



# Regional Transportation Coordination Plan for the Capital Area

Prepared by the Capital Area  
Regional Transit Coordination  
Committee

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## LIST OF ACRONYMS

<b>Agency, Organization, or Term</b>	<b>Acronym</b>
American with Disabilities Act	ADA
Austin Groups for the Elderly	AGE
National Railroad Passenger Corporation	AMTRAK
Austin Resource Center for Independent Living	ARC
Austin-Travis County Mental Health and Mental Retardation Center	ATCMHMR
Austin State School	AUSS
Capital Area Agency on Aging	CAAA
Capital Area Metropolitan Planning Organization	CAMPO
Commercial Drivers License	CDL
Community Action Network	CAN
Capital Area Council of Governments	CAPCOG
Capital Area Regional Transportation Planning Organization	CARTPO
Capital Area Rural Transportation System	CARTS
Capital Metropolitan Transportation Authority	CMTA
Council of Governments	COG
Department of Assistive and Rehabilitative Services	DARS
Department of Family and Protective Services	DFFPA
Department of State Health Services (Texas)	DSHS
Federal Highway Administration	FHWA
Farm-to-Market	FM
Federal Transit Administration	FTA
Fiscal Year	FY
Greater Austin Chamber of Commerce	GACC
House Bill	HB
Hill Country Community Mental Health and Mental Retardation Center	HCMHMR
Hill Country Transit District	HCTD
Health and Human Services Commission (Texas)	HHSC
Hays Consolidated Independent School District	HISD
Interagency Working Group	IWG
Job Access Reverse Commute	JARC
Just Transportation Alliance	JTA
Metropolitan Planning Organization	MPO
Metropolitan Statistical Area	MSA
Older Adult Rural Services	OARS
Point of Contact	POC
Public Transportation Coordinator	PTC
Public Transportation Division (TxDOT)	PTN
Rural Capital Workforce Development Board	RCWDB
Ranch-to-Market	RM
Rural Planning Organizations	RPO

<b>Agency, Organization, or Term</b>	<b>Acronym</b>
Regional Transit Coordination Committee	RTCC
Rural Transit District	RTD
Safe Accountable Flexible Efficient Transportation Equity Act: A Legacy for Users	SAFETEA-LU
FTA Surface Transportation Fund	Section 5310
FTA Intercity Bus Program	Section 5311
Single Point Access	SPA
Special Transit Services	STS
Texas Bus Association	TBA
Transportation Equity Act of the 21st Century	TEA-21
Texas State University	TSU
Texas Transportation Commission	TTC
Texas Transportation Institute	TTI
Texas Workforce Commission	TWC
Texas Department of Transportation	TxDOT
United State	US
University of Texas (The)	UT
United Way Capital Area	UWCA
Williamson-Burnet County Opportunities	WBCO

## CAPITAL AREA REGIONAL TRANSIT COORDINATION COMMITTEE

<b>Representative</b>	<b>Agency or Organization</b>
Fred Gilliam	Capital Metropolitan Transportation Authority
David Marsh	Capital Area Rural Transportation System
Carole Warlick	Hill Country Transit District
Jerry Prestridge	Texas Bus Association
Ed Collins	Texas Department of Transportation Austin District
Joe Holland	Texas Department of Transportation Austin District
Jesse Colunga	City of Austin, Parks and Recreation-Senior Support Services
Hector Vera	Hill Country Community Mental Health and Mental Retardation Center
Joyce Lauck	Austin Groups for the Elderly
Rod Gibbs	Austin-Travis County Mental Health and Mental Retardation Center
Glenda Rogers	Capital Area Agency on Aging
Yael Trevino	Work Source
Al Lopez	Rural Capital Workforce Development Board
Michael Aulick	Capital Area Metropolitan Planning Organization
Betty Voights	Capital Area Council of Governments
Bill Hamilton	2nd Vice-Chair, Capital Area Council of Governments Executive Committee
Florencia Grauer	Meals on Wheels
John Meinkowsky	Austin Resource Center for Independent Living
Fred Butler	Community Action Network
Colleen Stoll	User of Public Transportation – Urban
Mildred Duelberg	User of Public Transportation – Rural
Linda Litzinger	Interested General Public
Paul Hamilton	Texas State University
Jim Connolly	Yellow Cab
Jeanie Teel	West Austin Caregivers
Jeanene Olson	Older Adult Rural Services
Chick Laws	Hays Consolidated Independent School District
Sandy Hentges	Greater Austin Chamber of Commerce



## TECHNICAL SUBCOMMITTEE OF THE RTCC

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Rod Gibbs

Stevie Greathouse

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Meredith Highsmith

Joe Holland

Michelle Huck

Robena Jackson

Edna Johnson

Jennifer LeBaron

Jackie McLaughlin

Sean Moran

Vanessa Owens

Bonnie Winters

Sam Woollard

### Agency or Organization

Texas Department of Transportation Austin District

Community Action Network

Texas Department of Transportation Austin District

Texas Transportation Institute

Texas Department of Assistive and Rehabilitative Services

Capital Area Council of Governments

Community Action Network

Just Transportation Alliance

Capital Metropolitan Transportation Authority

Austin-Travis County Mental Health and

Mental Retardation Center

Capital Area Metropolitan Planning Organization

Texas State University

Greater Austin Chamber of Commerce

Capital Metropolitan Transportation Authority

Texas Department of Transportation Austin District

United Way Capital Area

Group Solutions RJW

Capital Area Rural Transportation System

Group Solutions RJW

Texas Health and Human Services Commission

Capital Area Council of Governments

Texas Department of Transportation Austin District

Texas Health and Human Services Commission

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## REPRESENTED AGENCIES AND ORGANIZATIONS

### General Public Transportation

#### Public Transportation Authorities and Rural Transit Districts

Capital Metropolitan Transportation Authority  
Capital Area Rural Transportation System  
Hill Country Transit District

#### Inter-City Bus Providers

Texas Bus Association

#### Agencies that Fund Public Transportation

Texas Department of Transportation  
Federal Transit Administration  
Federal Highway Administration

### CLIENT TRANSPORTATION

#### Client Transportation Providers

TxDOT Medical Transportation Program  
Meals on Wheels  
City of Austin – Parks and Recreation/Seniors  
Combined Community Action, Inc.  
Community Action, Inc.  
Austin State School  
Austin-Travis County Mental Health and Mental Retardation Center  
Bluebonnet Trails Mental Health and Mental Retardation  
Burnet County Mental Retardation  
Hill Country Community Mental Health and Mental Retardation Center  
Helping Hand For Children  
Williamson-Burnet County Opportunities, Inc.

#### Section 5310 Recipients

Austin Groups for the Elderly  
Austin State School  
Austin-Travis County Mental Health and Mental Retardation Center  
Buckner Villas  
Golden Age Home  
Hays County Veteran Affairs  
Hill Country Community Mental Health and Mental Retardation Center  
Mary Lee Foundation

#### HHS Agencies that Fund or Purchase Transportation

Health and Human Services Commission  
Department of Aging and Disability Services  
Department of Assistive and Rehabilitative Services  
Department of Family and Protective Services  
Department of State Health Services  
Texas Council on Developmental Disabilities  
Commission on Alcohol and Drug Abuse  
Capital Area Agency on Aging  
Greater Austin Area Workforce Board  
Rural Capital Workforce Development Board

## **REGIONAL PLANNING**

### **Regional Planning Organizations**

Capital Area Metropolitan Planning Organization  
Capital Area Council of Governments

### **Local Governments**

Capital Area Regional Transportation Planning Organization  
Individual Regional Counties and Towns

## **HUMAN SERVICE PROVIDERS**

### **Agencies that Provide Services for Clients in Need**

Austin Recovery, Inc.  
City of Austin – Health and Human Services Department  
Disability Assistance of Central Texas, Inc.  
Easter Seals – Central Texas  
Marbridge Foundation  
SafePlace  
Travis County Domestic Violence & Sexual Assault Survival Center  
Travis County Health & Human Services and Veteran’s Services, United Way  
and partner Agencies

## **ADVOCATES**

### **Advocates for those who need public transportation and for transit coordination**

American Association of Retired Persons  
ADAPT  
Advocacy, Inc.  
Any Baby Can of Austin  
Austin Resource Center for Independent Living  
Capital Area ARC  
Community Action Network  
Guide Dog Users of Texas  
Lighthouse for the Blind  
Texas Mental Health Consumers  
Just Transportation Alliance  
Texas Parent Advocacy Consortium

## **PUBLIC**

**Users of Public Transportation – Urban**

**Users of Public Transportation – Rural**

**Interested General Public**

**OTHER TRANSPORTATION**

**University Transportation Providers**

Texas State University  
University of Texas, Austin

**Private Sector Providers**

Taxi, Limo & Para-Transit Association

**Faith-Based Transportation Providers**

Interfaith Care Alliance  
Austin Area Interfaith Ministries

**Sponsors of Volunteer Driver Programs**

Caregivers

**Student Transportation**

Local School Districts

**BUSINESS**

**Business Community**

Representatives of regional Chambers of Commerce

## EXECUTIVE SUMMARY

Transportation is one of our most basic needs. We need it to get to work, go to school, visit the doctor, pick up groceries, get home...to live. Without it, many Central Texans find it difficult to function in society. Organizations in the Capital Area are striving to satisfy our unmet transportation needs, but demand for these services is greater than supply. At the direction of the Texas Transportation Commission (TTC), transportation stakeholders in the Capital Area formed the Regional Transit Coordination Committee (RTCC) to develop a plan for a seamless transportation system that identifies opportunities to enhance transportation services by promoting efficiencies, eliminating duplication, increasing coordination, and addressing service gaps. A more detailed list of the Capital Area RTCC goals is included in Section III of this Plan.

The RTCC members represent more than 25 agencies and organizations that are responsible for providing public transportation services or health and human services, or are interested in the coordination of public transportation and client transportation services in the Capital Area. The RTCC drafted the *Regional Transportation Plan for the Capital Area* (the Plan) as part of a statewide coordination effort that tasked each region in the State, as defined by the 24 council of government boundaries, to develop a transportation coordination plan based on local needs and priorities.

No transportation  
equals limited  
survival capacity.

Julie Douglas  
Highland Lakes Family Crisis Center

A coordinated public transportation system efficiently provides comprehensive and user-friendly public and private transportation services. Transportation programs share resources, facilities, and information; and coordinate trip reservations, scheduling, dispatching, and passenger trips. Currently, many social service programs that serve the elderly, children, low-income, and people with disabilities are faced with funding and/or programmatic barriers that discourage coordinated transportation services. These barriers often result in either 1) a duplication in transportation services; or 2) people with unmet transportation needs. Removing these institutional barriers is often the first step to offering coordinated transportation services.

Coordination is not a goal in itself; it is a tool to be used in meeting the overall goal of better mobility and increased cost-effectiveness of services. A successful coordination effort will lead to changes in the institutional structures (e.g. numbers of providers, funding sources used, etc.); services (e.g. service types, hours per day, areas covered, etc.); and performance (e.g. efficiency, effectiveness, and cost-effectiveness). When implemented correctly, it is these changes that will lead to the ultimate goal of increasing consumer satisfaction through greater community mobility.

Analyzing coordination opportunities and barriers, the RTCC developed a list of action items that support their goals and objectives. Table IV-1, in Section IV, represents the synthesis of the entire planning process. The matrix lists each action item along with the priority, point of contact, benefit/cost, implementation category, and the RTCC goals satisfied. The implementation categories describe the relative effort required to remove institutional barriers to implementation.

The successful implementation of each of the action items listed in Table IV-1 depends on the transit stakeholders' commitment to leadership and organizational structure, resources, oversight, and continuity. Each action item recommended by the RTCC includes a point of contact (POC). The POC will serve as the administrative contact for their action item(s). The POC for each action item will:

- Serve as the liaison between the Interagency Working Group implementing their action item and the RTCC/Administrative Lead Agency,
- Provide administrative support for the Interagency Working Group, and
- Facilitate and monitor the implementation status of the action item.

The POC will be supported by the RTCC, the Administrative Lead Agency (i.e. the Capital Area Metropolitan Planning Organization (CAMPO)), and transportation stakeholders in the region.

**You have to have transportation to get money, to access public services, to make your social security appointments, your clinic appointments, your job.**

*Larri Cook  
Del Valle Resident*

Capital Area transportation stakeholders must seize the momentum generated by this effort. The successful implementation of existing, enhanced, and new coordination initiatives outlined in this Plan is the key to satisfying the RTCC's goals, and more importantly, improving consumer satisfaction through greater community mobility.

## SECTION I – INTRODUCTION

At the direction of the Texas Transportation Commission (TTC), transportation stakeholders in the Capital Area formed the Regional Transit Coordination Committee (RTCC) to develop a plan for a seamless transportation system that promotes efficiencies, eliminates duplication, increases coordination, and addresses service gaps.

