REAL. This service includes trips to the San Antonio VAMC. The rate structure for NEMT trips is a drop fee that covers up to the first 3 miles, with a mileage charge thereafter.

TRANSPORTATION COORDINATION WITH SCHOOLS

REAL receives public transportation requests to transport students to approximately six to seven school districts. Parents of students make arrangements for pick-ups and drop offs to or from their home, day care or other destinations. Access to school campuses is coordinated as schools allow REAL's vehicles to access school bus lots for loading and unloading of public transportation student passengers.

FACILITIES

REAL has four primary transit centers within its service area in Alice, Beeville, Falfurrias, and Sinton. The Alice facility serves as REAL's headquarters and houses the administrative functions, call center functions (reservations, scheduling and dispatching, and customer service), and operations/maintenance functions for the main fleet. Sub-fleets are operated and maintained out of the other three facilities. The Sinton facility also provides driver and rider amenities. There is also a park-and-ride lot at the Falfurrias facility. Secondary "park-out" facilities are located in Freemont and Aransas.

FLEET AND DRIVERS

REAL's fleet consists of 82 vehicles. Fleet types range from minivans to 22-passenger buses. Ninety-five percent of the fleet is wheelchair accessible. At the time this report was prepared, the driver roster included 28-32 full-time and part-

time drives. Approximately half of the fleet is based in the Alice facility, 15 percent in Beeville, 15 percent in Sinton, and 10 percent in Falfurrias, with the rest of the fleet stationed at the secondary facilities.

REAL TRANSIT SERVICE

REAL Transit provides demand-responsive transportation throughout the nine-county service area. REAL accepts trip requests for standing orders and “random” trips. While riders can book trips up to a year in advance, a minimum next-day reservation is required for trips within the Coastal Bend Region (including trips to CCRTA’s service area) and a minimum of 48-hour advance booking is required for inter-regional trips, such as trips to San Antonio. This can be done by calling REAL’s call center or by booking a trip online via REAL’s self-service customer app. Same-day bookings can be accommodated, but on a space-available basis only; further, because REAL does not have an unlimited capacity, trip requests for certain high-demand trips may be denied. In such cases, REAL’s reservation agents attempt to explore other alternative times with the rider.

As mentioned previously, REAL and CCRTA regularly coordinate with each other to arrange for inbound and outbound transfer trips. REAL management estimates there are between 15 and 20 such trips daily.

Riders requesting trips originating in Refugio County Elderly Service and to Duval County call those services directly.

REAL Transit operates on weekdays only from 8:00 a.m. to 5:00 p.m. The fares, largely based on distance, range from \$0.50 to \$27.00 per trip. Figure 15 summarizes REAL’s fare structure and operating hours.

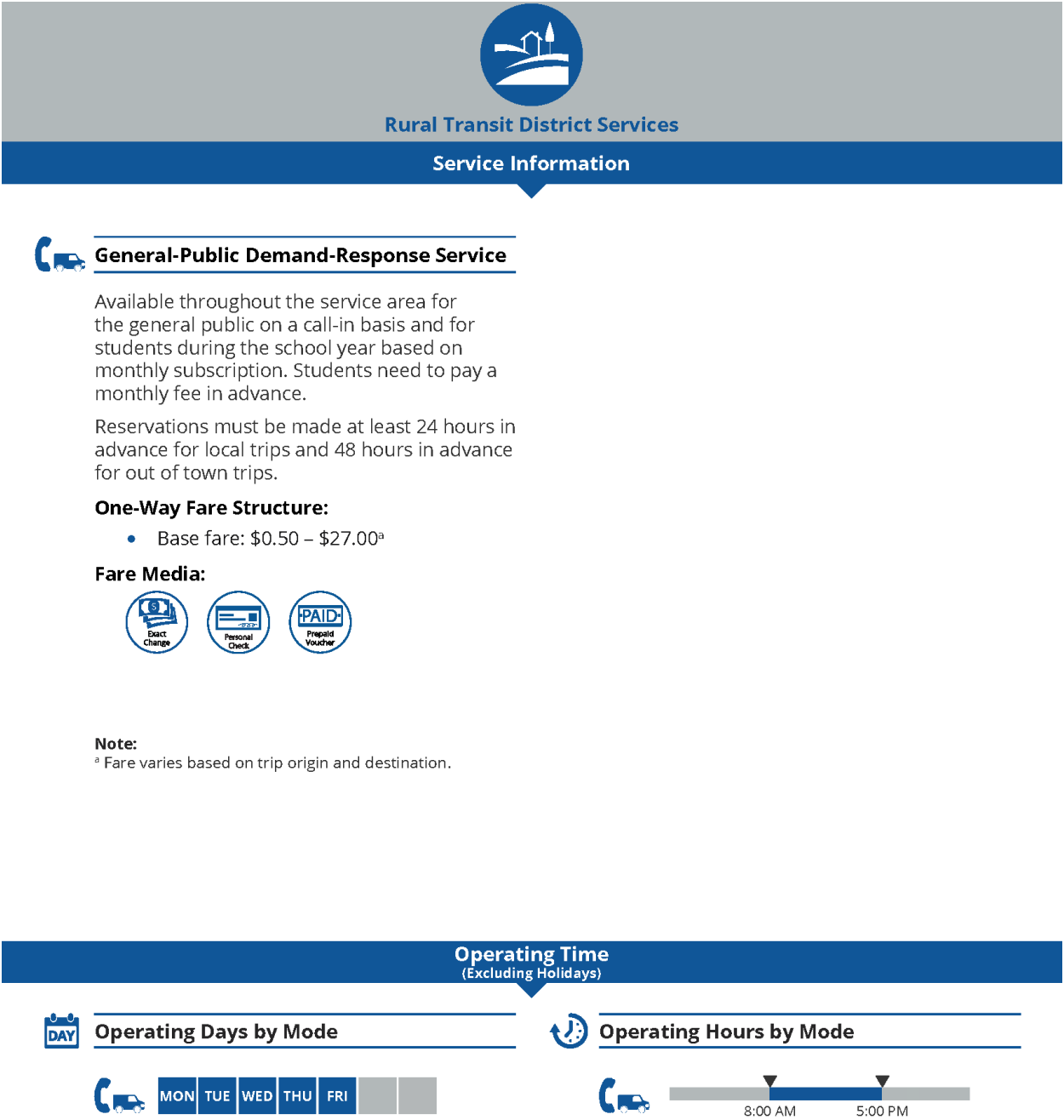


Figure 15. REAL Fares, Service Hours, and Days of Operation

TECHNOLOGY

In March 2020, REAL transitioned from the Shah paratransit scheduling software to Ecolane. The technology in use now includes the use of in-vehicle tablets for data collection and dispatcher-driver communications and the use of Ecolane's continuous dynamic optimization capability, which in effect automates the proactive dispatching function. The licensing of Ecolane and the acquisition of related hardware including the tablets was made possible with a 5-year grant. Interestingly, it was the first Ecolane installation that was done remotely.

RIDERSHIP AND COST

REAL's total ridership in 2021 was 64,017. This includes 50,599 general public passenger trips, 7,327 medical transportation program trips, and 6,091 Section 5310 elderly and disabled program trips.

REAL's total operational expenditures in 2021 equaled \$2,854,324. This amount comes out to an operating cost of \$45.48 per passenger trip.

MOBILITY MANAGEMENT SERVICES

REAL has a mobility management program where ambassadors visit agencies, senior centers and congregate meal sites, senior residences, and so forth to provide information on REAL's service and ensure that clients/residents understand how to access REAL's services. Part of this program includes keeping the contact at each site abreast of such information.

REAL's ambassadors also work very closely with about 13 dialysis facilities, and with several adult day care activity centers in the region, some of which do have vehicles, though not necessarily wheelchair-accessible vehicles.

REAL, in conjunction with community centers, is currently implementing a concierge, enabling a contact at each site to book a trip or trips on behalf of one of more clients. This initiative was being piloted at a site in Rockport.

Another example of REAL working with the community involves the outreach to Coast Bend College, where the college agreed to modify class times for some of its education and training classes to accommodate the long-distance trips that were being taken on REAL. REAL also provided Wi-Fi on its vehicles to help these students.

Kleberg County Human Services (Paisano Express)

KCHS is an RTD authorized by Texas Transportation Code Chapter 458 in 1981 to serve Kenedy and Kleberg Counties and therefore receives state funding for rural transit services. There is no urbanized area in Kenedy and Kleberg Counties.

KCHS provides transit services through its rural transit program, Paisano Express. Paisano Express operates demand-response service for the general public throughout KCHS's service area. Paisano Express coordinates with the neighbor RTD, REAL, for the betterment of connection. Riders are allowed to travel across the RTD boundary between KCHS and REAL. For a round trip, each program is only responsible for the one-way trip that originates in its service area.

Under a service contract, KCHS provides a university circular route in Kingsville and a shuttle service, Kingsville Connection, for Texas A&M University–Kingsville. Valley Transit Company operates private intercity buses passing through the KCHS service area. Paisano Express can connect to the service at Valley Transit's Kingsville Travel Center.

KCHS is a department of Kleberg County. The county commissioners court is the governing body of Paisano Express.⁹ The KCHS service area is shown in Figure 16.

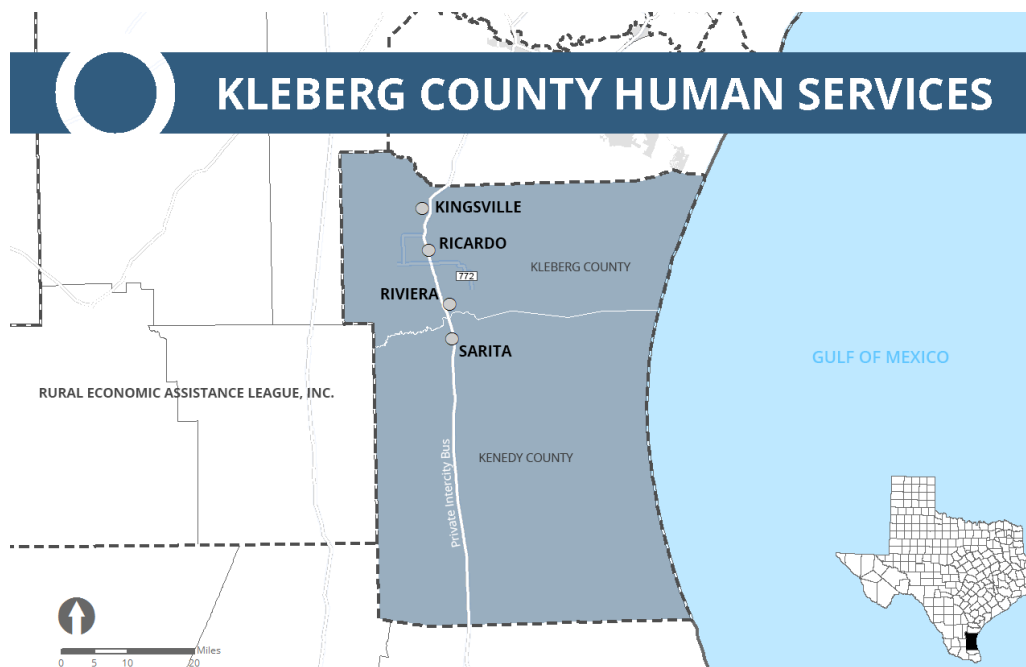


Figure 16. Kleberg County Human Services Service Area

⁹ Information from TxDOT Texas Transit Dashboard.

FEDERAL FUNDING (THROUGH TxDOT AND CCRTA)

KCHS receives FTA Section 5311 (rural area) funding, FTA Section 5310 (seniors and persons with disabilities) funding, and state rural funding from TxDOT. It also receives FTA Section 5310 urban funding from CCRTA as a pass-through.

FACILITIES

KCHS has one facility in Kingsville.

FLEET AND DRIVERS

Paisano Express has a total fleet of 15 revenue vehicles and 14 full-time and part-time drivers.

KCHS TRANSIT SERVICE

The general public demand-responsive service operates on weekdays from 5 a.m. to 8 p.m., on Saturdays from 9 a.m. to 6 p.m., and on Sunday's from 9 a.m. to 2 p.m. Reservations must be made at least 24 hours in advance. The base fare for a one-way trip is \$2.00. Extra fares for longer-distance trips include from Kingsville to Ricardo to FM 772 (extra \$1.00), from FM 772 to Riviera/Sarita (extra \$2.00), and to Corpus Christi (extra \$10.00). Seniors aged 60 years and older receive four free one-way trips per day. Additional trips beyond the first four are \$1.00 per one-way trip.

Kleberg County's flex-route service is known as the B&G Express. This route is a deviated circular route in Kingsville available for Texas A&M University–Kingsville and the general public. It operates on weekdays from 7:30 a.m. to 8 p.m. and Saturdays from 12 p.m. to 4 p.m. The base fare for a one-way trip is \$2.00. Texas A&M University–Kingsville students ride for free. \$20.00 monthly passes are available to university faculty and staff.

Kleberg County runs a regional bus service known as the Kingsville Connection. The Kingsville Connection serves Texas A&M University–Kingsville and Del Mar College in downtown Corpus Christi. This service operates on weekdays from 5:30 a.m. to 7:30 p.m. The base fare is \$4.00 for a one-way trip. A summary of fare information and operating hours is shown in Figure 17.

Service Information



General-Public Demand-Response Service

Known as *Paisano Express*. Available in Kleberg and Kennedy Counties.

Reservations must be made at least 1 day in advance.

One-Way Fare Structure:

- Base fare: \$2.00–\$12.00
Within Kingsville city limit: \$2.00
Kingsville to Ricardo to FM Road 772: \$3.00
From FM Road 772 to Riviera/Sarita: \$4.00
To Corpus Christi: \$12.00
- Reduced fare: Free^a

Fare Media:



Notes:

^a Four free trips per day for seniors (60+), \$1 per trip after the first four trips.

^b Texas A&M University Kingsville students.

^c Semester pass for Texas A&M University Kingsville faculty/staff members.



Flexible Transit Service (B&G Express)

One deviated circular route available in Kingsville for Texas A&M University–Kingsville.

Fare Structure:

One-Way Trip:

- Base fare: \$2.00
- Reduced fare: Free^b

Ticket Pass:

- Regular pass: \$20.00^c

Fare Media:



Regional Bus Service

Known as *Kingsville Connection*. One shuttle route transports riders between Del Mar College and Texas A&M University–Kingsville.

One-Way Fare Structure:

- Base fare: \$4.00

Fare Media:



Operating Time (Excluding Holidays)

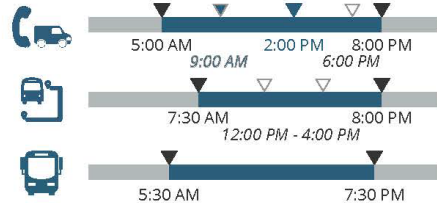


Operating Days by Mode

	MON	TUE	WED	THU	FRI	SAT	SUN
	MON	TUE	WED	THU	FRI	SAT	
	MON	TUE	WED	THU	FRI		



Operating Hours by Mode



▼ Weekday Hours ▼ Saturday Hours ▼ Sunday Hours

Figure 17. KCHS Fares, Service Hours, and Days of Operation

RIDERSHIP AND COST

In 2021, KCHS's total ridership was 31,544. About 68 percent of trips (21,597) were general public and the remaining 32 percent (9,947) were Section 5310 trips.

KCHS's total operational costs for FY2021 equaled \$503,247. This amount comes out to an operating cost of \$15.95 per passenger trip.

Section 5310 Seniors and Individuals with Disabilities Providers

FTA's Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program (49 U.S.C. 5310) provides formula funding to states and urban areas for the purpose of assisting private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting those needs.¹⁰ The purpose of this section is to list agencies that received Section 5310 funds in state fiscal year 2020 and briefly highlight the services rendered using the funds.

Large urban areas (populations greater than 200,000) are direct recipients for formula Section 5310 funds. CCRTA is the designated recipient for the Corpus Christi urbanized area. The TxDOT Public Transportation Division is the direct recipient for formula Section 5310 funds for all small urban (populations between 50,000 to 199,999) and non-urbanized (rural) areas in Texas. The following four agencies received Section 5310 funds in state fiscal year 2020.

- CCRTA.
 - Section 5307 Public Urban Provider.
 - FTA direct recipient (due to being large urbanized area with population >200,000).
- REAL, Inc.
 - Section 5311 Public Rural Provider and Section 5310 Specialized Provider.
 - FTA sub-recipient.¹¹
- KCHS/Paisano Express.
 - Section 5311 Public Rural Provider and Section 5310 Specialized Provider.
 - FTA sub-recipient.

¹⁰ FTA. Enhanced Mobility of Seniors & Individuals with Disabilities - Section 5310. March 2022. <https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310>.

¹¹ TxDOT is the direct recipient for 5311 and 5310 funds.

- CBCIL.
 - Section 5310 Specialized Provider.
 - FTA sub-recipient.

Agencies receiving Section 5310 funds use the funds for a variety of purposes. Funds may also be contractually passed on to other agencies as part of collaborative coordinated services.

REAL and Paisano Express both use a portion of Section 5310 funding to provide transportation services for seniors and individuals with disabilities during early AM hours, evenings, and weekends. REAL passes on a portion of its Section 5310 funds to Refugio County Elderly Services. Refugio County Elderly Services transports individuals with disabilities and seniors for a variety of trip purposes using a fleet of four sedans and three vans.

Coastal Bend Center for Independent Living

CBCIL provides services such as assistance with housing, employment, consumer rights, peer support, and transportation to individuals with disabilities. The Mobility Options Program is the on-demand transportation service available to seniors 65 years and older and individuals with disabilities. Eligible riders must register with CBCIL (an over-the-phone process during COVID-19) first before requesting a ride. Trip costs vary and are dependent on individual circumstances, with an emphasis on affordability for the customer. All trips must be scheduled 48 hours in advance. The service is available throughout the 11-county Coastal Bend Region.

CBCIL utilizes Section 5310 funding from TxDOT for rural areas and Section 5310 funding from CCRTA to serve the urban areas. CBCIL contracts with several transportation providers, such as Feonix Mobility Rising, American Cab, and Medivan.

CBCIL also utilizes funding from the Workforce Development Rehab Program (WDRP). In situations where Section 5310 funding is exhausted, funding from the WDRP is used to subsidize trips.

Human Service Transportation Providers

The Coastal Bend Region has many human service organizations providing various forms of transportation and transportation resources. The following sections highlight the known stakeholder organizations and the role the organization may take in transportation. Listed organizations may receive state and federal funding or have other sources of funding. Funding distributed to health and human service agencies may be used to assist clients with transportation, such as by providing

mobility management, travel training, directly operated services, or purchased services.

Area Agency on Aging of the Coastal Bend

The AAA of the Coastal Bend funds transportation services largely through the Older Americans Act Title III funding. The AAA operates on a 48-hour reservation window and accepts phone calls from senior (aged 60 and over) clients. Once a client calls the AAA, the AAA secures a transportation provider and arranges the trip with the client, confirming via phone. The client is then given the number of the transportation provider in case there are service-day issues. For trips requested within a 48-hour window, the AAA does have an option to provide a trip depending on the schedule and availability of one of its transportation providers—Feonix Mobility Rising. If available, trips can be scheduled within 48 hours and even on the same day. The AAA funds other programs in the region, notably the Community Action Corporation of South Texas (CACOST), Refugio County Elderly Service, and Nueces County Senior Community Services. These programs are described below.

- **Refugio County Elderly Services**—Refugio County Elderly Services organizes Meals on Wheels and provides senior transportation for county residents to medical appointments. The county directly operates three vans.
- **Community Action Corporation of South Texas** (currently inactive)—CACOST is a nonprofit organization that provides a variety of community services, such as housing and utility assistance, senior nutrition services, health care services, and Head Start services. With funding from the AAA, CACOST also provides transportation to seniors in the Coastal Bend counties of Bee, Brooks, Jim Wells, and San Patricio. CACOST does not directly operate transportation services; it contracts services through REAL, Inc.
- **Nueces County Senior Community Services** (currently inactive)—Nueces County Senior Community Services serves the rural part of Nueces County and operates three to four wheelchair-accessible vans. As of 2021, Senior Community Services is not operating its transportation services.

Coastal Plains Community Center

Coastal Plains Community Center (CPCC) provides health services to individuals with mental disabilities. Coastal Plains operates vans out of offices in Alice, Kingsville, and Brooks and also contracts with transportation providers such as Feonix Mobility Rising. CPCC pays for its clients' transportation fares.

La Amistad Adult Care and Activity Center

La Amistad provides activities to adults who may need companionship during the day. The center provides medical trips to and from the facility for enrolled clients and veterans. La Amistad operates Monday through Friday from 7:30 a.m. to 4:00 p.m.

South Texas Children's Home Ministries

South Texas Children's Home Ministries serves a variety of trip purposes, transporting children placed in the care of the agency. Services are available 7 days a week from 3:00 a.m. to midnight. The fleet includes 12 vans, 2 minibuses, and 2 standard buses.