The RTCC was created in June 2005 under the combined leadership of:

- TxDOT Austin District,
- Capital Area Metropolitan Planning Organization (CAMPO),
- Capital Area Council of Governments (CAPCOG),
- Capital Metropolitan Transit Authority (CMTA),
- Capital Area Rural Transportation System (CARTS),
- Hill Country Transit District (HCTD),
- Texas State University,
- Greater Austin Chamber of Commerce,
- Just Transportation Alliances (JTA), and
- The Community Action Network (CAN).

The RTCC members represent more than 25 agencies and organizations that are responsible for providing public transportation services, or health and human services, or are interested in the coordination of public transportation and client transportation services in the Capital Area. Please see page XII for a complete listing of RTCC membership.

The RTCC drafted the *Regional Transportation Plan for the Capital Area* (the Plan) as part of a statewide coordination effort led by the Regional Planning and Public Transportation Work Group created under the leadership of TTC Commissioner Hope Andrade. The Work Group concluded that each region in the State, as defined by the 24 council of government (COG) boundaries, should develop a regional coordination plan based on local needs and priorities.

Both the statewide and Capital Area effort are a result of House Bill (HB) 3588 passed in 2003 by the 78th Legislature. HB 3588 seeks a statewide seamless transportation system with coordination among rural, suburban, and metro areas to achieve efficiencies, eliminate duplication, and address service gaps. Each of the State's 24 COG regions is developing a plan; CAPCOG has been acting as the Lead Administrative Agency for the Central Texas effort. The codified chapter heading is *Statewide Coordination of Public Transportation* and was enacted recognizing both the fundamental importance of providing a reasonable level of mobility for all Texas residents and the constraints imposed by limited budgets for public transportation. The intent of HB 3588 is to ensure that the benefits of the State's public transportation resources are maximized through development

**I**would like to express the great need to provide some type of public transportation for the elderly/disabled in Bastrop County. We do not live in any city limits, so our elderly are stuck out in the country with no means of transportation.

*B Vasquez  
Cedar Creek Resident*

and implementation of regional public transportation services coordination plans. The goals of coordination plans are to eliminate waste, generate increased efficiencies, and further Texas' clean air goals.

Before discussing the transit coordination planning process, it is helpful to review some basic concepts about the coordination of transportation services.

### **“Public Transportation” Defined**

HB 3588 focused on federally and state funded transportation services. The Legislature recognized that the multiplicity of public and private transportation services, and the lack of coordinated oversight among state agencies, generates performance inefficiencies, overlaps in service, and confusion for consumers. This recognition led to the mandate for preparing these public transportation coordination plans.

HB 3588 defined *public transportation provider* as follows:

Any entity that provides public transportation services if it is a governmental entity or if it receives financial assistance from a governmental entity, whether state, local, or federal. The term does not include private carriers that do not receive financial assistance from a governmental entity. HB 3588, Sec. 461.002.

However, early in the process of preparing this Plan, it became clear that many private carriers and volunteer agencies provide valuable public transportation services that must be included in this region's coordination efforts. Therefore, the RTCC voted to expand the definition of *public transportation provider* as follows:

Any public agency or private transportation entity which receives financial assistance from any federal, state or local governmental entity as defined in HB 3588, as well as any volunteer organizations which provide transportation for individuals who are clients of publicly-funded human service agencies, including persons with disabilities, the elderly and low income families and individuals.

This more encompassing definition provides the basis for this Plan.

### **“Coordination” Defined**

*Coordination* is simply a technique for managing multiple resources efficiently. It means people from different agencies and organizations working together with a common goal of providing better service to their client through shared resources, responsibilities, management and funding. Typical goals for coordinated transportation services are reduced unit costs, increased ridership, and improved cost-effectiveness by reducing duplicate services and using one vehicle to transport clients of different agencies.



Coordinating transportation functions is as much a political process as it is a technical one. Thus, it inevitably involves changing environments, compromising among multiple goals and priorities, potential conflicts over power and resource control, and competing goals or personalities. Effective coordination requires a focus on the entire community (even on multiple communities and levels of government) rather than on the specific agency or organization.

*A coordinated public transportation system* efficiently provides comprehensive and user-friendly public and private transportation services. Transportation programs share resources, facilities, and information; and coordinate trip reservations, scheduling, dispatching, and passenger trips. Currently, many social service programs that serve the elderly, children, low-income, and people with disabilities are faced with funding and/or programmatic barriers that discourage coordinated transportation services. These barriers often result in either 1) a duplication in transportation services; or 2) people with unmet transportation needs. Removing these institutional barriers is often the first step to offering coordinated transportation services.

Coordination is not a goal in itself; it is a tool to be used in meeting the overall goal of better mobility and increased cost-effectiveness of services. A successful coordination effort will lead to changes in the institutional structures (e.g. numbers of providers, funding sources used, etc.); services (e.g. service types, hours per day, areas covered, etc.); and performance (e.g. efficiency, effectiveness, and cost-effectiveness). When implemented correctly, it is these changes that will lead to the ultimate goal of increasing consumer satisfaction through greater community mobility.

A more detailed list of the Capital Area RTCC goals is included in Section III. Section III also includes an inventory of transportation coordination opportunities, a description of existing coordination efforts, and the identification of barriers that prevent the Capital Area from fully realizing our transportation coordination opportunities.

Section IV represents the synthesis of the entire planning process. It includes a list of the 19 projects, or action items, recommended to improve service through increased transit coordination. Table IV-1 lists each action item along with the priority, point of contact, benefit/cost, implementation category, and the RTCC goals satisfied. Section IV also includes a discussion of the leadership and organizational structure required to implement the proposed action items.

Finally and perhaps most importantly, this Plan reflects the specific needs and priorities of the Capital Area. The next section (i.e. Section II) includes a general description of the Capital Area planning region and those organizations most responsible for coordinating transportation services.

Obtain citizen support  
and involvement move  
beyond "bureaucracy."

Steve Swanson  
WorkSource



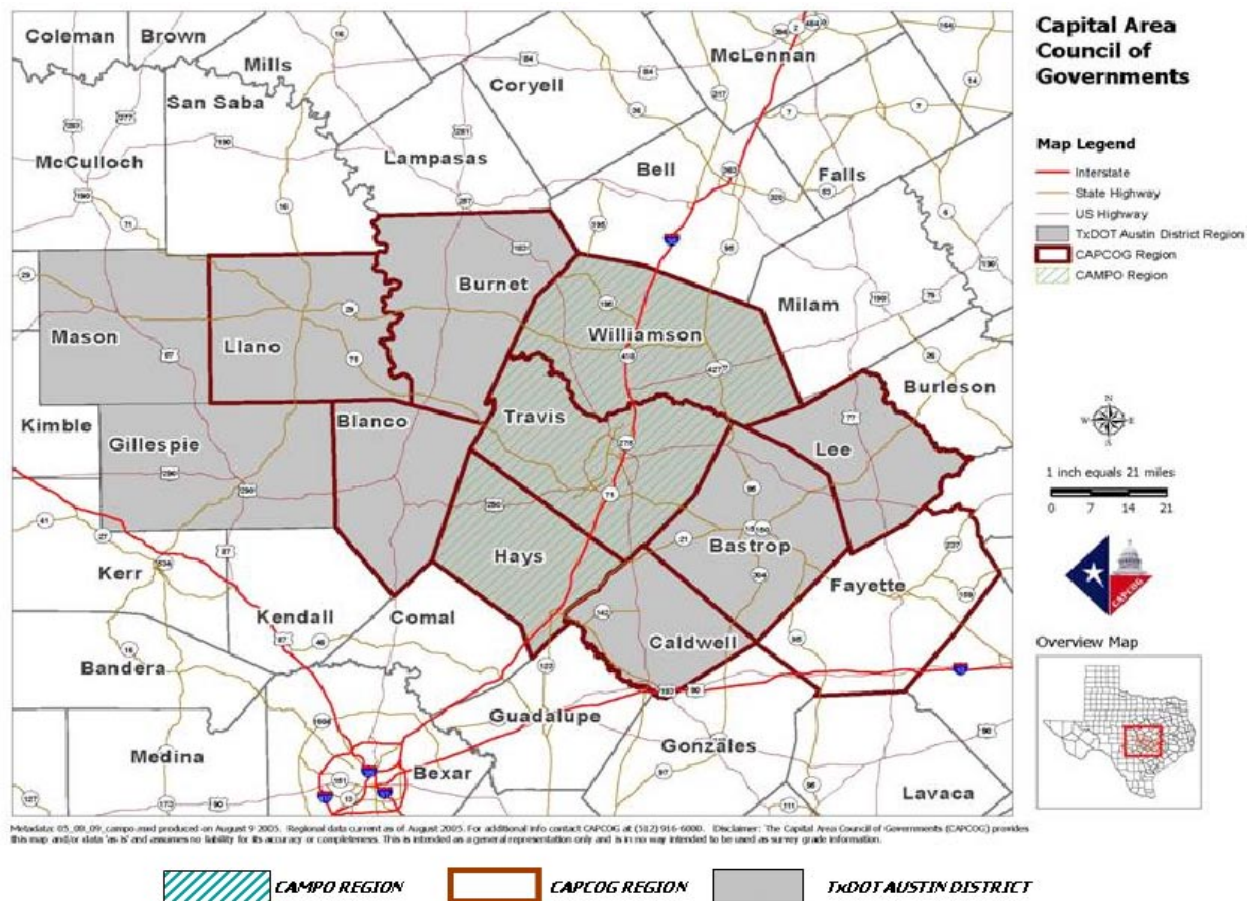
## SECTION II – CAPITAL AREA PLANNING REGION

As described in the previous section, The TTC Work Group concluded that each region in the State, as defined by the 24 council of government boundaries, should develop a regional coordination plan based on local needs and priorities. The Capital Area planning region includes the following 10 Central Texas counties:

- Llano
- Burnet
- Blanco
- Williamson
- Travis
- Hays
- Lee
- Bastrop
- Caldwell
- Fayette

It is approximately 8,480 square miles and includes the Austin-Round Rock urbanized area. **Figure II-1** illustrates the counties included within the CAPCOG boundaries.

**Figure II-1. Capital Area Council of Governments (CAPCOG) Boundaries**



As of January 2005, the US Census estimated population for the Capital Area was 1,560,614. The Capital Area has been growing at a rate each decade almost double the average for the State of Texas. **Table II-1** lists the population for each county of the region, the whole 10-county Capital Area, and the Austin-Round Rock Metropolitan Statistical Area (MSA) for 2000 through 2030.

**Table II-1. Population Projections by County for the Capital Area Region**

County	Census 2000	Census Estimate July 2005	Percent Change 2000 to 2005	Projected 2010	Percent Change 2005 to 2010	Projected 2020	Percent Change 2010 to 2020	Projected 2030	Percent Change 2020 to 2030
Bastrop County	57,733	69,932	21%	76,195	9%	99,453	31%	127,344	28%
Blanco County	8,418	9,110	8%	10,044	10%	11,916	19%	13,624	14%
Burnet County	34,147	41,676	22%	42,694	2%	52,917	24%	63,529	20%
Caldwell County	32,194	36,523	13%	40,312	10%	50,041	24%	60,192	20%
Fayette County	21,804	22,537	3%	23,347	4%	25,769	10%	28,021	9%
Hays County	97,589	124,432	28%	140,173	13%	183,847	31%	230,859	26%
Lee County	15,657	16,526	6%	18,114	10%	21,089	16%	23,900	13%
Llano County	17,044	18,236	7%	16,608	-9%	16,161	-3%	15,721	-3%
Travis County	812,280	888,185	9%	963,894	9%	1,108,849	15%	1,253,626	13%
Williamson County	249,967	333,457	33%	344,892	3%	459,222	33%	600,687	31%
<b>Capital Area</b>	<b>1,346,833</b>	<b>1,560,614</b>	<b>16%</b>	<b>1,676,273</b>	<b>7%</b>	<b>2,029,264</b>	<b>21%</b>	<b>2,417,503</b>	<b>19%</b>
Austin-RR MSA	1,249,763	1,452,529	16%	1,565,466	8%	1,901,412	21%	2,272,708	20%

Source: Census 2000 and Estimate as of July 2005 from U.S. Bureau of the Census; Projections for 2010, 2020, and 2030 from Texas State Data Center - Scenario 0.5.

The Texas State Data Center forecasts that Capital Area growth rate will continue to outpace the State growth rate for the foreseeable future. This is significant, particularly when the characteristics of population age, employment and income levels are considered, as well as the impact of this growing and changing population on the demand for public transportation services.

Appendix A of this Plan presents additional detail of the demographics of the individual counties of the region and the Capital Area as a whole.

## Regional Agencies Responsible for Transportation Planning

There are three planning agencies in the Capital Area responsible for coordinating regional transportation.

### Texas Department of Transportation (TxDOT)

TxDOT is the state agency responsible for construction and maintenance of all interstate, U.S. state highways, ranch-to-market (RM), and farm-to-market (FM) roads within the State. The mission of TxDOT is to provide safe, effective, and efficient movement of people and goods. The State is organized in 25 geographic districts, each responsible for local highway design and maintenance, right-of-way acquisition, construction oversight, and transportation planning. The Capital Area is included within the TxDOT Austin District.