Workforce Solutions of the Coastal Bend (Vocational Rehab Services)

Workforce Solutions of the Coastal Bend provides trips to work for individuals with disabilities. Individuals must be preapproved and qualified to receive trips. Workforce Solutions provides subsidized trips on a case-by-case basis. Workforce Solutions contracts with transportation providers such as REAL and CBCIL.

Non-Emergency Medical Transportation

As of June 1, 2021, The Texas Health and Human Services Commission (HHSC) changed the way medical transportation services are delivered. Instead of the regional broker system, Medicaid patients are now required to contact the medical transportation provider/broker listed with their health plan. Table 3 lists the health plans available in Texas. The bolded health plans are known to be available in the Coastal Bend Region.

Table 3. Medical Transportation Service Providers

Health Plan	Medical Transportation Service Provider
Aetna	Access2Care
Amerigroup	Access2Care
Blue Cross Blue Shield of Texas	Modivcare
Cigna	Access2Care
Community First Health Plan of Texas	MTM
Community Health Choice	Access2Care
Cook Children's Health Plan	Access2Care
Dell Children's Health Plan	Access2Care
Driscoll Health Plan	One Call
El Paso Health	Access2Care
FirstCare Health Plan	Access2Care
Molina Healthcare of Texas	Access2Care
Parkland Community Health Plan	One Call
Scott & White	Access2Care
Superior	SafeRide
Texas Children's Health Plan	Veyo
United Healthcare	Modivcare

Source: Texas HHSC.

Private For-Hire or Nonprofit Transportation Providers

The region has many private for-hire transportation providers, such as taxi companies, limousine and charter bus companies, TNCs, and intercity or international bus carriers. Private for-hire transportation companies provide transportation to individuals needing an exclusive trip to a destination within the region. Some publicly funded agencies also contract with private transportation providers, such as American Cab and Medivan. Feonix Mobility Rising is the region's nonprofit transportation provider.

Feonix Mobility Rising

Feonix Mobility Rising is a nonprofit on-demand transportation service provider. Feonix provides trips to several human services agencies throughout the region, including the AAA of the Coastal Bend and CBCIL. The transportation provider has 10 vehicles, 5 of which are wheelchair accessible. Feonix also organizes a coordinated volunteer driver program. Volunteer drivers use their own vehicle and are reimbursed \$0.42 per mile for trips.

Taxicab Companies

Many taxicab companies operate within the Coastal Bend. Unfortunately, most taxicab companies (except for Green-N-Go Cabs) do not have ADA accessible vehicles. Table 4 is a list of companies in operation as of May 2022.

Table 4. List of Taxicab Companies

Alpha-A Taxi 11308 Guess Drive Corpus Christi, TX 78410 (361) 290-2385	American Cab Corpus Christi, TX (361) 289-9500
Aranda's Taxi 3030 Washington St Corpus Christi, TX 78405 (361) 548-7656	Aransas County Taxi (361) 729-6620
City Cab 1259 N Commercial St Aransas Pass, TX 78336 (361) 758-5858	City Cab of Rockport 1100 S Church St Rockport, TX 78382 (361) 729-9999
Coastal Bend Yellow Cab 345 N Commercial St Aransas Pass, TX 78336 (361) 758-7000	Corpus Christi Taxi 1325 S Port Ave Corpus Christi, TX 78410 (361) 548-7656
The Family Taxi (361) 463-6967	Green-N-Go Cabs 4905 Neptune St Corpus Christi, TX 78405-3602 (361) 299-9999
Gulf Coast Taxi & Shuttle Service 118 E Avenue C Port Aransas, TX 78373 (361) 749-0850	Momento Ride 3618 Bratton Rd Corpus Christi, TX 78413 (361) 271-4222
Roadrunner Taxi 4718 Meadowlark Ln Kingsville, TX 78363 (361) 246-8468	Silver Taxi 412 N 8th St Aransas Pass, TX 78336 (361) 461-0527
Super Cab 2310 County Road 1986 Aransas Pass, TX 78336 (361) 758-2030	Yellow Cab 130 E Wheeler Ave Aransas Pass, TX 78336 (361) 758-9989
Yellow Checker Cab 1111 Navigation Blvd Corpus Christi, TX 78407 (361) 884-3211	

Charter Bus and Limousine Providers

Charter bus and limousine providers are listed in Table 5.

Table 5. List of Charter Bus and Limousine Providers

Avanti Charter (361) 229-1884	Celebrity Limo 4829 Carroll Ln Corpus Christi, TX 78415 (361) 730-8939
Classy Rides 610 Peerman Pl Corpus Christ, TX 78411 (361) 244-9037	Corpus Christi Limousine and Party Bus 14493 S Padre Island Dr, Ste A-5030 Corpus Christi, TX 78418 (361) 239-5653
Corpus Christi Limousines Unlimited 4001 Leopard St Corpus Christi, TX 78408 (361) 884-5466	Corpus Christi Party Bus 4346 S Alameda St Corpus Christi, TX 78412 (361) 434-0287
Daisy Charters & Shuttles 1602 N Tanchua Corpus Christi, TX 78401 (361) 883-8876	Elegant Limousine & Charter 3709 Wow Rd Corpus Christi, TX 78413 (361) 852-5466
First Choice Limousine Services Inc 4701 Ayers St, Ste 106 Corpus Christi, TX 78415 (361) 368-5466	The Island Limo 15221 Capstan St. Corpus Christi, TX 78418 (361) 765-2555
K & M Luxury Enterprises 7009 S Staples St. Ste 102B Corpus Christi, TX 78413 (361) 991-5263	Paradise Limousines 15817 Palmira Ave Corpus Christi, TX 78418 (361) 877-5466
Price 4 Limo—Corpus Christi 1200 Leopard St Corpus Christi, TX 78401 (855) 458-7002	Rockport Tours 5350 S Staples, Ste 150 Corpus Christi, TX 78411 (361) 452-2012
Sunset Limousines 4220 S Padre Island Dr, Ste 107 Corpus Christi, TX 78411 (361) 777-0005	TLC Limo (see also The Limousine Company Robstown) 4599 Highway 79 N Robstown, TX 78380 (361) 767-0104
Xtreme Limousines 5602 Old Brownsville Rd Corpus Christi, TX 78417 (361) 737-5466	361 Party Bus 1101 Horne Rd Corpus Christi, TX 78416 (361) 343-0124

Transportation Network Companies

Uber and Lyft are the primary TNCs in the region. Trips have a higher likelihood of being fulfilled near the Corpus Christi area than in one of the surrounding counties due to availability of drivers. The entire Coastal Bend Region is technically in the service area, according to Uber and Lyft's websites. According to the TNC comparison website RideGuru, Carmel also serves the area.

Intercity or International Bus Carriers

The following eight specific intercity/international bus carriers operate services with stops and/or passing through the Coastal Bend Region:

- Greyhound.
- Valley Transit Company.
- Americanos.
- El Expreso Bus Company.
- Tornado Bus Company.
- Grupo Senda.
- Omnibus de Mexico.
- Megabus.

Greyhound and its partners (such as Valley Transit and Americanos) provide the most intercity bus service to the region, with 10 stations in the region, in all counties except Duval, Kenedy, and San Patricio Counties (Figure 18). Greyhound has three routes traveling through the region: 490, 494, and 499.

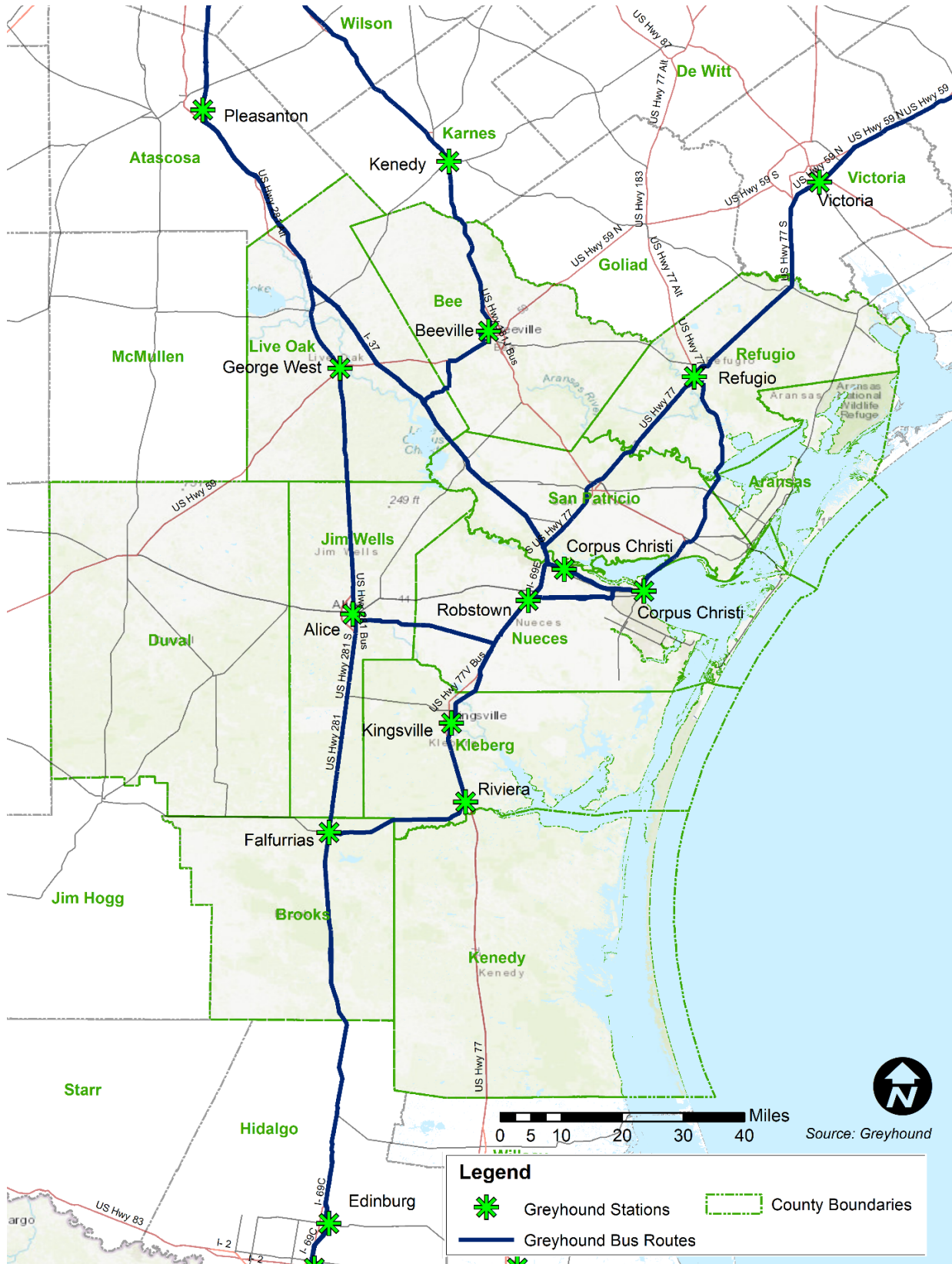


Figure 18. Greyhound Stations and Route Alignments

Veteran Transportation

Within the Coastal Bend Region, there is a scarcity of transportation services for veterans. Their most pressing need is for NEMT. Regionally, there are VA outpatient clinics in Corpus Christi, Harlingen, Laredo, and McAllen, all part of the VA Valley Coastal Bend Health Care System. The closest VAMC is in San Antonio. It is also challenging to find transportation to specialty care appointments and appointments outside the VA Healthcare System.

Accessing VA-arranged transportation is not an easy task. First, veterans must try to coordinate with the VA to receive approval for transportation after they have a scheduled VA appointment, noting that eligibility for transportation is also dependent on one's level of disability. Successfully getting a trip is also highly dependent on the availability of the VA-hired drivers in designated service areas, which is sparse at best. In addition, veterans can unsuccessfully spend hours trying to navigate the system to find a telephone number to call to arrange for VA transportation, only to find that a phone number that is listed online for arranging transportation is out of service. Moreover, if they can find a representative, the veterans are told they do not qualify based on their location. There does not appear to be one regional number to call to seek approval and arrange for VA transportation.

TTI attempted to reach out to the Nueces County Veterans Service Office but at the time of this report publication, had not heard back.

In many communities across the United States, veterans' medical transportation is arranged through the VAMC transportation office. Local service is sometimes provided by the VAMC itself with a combination of directly operated service and/or contracted service. Longer-distance trips are typically arranged through Disabled American Veterans volunteer drivers. It does not appear that there are such services in the Coastal Bend Region.

In addition, about 10 years ago, regional transit agencies or planning organizations in many metropolitan regions across the United States collectively received \$64 million in competitive FTA Veterans Transportation and Community Living Initiative (VTCLI) grants, many of which used the grants to develop "one-call/one-click systems." These systems often included web-based systems and call-takers that helped veterans (as well as the general public) discover transportation services available to them for a particular trip and then plan the trips. Some such services

also helped veterans book the trips as well).¹² One-call/one-click systems are now included under the term *mobility as a service*, which focuses on transportation services available to the individual. However, there are no such services in the Coastal Bend Region.

Feonix Mobility Rising does provide local and long-distance trips for veterans to specialty care appointments and medical facilities (for a fee). Feonix is also working to obtain additional grant funding through the Texas Veterans Commission that would provide no-cost trips for veterans, including trips requiring a wheelchair-accessible vehicle, and possibly some volunteer driver matching services as well.

Coordination with Transportation Providers

There are several transportation providers that coordinate or purchase transportation from other providers. For example, CCRTA coordinates with REAL, Paisano Express, and CBCIL. REAL and Paisano Express serve an important role in providing trips from the rural parts of the region.

Paisano Express

Paisano Express provides trips into the urbanized area from Kleberg and Kenedy Counties. Paisano Express has an agreement with CCRTA for trips going into the urbanized area. Paisano will accept medical trips going into the urbanized area on Tuesday and Thursday. Paisano also receives contracted trips for areas in Nueces County (usually near the Kleberg County border) going into Corpus Christi.

REAL, Inc.

REAL provides trips into the urbanized area upon demand and twice a week to San Antonio. REAL and CCRTA coordinate via a drop-off at the Texas Department of Public Safety on Twin River Blvd in the northern portion of Corpus Christi. CCRTA contracts with REAL for trips originating in the outer parts of Nueces County, such as Agua Dulce.

MV Transportation, Inc.

CCRTA purchases transportation from MV Transportation for its B-Line paratransit service.

¹² NCHRP Report 832: The National Mobility Management Initiative: State DOTs Connecting Specialized Transportation Users and Rides. 2016.
https://onlinepubs.trb.org/onlinepubs/nchrp/docs/NCHRP20-65%2860%29_FinalReport.pdf

Commute with Enterprise

CCRTA purchases transportation from Enterprise for its vanpool program.

City of Port Aransas

The City of Port Aransas purchases transportation from CCRTA for three routes: the Flexi-B—Route 90, the Padre Island Connection—Route 65, and the Port Aransas Express.

Coastal Bend Center for Independent Living

CBCIL receives urban designated Section 5310 funding through CCRTA and rural Section 5310 funding through TxDOT. CBCIL uses these funds for trips originating in the urbanized area.

Transportation Planning Agencies

The following organizations are involved in transportation planning in the Coastal Bend Region:

- Corpus Christi Metropolitan Planning Organization.
- City of Corpus Christi.
- Corpus Christi Regional Transportation Authority.
- Nueces County.
- Coastal Bend Council of Governments.
- Texas Department of Transportation: Corpus Christi District.

Transportation Provider Observations

The Coastal Bend has many public, nonprofit, and private transportation providers. Transportation options are available in every county in the region, but days of service, service span, and reservation windows may be general barriers for users. From the focus groups, some general observations on needs and gaps were noted. These include:

- Lack of support or call center devoted to veterans. Veteran transportation is not coordinated in the region.
- Gap in rural-to-urban connections across service areas (REAL to Paisano).
- Information gap for seniors (not notified of AAA services or CBCIL services).
- 24-hour reservation windows for most transportation services (48 hours for CBCIL, same-day service if available for AAA).
- Span of service and weekend trips. Feonix and American Cab are examples of transportation providers operating weekend hours. The B-Line, Paisano Express, and Kingsville Connection also operate on weekends.

The gap analysis further developed these observations and informed the conversation on regional goals and strategies to address transportation needs and gaps.



CHAPTER 4: GAPS AND NEEDS ASSESSMENT

This chapter discusses the service gaps and needs existing in the Coastal Bend Region. It includes the methodology, findings, and observations.

Methodology

TTI conducted a needs and gap analysis for the Coastal Bend Region. This included a multi-prong approach:

1. **Transit Need Demographic Analysis.** Using the Census Bureau's American Community Survey data, TTI mapped areas of the Coastal Bend to highlight proportions of priority populations. These maps are presented in Chapter 2.
2. **Transit Need Index.** TTI combined the key priority populations in an index to help show concentrated levels of transportation need.
3. **Stakeholder Survey.** Stakeholders received an inventory survey which also included questions related to needs and gaps.
4. **Focus Groups.** Focus groups hosted by TTI with key stakeholders further helped to construct the needs and gaps in the region.
5. **Project Website.** TTI created a project website to inform steering committee members and transportation users of project updates. The project website also included survey links in English and Spanish.

Transit Need Index

The Transit Need Index (TNI) analysis was used to map out the areas of need based on demographics that traditionally indicate the need for transportation services. This analysis combined five key demographics to display a transit needs map for the region. All data for the TNI were from the U.S. Census Bureau American

Community Survey and were the most recent data as of December 6, 2021—from the 2015–2019 ACS 5-Year Estimate. In effect, the TNI identified areas where transit need is more pronounced. The five key demographic characteristics used to create the TNI included the following, all weighed equally:

- **Senior Population:** Defined as people aged 65 and older, seniors have a higher need for public transportation due to an increasing inability to operate an automobile without the assistance of others.
- **People with a Disability:** The non-institutionalized population with a disability have a higher need for public transportation as a result of increased numbers of individuals who do not drive or own a motor vehicle. In addition, people with a disability tend to need trips more frequently for healthcare purposes, and overall have lower household incomes.
- **Population below Poverty Level:** Individuals below the poverty level have a higher need for public transportation due to not having the financial means of owning and maintaining a vehicle.
- **No Vehicle Available:** Households (also known as occupied housing units) with no vehicle available have a higher need for public transportation because residents do not have a vehicle available for means of transportation. As a result, public transportation becomes a more likely option.
- **Veteran Population:** Veterans are part of TxDOT's priority population demographic and are included in this TNI.

Figure 19 depicts the overall TNI for the Coastal Bend. The color chart is categorized by quintiles, with $\frac{1}{5}$ of the census tracts with the highest transit need scores marked in red, the second $\frac{1}{5}$ of census tracts with the highest transit need scores in yellow, etc. The map shows that the highest need for transit is located in urban area census tracts within Corpus Christi, Robstown, and Kingsville. The map also shows a medium to high level of transit need in the rural counties outside of Nueces, San Patricio, and Aransas.

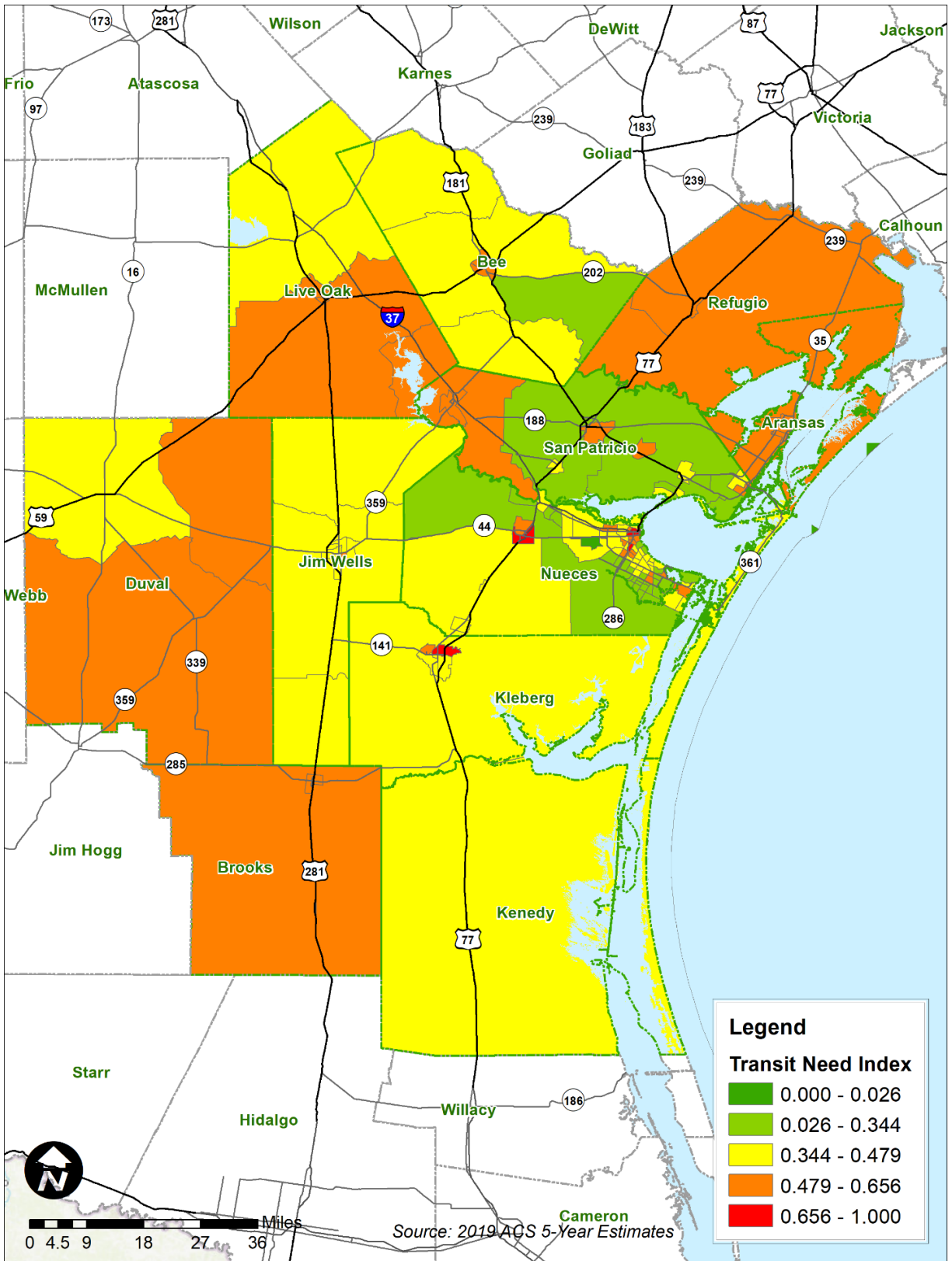


Figure 19. Demographic Transit Need Index: Coastal Bend Region

Stakeholder Survey

In the beginning of the planning process, a stakeholder survey was given to members of the steering committee. The main purpose of this survey was to update the regional transportation inventory and to allow stakeholders to mention any regional needs and gaps apparent to them. This information helped inform the focus group questionnaire (Appendix A).

Focus Groups

TTI scheduled three workshops in the Coastal Bend Region that focused on key demographic groups, such as seniors, people with disabilities, and the general public, including veterans and people with low income. TTI created a one-page topic questionnaire for focus group participants. Various regional agencies and stakeholders, such as the AAA of the Coastal Bend and CBCIL, assisted with recruitment and awareness.

Focus groups were held virtually in August on the following dates:

- **Virtual Public Meeting #1 (Focus: Seniors).**
 - Date: Monday, August 23.
 - Time: 9 a.m. to 11 a.m.
- **Virtual Public Meeting #2 (Focus: Persons with Disabilities).**
 - Date: Tuesday, August 24.
 - Time: 10 a.m. to noon.
- **Virtual Public Meeting #3 (Focus: Veterans, General Public).**
 - Date: Tuesday, August 31.
 - Time: 6 p.m. to 7:30 p.m.

While focus groups were intended for both the targeted demographic of riders and related transportation and human services agencies, the majority of attendees were stakeholders or represented stakeholder groups.

The AAA of the Coastal Bend assisted with outreach regarding the first focus group. Fourteen attendees (including two TTI researchers) attended virtually, with four of those connecting via telephone. One attendee was a senior living in Jim Wells County. The topics of the first focus group ranged from a discussion of the available transportation options for seniors to the updated options available for non-emergency medical trips (two healthcare provider representatives attended).

The second virtual public meeting focused on persons with disabilities. CBCIL helped publicize the event with its members. Attendance was slightly lower for this focus group, with six total attendees (including two TTI researchers). One representative from CBCIL was also a rider and lent a rider's perspective.

The third focus group focused on veterans, low-income, and general public riders. This focus group was attended by six participants (including two TTI researchers), including one general public rider, one senior, and one transportation provider representative who is a veteran. This focus group yielded important information regarding veteran services, namely that no centralized system is currently available to assist veterans in their transportation needs.

Project Website

TTI developed and hosted a project website: <https://transit-mobility.tti.tamu.edu/coastalbendrcp2022/>. This website contained an outline of the project tasks and presentations from each steering committee meeting. During the focus group outreach time period, a public survey was developed and featured online in both Spanish and English. The survey was designed to ask transportation users what transportation services they used and what their frequent destinations were. Stakeholders were informed of the survey and encouraged to relay information to their clients. Unfortunately, no full responses were collected from this online survey effort.

Identified Service Gaps

Information from the transportation inventory, stakeholder survey, and focus groups resulted in Table 6, which shows the transportation options available to riders based on which county a rider lives in. The rider categories include seniors, persons with disabilities, and the general public. Within Nueces County, several options are available to seniors, including CCRTA, AAA of the Coastal Bend, and CBCIL. AAA and CBCIL also serve the entire Coastal Bend area for eligible seniors. For persons with disabilities in Nueces County, the CCRTA's B-Line is available, as well as transportation options from CBCIL. Outside of Nueces County, REAL and Paisano Transit cover the remaining counties within the region. CBCIL covers all counties within the Coastal Bend Region for registered members.

Table 6. Transportation Options by County by Rider

Rider	Nueces	Kleberg, Kenedy	REAL Service Area
Seniors	CCRTA, AAA, CBCIL	Paisano Transit, AAA, CBCIL	REAL, AAA, CBCIL (Refugio County ES)
Persons with Disabilities	B-Line, CBCIL	Paisano Transit, CBCIL, CPCC (Kingsville)	REAL, CBCIL, CPCC (Alice, Brooks)
General Public	CCRTA, Taxi, TNC	Paisano Transit, Taxi, TNC	REAL, Taxi, TNC

Gaps and Needs Assessment Findings

Based on input from the transit need demographic analysis, transit need index, stakeholder survey, and focus groups, TTI observed the following:

- **Trip destination limits (imposed by various funding sources):** Some trip destinations are limited by funding source (typically urban versus rural). For example, CBCIL receives Section 5310 revenue for both the urban and rural areas. When one of these funding sources is no longer available, CBCIL may have to deny trips.
- **Hours and days of existing service not meeting current needs:** Seniors and persons with disabilities have several transportation options that span 7 days a week. For seniors, AAA or CBCIL can schedule weekend trips. CBCIL requires a 48-hour reservation window, while AAA can schedule as soon as the same day (based on the availability of the transportation provider). Persons with disabilities can schedule weekend trips if planned in advanced to meet the 48-hour reservation window. For the general public, including veterans and low-income residents, weekend service is not available in 8 of the 11 Coastal Bend counties. Residents in Kleberg, Kenedy, and Nueces Counties have service available 7 days a week.
- **Lack of service to support same-day requests:** Though REAL and AAA can schedule same-day requests (based on transportation provider availability), same-day service is not widely available to most priority populations. Most public service transportation providers and human services agencies require a 24-hour to 48-hour reservation window.
- **No coordinated region-wide mobility management services/lack of coordinated information:** Currently, no region-wide mobility management system or call center exists in the region. During the focus groups, some human services agencies said that they may notify clients of other services or

address any questions regarding other transportation services in the region. REAL and CBCIL also assist its customers with mobility options within the region.

- **Unaffordable fares for private unsubsidized on-demand services:** While private taxis and TNCs (Uber and Lyft) are available throughout the area, the cost of transportation for these services is unaffordable. A few transportation providers suggested in their questionnaire that even with subsidized fares, customers still complain regularly about the cost. For seniors and people with disabilities, programs with AAA and CBCIL, for example, may help alleviate expense burdens by fully or heavily subsidizing the trip.
- **Limited funding for rural public transportation as costs and demand increase:** Current funding revenues in the Coastal Bend make it difficult to expand service or increase service hours. This affects service hours and service days (e.g., limited evening service hours and limited weekend service).



CHAPTER 5: COORDINATION STRATEGIES

During an October steering committee meeting, the following coordination strategies were introduced. Over several months, stakeholders met to refine and prioritize the coordination strategies. The following six coordination strategies represent the priorities in the region, in no particular order:

- Coordinate common support resources and services.
- Coordinate regional information and develop a regional one-call/one-click service.
- Expand service hours to provide service during weekday evenings and weekends.
- Implement a regional veteran transportation program.
- Implement a zero-fare program.
- Improve information accessibility and service access.

Each of these is discussed in more detail below.

Coordinate Common Support Resources and Services

Needs Addressed

By coordinating—if not purchasing—common support resources and services from partners, agencies are able to lower costs by splitting common expenses. In

coordinating such programs, the quality of service is often raised as well by coordinated programs upgrading to include the best of the best components. A related benefit is that it paves the way to subsequent and more complex coordination, such as consolidated services, because it helps build trust among participating agencies, a necessary building block. In addition, in some cases, these strategies can help smooth out the differences in service delivery policies.

Strategies

The following are examples of coordinating common support resources and services:

- Joint Driver Training.
- Joint Procurement of Support Resources.
- Coordination of Funding and Grant Writing.
- Vehicle Sharing Program.
- Purchase of Service Agreements.

JOINT DRIVER TRAINING

Coordinated driver training programs are administered by a lead entity that provides combined training to multiple transportation providers that pay a fee to be included in the program. Transportation providers save money by purchasing driver training from another entity, especially on specialized equipment training, because they can pool their resources. Well-trained drivers positively affect the consistency of service quality more than any other factor, which can translate to lower insurance premiums over time. Driver training can also pave the way to consolidation and coordination because all the different providers are providing services in the same way and have the same policies and procedures.

To implement a driver training program, interested agencies need to research training requirements, recruit training participants, and determine which training provider is best suited to meet local training needs. Coordinated driver training programs typically include curriculum enhancements to incorporate the best aspects of each provider while ensuring that drivers are aware of the requirements for their specific program.

Case Study

The Massachusetts Rural Transit Assistance Program (MArtap) provides driver training programs to adhere to MassDOT-mandated training requirements for all vehicle acceptance recipients under the Commonwealth's Mobility Assistance Program (MAP). MArtap provides training free of charge to all MAP recipients, which includes both paid and volunteer drivers for transportation and human services

organizations. The training courses include education seminars for van and bus drivers, wheelchair lift and securement training, and passenger assistance technique training. MArtap also offers optional courses to improve customer service, train drivers on passenger sensitivity, and provide emergency and accident procedural training.

JOINT PROCUREMENT OF SUPPORT RESOURCES

Joint procurement or sharing of support resources allows participating agencies to lower costs by splitting common support expenses between two or more independent agencies. Examples of support resources commonly shared include insurance, maintenance services, fuel, and contracted staff, such as volunteers and grant writers. Agencies can also benefit from information sharing, which includes policy and procedure manuals, training curriculum, evaluation guidelines, and safety standards.

Joint procurement allows agencies with limited resources to have access to full services upon request. It also allows agencies to develop their own specialties and serve communities with higher expertise and supports the maintenance of existing community transportation services. More than likely, a formal interagency agreement is needed among participating agencies. Without uniform cost accounting, calculating the cost of each agency's service is often a challenge.

Case Studies

DARTS, Dakota County, Minnesota, a nonprofit agency operator, established a Vehicle Maintenance Services (VMS) subsidiary that maintains vehicles for 80–90 organizations. VMS services are for organizations located in the Twin Cities region that operate specialized vehicles for transit-dependent riders. Smaller transportation providers that use DARTS VMS decrease their vehicle operating costs, reduce vehicle downtime, and improve vehicle safety for their riders.

The Lima-Allen County Regional Transit Authority in Ohio hosts a consortium that includes Shawnee schools, Marimor schools, Lima and Allen County, and others to purchase fuel in bulk. In 2009, the City of Lima saved \$58,000, and in 2010 that number went up to \$202,000.¹³

The Non-Profit Insurance Program (NPIP) in Washington State administers a Joint Insurance Purchasing program. NPIP members jointly purchase insurance and claims adjustment, risk management consulting, and loss prevention services.

¹³ <http://www.limaohio.com/news/fuel-75331-city-consortium.html>.

Primary benefits are lower insurance premiums and stable access to the insurance market. NPIP offers “volunteers as insurers” coverage.¹⁴

COORDINATED FUNDING AND GRANT WRITING

Coordinated funding and grant writing is a strategy through which a single agency prepares and manages funding and grant opportunities for several agencies. It reduces the amount of time spent by individual agencies on writing competing grants, establishes relationships between a lead grant writing agency and partners, provides for uniform management of grant funds, and creates unique opportunities for leveraging existing funds to meet grant matching requirements.

Coordinated grant writing requires participating agencies to agree upon how grant funds will be shared, addressing priorities for funding before submitting a unified application. These efforts can benefit partners since they will become more competitive for transportation funds where coordination, partnerships, and program efficiency are evaluation criteria. Further, by coordinating grant writing, agencies can access a wider range of funding programs and local match opportunities, as well as reduce regional costs for pursuing grants. Moreover, agencies can access more specialized grant writing and planning staff.

Case Study

North Front Range Metropolitan Planning Organization (MPO) in Fort Collins, Colorado, prepares, files, and manages unified grant applications on behalf of transportation providers in its region. The objective is to obtain the most funding for providers in the region while minimizing duplication of effort, reporting, and management requirements. The North Front MPO is the designated recipient for FTA funding and provides oversight for transit agencies applying for grants in these pools. Lambert County Mobility Council oversees that grant program.

VEHICLE SHARING PROGRAMS

Vehicle sharing can be accomplished in several ways: an agency might own and maintain a fleet of vehicles that are used by one or more organizations, with each agency paying for its share of the vehicle based on capital investment and miles used; two agencies could agree to share a single vehicle; agencies might agree to share access to back-up vehicles; or agencies may have agreements that allow clients from different programs to ride in a single vehicle. Shared vehicles can be rented on an ongoing or one-time basis and may fill several different needs,

¹⁴ Non Profit Insurance Program. 2022. <http://www.npip.org/about-us>.

including temporary increased demand or temporary decreased supply (due to out-of-service vehicle).

This strategy typically brings together providers with complementary vehicle requirements to share vehicles—for example, an agency that needs to use vehicles in the peak periods can be paired with one needing vehicles during mid-day periods or on weekends only. This can reduce unnecessary vehicle capital and operating expenses and ideally will result in a total fleet that is the right size for the region. Vehicle sharing can also make accessible vehicles available to a wider range of passengers as it enhances existing community transportation resources.

Case Study

BerkshireRides, Berkshire County, Massachusetts, working with the United Way, set up a vehicle sharing pool to meet common needs of transporting school kids to after-school programs. The seven primary partners provide trips to/from after-school activities and youth development activities. Agency members pay an annual fee of \$1,500 for the priority scheduling on one vehicle. Secondary users can rent the vehicles for \$100 per day when they are available. All agencies must hire or pay their own drivers and pay for fuel. This type of program requires a skilled consensus builder who can work with partner agencies, especially if partners are used to having their own vehicles. The coordinator found that this program had the positive effect of promoting general coordination among the agencies as well as decreasing transportation costs.

PURCHASE OF SERVICE

Purchase of service from one organization by another involves taking advantage of downtime associated with some services and using this excess capacity to satisfy unmet demand. Organizations needing to expand capacity can purchase service from transportation operators with idle vehicles or excess capacity, therefore maximizing utilization of the fleet and the resources available to the community. The first step is determining all costs attributed to a transportation program to understand the true costs for each entity involved and the benefits that result from purchase of service. Cost allocation also allows providers to charge the correct rate for providing service.

Case Study

Voyageur Bus Company, in Duluth, Minnesota, is a private for-profit transportation company that also provides transportation services for UDAC, Inc., a day activity center for individuals with disabilities. Voyageur purchased seven

vehicles with Section 5310 funding and provides management services and drivers to transport UDAC clients daily to and from the center.¹⁵

Responsible Parties

It is suggested that the Coastal Bend Collaborative lead the discussion to identify willing partners for each of these strategies.

Service Improvements

The first strategy—joint driver training—requires very little cost and time investment and should be pursued for implementation in the short term. To implement this strategy, the Coastal Bend Collaborative should take the following steps:

- Convene a meeting with the larger service providers in the region that provide their own driver training to discuss development of a joint driver training program in which procedures and manuals are shared and combined into a comprehensive regional manual.
- Determine which agency is most qualified to provide the highest level of training and is willing to provide driver training for the other agencies for a fee.
- Assist the lead agency in determining the correct rate to charge for contract driver training services, collecting the procedure manuals from all other agencies, and developing the comprehensive manual.

Performance Metrics

This strategy can potentially provide many benefits for the region. A consistently first-rate regional driver training program across many agencies will positively affect the consistency of service quality, customer satisfaction, and safety, which can translate to fewer accidents and customer complaints and even lower insurance premiums over time. All of these serve as performance metrics.

Coordinate Regional Information and Develop a 1-Call/1-Click Service

Needs Addressed

There are many types of specialized transportation customers (persons with disabilities, seniors, low-income individuals, veterans, general population) traveling

¹⁵ Minnesota Department of Transportation. 2005.

<http://www.terreroadalliance.org/resources/reports/toolkit/documents/07-PrivatePublicSector.pdf>.

for many different trip purposes (work/training, education, shopping, recreation, dialysis, medical appointments, human services) that can be served by a wide range of transportation modes and services, each with different requirements and constraints. Several stakeholders in most of the Coastal Bend Region indicated that better information was needed to better understand the mobility options available to serve a specific trip.

Strategy

A regional 1-call/1-click system will provide one-stop shopping with access to a central repository of transportation services via landline phones (staffed by call-takers) and via mobile devices or the internet to matching, planning, and trip-booking services.

Responsible Parties

With a 5310 grant, CCRTA or CCMPO can invest in a feasibility study to implement such a service. Either organization could directly take on this function as a regional service, or it could work with a regional partner such as the regional 211 system to take on this function. For the Coastal Bend Region, 211 services are provided by the United Way of Greater Houston, presumably for a very large region of Texas, under contract to the Texas Health and Human Services. 211 providers such as the United Way can be ideal partners, or even lead agencies, for connecting specialized transportation customers with rides. 211 employees are trained in many of the skills, such as using triage questions to narrow down service options, which are typically utilized in 1-call/1-click call centers. Moreover, 211 systems have built-in follow-up procedures to frequently update service provider information and to determine whether assistance provided resulted in the caller securing transportation for the needed trip or trips. If the United Way of Greater Houston is willing to take on such a project, perhaps the 5310 application could start out with the Coastal Bend Region and then expand to the broader region (and other 5310 providers) currently served by that United Way.

Service Improvements

A regional 1-call/1-click system provides service discovery with up-to-date information, trip planning services, booking assistance, links to trip-booking services, and even payment services with some systems. In short, this type of system, which is available in scores of metropolitan regions across the United States, assists transportation users in finding transportation services that will best meet their current travel needs, offering improvements over local staff knowledge

and static directories of service. These systems can also be used to identify trips for which there are no solutions, helping regional planners to quantify unmet need.

Performance Metrics

NCHRP Report 832: State DOTs Connecting Specialized Transportation Users and Rides, Volume 2, Toolkit includes 25 distinct evaluation criteria under three broad topical areas: total usage and frequency of usage by customers, accuracy of transportation information, and types of trips planned successfully or unsuccessfully.

Challenges/Feasibility

For each linkage level and function, the Report 832 Toolkit also provides a summary of applicability, magnitude of project costs, benefits, obstacles, and best practices, including case studies. The technology is proven, with scores of 1-click systems in numerous metropolitan regions and counties across the United States, where it supports regions and counties with diverse levels of coordination.

Texas Experience

In Texas, VTCLI grants were awarded by FTA to various entities to create or support 1-call/1-click systems. These included **CCRTA in Corpus Christi** and VIA Metropolitan Transit in San Antonio in 2011, as well as Sun Metro in El Paso, DART in Dallas, and TxDOT (on behalf of the East Texas COG) in 2012. The service resulting from the DART award is called My Rides North Texas. DART served as the lead for the last 10 years; however, the lead is being transferred to NCTCOG in 2022.

CCRTA's VTCLI grant of \$848,480 in 2011 was originally intended to "expand the capacity of the Customer Service Center to house regional call center for transportation, human services and community information." The grant ended up being used to upgrade CCRTA's telephone system and equipment for its customer service department and to create a new interactive voice response system for customer trip planning. According to CCRTA's director of procurement and grants management, CCRTA is still very much in favor of the original intent—to create a regional 1-call/1-click system for the region that encompass public, human service, private nonprofit, and private for-profit transportation resources.

Expand Service Hours to Provide Weekday Evening and/or Weekend Service

Needs Addressed

The three primary public transportation providers in the area—CCRTA, REAL, and Paisano Express—all have different operating days and hours. These are presented in Table 7. On weekdays, the B-Line and Paisano Express both serve the early morning hours (starting at 5:00 a.m.) and evening hours through 10:00 p.m. and 8:00 p.m., respectively, but REAL, with an 8:00–5:00 schedule, does not. Moreover, as seen in Table 7, Saturday and Sunday service has a narrower set of service hours, while REAL does not operate during the weekends.