The Austin District is comprised of 11 counties in Central Texas, including nine of the 10 counties in the Capital Area. The tenth county in the Capital Area, Fayette County, is in the TxDOT Yoakum District, but is being represented by the TxDOT Austin District in regards to this effort.

TxDOT has funding oversight over state public transportation funding through the Public Transportation Division (PTN). In 2003, enactment of House Bills 3588, 2292, and 3184 in the 78th Texas Legislature Regular Session substantially altered the role and responsibility of TxDOT. In addition to management and oversight of traditional state and federal transit programs in the small urban and rural areas of the State, TxDOT became the agency with primary responsibility for transportation, including all of the responsibilities related to the provision of transportation services for clients of eligible programs, and transportation services provided as part of the Texas Workforce Commission (TWC) programs. While TxDOT is responsible for daily Medical Transportation Program operations, Health and Human Services Commission (HHSC) remains responsible for ensuring the integrity of the Texas Medicaid program, including sufficient oversight of Medical Transportation Program. HHSC continues to serve as the single state agency for federal communication and to ensure program compliance with federal and state requirements. As a part of the scope of responsibilities for The Medical Transportation Program, TxDOT operates Transportation Service Centers to do the intake and to schedule the trips. The Medical Transportation Program Statewide Client Hotline (# 1-877-633-8747) is the point of contact for Medicaid clients.

TxDOT district offices also offer access for coordinating public transportation in the area. To complement the work of PTN at the state level, each TxDOT district has assigned the responsibility for working with local public transportation operators and client transportation providers to a Public Transportation Coordinator (PTC). In the TxDOT Austin District, the PTC works closely with the staff responsible for regional transportation planning.

### **Capital Area Council of Governments (CAPCOG)**

CAPCOG was organized in 1970 to serve local governments in its 10-county region. CAPCOG is a regional planning commission organized under Chapter 391, Local Government Code, and is one of 24 within the State of Texas. The primary focus of CAPCOG is to serve as advocate, planner and coordinator of initiatives that, when undertaken on a regional basis, can be more effective and efficient. These initiatives include emergency services, elderly assistance, law enforcement training, criminal justice planning, solid waste reduction, infrastructure development, housing and economic development, and transportation.

CAPCOG also provides staff support for the Capital Area Regional Transportation Planning Organization (CARTPO). CARTPO was originally created as a response to the Transportation Equity Act of the 21<sup>st</sup> Century (TEA-21) – federal legislation which called for state departments of transportation to work with officials in non-metropolitan areas when making transportation planning and programming decisions. CARTPO was one of several Rural Planning Organizations (RPOs) voluntarily created by Texas Councils of Governments to help address rural transportation needs.

CARTPO is actually more than an RPO because its membership consists of representatives from both urban and rural counties in the CAPCOG region. CARTPO is not intended to duplicate the work of CAMPO, which plans for all of Travis, Williamson, and Hays Counties. Rather, it recognizes the strong interconnectivity between urban and rural areas in the region and the importance of a region-wide focus on transportation.

Primarily a forum for communication between state transportation agencies and local non-metropolitan governments, CARTPO is not currently operating under any set guidelines, does not have any formal responsibilities, and does not receive planning funds.

### Capital Area Metropolitan Planning Organization (CAMPO)

CAMPO is the metropolitan planning organization (MPO) established by federal law to provide a forum for cooperative transportation decision-making for the Austin-Round Rock metropolitan area. MPOs are designated for all urbanized areas having a population greater than 50,000 as identified by the U.S. Bureau of the Census. CAMPO covers a three-county area within the Capital Area that includes Williamson, Travis, and Hays Counties. Major responsibilities include the development of transportation plans and programs and authorization of the use of federal transportation dollars on transit, roadways, and other transportation projects. CAMPO was established in 1973 and is governed by the Transportation Policy Board (CAMPO Board) comprised of state, regional, and local officials.

The purpose of CAMPO is to coordinate regional transportation planning with counties, cities, the CMTA, CARTS, TxDOT, and other transportation providers in the region and to approve the use of federal transportation funds within the region.

### Public Transit Providers

There are three agencies in the Capital Area responsible for providing public transportation for the general public. Capital Metropolitan Transportation Authority is a regional transit authority serving the city of Austin and portions of Travis and Williamson counties. The Capital Area Rural Transportation System is a rural transit district responsible for public transportation for rural residents in a 9-county area. Hill Country Transit District serves small urban and rural areas in Central Texas including Llano County in the Capital Area. The map provided as **Figure II-2** illustrates the service areas for each of the public transit providers.

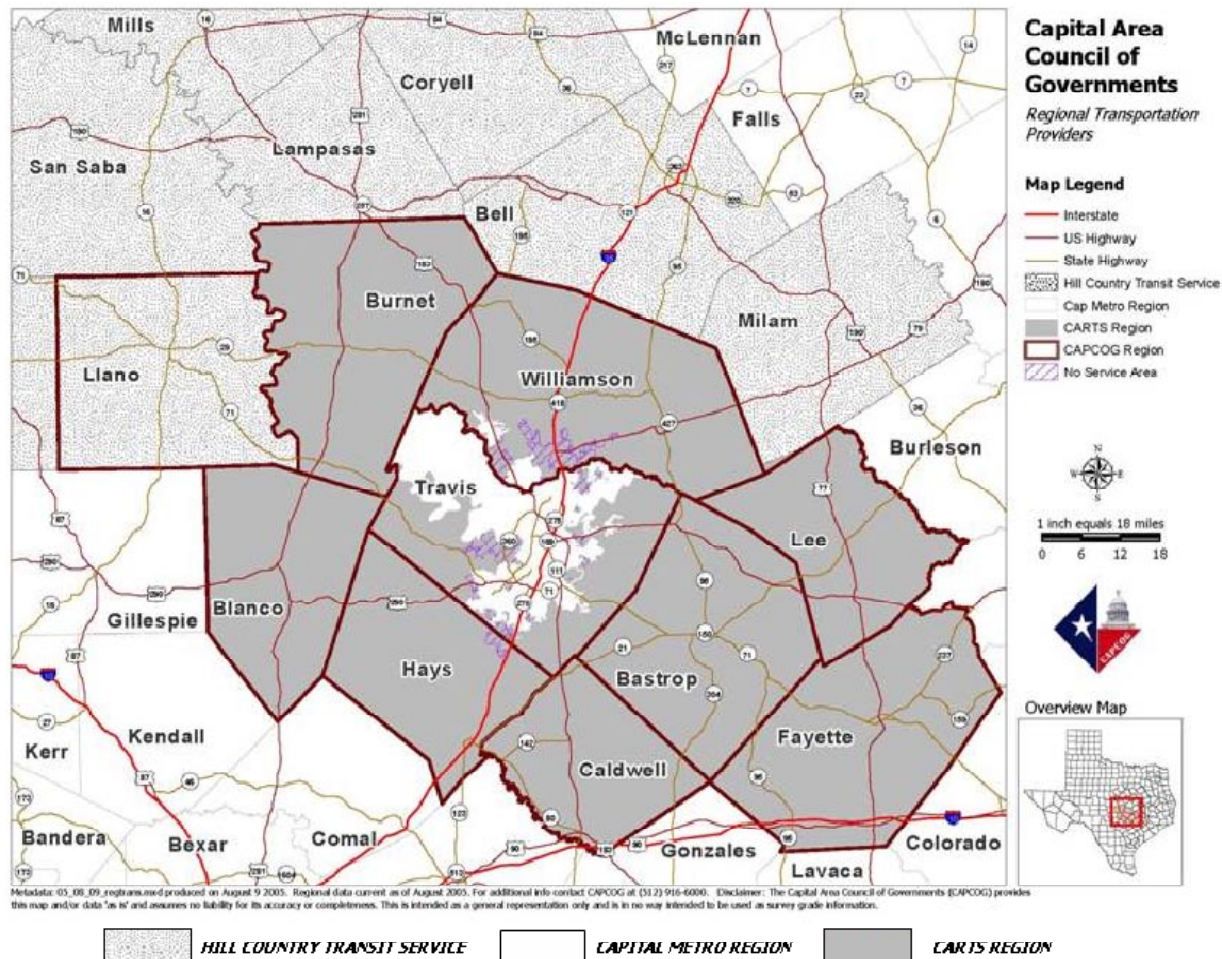
#### Capital Metropolitan Transportation Authority (CMTA)

CMTA provides public transportation services to an area that encompasses 572 square miles and includes a population of approximately 737,000. CMTA's service area includes the City of Austin, City of Manor, Village of San Leanna, City of Leander, City of Jonestown, City of Lago Vista, Village of Point Venture, Village of Volente, the Anderson Mill area of Williamson County, and Precinct Two of Travis County.

**I** have been in Austin since Katrina — because my daughter lives in Austin. The last 4 or 5 months I used the STS service and I am very pleased with the service and the kind & polite drivers. Keep up the good work.

*Bernadette Iverson  
New Orleans Resident*

Figure II-2. Service Areas for Public Transportation



CMTA is a political subdivision of the State of Texas, created in accordance with Chapter 451 of the Texas Transportation Code. The Authority was established by a referendum in January 1985 to provide mass transportation service to the greater Austin metropolitan area. Voters in Austin and the surrounding area approved the creation of CMTA and agreed to participate in a 1 percent sales tax as local funding support. CMTA commenced operations on July 1, 1985. In addition to the local sales tax, revenue is from federal grants, farebox revenue, interest on investments, and other operating related revenues.

CMTA operates a range of services within its service area and provides over 34 million rides annually. The current services and the annual ridership for each are listed as follows:

- Fixed route local, express park-and-ride, flyers, and 'Dillos (25.7 million),
- The University of Texas shuttle (7.3 million),
- ADA paratransit (0.6 million),
- Vanpool and carpool program (0.2 million),
- Apple (shuttle service between Austin's magnet schools),
- Easy Rider (group transportation for senior adults),

- Special events service, and
- Dial-a-ride.

CMTA currently provides for services for the more rural parts of the service area through coordination with CARTS. Special Transit Services are also provided to some communities outside the CMTA service area:

- Rural service within the CMTA service area provided by CARTS includes demand response, advance registration door-to-door service from Lago Vista, Jonestown, and Leander to Highland Mall, Northcross Mall, and the Central Medical Complex; and feeders connecting rural areas in Lago Vista and Manor with downtown Austin.
- Special Transit Services (STS) provides American with Disabilities Act (ADA) compliant door-to-door van and sedan paratransit service throughout CMTA's service area and also by interlocal agreement to the cities of Westlake Hills, Rollingwood, Cedar Park, and Pflugerville.

### Capital Area Rural Transit System (CARTS)

CARTS is a rural transit district (RTD) – a political subdivision of the State that provides

and coordinates rural public transportation within its boundaries in accordance with the provisions of Transportation Code, Chapter 458.

CARTS provides general public transportation services throughout Bastrop, Blanco, Burnet, Caldwell, Fayette, and Lee Counties, as well as in the rural areas of the three counties in the CAMPO area, Williamson, Hays, and Travis Counties. CARTS is governed by a board of directors composed of a county commissioner from each of the nine counties it serves, and it has provided community-based public transportation services since 1979.

**C**ARTS has been providing service for 27 years — has some very good drivers.

*City of Bastrop Outreach Event*

The CARTS district encompasses over 7,000 square miles and has a population of over 600,000 persons. Funding is from the Federal Transit Administration (40%), State of Texas (25%), local governments and agency contracts (28%), and farebox (7%). Today, CARTS provides scheduled service to over 100 communities throughout the Capital Area and to destinations outside that area with a variety of services tailored for each:

- Regular city bus services (fixed route) are provided in Bastrop and San Marcos.
- Commuter bus services operate weekdays from park-and-ride locations near Smithville and Bastrop to downtown Austin and the Capitol Complex.
- Community transit is provided for CARTS customers throughout the nine-county service area. CARTS operates paratransit (curb-to-curb) using computer-assisted scheduling to provide advance reservation, shared ride van service. CARTS has been nationally recognized as having the most advanced ITS infrastructure of any rural transit operator in the country.
- Intercity service is also operated from depots and park-and-ride locations linking the communities in the service area in a regional network. CARTS also operates as the agent for national intercity bus companies and AMTRAK, providing station, ticketing, and platform facilities for those national carriers.



## **Hill Country Transit District (HCTD)**

HCTD has been in existence since 1966, first as a division of Hill Country Community Action Association, Inc., and now as a separate entity that exists solely for the purpose of providing professional public transportation services. The system has contracted with TxDOT since 1982 for funds to provide rural public transportation services, and in 1999 entered into a contract with TxDOT to provide urban fixed route bus service and ADA complementary paratransit to the cities of Killeen-Copperas Cove-Harker Heights. In January 2001, HCTD entered into an interlocal agreement with the City of Temple to provide urban fixed route bus service and ADA complementary paratransit service to that city.