Table 7. Public Transportation Provider Days and Hours

Agency	Weekdays	Saturdays	Sundays
CCRTA B-Line	5:00 a.m.–10:00 p.m.	5:00 a.m.–9:30 p.m.	8:00 a.m.–8:00 p.m.
REAL	8:00 a.m.–5:00 p.m.	No service	No service
Paisano Express	5:00 a.m.–8:00 p.m.	9:00 a.m.–6:00 p.m.	9:00 a.m.–2:00 p.m.

Expanding rural service to at least 8:00 p.m. on weekdays and adding some service during the weekends would enable more regional travel during those hours and days, thereby improving the quality of life for all priority populations within the Coastal Bend. According to the *Transit Capacity and Quality of Service Manual*, Saturday and Sunday service allows for trips that are more “life-fulfilling (e.g., trips for social, recreational, religious purposes).”¹⁶

Extending weekday evening trips to midnight would also allow for work-trip transportation for persons working evening and graveyard shifts. For example, nurses’ shifts often are scheduled from 7:00 a.m. to 3:00 p.m., 3:00 p.m. to 11:00 p.m., and 11:00 p.m. to 7:00 a.m. Other workers who may benefit from expanded work hours on weekdays and weekends include workers involved in stocking shelves at grocery stores, Target, Walmart, etc.

¹⁶ National Academies of Sciences, Engineering, and Medicine. 2013. *Transit Capacity and Quality of Service Manual, Third Edition*. <https://nap.nationalacademies.org/catalog/24766/transit-capacity-and-quality-of-service-manual-third-edition>.

Strategy

Service expansion in REAL's service area to evening and weekends, along with a more regional approach to serving late-night trips, should first be studied by way of a feasibility study (5310 funded) to better understand what the potential demand would be and to identify traditional and nontraditional ways to serve that demand. For example, if the evening and weekend demand in REAL's area is not enough to justify dedicated service, there may be a less expensive way to serve that demand via a contracted nondedicated service provider or providers until the level of demand suggests that dedicated service would be more cost efficient.

The other public transportation operators in the region (CCRTA and KCHS) should also participate in this study to determine the demand for evening/late-night/weekend service to/from REAL's service area as well as evening and late-night service within their service areas. This would be done through a coordinated region-wide community survey.

The feasibility study should also identify how the operating costs of expanded service would be funded. For example, the study could be posed as the first phase of a late-night/weekend service pilot program, with the grant monies also used to fund the pilot program operations. Local match would be needed. It is possible that some of the local match could come from the savings that stem from other coordination strategies discussed in the plan. The design of the pilot might also include a marketing component to advertise the new service days and hours, perhaps with vignettes of real riders who would be able to use public transit to get to their job, make a grocery trip on the weekend, or visit a friend.

In the interest of facilitating more regional travel, the pilot could also explore how all transfer trips could more easily be booked with one call, not just for transfer trips during the extended hours but for all transfer trips. For example, the pilot program might include a new process where the rider does not have to book both legs separately for a transfer trip, or where two separate fares do not have to be paid—one for each leg. With respect to the latter, the pilot program could also demonstrate a regional approach to fare collection via a common fare medium that would standardize fare collection in the region. Funding to oversee implementation of a coordinated fare structure could be eligible as a mobility management expense, which is available at an 80/20 match. As part of this strategy, fares for longer trips (requiring transfers) could be capped.

Responsible Parties

Public transportation providers would be the responsible parties.

Performance Metrics

Performance metrics include the following:

- Increase in service hours, revenue vehicle hours, and revenue vehicle miles for weekday evenings and/or weekends.
- Increase in new passenger trips on weekday evenings and/or weekends.
- Increase in longer trips resulting from facilitated transfer arrangements with capped fares.

Implement a Regional Veterans Transportation Program

Needs Addressed

Requesting transportation to VAMCs outside the Coastal Bend Region is cumbersome. As a result, it is suspected that veterans are not getting to needed medical services. Also, many veterans choose not to live in urban areas and instead reside in more rural areas, which exacerbates the issue of getting to needed medical services.

Strategies

Many systems across the United States provide free transportation for veterans (in some cases, honorably discharged) on their paratransit and demand-response systems. Fare-free public transportation for veterans would be helpful and would almost certainly induce trips. However, experience in the industry has demonstrated that veterans are less likely to use public and coordinated services where veterans are commingled with other passengers and where the driver is not a veteran. In short, veterans are more likely to take a trip if the driver is also a veteran. This is especially important for the often longer non-emergency medical trips originating in the Coastal Bend Region.

Another strategy that solves this issue is to fund a volunteer driver program that focuses on the transportation of veterans to VAMCs and clinics and perhaps other trip purposes as well. This program would focus on the use of volunteer veteran drivers. Mileage reimbursement would be funded through a 5310 grant with local match potentially provided by the United States Department of Veterans Affairs. This strategy could also be posed as a pilot program.

While matching drivers and riders could be done manually, with call-takers matching veterans needing rides with volunteer veteran drivers, a more automated strategy of matching is suggested. In this way, the only labor-intensive effort would

be recruiting and screening volunteer drivers. Matching and even rating would be done online. Call-takers could also be available to handle matching for veterans who do not have a cell phone or who do not have access to the internet. It is anticipated that the Section 5310 grant would be used to set up the system or to license it from a vendor.

Responsible Party

Feonix Mobility Rising is the responsible party. As a private nonprofit entity, Feonix is eligible for Section 5310 funding. Feonix is also the de facto regional volunteer driver coordinator, with several agencies utilizing Feonix in this manner. Feonix utilizes software where the trip needs of individuals appear on an automated ride board, and volunteer drivers can pick and choose what trips they wish to serve. Volunteer drivers are then reimbursed by Feonix for their mileage. Feonix management has suggested that a separate ride board could be implemented for veteran trips and with only veteran drivers able to access the ride board. Funding could also be used for post-trip check-ins with the riders to see whether or not the driver's services were satisfactory.

Performance Metrics

Following are the performance metrics:

- Number of trips entered onto the ride board.
- Number of trips and passenger miles served through the volunteer driver program, broken down by intra-regional and inter-regional trips.
- Cost per trip, cost per mile.

Implement a Zero-Fare Program

Needs Addressed

A free-fare program would be a boon to the region's transit-dependent population, and especially to those who fall into the low-income category.

U.S. Experience

*TCRP Synthesis 101: Implementation and Outcomes of Fare-Free Transit Systems*¹⁷ documents experiences of 32 U.S. public transit agencies that have planned,

¹⁷ National Academies of Sciences, Engineering, and Medicine. *TCRP Synthesis 101: Implementation and Outcomes of Fare-Free Transit Systems*. 2012. <https://doi.org/10.17226/22753>.

implemented, and operated fare-free systems (see Figure 20). The following questions are addressed:

- Why and where have fare-free public transit systems been implemented?
- How was the system conceived and implemented?
- What was the funding environment and institutional structure?
- What were the intended and actual outcomes?
- What are the benefits and challenges of a fare-free public transit system?
- What is the business case for operating on a fare-free basis?
- If a fare-free policy was discontinued, why and how was it discontinued?
- What evaluations were conducted after the fare-free system was implemented?

Table 8 summarizes the results of eight fare-free pilots. All agencies saw increases in ridership during the pilot. Table 9 summarizes several fare-free programs in the US and indicates their main revenue source and number of vehicles used.



Source: *TCRP Synthesis 101: Implementation and Outcomes of Fare-Free Transit Systems*

Figure 20. Communities with Totally Fare-Free Public Transit Systems in the United States

Table 8. Results of System-Wide Fare-Free Public Transit Experiments

Service Area	Dates of Demonstration	Population of Service Area	Results
Asheville, North Carolina	08/06–11/06	70,000	58.5% increase in ridership; some problem riders, schedule adherence suffered, retained an increase of 9% in ridership after demonstrations.
Austin, Texas	10/89–12/90	500,000	Credited for ridership increases of 30%–75%; reports of disruptive teenagers and driver complaints. Increased operating costs, but successful in promoting ridership.
Chelan–Douglas Counties, Washington	12/91–09/00	100,000	Ridership exceeded forecasts by a factor of 4. Policy ended when state funding source was eliminated by voters.
Denver, Colorado (off-peak hours only)	02/78–01/79	1,500,000	Reported increases in ridership of 36% to 49%, although inconclusive because of changes in service made during experiment; decreased schedule reliability, crowding.
Mercer County, New Jersey (off-peak hours only)	03/78–02/79	300,000	Ridership increases of 25%–30%; 45% of buses ran late, extra buses required, driver complaints, problem riders.
Milton, Canada	06/07–12/07	54,000	Ridership increased 63%; some increased rowdiness among young passengers, but 99% of customers “satisfied” or “very satisfied.”
Salt Lake City, Utah	October 1979	910,000	13% increase in ridership.
Topeka, Kansas	May 1988	120,000	Ridership increased 86% and 6% increase in ridership was retained after demonstration.

Source: *TCRP Synthesis 101: Implementation and Outcomes of Fare-Free Transit Systems*.

Case Studies

Olympia, Washington—Intercity Transit introduced free fares in January 2020. The agency looked at the cost of replacing its obsolete fare boxes with new electronic fare card readers and decided it was not worth it, especially given the potential to increase ridership and speed up boarding by not charging fares at all, along with the fact that fare collections accounted for less than 2 percent of the agency's net operating revenue. Intercity Transit deliberately framed this strategy as "zero-fare" versus "ride free," especially since voters in 2018 voted to raise the local sales tax for better bus service. So, in a sense, passengers essentially pre-pay their bus fare while shopping. Before the change to zero-fare service, the adult fare for local routes was \$1.25.

Corvallis, Oregon—Prior to the zero-fare program in Olympia, Corvallis Transit System was the largest transit agency in the Pacific Northwest to eliminate fare collection systemwide when it made the change in 2011. In its first year of fareless operation, Corvallis bus system ridership increased nearly 38 percent. In Corvallis, the city council approved a monthly surcharge on all utility bills to pay for fareless bus service.

Strategy

Implementing a regional approach to zero-fare transit would require the coordinated cooperation of CCRTA, REAL, and Paisano Transit, and their boards. Possible funding opportunities include a TxDOT Coordinated Call grant or assistance from TxDOT's Transit Technical Services Program to conduct a feasibility study. Another funding source could be from the FTA's Innovative Coordinated Access and Mobility Grants. In the end, a zero-fare transit program only works where there is another sustainable source to cover the lost fare revenue less labor and equipment used for collecting fares. Other successful zero-fare transit programs have done this through municipal grants from the general fund or tax initiatives.

Table 9. Small Urban and Rural Public Transit Systems with Fare-Free Policies

Transit Agency	Service Area Population	Annual Ridership	Source of Local Revenue	Number of Vehicles
Advance Transit–Hanover, NH	38,000	850,000	University, med center, towns, sponsorships, philanthropy	32
Atomic City Transit–Los Alamos, NM	18,550	433,800	Gross receipts tax (1/8th of 1%)	27
Canby Area Transit–OR	16,000	214,000	Employer payroll tax of 0.6%	15
Citylink–Edmund, OK	81,400	180,000	City general fund and University of Oklahoma	7
Citylink–Kootenai, ID	144,000	556,000	Native American tribe (casino)	13
Commerce Transit–CA	13,000	1,000,000	State transportation tax	9
Deerfield Valley Transit Association–VT	4,000	280,000	State and local	21
East Chicago Transit–IN	30,000	250,000	City general fund	6
GoLine Transit–Indian River County, FL	174,000	900,000	50% state, 50% local general funds	12
Hele-on-Bus–Hawaii County	174,000	1,300,000	County general fund, weight tax, carry-on package fee	50
Island Transit–Whidbey Island, WA	79,250	1,100,000	0.9% general sales tax	56
Marion City Transit–IN	30,000	300,000	State dollars based on formula	10
Mason Transit –Mason Co., WA	58,000	514,000	0.6% general sales tax	56
McCall Transit–McCall, ID	2,500	26,000	City general fund	2
Niles Free Bus–Niles, IL	30,000	300,000	State and city	10
North Central RTD–Taos, NM	218,000	112,000	Gross receipts tax (1/8th of 1%)	45
Treasure Valley Transit–ID	8,700	57,835	Local option tax on tourism	3

Note: Information within table provided by responding transit agencies.

Source: TCRP Synthesis 101: Implementation and Outcomes of Fare-Free Transit Systems.

Performance Metrics

Performance metrics include:

- Increase in total unlinked passenger trips.
- Increase in trips among target programs.
- Decrease in average boarding time.
- Net change in cost per trip.

Improve Information Accessibility and Service Access

Needs Addressed

Information about the region's services is not provided in a uniform and truly accessible format. One on hand, implementation of a regional 1-call/1-click system (see above) may address some of the uniformity issues. On the other hand, there is a need to assess and improve the accessibility of information about the region's public transportation services.

Not all the information about each agency and service is available in English and Spanish. It is unclear whether all the websites of these agencies are compliant with ADA, WCAG 2.1 (Web Content Accessibility Guidelines), and Section 508 of the Rehabilitation Act of 1973. Moreover, beyond compliance, there are ways to organize websites that facilitate navigation by visitors with visual impairments who use readers.

In addition, the ADA requires that people with disabilities have equal access to public transportation and that public transportation agencies grant reasonable accommodations to related processes that address this requirement, as requested/needed. For example, with demand-responsive transportation services that are requested by telephone, a reasonable accommodation for persons with speaking or hearing impairment might include allowing email requests to address the provision of accessible customer interfacing apps.

This need must be addressed in a uniform manner to facilitate service discovery and related information as well as booking services for affected riders making regional trips.

Strategies

The strategy to achieve the goal of regional uniform accessibility of information and access to services would begin with an accessibility assessment, conducted by an organization with expertise in this area. Also available are web accessibility evaluation tools—software programs or online services that help determine if web content meets accessibility guidelines. Some are free. For example, one of the free tools identifies color combinations that fail the contrast checkpoints and provide recommendations on how to fix the issue to become complaint.

Section 5310 funding could also be used to enlist local translation assistance in producing materials for Spanish-speaking customers. Resources from the Coastal Bend Chapter of the National Federation of the Blind and/or CBCIL could be used to help identify shortcomings and suggest and/or test improvements.

In addition to assessing the public transportation services' hardcopy and online information, it is important that processes be scrutinized as well. This might include, for example, ensuring that each rider is able to identify preferred methods of communicating for various functions (e.g., booking, alerts, customer information), that each agency has a reasonable accommodation policy front and center in its rider materials and on its website that facilitates such requests, and

that there is a process in place to consider each request, respond accordingly, and implement new processes as needed.

Performance Metrics

The performance metrics are:

- Number of services that pass compliance assessments.
- Number of reasonable accommodations requested and addressed.

Previous Coordination Strategies

During an April 2022 Coastal Bend Collaborative meeting, collaborative members suggested that the previous plan's coordination strategies be added to this updated plan. The advantage to this inclusion is that strategies that may not have been implemented may still be eligible to receive funding if an agency wants to pursue them. These strategies may also be edited or revised at any time through the collaborative stakeholder process. The strategies from the previous plan are as follows:

- Establish and maintain strategic, efficient, and integrated transportation services.
- Provide a variety of transportation services to improve mobility and options for riders.
- Pursue long-term financial resources to provide affordable transportation services.
- Expand operating hours and days of the week.
- Improve public awareness of available services.
- Coordinate for residents' mobility needs to destinations outside of the region.

Establish and Maintain Strategic, Efficient, and Integrated Transportation Services

Table 10 lists the previous plan's coordination strategies to establish and maintain strategic, efficient, and integrated transportation services.

Table 10. Strategies to Establish and Maintain Strategic, Efficient, and Integrated Transportation Services

Objective	Priority	Time Frame	Resources	Feasibility
Increase frequency or coordinated times on fixed routes to create a regional network	Medium	Long-term, Continuous	Operating Funds, Planning	Moderate
Provide more shelters at fixed-route stops for transfers between transportation providers	Low	Long-term	Capital Funds, Planning	Low
Use routing and scheduling software to full potential, such as for coordinating demand response or fixed-route trips across service areas	High	Short-term, Continuous	Staff Time, Planning	High
Provide adequate dispatching resources and consistent customer-focused service practices to ensure prompt response times	High	Short-term, Continuous	Capital Funds, Staff Time	High
Identify opportunities to efficiently centralize services or pool resources, such as dispatching or travel training	Medium	Long-term	Staff Time	Moderate
Investigate ways to provide public transportation to colonias	Medium	Short-term, Continuous	Operating Funds, Planning	Moderate
Improve service utilization in areas with high demographic need or where ratio of trips to population is low	High	Short-term, Continuous	Staff Time	High
Explore how coordination can better occur across planning regions, TxDOT districts, and service areas	High	Short-term	Staff Time, Planning	High
Identify frequent transit destinations, such as healthcare facilities or large employment centers, and find ways to work more closely to coordinate services	Medium	Short-term, Continuous	Staff Time, Planning	Moderate
Obtain funds to acquire regular replacement vehicles for all stakeholders with vehicle fleets	High	Long-term, Continuous	Capital Funds	Moderate
Provide drivers with effective commercial driver's license training and other types of skill-based training	High	Short-term, Continuous	Planning, Staff Time	High

Provide a Variety of Transportation Services to Improve Mobility and Options for Riders

Table 11 lists the previous plan's coordination strategies to provide a variety of transportation services to improve mobility and options for riders.

Table 11. Strategies to Provide a Variety of Transportation Services to Improve Mobility and Options for Riders

Objective	Priority	Time Frame	Resources	Feasibility
Coordinate between transportation providers to improve the overall utility of services provided for riders	High	Long-term, Continuous	Staff Time, Planning	High
Evaluate the feasibility of flexible/deviated or fixed-route services in small cities	Medium	Long-term	Planning, Staff Time, Operating Funds	Low
Actively engage in Texas Health and Human Services dialogue regarding Medical Transportation Program policies and practices	High	Short-term	Staff Time	Moderate
Seek to enhance reliability of services, regardless of mode, in terms of on-time performance (e.g., fixed-route stops or demand response time window)	High	Short-term, Continuous	Staff Time, Planning	High
Identify and welcome opportunities for public-private partnership, such as with intercity bus providers	Low	Long-term, Continuous	Staff Time, Planning	Moderate
Find ways to improve mobility options through innovative service models	Medium	Long-term, Continuous	Staff Time, Planning	Moderate

Pursue Long-Term Financial Resources to Provide Affordable Transportation Services

Table 12 lists the previous plan's coordination strategies to pursue long-term financial resources to provide affordable transportation services.

Table 12. Strategies to Pursue Long-Term Financial Resources to Provide Affordable Transportation Services

Objective	Priority	Time Frame	Resources	Feasibility
Identify potential sources (local/state/national) of additional funding for expanded hours and/or days of service	Medium	Long-term, Continuous	Staff Time, Planning	Moderate
Build strategic partnerships between traditional and nontraditional stakeholders to improve mobility for residents	Low	Long-term, Continuous	Staff Time	Moderate
Encourage stakeholders to competitively seek additional funding sources to improve services	High	Short-term, Periodic	Planning	Moderate
Provide more reduced fare opportunities to match income capability of rider	Low	Short-term, Continuous	Planning, Operating Funds	Moderate
Coordinate services within the region and with neighboring regions to reduce fare and time costs to riders	High	Long-term, Continuous	Staff Time, Planning, Operating Funds	Low
Collaborate and collectively strategize when planning and implementing changes to fare structures	Medium	Long-term	Staff Time	Moderate

Expand Operating Hours and Days of the Week

Table 13 lists the previous plan's coordination strategies to expand operating hours and days of the week.

Table 13. Strategies to Expand Operating Hours and Days of the Week

Objective	Priority	Time Frame	Resources	Feasibility
Given that resources are limited and demand varies, identify key trip purposes or rider characteristics to first support with extended hours or days of service	High	Short-term	Staff Time, Planning	High
Begin operating some or all services earlier in the day	High	Short-term, Continuous	Operating Funds, Planning	Moderate
Begin operating some or all services later in the day	Medium	Long-term, Continuous	Operating Funds, Planning	Low
Identify opportunities to begin operating more services on weekends (Saturdays and/or Sundays)	Medium	Long-term	Operating Funds, Planning	Low

Improve Public Awareness of Available Services

Table 14 lists the previous plan's coordination strategies to improve public awareness of available services.

Table 14. Strategies to Improve Public Awareness of Available Services

Objective	Priority	Time Frame	Resources	Feasibility
Improve public information availability and clarity through traditional and nontraditional media	High	Short-term, Continuous	Staff Time, Planning	High
Develop a single point of public information (e.g., clearinghouse website, one-call phone number)	Medium	Long-term, Continuous	Staff Time, Operating Funds	Moderate
Increase funding for marketing and public information campaigns	Medium	Long-term	Operating Funds	Moderate
Develop a public information campaign to highlight who uses transit in the region to correct public perception of riders and increase awareness	High	Short-term	Staff Time, Operating Funds	High
Use large local events to increase awareness and understanding of public transit services	Low	Short-term, Periodic	Staff Time	High
Provide rider travel training to help current and potential riders schedule and complete trips	Medium	Long-term, Continuous	Staff Time	High
Periodically provide familiarization training to customer service and dispatching staff about services by other providers and seek to provide riders with excellent customer service	Medium	Short-term, Periodic	Staff Time	High
Establish a network of existing riders willing to be ambassadors or travel trainers (e.g., new rider friends)	Low	Long-term, Continuous	Staff Time	Moderate
Provide stronger advocacy to change social norms and assist consumers to be stronger advocates for themselves and others in similar situations	Medium	Short-term, Continuous	Staff Time	Moderate

Coordinate for Residents' Mobility Needs to Destinations Outside the Region

Table 15 lists the previous plan's coordination strategies to coordinate for residents' mobility needs to destinations outside the region.

Table 15. Strategies to Coordinate for Residents' Mobility Needs to Destinations Outside the Region

Objective	Priority	Time Frame	Resources	Feasibility
Assist veterans in the region to access Veterans Administration facilities outside the region (e.g., San Antonio, Laredo)	High	Short-term, Continuous	Staff Time, Planning, Operating Funds	Moderate
Encourage private providers to invest in additional accessible vehicles (e.g., intercity bus, taxicab, transportation network companies)	High	Long-term	Capital Funds	Low
Coordinate service schedules at shared stops or transfer hubs, such as between regional providers and intercity bus operators across the Coastal Bend	Medium	Short-term, Continuous	Planning	Moderate
Improve maintenance for accessible vehicles (e.g., public and private, including intercity bus), with special focus on lifts and ramps used by riders with assistive mobility devices or needs	High	Long-term, Continuous	Operating Funds	Low



CHAPTER 6: IMPLEMENTATION FRAMEWORK

The purpose of this section is to describe the current decision-making process for putting this plan into action by way of submitting coordination strategy projects for Section 5310 funding. During this planning process, the Coastal Bend Collaborative for Coordination Community Transportation (the Collaborative) was established and remains the primary driver to prioritize coordination strategies in the region.

Formation of the Coastal Bend Collaborative

During the spring of 2022, TTI facilitated workshops with regional stakeholders to create a set of bylaws, along with a mission and vision statement. These efforts culminated in the creation of the Collaborative in March of 2022. The mission of the Collaborative is:

To foster and sustain improvements in a regional and coordinated community transportation network for seniors, individuals with disabilities, individuals with low income, veterans, and other underserved communities in the Coastal Bend.

Member organizations signed memoranda of understanding that committed the organizations to the mission statement and to fulfilling the primary roles of the Collaborative, namely:

- Help develop, implement, and provide guidance to the community transportation coordination initiatives within the Coastal Bend Region of Texas (TxDOT Region 20) so that:

- a. access and mobility among seniors, persons with disabilities, persons with low income, veterans, and other underserved communities who rely on community transportation; improves; and
 - b. operators and sponsors of community transportation services can more effectively utilize and leverage funding in order to expand services to address the growing needs of these populations and areas in the region.
- Provide a vehicle for ongoing input from stakeholders, including users of community transportation services.
 - Work together with other regional and statewide entities to help promote coordination and develop solutions to inter-regional community transportation needs; and
 - Provide input to governmental agencies and other organizations that fund/sponsor community transportation relative to policies and practices that successfully foster or that adversely affect the coordination of community transportation services and information and mobility management.¹⁸

With the Collaborative in place, the region has a leadership body to determine the best coordination strategies to implement and change or add any additional coordination strategies to address the transportation needs and gaps within the region. The Collaborative can update any part of this planning document until the next round of updates occurs in 5 years and a new planning process takes place.

¹⁸ Text adapted from the Memorandum of Understanding for the Coastal Bend Collaborative for Coordinating Community Transportation.

APPENDIX A. FOCUS GROUP QUESTIONNAIRE

Coastal Bend Focus Groups - Guide

Demographic questions

- In what county does everybody live.
- Is anybody over 65 years of age?
- Is anybody a Medicaid recipient?
- Is anybody a veteran

“General Mobility” questions – getting around

- Other than a personal vehicle and/or depending on family or friends, what transportation services do you use to get around (in general), and of these, which one do you use the most?
- What kinds of trips (by trip purpose) do you make on these services?
- Are any of these transportation services restricted to certain destinations or trip purpose, or can you use these services to go anywhere for any trip purpose?
- Are any of these services available during weekday evening and/or weekends?
- (For persons who require a WAV), are these services operated with vehicles that accommodate wheelchairs or other mobility devices?
- Do you need information about other transportation services that friends use? Which ones?

“Access” questions – getting to a particular destination

- What are your top 3 travel destinations that you go to on these transportation services? For example: Do you use these transportation services to get to work or to go to classes at a school or college or a training center? Do you use these service to to go to a dialysis treatments or to go to senior centers for programs or congregate meals? Do you use these services to go shopping or to go out to eat or to see friends?
- Are these travel destinations in your community or do you have to travel far to get there?
- When you go to these destinations, do you have a choice of transportation services, i.e., can more than one transportation service get you there?
- How much in advance do you have to make a reservation on these services to get a ride?
- Do any of these services allow same-day trips or standing orders (subscription trips), i.e., multiple trips being made on the same days of the week at the same time going to/from the same origin and destination?

“Unmet Needs” questions

- Are there other destinations that you need or want to get to that you can’t get to using these services? What and where are these places?

APPENDIX B. DATA COLLECTION FORMS

Stakeholder Inventory and Needs Questionnaire

Coastal Bend Regional Coordination Plan Regional Stakeholder Inventory and Needs Questionnaire

Instructions to Survey Respondent:

The Texas A&M Transportation Institute is requesting your assistance to help complete this stakeholder survey for the Coastal Bend regional coordination plan update.

The following questions are important for strengthening the transportation network both for the general public and anyone needing specialized services such as wheelchair accessible vehicles, demand-response transportation, and connection to existing fixed route bus service, rail, intercity bus, or similar needs.

If you are unable to answer any of the questions, please pass the survey link along to someone from your organization who can, and we will compile the answers into a single data set at the conclusion of the survey. Thank you in advance for your time. If you have any questions or would prefer to discuss the survey questions by phone, please call or email Jimmy Cardenas at (512) 407-1141 or j-cardenas@tti.tamu.edu.

I. ORGANIZATION CHARACTERISTICS AND SERVICES PROVIDED

The first set of questions has to do with the general characteristics of your organization and the general nature of the services provided.

1. Identification of Organization:

- a. Organization Name: Area Agency on Aging of The Coastal Bend/Coastal Bend Aging and Disability Resource Center
- b. Address: 2910 Leopard Street
- c. City: Corpus Christi State: TX Zip: 78408
- d. Telephone: 361-883-3935 Fax: 361-8835749
- e. Name of Individual Responding to Survey: Viola Monrreal
- f. E-mail of Respondent Contact: viola@cbcogaaa.org
- g. Title of Respondent Contact: AAA/ADRC Director
- h. Agency Website: www.aaacoastalbend.org

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

2. Please check the box that best describes your organization.

- | | |
|--|--|
| ☐ a. Publicly Sponsored Transit Agency | ☐ l. NEMT Provider |
| ☒ b. Human Service Agency – Public | ☐ m. Independent Living Center |
| ☐ c. Human Service Agency – Nonprofit | ☐ n. Wheelchair/Stretcher Service |
| ☐ d. Medical Center/Health Clinic | ☐ o. Public Housing |
| ☐ e. Nursing Home | ☐ p. Transitional Housing |
| ☐ f. Adult Day Care | ☐ q. Workforce Development |
| ☐ g. Municipal Office on Aging | ☐ r. Local Government Office |
| ☐ h. Nonprofit Senior Center | ☐ s. Other _____ |
| ☐ i. Faith Based Organization | |
| ☐ j. Private Non-Profit | |
| ☐ k. Public Non-Profit | |

3. What are the major functions/services of your organization? (Check all that apply.)

- | | |
|--|--|
| ☐ a. Transportation | ☐ k. Job Placement |
| ☐ b. Health Care | ☐ l. Residential Facilities |
| ☒ c. Social Services | ☐ m. Income Assistance |
| ☐ d. Nutrition | ☐ n. Screening |
| ☐ e. Counseling | ☐ o. Information/Referral |
| ☐ f. Day Treatment | ☐ p. Recreation/Social |
| ☐ g. Job Training | ☐ q. Homemaker/Chore |
| ☐ h. Employment | ☐ r. Housing |
| ☐ i. Rehabilitation Services | ☐ s. Other _____ |
| ☐ j. Diagnosis/Evaluation | |

4. Under what legal authority does your organization operate?

- ☒ a. Local government department or unit (city or county)
- ☐ b. Private nonprofit organization
- ☐ c. Public transit district or transportation authority
- ☐ d. Private, for-profit
- ☐ e. Other (Specify) _____

5. What is the geographic service area for the organization?

- ☐ Countywide (Specify County or Counties): _____
- ☐ Specific Municipalities (Specify): Aransas, Bee, Brooks, Duval, Jim Wells, Kleberg, Kenedy, Live Oak, Nueces, Refugio, San Patricio
- ☒ Other (Specify): Aransas, Bee, Brooks, Duval, Jim Wells, Kleberg, Kenedy, Live Oak, Nueces, Refugio, San Patricio

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

6. Does your organization impose eligibility requirements on those persons who are provided transportation? *(Check one.)*

☒ Yes ☐ No

If yes, please define those basic requirements below (*e.g.*, Medicaid only, low-income only, etc).

60 and over under the AAA/ persons with disabilities for ADRC

7. Is your organization involved in the direct operation of transit for the general public and/or transportation services for human service agency clients? (If yes, we will follow up at a later date for more detailed service information).

☐ Yes ☒ No

8. Does your organization purchase or sponsor transportation on behalf of clients or the general public from other service providers?

☒ Yes ☐ No

II. ASSESSMENT OF NEEDS/COORDINATION

9. (If applicable) What are the top five trip demand generators for your customers or clients, that is, to which five destinations do your customers or clients travel most often?

Destination	Address	City	Zip Code	Weekday Ridership					Sat Ridership	Sun Ridership
				Am Peak	Midday	Pm Peak	Evening	Overnight		
Meal Sites	Various locations	Various Cities in our s		X						
Doctors	" "	" "		X						
Recreation	" "	" "		X						
Groceries	HEB's	Corpus Christi		X						
Vaccines	various	Corpus Christi		X						

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

10. What do you see as the top barrier(s) to mobility in your service area ?

- ☐ Lack of public transportation service in our area.
- ☐ The cost of transportation services.
- ☒ The hours and days of existing services do not meet our needs.
- ☐ Client eligibility restrictions imposed by various funding sources.
- ☐ Trip destination limits (e.g., beyond municipality) imposed by various funding sources.
- ☐ Trip purpose eligibility restrictions imposed by various funding sources.
- ☐ Funding to support more client/customer transportation.
- ☐ Lack of (affordable) private sector transportation services in our area.
- ☒ Other (Define): on demand service

11. What elements of the existing transportation network provide the most useful mobility options in your service area?

- ☒ Transportation Authority (CCRTA)
- ☐ Rural Public Transportation (REAL, Inc., Paisano Transit)
- ☐ ADA complementary paratransit services.
- ☒ Taxis and other private providers.
- ☒ Uber, Lyft and/or other ridesourcing companies (transportation network companies)
- ☒ Human service transportation programs.
- ☒ Families, friends, and neighbors.
- ☐ Volunteers.
- ☐ Other (Define): _____

12. In your assessment, what enhancements are most needed to improve mobility in your service area (select one)?

- ☒ Greater coordination among providers.
- ☒ More funding.
- ☒ Longer hours and/or more days of service.
- ☒ More drivers and/or vehicles.
- ☐ Loosening of eligibility restrictions.
 - ☐ client/customer eligibility
 - ☐ eligible trip destination/service area limits
 - ☐ eligible trip purposes ☐ Lower fares on existing services.
- ☒ Use of Uber, Lyft and/or other ridesourcing companies
- ☒ Technology for scheduling or dispatching.
- ☐ Other (Define): _____

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

13. In what type of transportation coordination activities do you currently participate?

- ☒ Co-sponsor client/customer/constituent trips on a coordinated service
- ☒ Information and referral.
- ☒ Joint procurement.
- ☐ Joint training.
- ☐ Joint dispatch and/or scheduling
- ☐ Shared backup vehicles.
- ☐ Shared maintenance.
- ☐ Joint use of vehicles.
- ☐ Joint grant applications funding.
- ☐ Driver sharing (paid or volunteer)
- ☐ Other (Define): _____

Please provide additional explanation of your coordination activities indicating the names of the other organizations that participate with you.

Funded meal providers through the AAA. Set aside funding for on demand through Fenix Mobility Rising.

14. What issues, if any, have your coordination efforts encountered (check all that apply)?

- ☐ Statutory barriers to pooling funds
- ☐ Restrictions placed on the use of vehicles
- ☐ Liability/insurance concerns
- ☐ Local control issues
- ☐ Billing/accounting issues
- ☐ Unique characteristics of client populations
- ☒ Other (Define): Accessible vehicles

15. In your opinion, what do you see as the greatest obstacle(s) to coordination and mobility in your service area?

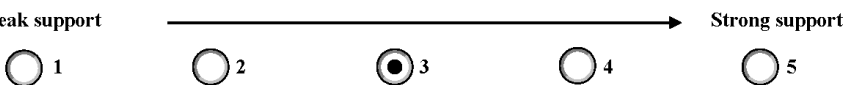
on demand service that is affordable.

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

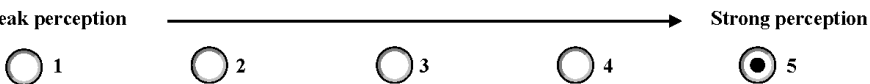
- 16. In your opinion, what enhancements are most needed to improve the public transit and human service transportation in your service area?**

More on demand service at a reduced cost to the consumer and/or funding source.

- 17. On a scale of one to five, with five being the strongest support, is there sustained support for coordinated transportation planning among elected officials, agency administrators, and other community leaders in your area?**

Weak support  Strong support

- 18. On a scale of one to five, with five being the strongest perception, do you and members of the governing board perceive there to be real and tangible benefits to be realized if local organizations worked together to better coordinate the delivery of services?**

Weak perception  Strong perception

- 19. If there are any other issues, concerns, or information relevant to this issue, please feel free to address them in the spaces below. Please include concerns about the impact of the COVID 19 health precautions on your services and your community.**

Funding is now in place for transportation to vaccination sites, however that wasn't the case in the beginning.

- 20. Would you like to be contacted for a phone interview to elaborate on any needs, gaps and transportation-related concerns in the region?**

☒ Yes ☐ No

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

Instructions to Survey Respondent:

The Texas A&M Transportation Institute is requesting your assistance to help complete this stakeholder survey for the Coastal Bend regional coordination plan update.

The following questions are important for strengthening the transportation network both for the general public and anyone needing specialized services such as wheelchair accessible vehicles, demand-response transportation, and connection to existing fixed route bus service, rail, intercity bus, or similar needs.

We ask for your assistance to complete this survey by **May 14, 2021**. If you are unable to answer any of the questions, please pass the survey link along to someone from your organization who can, and we will compile the answers into a single data set at the conclusion of the survey. Thank you in advance for your time. If you have any questions or would prefer to discuss the survey questions by phone, please call or email Jimmy Cardenas at (512) 407-1141 or j-cardenas@tti.tamu.edu.

I. ORGANIZATION CHARACTERISTICS AND SERVICES PROVIDED

The first set of questions has to do with the general characteristics of your organization and the general nature of the services provided.

1. Identification of Organization:

- a. Organization Name: Coastal Bend Center for Independent Living
- b. Address: 1537 Seventh Street
- c. City: Corpus Christi State: Tx Zip: 78404
- d. Telephone: 361-883-8461 Fax: _____
- e. Name of Individual Responding to Survey: Judy Telge
- f. E-mail of Respondent Contact: judyt@cbcil.org
- g. Title of Respondent Contact: Director of Development
- h. Agency Website: www.cbcil.org

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

2. Please check the box that best describes your organization.

- | | |
|---|--|
| ☐ a. Publicly Sponsored Transit Agency | ☐ l. NEMT Provider |
| ☐ b. Human Service Agency – Public | ☒ m. Independent Living Center |
| ☐ c. Human Service Agency – Nonprofit | ☐ n. Wheelchair/Stretcher Service |
| ☐ d. Medical Center/Health Clinic | ☐ o. Public Housing |
| ☐ e. Nursing Home | ☐ p. Transitional Housing |
| ☐ f. Adult Day Care | ☐ q. Workforce Development |
| ☐ g. Municipal Office on Aging | ☐ r. Local Government Office |
| ☐ h. Nonprofit Senior Center | ☐ s. Other <u>US HHS, Adm.on Community Living</u> |
| ☐ i. Faith Based Organization | |
| ☐ j. Private Non-Profit | |
| ☐ k. Public Non-Profit | |

3. What are the major functions/services of your organization? (Check all that apply.)

- | | |
|---|---|
| ☒ a. Transportation | ☐ k. Job Placement |
| ☐ b. Health Care | ☐ l. Residential Facilities |
| ☐ c. Social Services | ☐ m. Income Assistance |
| ☐ d. Nutrition | ☐ n. Screening |
| ☒ e. Counseling | ☒ o. Information/Referral |
| ☐ f. Day Treatment | ☐ p. Recreation/Social |
| ☐ g. Job Training | ☐ q. Homemaker/Chore |
| ☐ h. Employment | ☒ r. Housing |
| ☐ i. Rehabilitation Services | ☒ s. Other <u>independent living services</u> |
| ☐ j. Diagnosis/Evaluation | |

4. Under what legal authority does your organization operate?

- ☐ a. Local government department or unit (city or county)
- ☒ b. Private nonprofit organization
- ☐ c. Public transit district or transportation authority
- ☐ d. Private, for-profit
- ☐ e. Other (Specify) US HHS, Adm.on Community Living

5. What is the geographic service area for the organization?

- ☐ Countywide (Specify County or Counties): _____
- ☐ Specific Municipalities (Specify): Counties in the Coastal Bend region
- ☐ Other (Specify): Counties in the Coastal Bend region

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

6. Does your organization impose eligibility requirements on those persons who are provided transportation? *(Check one.)*

☐ Yes ☐ No

If yes, please define those basic requirements below (*e.g.*, Medicaid only, low-income only, etc).

People with disabilities, seniors 55+ for 5310

7. Is your organization involved in the direct operation of transit for the general public and/or transportation services for human service agency clients? (If yes, we will follow up at a later date for more detailed service information).

☒ Yes ☐ No

8. Does your organization purchase or sponsor transportation on behalf of clients or the general public from other service providers?

☒ Yes ☐ No

II. ASSESSMENT OF NEEDS/COORDINATION

9. (If applicable) What are the top five trip demand generators for your customers or clients, that is, to which five destinations do your customers or clients travel most often?

Destination	Address	City	Zip Code	Weekday Ridership					Sat Ridership	Sun Ridership
				Am Peak	Midday	Pm Peak	Evening	Overnight		
Medical appts										
healthcare										
dialysis										
jobs										
schools										

destinations anywhere, at any time & day

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

10. What do you see as the top barrier(s) to mobility in your service area ?

- ☐ Lack of public transportation service in our area.
- ☒ The cost of transportation services.
- ☒ The hours and days of existing services do not meet our needs.
- ☐ Client eligibility restrictions imposed by various funding sources.
- ☐ Trip destination limits (e.g., beyond municipality) imposed by various funding sources.
- ☐ Trip purpose eligibility restrictions imposed by various funding sources.
- ☒ Funding to support more client/customer transportation.
- ☐ Lack of (affordable) private sector transportation services in our area.
- ☐ Other (Define): _____

11. What elements of the existing transportation network provide the most useful mobility options in your service area?

- ☐ Transportation Authority (CCRTA)
- ☐ Rural Public Transportation (REAL, Inc., Paisano Transit)
- ☒ ADA complementary paratransit services.
- ☒ Taxis and other private providers.
- ☐ Uber, Lyft and/or other ridesourcing companies (transportation network companies)
- ☒ Human service transportation programs.
- ☐ Families, friends, and neighbors.
- ☐ Volunteers.
- ☒ Other (Define): CBCIL Mobility Options Program for accessible, affordable & available trip needs.