HCTD serves nine counties in the Central Texas area including Bell, Coryell, Hamilton, Lampasas, Llano, Mason, Milam, Mills, and San Saba. Llano County is in the Capital Area and is part of the TxDOT Austin District. Services originate from 14 sites located in the nine-county service area, with dispatching being conducted from a central location. Urban public transportation services are provided by HCTD in two separate urbanized areas – Killeen and Temple. The Killeen urban system serves the cities of Killeen, Copperas Cove, and Harker Heights. There are 15 fixed routes, with ADA complementary paratransit service. The Temple urban system began in July of 2002 and includes four routes, with ADA complementary paratransit service.

## **Other Entities Involved in Regional Transportation**

In addition to regional transportation planning agencies and public transportation providers, there are three additional programs that address regional transportation.

### **Texas State University in San Marcos**

The University bus system (TxTram) provides intercity bus service connecting downtown Austin and the Randolph park-and-ride in San Antonio to Texas State University in San Marcos. This service was opened to the general public in August of 2005 and provides weekday connections and service between Austin, Kyle, San Marcos, New Braunfels, and San Antonio. Service connections with CMTA in Austin and VIA in San Antonio provide the public with travel access between the communities and with Greyhound, Amtrak, and international airports in both cities.

Texas State's TxTram also provides 2.5 million rides annually to students, faculty, and staff in the city of San Marcos with campus and off-campus bus service. Although Texas State is not a state-designated public transportation provider, the TxTram service does affect regional mobility due to the fairly high number of riders served.

### **Austin-San Antonio Intermunicipal Commuter Rail District (Rail District)**

In 1999 TxDOT sponsored an intercity commuter rail feasibility study to consider commuter rail as a way to address transportation safety, travel time reliability, long-term pollution mitigation, smart-growth, and economic development within the Austin-San Antonio corridor. The 1999 feasibility study took the first step in determining the viability of intercity commuter rail. The Austin-San Antonio Rail District was established in 2002 to plan, develop, operate, and maintain intermodal and commuter rail facilities in the Austin-San Antonio corridor.

### **Central Texas Regional Mobility Authority (CTRMA)**

The mission of the CTRMA is to expeditiously provide innovative regional solutions to congestion problems while enhancing the economic vitality and quality of life in the Central Texas region. Regional mobility authorities were created by Senate Bill 342 and approved by Texas voters in 2001. The CTRMA began operating in January 2003 to develop critically needed transportation and mobility infrastructure projects in Travis and Williamson Counties. The law creating regional mobility authorities increases local control over local infrastructure projects, such as the development of tollway facilities. The authority also has power under state law to develop other transportation projects that promote regional solutions to congestion.

## Client Transportation Providers

A variety of state health and human service programs provide transportation to eligible clients. In recent years, the availability of transportation to and from medical and other social services for qualifying clients has become a central concern among policymakers, health officials, and service providers. Human service client transportation addressed in HB 2292 and HB 3588 involves a broad array of programs. TxDOT has assumed responsibility for administrating the state funding for client transportation services under these programs, but with the exception of the Medical Transportation Program, has not assumed responsibility for the day-to-day operation of the program.

Both federal and state governments authorize and appropriate funds for a large number of health and human service programs to meet the particular needs of specific types of eligible qualifying individuals or organizations. The Federal General Accounting Office has recently identified 62 federal health and human service programs that provide some type of transportation assistance to eligible clients. The scope and nature of the transportation services being provided varies enormously from trips made routinely to traditional doctors, clinics, and other services in a client's local neighborhood, to plane tickets and lodging and related expenses for travel to medical facilities across the country.

There are a number of client transportation providers in the Capital Area. A definitive inventory of providers is not available. However, CAN has prepared a *Ride Guide: Senior Transportation Options in the Greater Austin Area* included in Appendix B. Other resources are available through various member agencies of the United Way.

A more detailed illustration of the service areas for CMTA, CARTS, and the Austin urban area can be found in Appendix C of this Plan along with a more detailed description of the public transportation providers in the Region.



## SECTION III – COORDINATION GOALS, OPPORTUNITIES, AND BARRIERS

This Plan was developed on the guiding precepts that the process be transparent, inclusive, and iterative. The RTCC's finalized list of coordination goals, opportunities, existing coordination efforts, barriers, and action items (see Section IV) are a reflection of this Committee's efforts to proactively engage transportation providers, their clients, and the public. Examples of RTCC planning activities that reinforce these guiding precepts include:

- Forming an oversight committee (i.e. the RTCC) whose membership represents more than 25 agencies and organizations that are responsible for providing public transportation services or health and human services, or are interested in the coordination of public transportation and client transportation services in the Capital Area;
- Holding over 25 RTCC and RTCC Technical Subcommittee planning meetings, advertised on the CAPCOG Calendar of Events and open to the public;
- Seeking public input at 15 public meetings (i.e. three rounds of five meetings) hosted at five locations throughout the Capital Area;
- Utilizing a Speaker's Bureau to seek input from a cross section of transportation consumers, including: CAN Community Council, Disabilities Planning Partnership, Cedar Park City Council, Workforce Center of Williamson County, Easter Seals of Central Texas, Texas State University Student Planning Organization, and the Capital Area Regional Transportation Planning Organization;
- Communicating with transportation stakeholders and the public via electronic invitations, E-Updates, calls to elected officials, press releases, and newspaper ads;
- Maintaining a public website at [www.CapitalAreaRTCC.org](http://www.CapitalAreaRTCC.org) with documents, presentations, technical memos, and current events;
- Maintaining a project website that is accessible to the public and includes source information and documentation utilized to support the planning process;
- Developing a public comment database that currently includes over 600 individual comments on the transit coordination process;
- Surveying 21 different transportation providers to establish a baseline inventory of transportation resources available for the region;
- Surveying 43 different transportation consumer organizations to establish a baseline inventory of transportation needs for the region; and
- Developing a process for the implementation and evaluation of projects identified in this Plan.

**T**he workshop was very informational. Thanks.

*Wayne Brascom  
Marble Falls Resident*

**I** think this was a good forum to express concerns about working together with different agencies. I think there could be much greater coordination and this might relieve some of this concern.

*Michelle Bussemey  
Texas State University*

The information and feedback collected during these RTCC planning activities provided

the input necessary to support and validate this planning process. A process developed in 2005 by the Regional Transit Coordination Interim Committee was published in the *Strategy for a Regional Transit Coordination Plan*. In general, the process included the following major components:

- A. Formulation and Adoption of Goals and Objectives,
- B. Identification of Transportation Coordination Opportunities,
- C. Inventory Existing Coordination Efforts, and
- D. Identification of Barriers to Regional Transit Coordination.

This section presents a description of each of these components.

### **Formulation and Adoption of Goals and Objectives**

The first step in any planning process is to define goals and objectives. The language of House Bill 3588 and subsequent instructions provided by the Study Group provide the following list of goals for this planning process:

- To improve the delivery of transportation services,
- To generate efficiencies in operation that can lead to increased levels of service,
- To enhance customer service/satisfaction, and
- To encourage cooperation and coordination.

Within the first few meetings, the RTCC expanded these goals to reflect the specific needs and priorities of the Capital Area. These goals (listed below) are the basis for the transportation coordination process and the resulting Plan.

<b>Goal 1:</b>	Preserve and expand transportation services for the public, especially those services that meet the critical needs of the transportation disadvantaged.
<b>Goal 2:</b>	Maintain and improve the quality of transportation services for the public.
<b>Goal 3:</b>	Secure formal State and local agency agreements to implement coordinated transportation in the Capital Area.
<b>Goal 4:</b>	Reduce the duplication of transportation services for the public.
<b>Goal 5:</b>	Increase efficiencies in transportation support services for the public.
<b>Goal 6:</b>	Increase public awareness of mobility options and improve access to transportation services for the public.
<b>Goal 7:</b>	Address funding, regulatory, programmatic, and geographic barriers to providing seamless transportation services for the public.
<b>Goal 8:</b>	Further the State's efforts to reduce air pollution.

Each goal is supported by a list of objectives that are described in Appendix D.

In addition to the goals and objectives listed above, the RTCC acknowledges the need to identify the following specific guidelines for populations with special transportation needs:

1. Proposed changes in transportation services include greater availability, accessibility, and affordability of transportation services for all Texans, including individuals with disabilities;
2. Transportation programs demonstrate full compliance with standards of accessibility for people with disabilities; and
3. Provide multiple opportunities for public input and participation of all Texans, including people with disabilities, in the planning process.

These eight goals and supporting guidelines not only defined the RTCC's process, they also were used to validate the list of recommended action items described in Section IV.

## Identification of Transportation Coordination Opportunities

With their goals and objectives defined, the RTCC next identified transportation coordination opportunities for the region. This involved a wide variety of activities, including:

**W**ork with school district, don't duplicate services.

*Karen Dulaney Smith  
Austin Independent School District*

- Stakeholder outreach events held throughout the region in May 2006;
- The compilation of regional transit coordination opportunities gathered by the Texas Transportation Institute in a survey of the 24 transit regions within the State; and
- Literature search results about opportunities identified by various communities and regions throughout the United States that have conducted similar studies and evaluations of regional transit coordination issues.

These activities resulted in a summary list of 18 potential coordination opportunities grouped under the four major categories listed below:

- **Interagency Agreements** includes opportunities that require a formal agreement between two or more providers.
- **Funding Administration** includes opportunities that relate to the agencies that fund and regulate transportation services. Regulatory agencies may include, but are not limited to regional transportation authorities, local governments, federal agencies (DOT/FHWA/FTA, DOL, DHHS, etc.) and State agencies whether administering federal or state programs.
- **Technology and Business Practices** includes opportunities that relate to communications and software applications related to the efficient scheduling, routing, and dispatching of vehicle resources. This category represents a substantial opportunity for coordination and could include coordination or perhaps consolidation of various business practices oriented around operations management, accounting, and forecasting across multiple providers.



- **Operating Practices** includes opportunities that relate to the improvement, consolidation and coordination of vehicle maintenance, driver training, scheduled interconnectivity, and other issues concerning how services are provided and maintained.

The specific opportunities, arranged by category, appear in the following table.

**Table III-1. Transportation Coordination Opportunities**

<b>INTERAGENCY AGREEMENTS</b>	Share Information
	Share Training of Agency Personnel
	Broker Service to Fill Gaps, etc.
	Method of Cost Allocation
	Share Vehicle and Driver Resources
<b>FUNDING ADMIN.</b>	State Agency Coordination of Requirements to Remove Barriers
	Develop Common Cost Structure Model
<b>TECHNOLOGY AND BUSINESS PRACTICES</b>	Consolidate Data Collection/Reporting Functions
	Coordinate Purchase/Acquisition of Vehicles
	Adopt Common, Interoperable Architecture, Specs, etc. for Communication Systems
	Adopt Common, Interoperable Architecture, Specs, etc. for Dispatch/Dynamic Scheduling Systems
	Adopt Common, Interoperable Architecture, Specs, etc. for APTS/ITS Applications
	Adopt Common Compatible Accounting Systems among Agencies
<b>OPERATING PRACTICES</b>	Consolidate/share Information, Scheduling, and Dispatching Functions (Single Point Entry Consumer Access)
	Share Clients in the Same Area – Broaden Access to Multiple Systems
	Implement a Common Driver Training Program
	Provide Shared Stops and Additional Points of Interconnectivity
	Consolidate Fueling, Service Maintenance Functions

Appendix E of this document provides greater detail on the development of these listed opportunities in Technical Memoranda 3-B, 3-C, and 4-B.