12. In your assessment, what enhancements are most needed to improve mobility in your service area (select one)?

- ☐ Greater coordination among providers.
- ☐ More funding.
- ☐ Longer hours and/or more days of service.
- ☐ More drivers and/or vehicles.
- ☐ Loosening of eligibility restrictions.
 - ☐ client/customer eligibility
 - ☐ eligible trip destination/service area limits
 - ☐ eligible trip purposes ☐ Lower fares on existing services.
- ☐ Use of Uber, Lyft and/or other ridesourcing companies
- ☐ Technology for scheduling or dispatching.
- ☒ Other (Define): transportation options that meet consumer/client needs

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

13. In what type of transportation coordination activities do you currently participate?

- ☐ Co-sponsor client/customer/constituent trips on a coordinated service
- ☒ Information and referral.
- ☐ Joint procurement.
- ☐ Joint training.
- ☐ Joint dispatch and/or scheduling
- ☐ Shared backup vehicles.
- ☐ Shared maintenance.
- ☐ Joint use of vehicles.
- ☐ Joint grant applications funding.
- ☐ Driver sharing (paid or volunteer)
- ☒ Other (Define): stakeholder planning sessions; cost-sharing for trips

Please provide additional explanation of your coordination activities indicating the names of the other organizations that participate with you.

Cost-sharing with Worksource Development Rehab Program for client trips. Direct costs of client trips were split between two participating agencies. In the arrangement, CBCIL provided mobility management and its vendor pool, supported by FTA 5310 funds from TxDOT and CCRTA. When MOP ran out of funds, Worksource covered 100% of trips.

14. What issues, if any, have your coordination efforts encountered (check all that apply)?

- ☐ Statutory barriers to pooling funds
- ☐ Restrictions placed on the use of vehicles
- ☐ Liability/insurance concerns
- ☒ Local control issues
- ☐ Billing/accounting issues
- ☐ Unique characteristics of client populations
- ☒ Other (Define): Lack of interest in coordinating and no recourse.

15. In your opinion, what do you see as the greatest obstacle(s) to coordination and mobility in your service area?

Traditional territorial mindset.

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

- 16. In your opinion, what enhancements are most needed to improve the public transit and human service transportation in your service area?**

No substantive communication about benefits of coordination and the impacts on mobility of not coordinating. No "report card" or monitoring on how we're doing at local efforts to coordinate. Who educates and enforces transportation coordination?

- 17. On a scale of one to five, with five being the strongest support, is there sustained support for coordinated transportation planning among elected officials, agency administrators, and other community leaders in your area?**

Weak support Strong support

☐ 1 ☒ 2 ☐ 3 ☐ 4 ☐ 5

- 18. On a scale of one to five, with five being the strongest perception, do you and members of the governing board perceive there to be real and tangible benefits to be realized if local organizations worked together to better coordinate the delivery of services?**

Weak perception Strong perception

☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐ 5

- 19. If there are any other issues, concerns, or information relevant to this issue, please feel free to address them in the spaces below. Please include concerns about the impact of the COVID 19 health precautions on your services and your community.**

Participate in training sessions on examples of coordinated human service and public transportation, with 'nuts and bolts' of coordinated service delivery. CBCIL MOP saw an increase in ride requests during 2020 because of decreased trips in mass-transit either available or desired. COVID provided clear indication that unless public transit can accommodate less riders, there will be less need for that model in the future.

- 20. Would you like to be contacted for a phone interview to elaborate on any needs, gaps and transportation-related concerns in the region?**

☒ Yes ☐ No

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

Instructions to Survey Respondent:

The Texas A&M Transportation Institute is requesting your assistance to help complete this stakeholder survey for the Coastal Bend regional coordination plan update.

The following questions are important for strengthening the transportation network both for the general public and anyone needing specialized services such as wheelchair accessible vehicles, demand-response transportation, and connection to existing fixed route bus service, rail, intercity bus, or similar needs.

We ask for your assistance to complete this survey by **May 14, 2021**. If you are unable to answer any of the questions, please pass the survey link along to someone from your organization who can, and we will compile the answers into a single data set at the conclusion of the survey. Thank you in advance for your time. If you have any questions or would prefer to discuss the survey questions by phone, please call or email Jimmy Cardenas at (512) 407-1141 or j-cardenas@tti.tamu.edu.

I. ORGANIZATION CHARACTERISTICS AND SERVICES PROVIDED

The first set of questions has to do with the general characteristics of your organization and the general nature of the services provided.

1. Identification of Organization:

- a. Organization Name: Corpus Christi Regional Transportation Authority
- b. Address: Staples Street Center, 602 N. Staples St.
- c. City: Corpus Christi State: TX Zip: 78401
- d. Telephone: 361-289-2712 Fax: 361-882-1807
- e. Name of Individual Responding to Survey: Wesley Vardeman
- f. E-mail of Respondent Contact: wwardeman@ccrta.org
- g. Title of Respondent Contact: Planning Outreach Coordinator
- h. Agency Website: ccrta.org

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

2. Please check the box that best describes your organization.

- | | |
|--|--|
| ☒ a. Publicly Sponsored Transit Agency | ☐ l. NEMT Provider |
| ☐ b. Human Service Agency – Public | ☐ m. Independent Living Center |
| ☐ c. Human Service Agency – Nonprofit | ☐ n. Wheelchair/Stretcher Service |
| ☐ d. Medical Center/Health Clinic | ☐ o. Public Housing |
| ☐ e. Nursing Home | ☐ p. Transitional Housing |
| ☐ f. Adult Day Care | ☐ q. Workforce Development |
| ☐ g. Municipal Office on Aging | ☐ r. Local Government Office |
| ☐ h. Nonprofit Senior Center | ☐ s. Other _____ |
| ☐ i. Faith Based Organization | |
| ☐ j. Private Non-Profit | |
| ☐ k. Public Non-Profit | |

3. What are the major functions/services of your organization? (Check all that apply.)

- | | |
|---|--|
| ☒ a. Transportation | ☐ k. Job Placement |
| ☐ b. Health Care | ☐ l. Residential Facilities |
| ☐ c. Social Services | ☐ m. Income Assistance |
| ☐ d. Nutrition | ☐ n. Screening |
| ☐ e. Counseling | ☐ o. Information/Referral |
| ☐ f. Day Treatment | ☐ p. Recreation/Social |
| ☐ g. Job Training | ☐ q. Homemaker/Chore |
| ☐ h. Employment | ☐ r. Housing |
| ☐ i. Rehabilitation Services | ☐ s. Other _____ |
| ☐ j. Diagnosis/Evaluation | |

4. Under what legal authority does your organization operate?

- ☐ a. Local government department or unit (city or county)
- ☐ b. Private nonprofit organization
- ☒ c. Public transit district or transportation authority
- ☐ d. Private, for-profit
- ☐ e. Other (Specify) _____

5. What is the geographic service area for the organization?

- ☒ Countywide (Specify County or Counties): 846 square miles within Nueces & San Patricio Counties
- ☐ Specific Municipalities (Specify): _____
- ☐ Other (Specify): _____

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

6. Does your organization impose eligibility requirements on those persons who are provided transportation? *(Check one.)*

☒ Yes ☐ No

If yes, please define those basic requirements below (*e.g.*, Medicaid only, low-income only, etc).

Eligible individuals riding B-Line paratransit services.

7. Is your organization involved in the direct operation of transit for the general public and/or transportation services for human service agency clients? (If yes, we will follow up at a later date for more detailed service information).

☒ Yes ☐ No

8. Does your organization purchase or sponsor transportation on behalf of clients or the general public from other service providers?

☒ Yes ☐ No

II. ASSESSMENT OF NEEDS/COORDINATION

9. (If applicable) What are the top five trip demand generators for your customers or clients, that is, to which five destinations do your customers or clients travel most often?

Destination	Address	City	Zip Code	Weekday Ridership					Sat Ridership	Sun Ridership
				Am Peak	Midday	Pm Peak	Evening	Overnight		
Transfer Stations										
La Palmera Mall Area										
Texas A&M-CC										
Del Mar College										
HEB/WalMart										

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

10. What do you see as the top barrier(s) to mobility in your service area ?

- ☐ Lack of public transportation service in our area.
- ☐ The cost of transportation services.
- ☐ The hours and days of existing services do not meet our needs.
- ☐ Client eligibility restrictions imposed by various funding sources.
- ☐ Trip destination limits (e.g., beyond municipality) imposed by various funding sources.
- ☐ Trip purpose eligibility restrictions imposed by various funding sources.
- ☐ Funding to support more client/customer transportation.
- ☐ Lack of (affordable) private sector transportation services in our area.
- ☒ Other (Define): Incomplete public infrastructure such as pedestrian pathways. Additional ADA improvements needed.

11. What elements of the existing transportation network provide the most useful mobility options in your service area?

- ☒ Transportation Authority (CCRTA)
- ☐ Rural Public Transportation (REAL, Inc., Paisano Transit)
- ☒ ADA complementary paratransit services.
- ☐ Taxis and other private providers.
- ☐ Uber, Lyft and/or other ridesourcing companies (transportation network companies)
- ☐ Human service transportation programs.
- ☐ Families, friends, and neighbors.
- ☐ Volunteers.
- ☐ Other (Define): _____

12. In your assessment, what enhancements are most needed to improve mobility in your service area (select one)?

- ☐ Greater coordination among providers.
- ☒ More funding.
- ☐ Longer hours and/or more days of service.
- ☒ More drivers and/or vehicles.
- ☐ Loosening of eligibility restrictions.
 - ☐ client/customer eligibility
 - ☐ eligible trip destination/service area limits
 - ☐ eligible trip purposes ☐ Lower fares on existing services.
- ☐ Use of Uber, Lyft and/or other ridesourcing companies
- ☒ Technology for scheduling or dispatching.
- ☐ Other (Define): _____

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

13. In what type of transportation coordination activities do you currently participate?

- ☒ Co-sponsor client/customer/constituent trips on a coordinated service
- ☐ Information and referral.
- ☐ Joint procurement.
- ☐ Joint training.
- ☐ Joint dispatch and/or scheduling
- ☐ Shared backup vehicles.
- ☐ Shared maintenance.
- ☐ Joint use of vehicles.
- ☐ Joint grant applications funding.
- ☐ Driver sharing (paid or volunteer)
- ☒ Other (Define): Rural demand response and regional van pool services.

Please provide additional explanation of your coordination activities indicating the names of the other organizations that participate with you.

The CCRTA subsidizes trips operated by City of Port Aransas, Paisano Transit, REAL, Inc., and Commute with Enterprise.

14. What issues, if any, have your coordination efforts encountered (check all that apply)?

- ☐ Statutory barriers to pooling funds
- ☐ Restrictions placed on the use of vehicles
- ☐ Liability/insurance concerns
- ☐ Local control issues
- ☐ Billing/accounting issues
- ☐ Unique characteristics of client populations
- ☒ Other (Define): None

15. In your opinion, what do you see as the greatest obstacle(s) to coordination and mobility in your service area?

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

- 16. In your opinion, what enhancements are most needed to improve the public transit and human service transportation in your service area?**

Continued improvements of public infrastructure such as narrow and missing sidewalks. Consistency in the design of ADA compliant pedestrian pathways. In addition, continued improvement and rehabilitation of aging and deteriorated roads and thoroughfares.

- 17. On a scale of one to five, with five being the strongest support, is there sustained support for coordinated transportation planning among elected officials, agency administrators, and other community leaders in your area?**

Weak support
→
 Strong support

☐ 1
 ☐ 2
 ☐ 3
 ☐ 4
 ☒ 5

- 18. On a scale of one to five, with five being the strongest perception, do you and members of the governing board perceive there to be real and tangible benefits to be realized if local organizations worked together to better coordinate the delivery of services?**

Weak perception
→
 Strong perception

☐ 1
 ☐ 2
 ☐ 3
 ☐ 4
 ☒ 5

- 19. If there are any other issues, concerns, or information relevant to this issue, please feel free to address them in the spaces below. Please include concerns about the impact of the COVID 19 health precautions on your services and your community.**

- 20. Would you like to be contacted for a phone interview to elaborate on any needs, gaps and transportation-related concerns in the region?**

☒ Yes
 ☐ No

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

Instructions to Survey Respondent:

The Texas A&M Transportation Institute is requesting your assistance to help complete this stakeholder survey for the Coastal Bend regional coordination plan update.

The following questions are important for strengthening the transportation network both for the general public and anyone needing specialized services such as wheelchair accessible vehicles, demand-response transportation, and connection to existing fixed route bus service, rail, intercity bus, or similar needs.

We ask for your assistance to complete this survey by **May 14, 2021**. If you are unable to answer any of the questions, please pass the survey link along to someone from your organization who can, and we will compile the answers into a single data set at the conclusion of the survey. Thank you in advance for your time. If you have any questions or would prefer to discuss the survey questions by phone, please call or email Jimmy Cardenas at (512) 407-1141 or j-cardenas@tti.tamu.edu.

I. ORGANIZATION CHARACTERISTICS AND SERVICES PROVIDED

The first set of questions has to do with the general characteristics of your organization and the general nature of the services provided.

1. Identification of Organization:

- a. Organization Name: Corpus Christi MPO
- b. Address: 602 N. Staples Street, Suite 300
- c. City: Corpus Christi State: TX Zip: 78401
- d. Telephone: 361-884-0687 Fax: _____
- e. Name of Individual Responding to Survey: Rob MacDonald
- f. E-mail of Respondent Contact: rmacdonald@cctxmpo.us
- g. Title of Respondent Contact: Transportation Planning Director
- h. Agency Website: www.corpuschristi-mpo.org

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

2. Please check the box that best describes your organization.

- | | |
|---|--|
| ☐ a. Publicly Sponsored Transit Agency | ☐ l. NEMT Provider |
| ☐ b. Human Service Agency – Public | ☐ m. Independent Living Center |
| ☐ c. Human Service Agency – Nonprofit | ☐ n. Wheelchair/Stretcher Service |
| ☐ d. Medical Center/Health Clinic | ☐ o. Public Housing |
| ☐ e. Nursing Home | ☐ p. Transitional Housing |
| ☐ f. Adult Day Care | ☐ q. Workforce Development |
| ☐ g. Municipal Office on Aging | ☐ r. Local Government Office |
| ☐ h. Nonprofit Senior Center | ☒ s. Other <u>Metropolitan Planning Organization (Federal)</u> |
| ☐ i. Faith Based Organization | |
| ☐ j. Private Non-Profit | |
| ☐ k. Public Non-Profit | |

3. What are the major functions/services of your organization? (Check all that apply.)

- | | |
|---|---|
| ☒ a. Transportation | ☐ k. Job Placement |
| ☐ b. Health Care | ☐ l. Residential Facilities |
| ☐ c. Social Services | ☐ m. Income Assistance |
| ☐ d. Nutrition | ☐ n. Screening |
| ☐ e. Counseling | ☐ o. Information/Referral |
| ☐ f. Day Treatment | ☐ p. Recreation/Social |
| ☐ g. Job Training | ☐ q. Homemaker/Chore |
| ☐ h. Employment | ☐ r. Housing |
| ☐ i. Rehabilitation Services | ☒ s. Other <u>Regional Planning</u> |
| ☐ j. Diagnosis/Evaluation | |

4. Under what legal authority does your organization operate?

- | |
|--|
| ☐ a. Local government department or unit (city or county) |
| ☐ b. Private nonprofit organization |
| ☐ c. Public transit district or transportation authority |
| ☐ d. Private, for-profit |
| ☒ e. Other (Specify) <u>Metropolitan Planning Organization (Federal)</u> |

5. What is the geographic service area for the organization?

- | |
|---|
| ☒ Countywide (Specify County or Counties): <u>Nueces and San Patricio</u> |
| ☐ Specific Municipalities (Specify): _____ |
| ☐ Other (Specify): _____ |

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

6. Does your organization impose eligibility requirements on those persons who are provided transportation? *(Check one.)*

☐ Yes ☒ No

If yes, please define those basic requirements below (*e.g.*, Medicaid only, low-income only, etc).

7. Is your organization involved in the direct operation of transit for the general public and/or transportation services for human service agency clients? (If yes, we will follow up at a later date for more detailed service information).

☐ Yes ☒ No

8. Does your organization purchase or sponsor transportation on behalf of clients or the general public from other service providers?

☐ Yes ☒ No

II. ASSESSMENT OF NEEDS/COORDINATION

9. (If applicable) What are the top five trip demand generators for your customers or clients, that is, to which five destinations do your customers or clients travel most often?

Destination	Address	City	Zip Code	Weekday Ridership					Sat Ridership	Sun Ridership
				Am Peak	Midday	Pm Peak	Evening	Overnight		
N/A										

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

10. What do you see as the top barrier(s) to mobility in your service area ?

- ☒ Lack of public transportation service in our area.
- ☐ The cost of transportation services.
- ☐ The hours and days of existing services do not meet our needs.
- ☐ Client eligibility restrictions imposed by various funding sources.
- ☒ Trip destination limits (e.g., beyond municipality) imposed by various funding sources.
- ☒ Trip purpose eligibility restrictions imposed by various funding sources.
- ☒ Funding to support more client/customer transportation.
- ☒ Lack of (affordable) private sector transportation services in our area.
- ☐ Other (Define): _____

11. What elements of the existing transportation network provide the most useful mobility options in your service area?

- ☒ Transportation Authority (CCRTA)
- ☒ Rural Public Transportation (REAL, Inc., Paisano Transit)
- ☒ ADA complementary paratransit services.
- ☐ Taxis and other private providers.
- ☒ Uber, Lyft and/or other ridesourcing companies (transportation network companies)
- ☐ Human service transportation programs.
- ☐ Families, friends, and neighbors.
- ☐ Volunteers.
- ☐ Other (Define): _____

12. In your assessment, what enhancements are most needed to improve mobility in your service area (select one)?

- ☒ Greater coordination among providers.
- ☒ More funding.
- ☐ Longer hours and/or more days of service.
- ☐ More drivers and/or vehicles.
- ☐ Loosening of eligibility restrictions.
 - ☐ client/customer eligibility
 - ☐ eligible trip destination/service area limits
 - ☐ eligible trip purposes ☐ Lower fares on existing services.
- ☒ Use of Uber, Lyft and/or other ridesourcing companies
- ☒ Technology for scheduling or dispatching.
- ☐ Other (Define): _____

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

13. In what type of transportation coordination activities do you currently participate?

- ☐ Co-sponsor client/customer/constituent trips on a coordinated service
- ☐ Information and referral.
- ☐ Joint procurement.
- ☐ Joint training.
- ☐ Joint dispatch and/or scheduling
- ☐ Shared backup vehicles.
- ☐ Shared maintenance.
- ☐ Joint use of vehicles.
- ☐ Joint grant applications funding.
- ☐ Driver sharing (paid or volunteer)
- ☒ Other (Define): Regional forum for discussing the issues related to public transportation.

Please provide additional explanation of your coordination activities indicating the names of the other organizations that participate with you.

14. What issues, if any, have your coordination efforts encountered (check all that apply)?

- ☐ Statutory barriers to pooling funds
- ☐ Restrictions placed on the use of vehicles
- ☐ Liability/insurance concerns
- ☐ Local control issues
- ☐ Billing/accounting issues
- ☐ Unique characteristics of client populations
- ☐ Other (Define): _____

15. In your opinion, what do you see as the greatest obstacle(s) to coordination and mobility in your service area?

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

- 16. In your opinion, what enhancements are most needed to improve the public transit and human service transportation in your service area?**

- 17. On a scale of one to five, with five being the strongest support, is there sustained support for coordinated transportation planning among elected officials, agency administrators, and other community leaders in your area?**

Weak support  Strong support

☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐ 5

- 18. On a scale of one to five, with five being the strongest perception, do you and members of the governing board perceive there to be real and tangible benefits to be realized if local organizations worked together to better coordinate the delivery of services?**

Weak perception  Strong perception

☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐ 5

- 19. If there are any other issues, concerns, or information relevant to this issue, please feel free to address them in the spaces below. Please include concerns about the impact of the COVID 19 health precautions on your services and your community.**

- 20. Would you like to be contacted for a phone interview to elaborate on any needs, gaps and transportation-related concerns in the region?**

☒ Yes ☐ No

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

Instructions to Survey Respondent:

The Texas A&M Transportation Institute is requesting your assistance to help complete this stakeholder survey for the Coastal Bend regional coordination plan update.

The following questions are important for strengthening the transportation network both for the general public and anyone needing specialized services such as wheelchair accessible vehicles, demand-response transportation, and connection to existing fixed route bus service, rail, intercity bus, or similar needs.

We ask for your assistance to complete this survey by **May 14, 2021**. If you are unable to answer any of the questions, please pass the survey link along to someone from your organization who can, and we will compile the answers into a single data set at the conclusion of the survey. Thank you in advance for your time. If you have any questions or would prefer to discuss the survey questions by phone, please call or email Jimmy Cardenas at (512) 407-1141 or j-cardenas@tti.tamu.edu.

I. ORGANIZATION CHARACTERISTICS AND SERVICES PROVIDED

The first set of questions has to do with the general characteristics of your organization and the general nature of the services provided.