## Existing Coordination Efforts

Many of the public transportation providers are already spearheading efforts to take advantage of the coordination opportunities listed above. Examples of existing coordination activities include:

- Seamless fare media coordination between CARTS and CMTA (January 2007);
- Medical Transportation under the TxDOT Medical Transportation program for all of Region 12 is provided with CARTS serving as the regional broker;
- The CMTA Silver Dillo stop is located at the CARTS Central Terminal (Austin), enabling rural passengers to transfer to the Metro system for trips within Austin and the CMTA Service Area;
- CMTA is handling commuter bus purchases for CARTS to begin the creation of a homogenous region-wide commuter fleet;
- Fueling stations for Section 5310, private non-profit agency fleets that use propane are provided by CARTS within the region;
- Several human service providers (Section 5310) vehicle fleets are maintained by CARTS;
- Three intercity bus terminals, serving Greyhound and Arrow Trailways bus services are co-located with and operated by CARTS;
- Station and platform services for AMTRAK in San Marcos are located at the CARTS bus station;
- CARTS operates the Lago Vista Feeder and the Northeast Express routes for the CMTA under an interlocal agreement between the two agencies;
- The City of Round Rock is an urbanized area but outside the CMTA service area. Under an interlocal agreement, CARTS provides general public transit services for the citizens of Round Rock with emphasis on seniors and persons with disabilities. CARTS has also provided transportation for the Round Rock Parks and Recreation Department;
- CARTS, Texas State University at San Marcos, and the City of San Marcos are currently circulating for signature a memorandum of agreement to work in partnership to integrate existing bus transportation in San Marcos to serve all persons in the community;
- Austin Groups for the Elderly (AGE) administers a contract with CMTA for three accessible vans used by Mary Lee Foundation, Easter Seals-Central Texas and AGE. AGE collects the local match from the other agencies, pays the CMTA invoices, and submits the consolidated billing form to the TxDOT Austin District for reimbursement. (This program transports about 2 percent of the CMTA STS ridership.) Austin-Travis County MHMR provides an accessible van for short durations when these vans are not operational. This program is subsidized by the Section 5310 Elderly and Persons with Disabilities Grant Program;

- Bluebonnet Trails MHMR and Williamson-Burnet County Opportunities (WBCO) purchase transportation service from CARTS for transport of clients in areas not normally covered by CARTS. These routes are subsidized by the Section 5310 grant program;
- Partners in Caregiving a.k.a. Faith in Action Caregivers is a coordinated group consisting of eight different Caregivers throughout the Austin/Round Rock area. The Caregivers have established a voucher program with private taxi companies to transport elderly clients when Caregiver volunteers are not available. This program is subsidized by the Section 5310 grant program, with the match provided by St. David's Charities;
- CARTS has been providing support services for many Section 5310 agencies:
  - a. Propane fueling facilities in San Marcos for the Hays County Veterans Affairs bus.
  - b. Drafting specifications and contracting for all 5310 funded vehicles and equipment grants for the sub recipient agencies.
  - c. Maintenance for other agency 5310 vehicles wishing to use the CARTS Smithville Maintenance Facility, and for the Hays County VA in San Marcos.
  - d. Training of other agency drivers when class size permits.
  - e. Enrolling drivers from some agencies with Commercial Drivers License (CDL) drivers in the CARTS Drug & Alcohol Program, which is a requirement for CDL drivers of buses of a certain size/capacity.
  - f. In some cases, CARTS has provided transportation for agencies experiencing vehicle breakdowns in order that client services could be maintained;
- CARTS previously contracted for joint bus acquisition with Hill Country Transit District and will do so again next spring. Other transit agencies in Texas have also "piggy-backed" on CARTS procurement contracts; and
- The United Way Capital Area (UWCA), just completed a 10-county Central Texas research effort called the Community Agenda Project. One of the nine cross-cutting issues that was identified in input from citizens in all 10 counties was the need for a "fully coordinated regional public transportation system." The report's responding recommendation was: "Partnerships and collaboration among the existing transportation providers needs to happen to provide a seamless linkage in routes and schedules." UWCA and its partners and affiliates will be working on helping to implement this recommendation in the months to come.

In many instances, these existing coordination efforts will provide a basis for the action items listed in Section IV and momentum for overcoming the remaining barriers to regional coordination. These barriers are described below and prevent transportation providers from fully realizing the opportunities for transportation coordination in the Capital Area.

## Identification of Barriers to Regional Transit Coordination

There is little incentive for transportation providers to coordinate when regulatory, funding, geographical, political, and personality barriers exist. In short, in order to actually do **something**, greater effort has to be expended to remove the barriers or constraints that kept the “something” from occurring in the first place.

**L**imited service that will help people get to work, lack of coordination among various groups, politics that prevent common-sense approach are barriers to better public transit coordination.

Nancy Bishop  
Rural Capital Area Workforce Center

The TTC and the Regional Planning and Public Transportation Work Group directed each planning area to identify their barriers to transportation coordination. The source for this list of barriers involved several stakeholders. First, the Texas Transportation Institute (TTI), performed a state-wide survey involving the 24 transit regions concerning opportunities and barriers to transit coordination. A list of these barriers is presented in Technical Memorandum 4-A, *Identification of Barriers That Limit Opportunities for Regional Transit Coordination* included in Appendix F.

Secondly, the RTCC conducted a number of stakeholder public meetings throughout the region as part of the study process. One of these events specifically asked participants to express their opinion of barriers and constraints that limited coordination opportunities. A third source involved a survey of transit providers (agencies) who were asked to identify primary barriers to transit service coordination. The details of these efforts are contained in the Technical Memorandum, Task 4-A included in Appendix F.

A distillation of the input provided by these sources resulted in this prioritized list of nine barriers to transportation coordination within the Capital Area.

1. *Jurisdictional and Boundary Issues* – Region 12 (the Capital Area region) includes jurisdictional boundaries for three statutory transit providers that, in some instances, create barriers to achieving a seamless transportation system. In addition, many of the health and human service providers are limited to particular geographic areas.
2. *Communications (Intra-agency, Public and Private)* – Transportation customers, particularly in complex urban areas, are often unaware of the transportation services available to them.

**A**fixed route is NEEDED in Burnet County ASAP.

Helen Chandler  
The ARC of the Capital Area

3. *Funding Silos* – Competing and exclusionary regulations and procedures exist across both federal and state agencies allocating transportation service funding.
4. *Client Eligibility* – Different eligibility criteria and trip purpose limitations limit the effective (coordinated) use of transportation resources.
5. *Cross-agency Concerns and Lack of Trust* – Variations, perceived or real, in the quality of service that will be provided to an individual agency’s customers, creates a level of confidence that inhibits coordination.
6. *Service Gaps* – Geographical and temporal gaps in services exist within the region. These service gaps may not be immediately evident to transportation providers or their customers.

7. *Differing Driver Requirements* – Different providers have different minimum requirements for their drivers (e.g. age, driving record, background, CDL requirements). Providers also have different training programs and may have different drug and alcohol testing protocols. This tends to limit the coordination of human and transportation resources between multiple transportation providers.
8. *Cost Allocation* – The methodology to determine fully allocated service costs varies among transportation providers thereby creating difficulties to coordinate services in an equitable manner that meets the funding agency’s requirements.
9. *Reporting and Data Requirements* – Not all public transportation providers collect and report the same data. Lack of common reporting and data requirements can inhibit coordination.

**T**erritorialism of stakeholders that is directed by dollars is a barrier to coordination.

*Barbara Smith  
Travis County*

In addition to the barriers listed above, participants in the public meetings identified the need for the following:

- Customer access,
- Expanded hours of service,
- Frequency of service, and
- Expanded routes.

While very costly and under funded, these operational changes could address many of these service gaps. Legislators and TxDOT must realize that public transportation, which encompasses customer transportation, is a viable and integral part of the state infrastructure with equal importance to highways and other modes of transportation. Without recognition of the value of public transportation by the State, it will be very difficult to implement the changes required to accomplish the RTCC’s mission of creating a seamless transit system that achieves efficiencies, eliminates duplication, increases coordination, and addresses service gaps.

## **Development of Implementation “Actions”**

With a list of barriers in-hand, the RTCC set out to identify projects, or action items, that will reduce or minimize these barriers to coordination.

Section IV represents the synthesis of this entire planning process. It includes an annotated list of 19 action items that the RTCC believes will increase consumer satisfaction through greater community mobility. These action items are consistent with, and validated by, the RTCC’s goals defined at the beginning of the entire planning process.

**T**serve many clients who are isolated to the lack of a public transportation resource to access, particularly in Pflugerville, Lakeway, and past Oak Hill on 290. The lack of transportation resources affects all areas of their lives.

*Emily Strong  
The ARC of the Capital Area*



## SECTION IV – IMPLEMENTATION STRATEGIES

Analyzing coordination opportunities and barriers, the RTCC developed a list of action items that support their goals and objectives. The RTCC believes that the implementation of these action items will create a more seamless transit system that achieves efficiencies, eliminates duplication, increases coordination, and addresses service gaps. The RTCC recognizes that the timely implementation of all 19 action items depends on the identification of additional resources and funding.

### Action Items (Point of Contact)

Each action item recommended by the RTCC includes a point of contact (POC). The POC will serve as the administrative contact for their action item(s). The POC for each action item will:

- Serve as the liaison between the Interagency Working Group (described in Resources below) implementing their action item and the RTCC/Administrative Lead Agency;
- Provide administrative support for the Interagency Working Group; and
- Facilitate and monitor the implementation status of the action item.

Each action item is listed below followed by the designated POC agency and a brief description.

1. *Consider and Recommend Mechanisms to Overcome Jurisdictional and Boundary Issues (CAMPO)* – Identify how to best overcome barriers caused by jurisdictional boundaries through local solutions and/or legislative remedies such as enabling local jurisdictions to exceed the local sales tax cap for purposes of providing urban transit service, or some other mechanism to assist in making transit services uniformly available throughout the region.
2. *Investigate Feasibility of Single Point Consumer Access (CARTS)* – Assess the feasibility of implementing a single point consumer access program within the Capital Area. This is also referred to as “one-stop shopping.” The Single Point Access (SPA) is envisioned as a central dispatching function for the region. The goal is to have one point of contact where any transit consumer could call to arrange a ride, and get whatever information is needed by the customer. Every transportation provider or HHS agency that provides funding for transit could participate in the SPA and rely upon it to serve all clients and customers. This concept could be developed over a period of time beginning with centralized marketing and information sources (such as a website) that encompass all public transportation providers serving all public transportation programs including airport transportation, taxis, intercity bus as well as passenger and commuter rail. Existing coordination efforts that support a SPA include the recently appointed TxDOT 5-1-1 Program Manager and accessible technologies such as Google Transit (<http://www.google.com/transit>).

Expand bus services  
locally within Round  
Rock and surrounding cities.

*Jesus Franco  
Round Rock Resident*

One-stop shopping  
transportation

*City of Austin Outreach Event*

**C**oordinate existing and future interlinking/transit bus route types and systems (express with circulator with CARTS, etc). i.e., when you get off at a stop, your next bus follows soon after and is nearby.

*City of Austin Outreach Event*

3. *Expand Network of Shared Stops, Transfer Points and Park-and-Ride Opportunities (CMTA)* – Expand the network of shared stops, transfer points and park-and-rides under an agreement with CMTA, CARTS, and possibly local municipalities. An expanded network of shared stops could help to create a more seamless transportation system and help to overcome jurisdictional boundaries among providers and would be made accessible per the Texas Accessibility Standards and ADA, so that disabled clients could make full use of the network.
4. *Remove Funding “Silos” and Restrictive Requirements (TxDOT)* – Undertake a statewide effort to review, coordinate, and/or consolidate regulations and requirements for transportation services among involved State agencies. Current efforts of this study are centered in the Capital Area region and although federal programs and requirements are an issue, the most likely efforts to result in success would be at the State level.
5. *Coordinate Formal Rural Transit and Intercity Bus Interline Relationships (CARTS)* – Coordinate effective feeder services to enable the seamless transfer of passengers between the rural feeder service and the intercity bus service through interline relationships. The Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), recognizing the growing need to better coordinate rural transportation services with the existing nationwide intercity bus network, establishes the eligibility of feeder services operated by rural transportation operators under the FTA 5311(f) Intercity Bus program. The proposed FTA guidance states that the “coordination of rural connections between small transit operations and intercity bus carriers may include the provision of service which acts as a feeder to intercity bus service.”
6. *Identify Funding for Continuation and Enhancement of Coordination Activities (CAMPO)* – Identify state and federal funding that can be provided as an incentive for regional transit providers to implement identified coordination programs and activities.
7. *Review and Revise Regulations and Requirements for Client Eligibility Across State Agencies and Programs (CAN)* – Undertake a statewide effort to review, revise and/or consolidate regulations and requirements for transportation services among involved State agencies with a goal of overcoming the coordination barriers that result from current client eligibility requirements.
8. *Develop and Implement a Comprehensive Customer Education and Marketing Program for the Region (CMTA)* – Develop and implement a comprehensive customer education and marketing program. This program would increase customer awareness regarding all transportation options available in the Capital Area. This effort would include PSAs on radio, TV, bus shelters, buses, etc., plus promotion through agencies and providers, website, informational phone line, and direct mail. However, since many customers do not have access to some of the conventional media due to disability, language, or not owning a TV or computer, all possible ways to communicate would need to be considered.
9. *Create Regional Standards for Customer Care (CAN)* – Create standards of customer care that all providers can agree to.



10. *Review Transportation Rules, Regulations, and Policies Across All Involved State Agencies (TxDOT)* – Advocate for a specific legislative mandate to identify the applicable rules, regulations and policies of all State agencies involved in the transport of clients with the goal to eliminate unnecessary conflicting and exclusionary regulations that inhibit or effectively prohibit coordination of transit services within the region.
11. *Implement and Expand the Use of an Automated Fare Card System (CARTS)* – Expand existing and implement new automated fare card systems for a greater number of transit providers in the region. Any citizen who regularly uses public transit could be issued a fare card that would be read by a terminal installed in every vehicle (or hand-held version for different types of vehicles). Data on the card would include the person’s information and the funding agency for the ride. The funding agency would receive a report or bill at the end of a designated period and pay the provider accordingly, or pre-programmed accounts could be accessed in the system.
12. *Develop Requirements for and Implement an Inter-Operable Data Collection Program Involving all Transit Agencies/Providers (TxDOT)* – Determine needs and implement a transportation data collection program. Data collection is a crucial part of transportation coordination, but agencies have different data and system requirements. This project would identify common data elements that exist across all transportation agencies along with a recommended process for assimilating the data.
13. *Include Transit Coordination as an Element of the Regional Transportation Planning Process (CAMPO)* – Integrate transit coordination into the federal and state planning processes. For coordinated transit to become a sustained strategy as stated in HB 3588 and SAFETEA-LU, it must be institutionalized into the regular transportation planning processes of the Capital Area MPO and TxDOT. Public transportation is included as an element in CAMPO’s Long Range Transportation Plan; however, the plan has historically focused primarily on major capital investments including rail, fixed rout service, and intermodal facilities, while referencing other projects by funding category only. In addition, the Long Range Plan has been developed through a systems-based approach that relies heavily on input from the region’s public transportation providers. Integrating human service-transit coordination into the federally mandated planning process could include developing a framework for selecting federally funded transit projects that ensures projects will meet the needs of users, particularly those with special needs.
14. *Utilize Existing Available Information to Identify Geographical and Temporal Gaps in Services within the Region (CAPCOG)* – Create a comprehensive map and database of the transportation demand characteristics to identify gaps, overlaps, client characteristics, and temporal characteristics in a geographic manner.
15. *Identify and Implement Opportunities for Shared Ride and Flexible Trip Scheduling (CMTA)* – Identify opportunities for trip flexibility and increase the use of shared rides. Providing the greatest number of rides for each vehicle’s trip is at the crux of the transit coordination effort. However, determining how to put people using different agencies’ funds into one vehicle, or stringing a medical trip to a grocery run to a fun outing is complicated. The RTCC would appoint a committee of provider staff, agency

**N**eed to establish a baseline measure for the number of trips required to serve the public. Also, the service for the aging needs to be flexible.

Mike Koffend  
Accountable Aging

representatives, and members to find out what types of trip flexibility and shared rides are appropriate, and how they could be managed.

16. *Develop and Implement a Uniform Cost Allocation Model for Agencies and Providers in the Region (CARTS)* – Using transit industry standards, identify the elements of costs to provide service and develop the basis for the calculation of costs in order to identify true costs of service and furnish a common standard for agreement between agencies.
17. *Develop Standardized Driver Requirements and Training (CAPCOG)* – Develop a modular training program designed to meet the needs of transportation providers.
18. *Streamline the Requirements and Elements of a Data Collection and Reporting System that Supports Coordination Across All Public Transportation Providers (CAPCOG)* – Define and create a single reporting system that can collect and distribute the information and data as may be required by each provider.
19. *Investigate and Implement the Centralized Procurement of Vehicles, Fuel, Parts, and Transportation Support Infrastructure (CMTA)* – Assuming that transportation providers have common vehicle, fuel, parts, and infrastructure needs; organizational funds might be leveraged to acquire better products at a lower cost. Centralized procurement has the additional benefit of removing institutional barriers to coordination (e.g. common vehicles encourage ride sharing, etc.).

**Table IV-1**, on the following page, represents the synthesis of the entire planning process. The matrix lists each action item along with the priority, point of contact, benefit/cost, implementation category, and the RTCC goals satisfied. The implementation categories describe the relative effort required to remove institutional barriers to implementation. These categories are more fully explained as follows:

- *No Local Policy or Funding Changes Required* – An action item can be initiated without changing any policies or requirements of the jurisdictions or agencies that may be involved or requiring any significant additional funding. Rather, initiation of the action item could be accomplished using current knowledge, expertise, and personnel of the agencies and jurisdictions that may be involved.
- *Local Paradigm Change Required* – An action item would require changes by the involved/affected agencies and jurisdictions in basic or fundamental practices, procedures, or policies that may be enacted by management, or board approval or acquiescence and without significant funding changes or requirements.

Table IV-1. Program Action Items by Implementation Category

Action Item	Priority	Point of Contact*	BENEFIT / COST		IMPLEMENTATION CATEGORY				GOALS								
			Benefit	Cost	NO Local Policy or Funding Changes Required	Local Paradigm Change Required	Local Policy and/or Funding Change Required	Legislative/Regulatory Relief Required	1	2	3	4	5	6	7	8	
			Low Medium High														
Funding Agreements	1	CAMPO	?	?					✓	✓	✓		✓		✓	✓	
	4	TxDOT	?	?						✓	✓	✓	✓				
	6	CAMPO	?	?					✓	✓	✓	✓	✓			✓	
Funding Administration	7	CAN	?	?					✓	✓	✓	✓		✓	✓	✓	
	10	TxDOT	?	?					✓	✓	✓	✓	✓	✓	✓	✓	
	16	CARTS	?	?									✓	✓	✓		
Tech. & Business Practices	11	CARTS	?	?						✓			✓	✓		✓	
	12	TxDOT	?	?						✓	✓	✓	✓	✓			
	18	CAPCOG	?	?							✓		✓				
Operating Practices	2	CARTS	?	?					✓		✓	✓	✓	✓		✓	
	3	CMTA	?	?					✓	✓		✓		✓	✓	✓	
	5	CARTS	?	?					✓	✓	✓		✓		✓	✓	
	8	CMTA	?	?					✓				✓	✓			
	9	CAN	?	?						✓	✓				✓		
	13	CAMPO	?	?					✓	✓	✓	✓			✓	✓	
	14	CAPCOG	?	?					✓	✓			✓	✓	✓		
	15	CMTA	?	?					✓	✓	✓	✓				✓	
	17	CAPCOG	?	?						✓			✓				
19	CMTA	?	?						✓	✓	✓	✓	✓		✓		

\* Point of Contact include the Capital Metropolitan Planning Organizations (CAMPO), TxDOT Aush Dstr (TxDOT), Capital Area Rural Transportation System (CARTS), Capital Area Council of Governments (CAPCOG), Community Adm Network (CAN), and Capital Metropolitan Transit Authority (CMTA).

- *Local Policy and/or Funding Change Required* – An action item would require additional effort requiring changes to current practices, policies, or procedures and additional funding or funding changes in current programs. A hypothetical example may be that to implement the action item, a fixed-route service may require reductions in headways from 60 minutes to 15 minutes, necessitating additional resources and, perhaps, significant program changes.
- *Legislative/Regulatory Relief Required* – An action item requires action at the highest levels of agencies or jurisdictions (i.e. State Legislature, Texas Transportation Commission, or other State Agency Commissions) to change current requirements or enact new regulations that enable implementation.

## Stakeholder Commitment

The successful implementation of each of the action items listed in **Table IV-1** depends on the transit stakeholders' commitment to leadership and organizational structure, resources, oversight, and continuity. Each of these required elements is described below.

*A "coordinating" board my need to be a regular part of this community even after this project is completed to ensure information dissemination.*

*Roberto Gonzalez  
Capital Metro*

## Leadership and Organizational Structure

Unequivocally, representatives of successful public transportation coordination programs point to state leadership as the driving success of their coordination efforts. Strong state leadership enables participants to overcome many of the barriers commonly faced when implementing coordination efforts. Without strong state leadership, initiating a coordination project can be difficult. For example, coordination projects often require agencies that have little or no working relationship to cooperate and compromise on how they do business in the future. Also, the benefits of these projects are often long-term and many agencies may

not see the benefit of committing their agency's time and money. These obstacles are more easily overcome when the state makes coordination a priority.

Now that HB 3588 has provided the impetus for coordination, regional leadership must take advantage of this momentum to work with local transit providers, client advocates, and health and human service agencies to actually implement this directive. Accomplishing the goals of the Plan will require the various boards, elected officials, and agency managers to alter the interests of their institutional and governance structure to take into account the interests of the other agencies involved. Thus, agencies need a way to guide the coordinated system so that it continues to reflect the common interests of the participants.

Different activities and projects will require different levels of integration among the participants. Cooperation, coordination, and consolidation are points along a continuum of organizational working relationships. These points can be defined as follows:

- *Cooperation* – Working together in some loose association, perhaps focusing primarily on information sharing, in which all agencies retain their separate identities and authorities, including control over the vehicles they own;

- *Coordination* – Joint decisions and actions of a group of agencies with formal arrangements to provide for the management of the resources of a distinct system; and
- *Consolidation* – Combining operations, services, or functions so that an entity provides these services according to agreements or other contractual relationships.

Implementing the action items identified will require leadership at both the state and regional levels, and some mixture of cooperation, coordination, and consolidation to be effective.

### **The Regional Transit Coordination Committee**

At this point in time, prior to the reporting of Transit Coordination activities and needs by all 24 regions, the RTCC is assuming that no form of additional governance is being advanced by the State. Given that assumption, a regional mechanism will need to serve as the leader and advocate for transit coordination in the Capital Area. The RTCC, as currently constituted, should be the focal point for continuing coordination leadership within the Capital Area.

Additionally, the RTCC, while maintaining representation of the agencies and organizations currently identified, should form an *executive committee*, empowered to act on behalf of the entire RTCC. Consisting of RTCC members, the executive committee would direct and coordinate activities with the assistance of local and regional transportation stakeholders. The executive committee would meet more frequently than the entire RTCC membership.

### **The Administrative Lead Agency**

The *Strategy for a Regional Transit Coordination Plan* identified CAPCOG as the Administrative Lead Agency for the planning process. This recommendation and CAPCOG's subsequent leadership is consistent with the Council of Governments' role as a regional stakeholder (but not as a transportation provider), whose administrative boundaries are coincident with the study area.

As the Administrative Lead Agency for the planning process, CAPCOG:

- Served as the liaison to the TTC Regional Planning and Public Transportation Work Group; and
- Provided administrative support to the RTCC, RTCC Technical Subcommittee, Planning Group, and Outreach Group to ensure that the technical work was accomplished on schedule, reviews were conducted in accordance to the work plan, and deliverables were submitted to TxDOT Administration.

Now that the Plan is complete, CAMPO is replacing CAPCOG as the Administrative Lead Agency. This change in leadership is consistent with CAMPO's federal mandate to support transit planning and implementation in the CAMPO area. CAMPO will continue to work closely with CAPCOG in an effort to coordinate transportation services that extend beyond CAMPO's administrative area (i.e. Hays, Travis, and Williamson Counties) into the Capital

Area's non-urbanized counties (i.e. Llano, Burnet, Blanco, Lee, Bastrop, Caldwell, and Fayette Counties).

As the Administrative Lead Agency for implementation, CAMPO will:

- Serve as a liaison for the Texas Transportation Commission and agencies involved in providing coordinated public transportation within the capital area,
- Provide administrative support to the RTCC and RTCC Executive Committee,
- Facilitate and monitor the status of plan implementation,
- Develop and oversee a process for amending and updating the Plan, and
- Work to integrate regional public transit coordination with the planning process required under SAFETEA-LU.

**O**ur comprehensive planning efforts should acknowledge that users located on the urban fringe will be difficult to serve.

*Jeanie Teel  
Partners in Caregiving*

CAMPO will assume the role of Administrative Lead Agency once this Plan is submitted to TxDOT.

### **Resources**

TxDOT Administration, the TxDOT Austin District, and CAMPO jointly funded the current effort in response to the legislative mandate initiated by HB 3588. There is no funding identified beyond 2006.

The RTCC is currently being supported by a Technical Subcommittee composed of representatives from most of the transit operating agencies, the regional planning agencies, and several other providers and advocates. The Technical Subcommittee has worked well and should be available to the Administrative Lead Agency in support of implementation. Note that the proposed Technical Subcommittee will involve existing agency/organization staff performing RTCC duties in addition to their regular duties.

The RTCC is also recommending the formation of Interagency Work Groups (IWGs) to support implementation of individual action items. For example, CARTS would serve as the point of contact for the IWG tasked with “implementing and expanding the use of an automated fare card system.” The Administrative Lead Agency and possibly the RTCC Technical Subcommittee would coordinate and support the efforts of individual IWGs.

While some of the action items that can be implemented are part of the transportation community's existing work load, existing staff will have relatively little time to devote to the entire list of action items. The timely implementation of the entire list will depend on the identification of additional funding resources. Additional resources made available through existing agencies (i.e. CAMPO, TxDOT, etc.) will expedite the implementation of this Plan.

## Schedule and Oversight

A general implementation schedule and the recommended organizational oversight are described below.

The RTCC believes that all of the action items listed above could be *initiated* over the next *two years*, assuming that adequate funding is identified to accomplish the indicated projects. Each action item will move through four implementation phases:

- *Project-Specific Implementation Plan* – Prepare a step-by-step “to do” list (i.e. a project management plan) for each action item indicating the specific task sequencing, responsible party(ies), and milestones. The point of contact for each action item would be responsible for preparing the project management plan.
- *Funding Commitments* – Identify and execute agreements for resources and funding required to implement the action item.
- *Startup and “Fine Tuning”* – Initiate and implement the action item. This step includes a feedback loop to ensure the implementation activity is achieving the desired result.
- *Monitoring, Review, and Continuing Commitment* – Following the start-up period (six months to one year), the Administrative Lead Agency and the action item point of contact will conduct a formal review of the initiative. Possible actions include changes to the action item implementation, committing to continue and possibly expand the implementation activity, or deciding to discontinue the activities in favor of another action item that better achieves the original goals and objectives.

Continue regional discussions with ‘Due dates’ for implementing moving forward.