1. Identification of Organization:

- a. Organization Name: Communities In Schools of the Coastal Bend
- b. Address: 5241 Kentner
- c. City: Corpus Christi State: Tx Zip: 78412
- d. Telephone: 361-696-4030 Fax: N/A
- e. Name of Individual Responding to Survey: Gloria Taylor
- f. E-mail of Respondent Contact: gloria.taylor@ccisd.us
- g. Title of Respondent Contact: Executive Director
- h. Agency Website: ciscoastalbend.org

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

2. Please check the box that best describes your organization.

- | | |
|---|---|
| ☐ a. Publicly Sponsored Transit Agency | ☐ l. NEMT Provider |
| ☐ b. Human Service Agency – Public | ☐ m. Independent Living Center |
| ☐ c. Human Service Agency – Nonprofit | ☐ n. Wheelchair/Stretcher Service |
| ☐ d. Medical Center/Health Clinic | ☐ o. Public Housing |
| ☐ e. Nursing Home | ☐ p. Transitional Housing |
| ☐ f. Adult Day Care | ☐ q. Workforce Development |
| ☐ g. Municipal Office on Aging | ☐ r. Local Government Office |
| ☐ h. Nonprofit Senior Center | ☐ s. Other <small>CISCB is a 501(c)(3) non-profit working in 16 school districts in 8 counties</small> |
| ☐ i. Faith Based Organization | |
| ☐ j. Private Non-Profit | |
| ☒ k. Public Non-Profit | |

3. What are the major functions/services of your organization? (Check all that apply.)

- | | |
|--|--|
| ☐ a. Transportation | ☐ k. Job Placement |
| ☐ b. Health Care | ☐ l. Residential Facilities |
| ☒ c. Social Services | ☐ m. Income Assistance |
| ☐ d. Nutrition | ☐ n. Screening |
| ☐ e. Counseling | ☐ o. Information/Referral |
| ☐ f. Day Treatment | ☐ p. Recreation/Social |
| ☐ g. Job Training | ☐ q. Homemaker/Chore |
| ☐ h. Employment | ☐ r. Housing |
| ☐ i. Rehabilitation Services | ☐ s. Other <u>Education</u> |
| ☐ j. Diagnosis/Evaluation | |

4. Under what legal authority does your organization operate?

- | |
|--|
| ☐ a. Local government department or unit (city or county) |
| ☐ b. Private nonprofit organization |
| ☐ c. Public transit district or transportation authority |
| ☐ d. Private, for-profit |
| ☒ e. Other (Specify) <u>CISCB is a 501(c)(3) non-profit working in 16 school districts in 8 counties</u> |

5. What is the geographic service area for the organization?

- | |
|--|
| ☒ Countywide (Specify County or Counties): <u>Live Oak, Aransas, Bee, Duval, Jim Wells, Kleberg, Nueces, San Patricio,</u> |
| ☐ Specific Municipalities (Specify): _____ |
| ☐ Other (Specify): _____ |

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

6. Does your organization impose eligibility requirements on those persons who are provided transportation? *(Check one.)*

☒ Yes ☐ No

If yes, please define those basic requirements below (*e.g.*, Medicaid only, low-income only, etc).

7. Is your organization involved in the direct operation of transit for the general public and/or transportation services for human service agency clients? (If yes, we will follow up at a later date for more detailed service information).

☐ Yes ☒ No

8. Does your organization purchase or sponsor transportation on behalf of clients or the general public from other service providers?

☒ Yes ☐ No

II. ASSESSMENT OF NEEDS/COORDINATION

9. (If applicable) What are the top five trip demand generators for your customers or clients, that is, to which five destinations do your customers or clients travel most often?

Destination	Address	City	Zip Code	Weekday Ridership					Sat Ridership	Sun Ridership
				Am Peak	Midday	Pm Peak	Evening	Overnight		

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

10. What do you see as the top barrier(s) to mobility in your service area ?

- ☒ Lack of public transportation service in our area.
- ☐ The cost of transportation services.
- ☐ The hours and days of existing services do not meet our needs.
- ☐ Client eligibility restrictions imposed by various funding sources.
- ☐ Trip destination limits (e.g., beyond municipality) imposed by various funding sources.
- ☐ Trip purpose eligibility restrictions imposed by various funding sources.
- ☒ Funding to support more client/customer transportation.
- ☐ Lack of (affordable) private sector transportation services in our area.
- ☐ Other (Define): _____

11. What elements of the existing transportation network provide the most useful mobility options in your service area?

- ☒ Transportation Authority (CCRTA)
- ☐ Rural Public Transportation (REAL, Inc., Paisano Transit)
- ☐ ADA complementary paratransit services.
- ☐ Taxis and other private providers.
- ☐ Uber, Lyft and/or other ridesourcing companies (transportation network companies)
- ☐ Human service transportation programs.
- ☐ Families, friends, and neighbors.
- ☐ Volunteers.
- ☐ Other (Define): _____

12. In your assessment, what enhancements are most needed to improve mobility in your service area (select one)?

- ☐ Greater coordination among providers.
- ☒ More funding.
- ☒ Longer hours and/or more days of service.
- ☐ More drivers and/or vehicles.
- ☐ Loosening of eligibility restrictions.
 - ☐ client/customer eligibility
 - ☐ eligible trip destination/service area limits
 - ☐ eligible trip purposes ☐ Lower fares on existing services.
- ☐ Use of Uber, Lyft and/or other ridesourcing companies
- ☐ Technology for scheduling or dispatching.
- ☐ Other (Define): _____

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

13. In what type of transportation coordination activities do you currently participate?

- ☐ Co-sponsor client/customer/constituent trips on a coordinated service
- ☐ Information and referral.
- ☐ Joint procurement.
- ☐ Joint training.
- ☐ Joint dispatch and/or scheduling
- ☐ Shared backup vehicles.
- ☐ Shared maintenance.
- ☐ Joint use of vehicles.
- ☐ Joint grant applications funding.
- ☐ Driver sharing (paid or volunteer)
- ☒ Other (Define): Provide bus passes to our students and families in need.

Please provide additional explanation of your coordination activities indicating the names of the other organizations that participate with you.

CISCB has worked with the RTA for many years often receiving grants to purchase monthly bus passes. The RTA has initiated a bus pass matching grant to match the passes purchased.

14. What issues, if any, have your coordination efforts encountered (check all that apply)?

- ☐ Statutory barriers to pooling funds
- ☐ Restrictions placed on the use of vehicles
- ☐ Liability/insurance concerns
- ☐ Local control issues
- ☐ Billing/accounting issues
- ☐ Unique characteristics of client populations
- ☐ Other (Define): _____

15. In your opinion, what do you see as the greatest obstacle(s) to coordination and mobility in your service area?

We serve many counties that do not have the luxury of a transportation system. We recognize the towns are smaller, but for a family member unable to walk it is a barrier.

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

- 16. In your opinion, what enhancements are most needed to improve the public transit and human service transportation in your service area?**

- 17. On a scale of one to five, with five being the strongest support, is there sustained support for coordinated transportation planning among elected officials, agency administrators, and other community leaders in your area?**

Weak support → Strong support

☐ 1 ☐ 2 ☐ 3 ☒ 4 ☐ 5

- 18. On a scale of one to five, with five being the strongest perception, do you and members of the governing board perceive there to be real and tangible benefits to be realized if local organizations worked together to better coordinate the delivery of services?**

Weak perception → Strong perception

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

- 19. If there are any other issues, concerns, or information relevant to this issue, please feel free to address them in the spaces below. Please include concerns about the impact of the COVID 19 health precautions on your services and your community.**

There is a glitch in this document. It will not allow me to select an answer in #17 and #18. I can only answer one of the questions.

- 20. Would you like to be contacted for a phone interview to elaborate on any needs, gaps and transportation-related concerns in the region?**

☒ Yes ☐ No

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

Instructions to Survey Respondent:

The Texas A&M Transportation Institute is requesting your assistance to help complete this stakeholder survey for the Coastal Bend regional coordination plan update.

The following questions are important for strengthening the transportation network both for the general public and anyone needing specialized services such as wheelchair accessible vehicles, demand-response transportation, and connection to existing fixed route bus service, rail, intercity bus, or similar needs.

We ask for your assistance to complete this survey by **May 14, 2021**. If you are unable to answer any of the questions, please pass the survey link along to someone from your organization who can, and we will compile the answers into a single data set at the conclusion of the survey. Thank you in advance for your time. If you have any questions or would prefer to discuss the survey questions by phone, please call or email Jimmy Cardenas at (512) 407-1141 or j-cardenas@tti.tamu.edu.

I. ORGANIZATION CHARACTERISTICS AND SERVICES PROVIDED

The first set of questions has to do with the general characteristics of your organization and the general nature of the services provided.

1. Identification of Organization:

- a. Organization Name: Feonix-Mobility Rising
- b. Address: 418 People Street, Suite 208
- c. City: Corpus Christi State: TX Zip: 78401
- d. Telephone: 402-806-0315 Fax: _____
- e. Name of Individual Responding to Survey: Valerie Lefler
- f. E-mail of Respondent Contact: valerie.lefler@feonixmobilityrising.org
- g. Title of Respondent Contact: Executive Director
- h. Agency Website: feonixmobilityrising.org

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

2. Please check the box that best describes your organization.

- | | |
|---|--|
| ☐ a. Publicly Sponsored Transit Agency | ☐ l. NEMT Provider |
| ☐ b. Human Service Agency – Public | ☐ m. Independent Living Center |
| ☒ c. Human Service Agency – Nonprofit | ☐ n. Wheelchair/Stretcher Service |
| ☐ d. Medical Center/Health Clinic | ☐ o. Public Housing |
| ☐ e. Nursing Home | ☐ p. Transitional Housing |
| ☐ f. Adult Day Care | ☐ q. Workforce Development |
| ☐ g. Municipal Office on Aging | ☐ r. Local Government Office |
| ☐ h. Nonprofit Senior Center | ☐ s. Other _____ |
| ☐ i. Faith Based Organization | |
| ☐ j. Private Non-Profit | |
| ☐ k. Public Non-Profit | |

3. What are the major functions/services of your organization? (Check all that apply.)

- | | |
|--|--|
| ☒ a. Transportation | ☐ k. Job Placement |
| ☐ b. Health Care | ☐ l. Residential Facilities |
| ☒ c. Social Services | ☐ m. Income Assistance |
| ☐ d. Nutrition | ☐ n. Screening |
| ☐ e. Counseling | ☐ o. Information/Referral |
| ☐ f. Day Treatment | ☐ p. Recreation/Social |
| ☐ g. Job Training | ☐ q. Homemaker/Chore |
| ☐ h. Employment | ☐ r. Housing |
| ☐ i. Rehabilitation Services | ☐ s. Other _____ |
| ☐ j. Diagnosis/Evaluation | |

4. Under what legal authority does your organization operate?

- | |
|--|
| ☐ a. Local government department or unit (city or county) |
| ☒ b. Private nonprofit organization |
| ☐ c. Public transit district or transportation authority |
| ☐ d. Private, for-profit |
| ☐ e. Other (Specify) _____ |

5. What is the geographic service area for the organization?

- | | |
|--|---------------------------------------|
| ☒ Countywide (Specify County or Counties): | Live Oak, Bee, Refugio, San Patricio, |
| ☐ Specific Municipalities (Specify): | Duval, |
| ☐ Other (Specify): | Jim Wells, |
| | Brooks, |
| | Kenedy, |
| | Kleberg, |
| | Nueces, |
| | Aransas. |

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

6. Does your organization impose eligibility requirements on those persons who are provided transportation? *(Check one.)*

☐ Yes ☒ No

If yes, please define those basic requirements below (e.g., Medicaid only, low-income only, etc).

7. Is your organization involved in the direct operation of transit for the general public and/or transportation services for human service agency clients? (If yes, we will follow up at a later date for more detailed service information).

☒ Yes ☐ No

8. Does your organization purchase or sponsor transportation on behalf of clients or the general public from other service providers?

☒ Yes ☐ No

II. ASSESSMENT OF NEEDS/COORDINATION

9. (If applicable) What are the top five trip demand generators for your customers or clients, that is, to which five destinations do your customers or clients travel most often?

Destination	Address	City	Zip Code	Weekday Ridership					Sat Ridership	Sun Ridership
				Am Peak	Midday	Pm Peak	Evening	Overnight		

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

10. What do you see as the top barrier(s) to mobility in your service area ?

- 1 ☒ Lack of public transportation service in our area.
☐ The cost of transportation services.
3 ☒ The hours and days of existing services do not meet our needs.
☐ Client eligibility restrictions imposed by various funding sources.
☐ Trip destination limits (e.g., beyond municipality) imposed by various funding sources.
☐ Trip purpose eligibility restrictions imposed by various funding sources.
2 ☒ Funding to support more client/customer transportation.
☐ Lack of (affordable) private sector transportation services in our area.
☐ Other (Define): _____

*Impossible to
select 1-
suggested
rank*

11. What elements of the existing transportation network provide the most useful mobility options in your service area?

- ☐ Transportation Authority (CCRTA)
☐ Rural Public Transportation (REAL, Inc., Paisano Transit)
☐ ADA complementary paratransit services.
☐ Taxis and other private providers.
☐ Uber, Lyft and/or other ridesourcing companies (transportation network companies)
☒ Human service transportation programs.
☐ Families, friends, and neighbors.
☐ Volunteers.
☐ Other (Define): _____

12. In your assessment, what enhancements are most needed to improve mobility in your service area (select one)?

- ☒ Greater coordination among providers.
☒ More funding.
☒ Longer hours and/or more days of service.
☒ More drivers and/or vehicles.
☐ Loosening of eligibility restrictions.
☐ client/customer eligibility
☐ eligible trip destination/service area limits
☐ eligible trip purposes ☐ Lower fares on existing services.
☐ Use of Uber, Lyft and/or other ridesourcing companies
☐ Technology for scheduling or dispatching.
☐ Other (Define): _____

*Impossible to
select 1-*

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

13. In what type of transportation coordination activities do you currently participate?

- ☒ Co-sponsor client/customer/constituent trips on a coordinated service
- ☒ Information and referral.
- ☐ Joint procurement.
- ☐ Joint training.
- ☐ Joint dispatch and/or scheduling
- ☐ Shared backup vehicles.
- ☐ Shared maintenance.
- ☐ Joint use of vehicles.
- ☒ Joint grant applications funding.
- ☐ Driver sharing (paid or volunteer)
- ☐ Other (Define): _____

Please provide additional explanation of your coordination activities indicating the names of the other organizations that participate with you.

We support CCPC, CACOST, CBCIL, Driscoll Children's hospital, and several other healthcare related agencies.

14. What issues, if any, have your coordination efforts encountered (check all that apply)?

- ☒ Statutory barriers to pooling funds - eg. CBCIL contract limits only to serve Urban.
- ☐ Restrictions placed on the use of vehicles
- ☐ Liability/insurance concerns
- ☐ Local control issues
- ☐ Billing/accounting issues
- ☐ Unique characteristics of client populations
- ☐ Other (Define): _____

15. In your opinion, what do you see as the greatest obstacle(s) to coordination and mobility in your service area?

Public transit in rural areas is very limited and often drivers do not have adequate customer service training.

Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire

16. In your opinion, what enhancements are most needed to improve the public transit and human service transportation in your service area?

The monopoly of AEA on rural transit funding for much of the coastal bend limits innovative service models.

17. On a scale of one to five, with five being the strongest support, is there sustained support for coordinated transportation planning among elected officials, agency administrators, and other community leaders in your area?

Weak support Strong support

○ 1 ☒ 2 ○ 3 ○ 4 ○ 5

18. On a scale of one to five, with five being the strongest perception, do you and members of the governing board perceive there to be real and tangible benefits to be realized if local organizations worked together to better coordinate the delivery of services?

Weak perception Strong perception

○ 1 ☒ 2 ○ 3 ○ 4 ○ 5

19. If there are any other issues, concerns, or information relevant to this issue, please feel free to address them in the spaces below. Please include concerns about the impact of the COVID 19 health precautions on your services and your community.

20. Would you like to be contacted for a phone interview to elaborate on any needs, gaps and transportation-related concerns in the region?

☒ Yes ☐ No

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

Instructions to Survey Respondent:

The Texas A&M Transportation Institute is requesting your assistance to help complete this stakeholder survey for the Coastal Bend regional coordination plan update.

The following questions are important for strengthening the transportation network both for the general public and anyone needing specialized services such as wheelchair accessible vehicles, demand-response transportation, and connection to existing fixed route bus service, rail, intercity bus, or similar needs.

We ask for your assistance to complete this survey by **May 14, 2021**. If you are unable to answer any of the questions, please pass the survey link along to someone from your organization who can, and we will compile the answers into a single data set at the conclusion of the survey. Thank you in advance for your time. If you have any questions or would prefer to discuss the survey questions by phone, please call or email Jimmy Cardenas at (512) 407-1141 or j-cardenas@tti.tamu.edu.

I. ORGANIZATION CHARACTERISTICS AND SERVICES PROVIDED

The first set of questions has to do with the general characteristics of your organization and the general nature of the services provided.

1. Identification of Organization:

- a. Organization Name: Kleberg County Paisano Transit
- b. Address: 1109 East Santa Gertrudis
- c. City: Kingsville State: TX Zip: 78363
- d. Telephone: 361-595-8574 Fax: 361-675-5007
- e. Name of Individual Responding to Survey: David R. Garcia
- f. E-mail of Respondent Contact: dgarcia@co.kleberg.tx.us
- g. Title of Respondent Contact: Operations Manager
- h. Agency Website: _____

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

2. Please check the box that best describes your organization.

- | | |
|--|--|
| ☒ a. Publicly Sponsored Transit Agency | ☐ l. NEMT Provider |
| ☐ b. Human Service Agency – Public | ☐ m. Independent Living Center |
| ☒ c. Human Service Agency – Nonprofit | ☐ n. Wheelchair/Stretcher Service |
| ☐ d. Medical Center/Health Clinic | ☐ o. Public Housing |
| ☐ e. Nursing Home | ☐ p. Transitional Housing |
| ☐ f. Adult Day Care | ☐ q. Workforce Development |
| ☐ g. Municipal Office on Aging | ☒ r. Local Government Office |
| ☒ h. Nonprofit Senior Center | ☐ s. Other _____ |
| ☐ i. Faith Based Organization | |
| ☐ j. Private Non-Profit | |
| ☐ k. Public Non-Profit | |

3. What are the major functions/services of your organization? (Check all that apply.)

- | | |
|--|--|
| ☒ a. Transportation | ☐ k. Job Placement |
| ☐ b. Health Care | ☐ l. Residential Facilities |
| ☒ c. Social Services | ☐ m. Income Assistance |
| ☒ d. Nutrition | ☐ n. Screening |
| ☐ e. Counseling | ☐ o. Information/Referral |
| ☐ f. Day Treatment | ☐ p. Recreation/Social |
| ☐ g. Job Training | ☐ q. Homemaker/Chore |
| ☐ h. Employment | ☐ r. Housing |
| ☐ i. Rehabilitation Services | ☐ s. Other _____ |
| ☐ j. Diagnosis/Evaluation | |

4. Under what legal authority does your organization operate?

- | |
|---|
| ☒ a. Local government department or unit (city or county) |
| ☐ b. Private nonprofit organization |
| ☒ c. Public transit district or transportation authority |
| ☐ d. Private, for-profit |
| ☐ e. Other (Specify) _____ |

5. What is the geographic service area for the organization?

- | | |
|--|----------------------|
| ☒ Countywide (Specify County or Counties): | Rural Transportation |
| ☐ Specific Municipalities (Specify): | _____ |
| ☐ Other (Specify): | _____ |

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

6. Does your organization impose eligibility requirements on those persons who are provided transportation? *(Check one.)*

☒ Yes ☐ No

If yes, please define those basic requirements below (*e.g.*, Medicaid only, low-income only, etc).

Only on 5310 services.

7. Is your organization involved in the direct operation of transit for the general public and/or transportation services for human service agency clients? (If yes, we will follow up at a later date for more detailed service information).

☒ Yes ☐ No

8. Does your organization purchase or sponsor transportation on behalf of clients or the general public from other service providers?

☒ Yes ☐ No

II. ASSESSMENT OF NEEDS/COORDINATION

9. (If applicable) What are the top five trip demand generators for your customers or clients, that is, to which five destinations do your customers or clients travel most often?