Rachael Torres  
Capital Metro

A general implementation schedule for the 2007 calendar year is listed below:

### **First Quarter 2007**

- All of the action items where *legislative remedy* is primary can be forwarded to the responsible authority (Texas Transportation Commission, State Legislature) for consideration and action by the first quarter of 2007.
- Begin the project planning stage for those action items identified to require *no local policy or funding changes*,

### **Second Quarter 2007**

- Begin the project planning stage for those action items identified to require only a *local paradigm change*.

### **Third Quarter 2007**

- Complete the planning and funding stages for those action items identified to require *no local policy or funding changes* with implementation following into 2008.
- Begin project planning stage for the highest priority action items identified as *requiring local policy and/or funding change*.

The Administrative Lead Agency, in coordination with the RTCC, should develop an annual program. Implementation of the various work elements would be assigned to a single point of contact and their associated IWG. The Administrative Lead Agency, with possibly the support of the Technical Subcommittee, would assume the overall responsibility to compile the progress of each work element. Progress would be reported to the RTCC on a quarterly basis.

The RTCC should remain the focal point for implementation of the Plan. The RTCC could be supported by a Technical Subcommittee involving the agencies and providers who plan, operate, manage, and maintain transportation services within the region. Additionally, the visibility of successfully implemented action items will establish credibility and generate support within the region for transit coordination.

The RTCC, and specifically the executive committee, should provide oversight for implementation actions and Plan updates. In addition, coordination marketing efforts should enlist the public as an element of oversight to ensure that implementation activities are achieving the RTCC's ultimate goal of increasing consumer satisfaction through greater community mobility.

### **Monitoring and Reporting**

The RTCC membership, along with support from the Administrative Lead Agency, is responsible for:

- Developing coordination projects,
- Directing implementation, and
- Monitoring results.

The Annual Work Program will establish the purpose and process to achieve results for the action items included in the Program. It will also anticipate a schedule and establish milestones for the project. Although the majority of the task work will be vested in subordinate staff and technical support, the progress must be monitored by the RTCC to ensure the process and results obtained are consistent with the original direction and plan.

The Executive Committee of the RTCC should assume the responsibility of direct interaction with staff and other support personnel on a frequent basis to direct activities and monitor progress. The RTCC as a whole should meet as a body no more infrequently than on a quarterly basis with the Executive Committee reporting activity and progress relative to the various projects' schedules and milestones. Documentation of Executive Committee and full RTCC meetings should be developed and maintained. Additionally, establishing communications media (e.g. an RTCC website) will allow stakeholders to post pertinent information and encourage public participation.

In all cases, the activities of the RTCC in the implementation of coordination opportunities should be highly visible and available for comment and critique by the entities involved and affected as well as the general public.



## Continuity and Future Revisions

The Plan is intended to be a “living” document, sustaining a purpose but changing with the variation of operational, economic, political, and social issues within the region. Because many of the anticipated efforts will require two or more years before results are measurable, the Plan should be reviewed and updated every two to five years. Periodic updates should include a transportation stakeholder and public review component.

## Relationship to Federal Planning Requirements

SAFETEA-LU was signed into law on August 10, 2005. This federal transportation law authorizes federal expenditures for a range of transportation programs, including transit. The transit portion of SAFETEA-LU includes several programs that are targeted to achieving specific goals. These include:

- The “Section 5310” program that provides funding, allocated by a formula, to States for capital projects to assist in meeting the transportation needs of older adults and persons with disabilities.
- The Job Access Reverse Commute (JARC) program provides formula funding to States and designated recipients to support the development and maintenance of job access projects designed to transport welfare recipients and eligible low-income individuals to and from jobs and activities related to their employment. The JARC program also supports reverse commute projects designed to transport residents of urbanized areas and other than urbanized areas to suburban employment opportunities.
- The New Freedom program is newly established in SAFETEA-LU. The purpose of the New Freedom program is to provide new public transportation services and public transportation alternatives beyond those required by the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) that assist individuals with disabilities with transportation, including transportation to and from jobs and employment support services.

SAFETEA-LU requires that projects selected for funding under these programs be derived from a “coordinated public transit-human services transportation plan” beginning in FY 2006 for JARC and FY 2007 for the Section 5310 and New Freedom programs.

Transit projects selected for funding under these programs should be evaluated for compliance with the Goals of the Plan. Any project determined to meet one or more goals of this Plan may be considered as derived from this Plan.

## Conclusion

Capital Area transportation stakeholders must seize the momentum generated by HB 3588 and the TTC. The successful implementation of existing, enhanced, and new coordination initiatives outlined in this Plan is the key to satisfying the RTCC’s goals, and more importantly, improving consumer satisfaction through greater community mobility.

**T**hanks for  
your efforts!

*Lynn Sorrells  
Texas Workforce Commission*



## APPENDIX A – DEMOGRAPHIC AND GEOGRAPHIC CHARACTERISTICS OF THE REGION

### Demographics of the Region

#### Population

The 10-county Capital Area Region of Texas has been growing at a rate each decade almost double the average for the State of Texas. The Census 2000 population was 1,346,833 with 2005 population estimates being 1,511,061, a 12.2 percent increase in only a five-year period. Hays and Williamson Counties experienced the greatest percentage growth over the past five years while Travis County remains the largest county with a 2005 estimated population of 890,128 or 59 percent of the total 10-county region population. The following Table A-1 illustrates the census population for the period of 1970 to 2000 with current estimates for 2005.

**Table A-1. Historic Population by County for the Capital Area Region**

County	Census 1970	Census 1980	Percent Growth 1970 to 1980	Census 1990	Percent Growth 1980 to 1990	Census 2000	Percent Growth 1990 to 2000	Estimate 2005	Est. Percent Growth 2000 to 2005
Bastrop County	17,297	24,726	43%	38,263	55%	57,733	51%	66,385	15%
Blanco County	3,567	4,681	31%	5,972	28%	8,418	41%	9,164	9%
Burnet County	11,420	17,803	56%	22,677	27%	34,147	51%	38,148	12%
Caldwell County	21,178	23,637	12%	26,392	12%	32,194	22%	35,989	12%
Fayette County	17,650	18,832	7%	20,095	7%	21,804	9%	22,432	3%
Hays County	27,642	40,594	47%	65,614	62%	97,589	49%	119,575	23%
Lee County	8,048	10,952	36%	12,854	17%	15,657	22%	16,795	7%
Llano County	6,979	10,144	45%	11,631	15%	17,044	47%	16,790	-1%
Travis County	295,516	419,573	42%	576,407	37%	812,280	41%	890,128	10%
Williamson County	37,305	76,521	105%	139,551	82%	249,967	79%	295,655	18%
<b>Capital Area</b>	<b>446,602</b>	<b>647,463</b>	<b>45%</b>	<b>919,456</b>	<b>42%</b>	<b>1,346,833</b>	<b>46%</b>	<b>1,511,061</b>	<b>12%</b>
Texas	11,198,655	14,225,513	27%	16,986,510	19%	20,851,820	23%	22,556,027	8%

Source: Texas State Data Center  
2005 Estimates of June 2004

In the Capital Area region, the more populous counties contain a lower percent of the population that is 65 years of age or older. The Region's average is 8 percent of the population reported to be 65 or older and is highly influenced by the populations of Hays, Travis, and Williamson Counties. All of the remaining, more rural, counties have a higher percent senior population. For example, 31 percent of the population of Llano County is age 65 or older. Blanco County reports 17 percent senior population, Burnet County 18 percent seniors, and Fayette County 22 percent.

**Table A-2** provides selected information about the characteristics of the population in the Capital Area region by county.

**Table A-2. Population Characteristics by County for the Capital Area***As Reported Census 2000*

County	Census 2000 Population	Percent Age 65+	Median Family Income	Per Capita Income	Percent Individuals Below Poverty	Percent 65+ Below Poverty	Percent Persons Employed	Travel Time to Work (min)
Bastrop County	57,733	10%	\$43,578	\$18,146	11%	13%	46%	37
Blanco County	8,418	17%	\$39,369	\$19,721	11%	9%	47%	31
Burnet County	34,147	18%	\$37,921	\$18,850	11%	7%	44%	29
Caldwell County	32,194	12%	\$36,573	\$15,099	12%	14%	42%	31
Fayette County	21,804	22%	\$34,526	\$18,888	11%	12%	46%	23
Hays County	97,589	8%	\$45,006	\$19,931	13%	9%	52%	28
Lee County	15,657	14%	\$36,280	\$17,163	11%	15%	47%	30
Llano County	17,044	31%	\$34,830	\$23,547	10%	6%	38%	28
Travis County	812,280	7%	\$46,761	\$25,883	12%	7%	54%	24
Williamson County	249,967	7%	\$60,642	\$24,547	5%	5%	52%	28
Capital Area	1,346,833	8%			11%	8%	52%	

Source: U.S. Bureau of the Census

### Income

The lowest median family incomes are in Fayette County and Llano County. Caldwell County and Lee County report the lowest per capita incomes. The highest median family income is in Williamson County, and the highest per capita income is in Travis County. On average, 11 percent of individuals in the Capital Area are living below the poverty level. Higher percent poverty is reported in Hays County, Caldwell County, and Travis County. The lowest percent of individuals living below the poverty level is Williamson County. An important consideration for providing public and client transportation services is the senior population over 65 years and living below the level of poverty. The average percent of persons 65 and older living below the poverty level is 8 percent in the Capital Area. However, the rate is much higher in some counties – Lee County reports 15 percent of seniors living below the poverty level, Caldwell County 14 percent, Bastrop County 13 percent, and Fayette County 12 percent.

### Travel Time to Work

The majority of job opportunities in the region are located within Travis County. In 2004, 63 percent of businesses and 75 percent of jobs in the region were located in Travis County. This resulted in 52 percent of employed persons in Bastrop, Caldwell, Hays, and Williamson Counties commuting to and from Travis County for work. Typical travel time to work in each of these counties is 28 to 31 minutes, with the exception of Bastrop County, where the average travel time to work is 37 minutes.

## Projected Population for the Capital Area by County

According to the Census Bureau, the Capital Area's July 1, 2004 population was 1,518,850, a growth of almost 13 percent over the Census 2000 population of 1,346,833. The population is growing faster outside of Travis County than within Travis County. Williamson (3<sup>rd</sup>), Hays (7<sup>th</sup>), and Bastrop (9<sup>th</sup>) Counties were among the top 10 fastest growing counties with a population greater than 50,000 people in the state during 2000 to 2004. Travis County was the 27<sup>th</sup> fastest growing county in Texas. From 2000 to 2004 domestic out-migration exceeded domestic in-migration by 21,000 in Travis County.

From 2005 to 2015, eight out of 10 counties in the Capital Area Region are expected to grow faster than the state as a whole. Travis County is expected to account for 72 percent of total employment growth and 46 percent of population growth. The majority of population growth will be concentrated within the Austin-Round Rock Metropolitan Statistical Area (MSA). The Austin-Round Rock MSA includes the five counties of Travis, Williamson, Hays, Bastrop, and Caldwell. The growth in these counties will also affect the more rural counties as well. Burnet, Lee, and Llano Counties are expected to grow rapidly as well. Projected population by county for 2010, 2020, and 2030 are provided in **Table A-3**.

**Table A-3. Projected Population by County\***

County	Census 2000	Census Estimate July 2004	Percent 2000 to 2004	Projected 2010	Percent 2004 to 2010	Projected 2020	Percent 2010 to 2020	Projected 2030	Percent 2020 to 2030
Bastrop County	57,733	68,608	19%	97,294	42%	135,975	40%	158,859	17%
Blanco County	8,418	9,101	8%	10,751	18%	14,020	30%	18,748	34%
Burnet County	34,147	40,286	18%	48,175	20%	61,944	29%	69,061	11%
Caldwell County	32,194	36,498	13%	43,564	19%	61,755	42%	90,485	47%
Fayette County	21,804	22,513	3%	22,712	1%	23,907	5%	25,116	5%
Hays County	97,589	119,359	22%	168,807	41%	248,737	47%	304,161	22%
Lee County	15,657	16,536	6%	22,017	33%	31,353	42%	40,215	28%
Llano County	17,044	18,143	6%	29,477	62%	36,902	25%	40,740	10%
Travis County	812,280	869,868	7%	1,065,624	23%	1,317,386	24%	1,597,554	21%
Williamson County	249,967	317,938	27%	402,291	27%	539,937	34%	643,341	19%
Capital Area	1,346,833	1,518,850	13%	1,910,712	26%	2,471,916	29%	2,988,280	21%
Austin-RR MSA	1,249,763	1,412,271	13%	1,777,580	26%	2,303,790	30%	2,794,400	21%

Source: Census 2000 and Estimate as of July 2004 from U.S. Bureau of the Census; Projections for 2010, 2020, and 2030 from CAPCOG.

\* Projections for population by county in future years may vary by the methodology used by the agency that developed the projections.

## Regional Agencies Responsible for Transportation Planning

There are three planning agencies in the Capital Area with responsibility for regional transportation. All three agencies are involved in the planning for coordinated regional transit services.