Destination	Address	City	Zip Code	Weekday Ridership					Sat Ridership	Sun Ridership
				Am Peak	Midday	Pm Peak	Evening	Overnight		
Grocery stores	Kingsville	Kingsville	78363	X	X				X	
Doctor's Appts.	Kingsville	Kingsville	78363	X	X	X				
Dialysis	Kinsville	Kingsville	78363	X	X	X				
Church	Kingsville	Kingsville	78363							X

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

10. What do you see as the top barrier(s) to mobility in your service area ?

- ☐ Lack of public transportation service in our area.
- ☐ The cost of transportation services.
- ☒ The hours and days of existing services do not meet our needs.
- ☐ Client eligibility restrictions imposed by various funding sources.
- ☒ Trip destination limits (e.g., beyond municipality) imposed by various funding sources.
- ☐ Trip purpose eligibility restrictions imposed by various funding sources.
- ☐ Funding to support more client/customer transportation.
- ☐ Lack of (affordable) private sector transportation services in our area.
- ☐ Other (Define): _____

11. What elements of the existing transportation network provide the most useful mobility options in your service area?

- ☒ Transportation Authority (CCRTA)
- ☒ Rural Public Transportation (REAL, Inc., Paisano Transit)
- ☐ ADA complementary paratransit services.
- ☐ Taxis and other private providers.
- ☐ Uber, Lyft and/or other ridesourcing companies (transportation network companies)
- ☐ Human service transportation programs.
- ☐ Families, friends, and neighbors.
- ☐ Volunteers.
- ☐ Other (Define): _____

12. In your assessment, what enhancements are most needed to improve mobility in your service area (select one)?

- ☒ Greater coordination among providers.
- ☐ More funding.
- ☐ Longer hours and/or more days of service.
- ☐ More drivers and/or vehicles.
- ☒ Loosening of eligibility restrictions.
 - ☐ client/customer eligibility
 - ☒ eligible trip destination/service area limits
 - ☐ eligible trip purposes ☐ Lower fares on existing services.
- ☐ Use of Uber, Lyft and/or other ridesourcing companies
- ☐ Technology for scheduling or dispatching.
- ☐ Other (Define): _____

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

13. In what type of transportation coordination activities do you currently participate?

- ☒ Co-sponsor client/customer/constituent trips on a coordinated service
- ☐ Information and referral.
- ☐ Joint procurement.
- ☐ Joint training.
- ☐ Joint dispatch and/or scheduling
- ☒ Shared backup vehicles.
- ☐ Shared maintenance.
- ☐ Joint use of vehicles.
- ☐ Joint grant applications funding.
- ☐ Driver sharing (paid or volunteer)
- ☐ Other (Define): _____

Please provide additional explanation of your coordination activities indicating the names of the other organizations that participate with you.

Sad to say there is little to no coordination with the other rural provider. Great communication with CCRTA.

14. What issues, if any, have your coordination efforts encountered (check all that apply)?

- ☐ Statutory barriers to pooling funds
- ☒ Restrictions placed on the use of vehicles
- ☐ Liability/insurance concerns
- ☐ Local control issues
- ☐ Billing/accounting issues
- ☐ Unique characteristics of client populations
- ☐ Other (Define): _____

15. In your opinion, what do you see as the greatest obstacle(s) to coordination and mobility in your service area?

I feel there's a "don't let them know what we're doing" approach to providing services. I'm not going to waste time with that. Paisano Transit does not and will not take that approach. We will coordinate with whomever needs transportation services regardless of boundaries in place Just my opinion.

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

- 16. In your opinion, what enhancements are most needed to improve the public transit and human service transportation in your service area?**

In our area we have seen a need for a service for personnel to assist with the loading and unloading of groceries. Because we are a Curb-to-Curb services, our seniors go with out sometimes because they are unable to handle the groceries they've purchased.

- 17. On a scale of one to five, with five being the strongest support, is there sustained support for coordinated transportation planning among elected officials, agency administrators, and other community leaders in your area?**

Weak support
→
 Strong support

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☒ 5

- 18. On a scale of one to five, with five being the strongest perception, do you and members of the governing board perceive there to be real and tangible benefits to be realized if local organizations worked together to better coordinate the delivery of services?**

Weak perception
→
 Strong perception

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

- 19. If there are any other issues, concerns, or information relevant to this issue, please feel free to address them in the spaces below. Please include concerns about the impact of the COVID 19 health precautions on your services and your community.**

Passengers somewhat afraid to use our services because of COVID-19

- 20. Would you like to be contacted for a phone interview to elaborate on any needs, gaps and transportation-related concerns in the region?**

☒ Yes ☐ No

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

Instructions to Survey Respondent:

The Texas A&M Transportation Institute is requesting your assistance to help complete this stakeholder survey for the Coastal Bend regional coordination plan update.

The following questions are important for strengthening the transportation network both for the general public and anyone needing specialized services such as wheelchair accessible vehicles, demand-response transportation, and connection to existing fixed route bus service, rail, intercity bus, or similar needs.

We ask for your assistance to complete this survey by **May 14, 2021**. If you are unable to answer any of the questions, please pass the survey link along to someone from your organization who can, and we will compile the answers into a single data set at the conclusion of the survey. Thank you in advance for your time. If you have any questions or would prefer to discuss the survey questions by phone, please call or email Jimmy Cardenas at (512) 407-1141 or j-cardenas@tti.tamu.edu.

I. ORGANIZATION CHARACTERISTICS AND SERVICES PROVIDED

The first set of questions has to do with the general characteristics of your organization and the general nature of the services provided.

1. Identification of Organization:

- a. Organization Name: Rural Economic Assistance League, Inc.
- b. Address: 301 Lucero Street
- c. City: Alice State: TX Zip: 78332
- d. Telephone: 361-668-3158 Fax: 361-664-9695
- e. Name of Individual Responding to Survey: Martín Ornelas
- f. E-mail of Respondent Contact: martin.ornelas@realinc.org
- g. Title of Respondent Contact: Director
- h. Agency Website: www.realinc.org

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

2. Please check the box that best describes your organization.

- | | |
|--|--|
| ☒ a. Publicly Sponsored Transit Agency | ☐ l. NEMT Provider |
| ☐ b. Human Service Agency – Public | ☐ m. Independent Living Center |
| ☐ c. Human Service Agency – Nonprofit | ☐ n. Wheelchair/Stretcher Service |
| ☐ d. Medical Center/Health Clinic | ☐ o. Public Housing |
| ☐ e. Nursing Home | ☐ p. Transitional Housing |
| ☐ f. Adult Day Care | ☐ q. Workforce Development |
| ☐ g. Municipal Office on Aging | ☐ r. Local Government Office |
| ☐ h. Nonprofit Senior Center | ☐ s. Other <u>Regional Organization</u> |
| ☐ i. Faith Based Organization | |
| ☐ j. Private Non-Profit | |
| ☐ k. Public Non-Profit | |

3. What are the major functions/services of your organization? (Check all that apply.)

- | | |
|--|--|
| ☒ a. Transportation | ☐ k. Job Placement |
| ☒ b. Health Care | ☒ l. Residential Facilities |
| ☒ c. Social Services | ☐ m. Income Assistance |
| ☐ d. Nutrition | ☐ n. Screening |
| ☐ e. Counseling | ☐ o. Information/Referral |
| ☒ f. Day Treatment | ☐ p. Recreation/Social |
| ☐ g. Job Training | ☐ q. Homemaker/Chore |
| ☐ h. Employment | ☐ r. Housing |
| ☐ i. Rehabilitation Services | ☒ s. Other <u>Mental Health Service Provider</u> |
| ☐ j. Diagnosis/Evaluation | |

4. Under what legal authority does your organization operate?

- | |
|--|
| ☐ a. Local government department or unit (city or county) |
| ☒ b. Private nonprofit organization |
| ☒ c. Public transit district or transportation authority |
| ☐ d. Private, for-profit |
| ☒ e. Other (Specify) <u>Regional Organization</u> |

5. What is the geographic service area for the organization?

- | |
|--|
| ☐ Countywide (Specify County or Counties): <u></u> |
| ☐ Specific Municipalities (Specify): <u>Coastal Bend Region</u> |
| ☒ Other (Specify): <u>Coastal Bend Region</u> |

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

6. Does your organization impose eligibility requirements on those persons who are provided transportation? *(Check one.)*

☐ Yes ☒ No

If yes, please define those basic requirements below (*e.g.*, Medicaid only, low-income only, etc).

7. Is your organization involved in the direct operation of transit for the general public and/or transportation services for human service agency clients? (If yes, we will follow up at a later date for more detailed service information).

☒ Yes ☐ No

8. Does your organization purchase or sponsor transportation on behalf of clients or the general public from other service providers?

☒ Yes ☐ No

II. ASSESSMENT OF NEEDS/COORDINATION

9. (If applicable) What are the top five trip demand generators for your customers or clients, that is, to which five destinations do your customers or clients travel most often?

Destination	Address	City	Zip Code	Weekday Ridership					Sat Ridership	Sun Ridership
				Am Peak	Midday	Pm Peak	Evening	Overnight		

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

10. What do you see as the top barrier(s) to mobility in your service area ?

- ☐ Lack of public transportation service in our area.
- ☒ The cost of transportation services.
- ☐ The hours and days of existing services do not meet our needs.
- ☐ Client eligibility restrictions imposed by various funding sources.
- ☒ Trip destination limits (e.g., beyond municipality) imposed by various funding sources.
- ☐ Trip purpose eligibility restrictions imposed by various funding sources.
- ☒ Funding to support more client/customer transportation.
- ☐ Lack of (affordable) private sector transportation services in our area.
- ☐ Other (Define): _____

11. What elements of the existing transportation network provide the most useful mobility options in your service area?

- ☐ Transportation Authority (CCRTA)
- ☒ Rural Public Transportation (REAL, Inc., Paisano Transit)
- ☐ ADA complementary paratransit services.
- ☐ Taxis and other private providers.
- ☐ Uber, Lyft and/or other ridesourcing companies (transportation network companies)
- ☐ Human service transportation programs.
- ☐ Families, friends, and neighbors.
- ☐ Volunteers.
- ☐ Other (Define): _____

12. In your assessment, what enhancements are most needed to improve mobility in your service area (select one)?

- ☐ Greater coordination among providers.
- ☒ More funding.
- ☒ Longer hours and/or more days of service.
- ☒ More drivers and/or vehicles.
- ☐ Loosening of eligibility restrictions.
 - ☐ client/customer eligibility
 - ☐ eligible trip destination/service area limits
 - ☐ eligible trip purposes ☐ Lower fares on existing services.
- ☐ Use of Uber, Lyft and/or other ridesourcing companies
- ☐ Technology for scheduling or dispatching.
- ☐ Other (Define): _____

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

13. In what type of transportation coordination activities do you currently participate?

- ☒ Co-sponsor client/customer/constituent trips on a coordinated service
- ☐ Information and referral.
- ☒ Joint procurement.
- ☐ Joint training.
- ☐ Joint dispatch and/or scheduling
- ☐ Shared backup vehicles.
- ☐ Shared maintenance.
- ☐ Joint use of vehicles.
- ☐ Joint grant applications funding.
- ☐ Driver sharing (paid or volunteer)
- ☐ Other (Define): _____

Please provide additional explanation of your coordination activities indicating the names of the other organizations that participate with you.

We currently partner with CCRTA and Paisano Transit in coordinating transportation services for clients within our respective service areas. We also coordinate summer transportation services between REAL and social service agencies for the benefit of residents of rural areas traveling to the urbanized area to attend summer trainings, colleges, job fairs.

14. What issues, if any, have your coordination efforts encountered (check all that apply)?

- ☐ Statutory barriers to pooling funds
- ☐ Restrictions placed on the use of vehicles
- ☐ Liability/insurance concerns
- ☐ Local control issues
- ☒ Billing/accounting issues
- ☐ Unique characteristics of client populations
- ☐ Other (Define): _____

15. In your opinion, what do you see as the greatest obstacle(s) to coordination and mobility in your service area?

geographic limitations

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

- 16. In your opinion, what enhancements are most needed to improve the public transit and human service transportation in your service area?**

developing Interlocal agreements that would allow providers to bill each other for services when the other is unable or unwilling to provide the service, without having to inconvenience the passenger of getting on/off one vehicle to another one (with a different provider). This places the focus on the provider and not on the travelling passenger needs as often times they are elderly, disabled and have mobility issues that transferring is an inconvenience and impediment to effective service provision.

- 17. On a scale of one to five, with five being the strongest support, is there sustained support for coordinated transportation planning among elected officials, agency administrators, and other community leaders in your area?**

Weak support
→
 Strong support

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

- 18. On a scale of one to five, with five being the strongest perception, do you and members of the governing board perceive there to be real and tangible benefits to be realized if local organizations worked together to better coordinate the delivery of services?**

Weak perception
→
 Strong perception

☒ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

- 19. If there are any other issues, concerns, or information relevant to this issue, please feel free to address them in the spaces below. Please include concerns about the impact of the COVID 19 health precautions on your services and your community.**

COVID-19 impacted our services dramatically as our trips dropped almost 80%. They are picking up slowly, but the impact was tremendous.
 My concern in regards to coordination is if we base strategies/recommendations on data that cannot be verified as that becomes very self serving and invalid. Anecdotal data should be framed as that, anecdotal and have the similar weight as hard data.
 Its important that agreements be made as soon as possible in regards to voting as it cannot be one person one vote when they are one agency with multiple representatives.
 Finally, the process cannot be about who screams the loudest as that is counterproductive to effective coordination and communication.

- 20. Would you like to be contacted for a phone interview to elaborate on any needs, gaps and transportation-related concerns in the region?**

☐ Yes ☒ No *

*I don't need to be contacted unless there are responses you need me to elaborate I would be happy to do so.

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

Instructions to Survey Respondent:

The Texas A&M Transportation Institute is requesting your assistance to help complete this stakeholder survey for the Coastal Bend regional coordination plan update.

The following questions are important for strengthening the transportation network both for the general public and anyone needing specialized services such as wheelchair accessible vehicles, demand-response transportation, and connection to existing fixed route bus service, rail, intercity bus, or similar needs.

We ask for your assistance to complete this survey by **May 14, 2021**. If you are unable to answer any of the questions, please pass the survey link along to someone from your organization who can, and we will compile the answers into a single data set at the conclusion of the survey. Thank you in advance for your time. If you have any questions or would prefer to discuss the survey questions by phone, please call or email Jimmy Cardenas at (512) 407-1141 or j-cardenas@tti.tamu.edu.

I. ORGANIZATION CHARACTERISTICS AND SERVICES PROVIDED

The first set of questions has to do with the general characteristics of your organization and the general nature of the services provided.

1. Identification of Organization:

- a. Organization Name: USDA Rural Development
- b. Address: 101 S. Main Street, Suite 102
- c. City: Temple State: TX Zip: 76502
- d. Telephone: 254-742-9787 Fax: _____
- e. Name of Individual Responding to Survey: Michael B. Canales
- f. E-mail of Respondent Contact: michael.canales@usda.gov
- g. Title of Respondent Contact: Community Programs Director
- h. Agency Website: https://www.rd.usda.gov/

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

2. Please check the box that best describes your organization.

- | | |
|---|--|
| ☐ a. Publicly Sponsored Transit Agency | ☐ l. NEMT Provider |
| ☐ b. Human Service Agency – Public | ☐ m. Independent Living Center |
| ☐ c. Human Service Agency – Nonprofit | ☐ n. Wheelchair/Stretcher Service |
| ☐ d. Medical Center/Health Clinic | ☐ o. Public Housing |
| ☐ e. Nursing Home | ☐ p. Transitional Housing |
| ☐ f. Adult Day Care | ☐ q. Workforce Development |
| ☐ g. Municipal Office on Aging | ☐ r. Local Government Office |
| ☐ h. Nonprofit Senior Center | ☒ s. Other <u>Federal Government</u> |
| ☐ i. Faith Based Organization | |
| ☐ j. Private Non-Profit | |
| ☐ k. Public Non-Profit | |

3. What are the major functions/services of your organization? (Check all that apply.)

- | | |
|---|---|
| ☐ a. Transportation | ☐ k. Job Placement |
| ☐ b. Health Care | ☐ l. Residential Facilities |
| ☐ c. Social Services | ☐ m. Income Assistance |
| ☐ d. Nutrition | ☐ n. Screening |
| ☐ e. Counseling | ☐ o. Information/Referral |
| ☐ f. Day Treatment | ☐ p. Recreation/Social |
| ☐ g. Job Training | ☐ q. Homemaker/Chore |
| ☐ h. Employment | ☐ r. Housing |
| ☐ i. Rehabilitation Services | ☒ s. Other <u>Federal funding</u> |
| ☐ j. Diagnosis/Evaluation | |

4. Under what legal authority does your organization operate?

- | |
|--|
| ☐ a. Local government department or unit (city or county) |
| ☐ b. Private nonprofit organization |
| ☐ c. Public transit district or transportation authority |
| ☐ d. Private, for-profit <u>N/A</u> |
| ☒ e. Other (Specify) _____ |

5. What is the geographic service area for the organization?

- | |
|---|
| ☐ Countywide (Specify County or Counties): _____ |
| ☐ Specific Municipalities (Specify): _____ |
| ☒ Other (Specify): <u>Statewide</u> |

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

6. Does your organization impose eligibility requirements on those persons who are provided transportation? *(Check one.)*

☐ Yes ☒ No

If yes, please define those basic requirements below (*e.g.*, Medicaid only, low-income only, etc).

7. Is your organization involved in the direct operation of transit for the general public and/or transportation services for human service agency clients? (If yes, we will follow up at a later date for more detailed service information).

☐ Yes ☒ No

8. Does your organization purchase or sponsor transportation on behalf of clients or the general public from other service providers?

☐ Yes ☒ No

II. ASSESSMENT OF NEEDS/COORDINATION

9. (If applicable) What are the top five trip demand generators for your customers or clients, that is, to which five destinations do your customers or clients travel most often?

Destination	Address	City	Zip Code	Weekday Ridership					Sat Ridership	Sun Ridership
				Am Peak	Midday	Pm Peak	Evening	Overnight		

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

10. What do you see as the top barrier(s) to mobility in your service area ?

- ☐ Lack of public transportation service in our area.
- ☐ The cost of transportation services.
- ☐ The hours and days of existing services do not meet our needs.
- ☐ Client eligibility restrictions imposed by various funding sources.
- ☐ Trip destination limits (e.g., beyond municipality) imposed by various funding sources.
- ☐ Trip purpose eligibility restrictions imposed by various funding sources.
- ☐ Funding to support more client/customer transportation.
- ☐ Lack of (affordable) private sector transportation services in our area.
- ☐ Other (Define): UNK

11. What elements of the existing transportation network provide the most useful mobility options in your service area?

- ☐ Transportation Authority (CCRTA)
- ☐ Rural Public Transportation (REAL, Inc., Paisano Transit)
- ☐ ADA complementary paratransit services.
- ☐ Taxis and other private providers.
- ☐ Uber, Lyft and/or other ridesourcing companies (transportation network companies)
- ☐ Human service transportation programs.
- ☐ Families, friends, and neighbors.
- ☐ Volunteers. UNK
- ☐ Other (Define): _____

12. In your assessment, what enhancements are most needed to improve mobility in your service area (select one)?

- ☐ Greater coordination among providers.
- ☐ More funding.
- ☐ Longer hours and/or more days of service.
- ☐ More drivers and/or vehicles.
- ☐ Loosening of eligibility restrictions.
 - ☐ client/customer eligibility
 - ☐ eligible trip destination/service area limits
 - ☐ eligible trip purposes ☐ Lower fares on existing services.
- ☐ Use of Uber, Lyft and/or other ridesourcing companies
- ☐ Technology for scheduling or dispatching.
- ☐ Other (Define): _____

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

- 16. In your opinion, what enhancements are most needed to improve the public transit and human service transportation in your service area?**

- 17. On a scale of one to five, with five being the strongest support, is there sustained support for coordinated transportation planning among elected officials, agency administrators, and other community leaders in your area?**

Weak support → Strong support

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

- 18. On a scale of one to five, with five being the strongest perception, do you and members of the governing board perceive there to be real and tangible benefits to be realized if local organizations worked together to better coordinate the delivery of services?**

Weak perception → Strong perception

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

- 19. If there are any other issues, concerns, or information relevant to this issue, please feel free to address them in the spaces below. Please include concerns about the impact of the COVID 19 health precautions on your services and your community.**

USDA Rural Development's Community Facilities program offers funding for rural transportation infrastructure including funding for transport vehicles, vehicle storage structures, and possibly structures at community drop-off/pick-up locations. Applicants must meet eligibility requirements.

- 20. Would you like to be contacted for a phone interview to elaborate on any needs, gaps and transportation-related concerns in the region?**

☒ Yes ☐ No

**Coastal Bend Regional Coordination Plan
Regional Stakeholder Inventory and Needs Questionnaire**

13. In what type of transportation coordination activities do you currently participate?

- ☐ Co-sponsor client/customer/constituent trips on a coordinated service
- ☐ Information and referral.
- ☐ Joint procurement.
- ☐ Joint training.
- ☐ Joint dispatch and/or scheduling
- ☐ Shared backup vehicles.
- ☐ Shared maintenance.
- ☐ Joint use of vehicles.
- ☐ Joint grant applications funding.
- ☐ Driver sharing (paid or volunteer)
- ☐ Other (Define): _____

Please provide additional explanation of your coordination activities indicating the names of the other organizations that participate with you.

14. What issues, if any, have your coordination efforts encountered (check all that apply)?

- ☐ Statutory barriers to pooling funds
- ☐ Restrictions placed on the use of vehicles
- ☐ Liability/insurance concerns
- ☐ Local control issues
- ☐ Billing/accounting issues
- ☐ Unique characteristics of client populations
- ☒ Other (Define): eligibility of entity applying for transportation services funding

15. In your opinion, what do you see as the greatest obstacle(s) to coordination and mobility in your service area?