### Texas Department of Transportation (TxDOT)

TxDOT is the state agency responsible for construction and maintenance of all interstate, U.S. state highways, ranch-to-market (RM) and farm-to-market (FM) roads within the state. The mission of TxDOT is to provide safe, effective, and efficient movement of people and goods. The state is organized into 25 geographic districts, each responsible for local highway design and maintenance, right-of-way acquisition, construction oversight, and transportation planning. The Capital Area is included within the TxDOT Austin District. The Austin District is comprised of 11 counties in central Texas, including nine of the 10 counties in the Capital Area. The tenth county in the Capital Area, Fayette County, is in the TxDOT Yoakum District. For the purposes of this regional transit coordination plan, Fayette County will be represented by the TxDOT Austin District.

TxDOT has funding oversight over state public transportation funding through the Public Transportation Division (PTN). In 2003, enactment of House Bills 3588, 2292, and 3184 in the 78th Texas Legislature Regular Session substantially altered the role and responsibility of TxDOT and the PTN. In addition to management and oversight of traditional state and federal transit programs in the small urban and rural areas of the state, TxDOT became the agency with primary responsibility for transportation, including all of the responsibilities related to the provision of transportation services for clients of eligible programs<sup>1</sup>, and transportation services provided as part of the Texas Workforce Commission (TWC) programs. While TxDOT is responsible for daily Medical Transportation Program (MTP) operations, Health and Human Services Commission (HHSC) remains responsible for ensuring the integrity of the Texas Medicaid program, including sufficient oversight of MTP.<sup>2</sup> HHSC continues to serve as the single state agency for federal communication and will ensure program compliance with federal and state requirements. As a part of the scope of responsibilities for MTP, TxDOT operates Transportation Service Centers to do the intake and to schedule the trips. The MTP Statewide Client Hotline (# 1-877-633-8747) is the point of contact for Medicaid clients.

TxDOT district offices also offer access for coordinating public transportation in the area. To complement the work of PTN at the state level, each TxDOT district has assigned the responsibility for working with local public transportation operators and client transportation providers to a Public Transportation Coordinator (PTC). In the TxDOT Austin District, the PTC works closely with the staff responsible for regional transportation planning.

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<sup>1</sup> Transportation Code, Section 455.0015, Transportation Needs of Clients of Health and Human Services Agencies.

<sup>2</sup> Senate Bill 1188, 79<sup>th</sup> Legislature, Regular Session.

## **Capital Area Council of Governments (CAPCOG)**

CAPCOG was organized in 1970 to serve local governments in its 10-county region. CAPCOG is a regional planning commission organized under Chapter 391, Local Government Code, and is one of 24 within the state of Texas. The primary focus of CAPCOG is to serve as advocate, planner, and coordinator of initiatives that, when undertaken on a regional basis, can be more effective and efficient. These include emergency services, elderly assistance, law enforcement training, criminal justice planning, solid waste reduction, infrastructure development, and housing and economic development.

CAPCOG also provides staff support for the Capital Area Regional Transportation Planning Organization (CARTPO). CARTPO was originally created as a response to the Transportation Equity Act of the 21<sup>st</sup> Century (TEA-21) – federal legislation which called for state departments of transportation to work with officials in non-metropolitan areas when making transportation planning and programming decisions. CARTPO was one of several Rural Planning Organizations (RPOs) voluntarily created by Texas Councils of Governments to help address rural transportation needs.

CARTPO is actually more than an RPO because its membership consists of representatives from both urban and rural counties in the CAPCOG region. CARTPO is not intended to duplicate the work of CAMPO, which plans for all of Travis, Williamson, and Hays Counties. Rather, it recognizes the strong interconnectivity between urban and rural areas in the region and the importance of a region-wide focus on transportation.

Primarily a forum for communication between state transportation agencies and local non-metropolitan governments, CARTPO is not currently operating under any set guidelines, does not have any formal responsibilities, and does not receive planning funds.

## **Capital Area Metropolitan Planning Organization (CAMPO)**

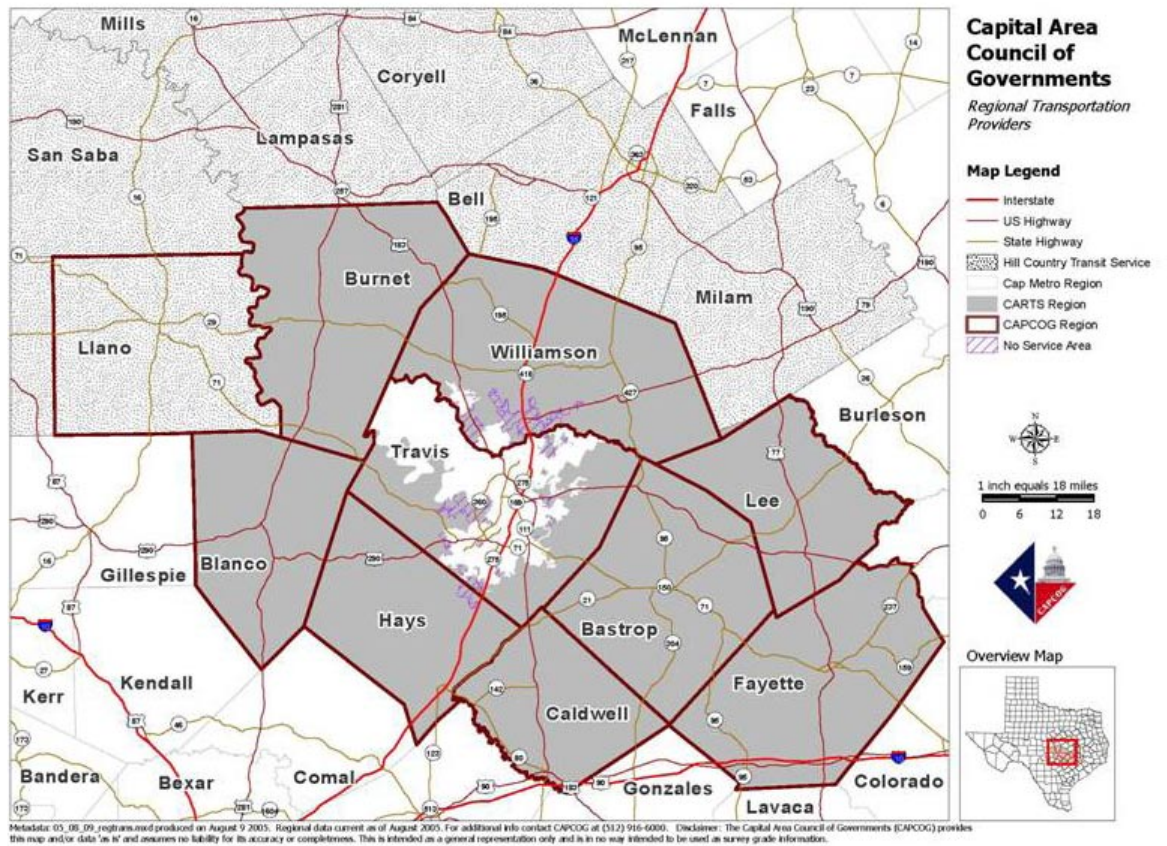
CAMPO is the metropolitan planning organization (MPO) established by federal law to provide a forum for cooperative transportation decision-making for the Austin-Round Rock metropolitan area. MPOs are designated for all urbanized areas having a population greater than 50,000 as identified by the U.S. Bureau of the Census. CAMPO covers a three-county area within the Capital Area that includes Williamson, Travis, and Hays Counties. Major responsibilities include the development of transportation plans and programs and authorization of the use of federal transportation dollars on transit, roadways, and other transportation projects. CAMPO was established in 1973 and is governed by the Transportation Policy Board (CAMPO Board) comprised of state, regional, and local officials.

The purpose of CAMPO is to coordinate regional transportation planning with counties, cities, the Capital Metropolitan Transportation Authority, the Capital Area Rural Transportation System, TxDOT, and other transportation providers in the region and to approve the use of federal transportation funds within the region.

## Public Transit Providers

There are three agencies in the Capital Area responsible for providing public transportation for the general public. Capital Metro is a regional transit authority serving the City of Austin and portions of Travis and Williamson counties. The Capital Area Rural Transportation System (CARTS) is a rural transit district responsible for public transportation for rural residents in an 11-county area. Hill Country Transit District serves small urban and rural areas in central Texas including Llano County in the Capital Area. The map provided as **Figure A-1** illustrates the service areas for each of the public transit providers.

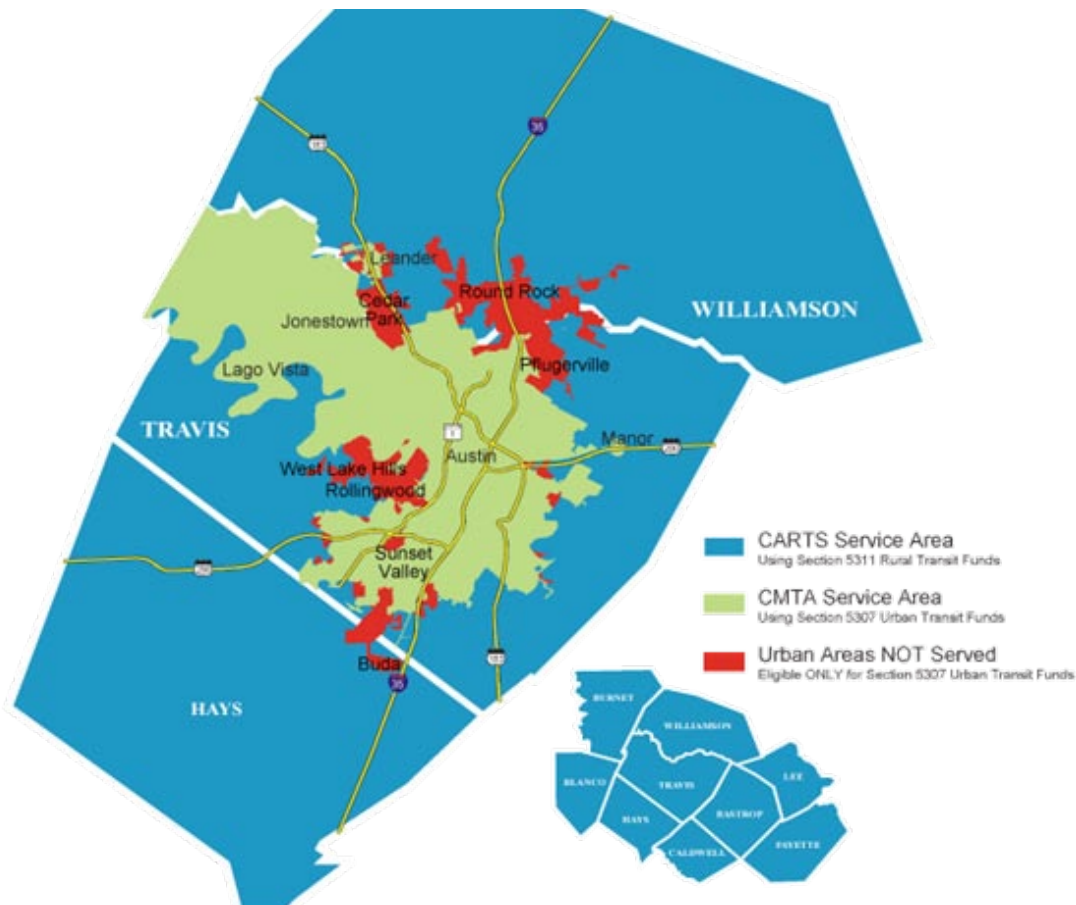
**Figure A-1. Service Areas for Public Transportation Providers**





**Figure A-2** provides a more detailed illustration of the service areas for Capital Metro, CARTS, and the Austin urban area. The urban areas in Travis and Williamson Counties not part of Capital Metro are not included in the service area of CARTS but may be served by a public transit provider through an interlocal agreement.

**Figure A-2. Service Areas for Capital Metro and CARTS and the Austin Urbanized Area**



Source: CARTS

**Capital Metropolitan Transportation Authority (CMTA or Capital Metro)**

Capital Metro provides public transportation services to an area that encompasses 572 square miles and includes a population of approximately 737,000. Capital Metro’s service area includes the City of Austin, City of Manor, Village of San Leanna, City of Leander, City of Jonestown, City of Lago Vista, Village of Point Venture, Village of Volente, the Anderson Mill area of Williamson County, and Precinct Two of Travis County.

Capital Metro is a political subdivision of the State of Texas, created in accordance with Chapter 451 of the Texas Transportation Code. The Authority was established by a referendum in January 1985 to provide mass transportation service to the greater Austin metropolitan area. Voters in Austin and the surrounding area approved the creation of

Capital Metro and agreed to participate in a 1 percent sales tax as local funding support. Capital Metro commenced operations on July 1, 1985. In addition to the local sales tax, revenue is from federal grants, farebox revenue, interest on investments, and other operating related revenues.

Capital Metro is governed by a seven-member Board of Directors that has governance responsibilities over all activities of the agencies. The Board structure is comprised of the following members:

- Two council members appointed by the Austin City Council,
- One Commissioner appointed by the Travis County Commissioners Court,
- One mayoral representative appointed by the mayors of the suburban cities of Travis County,
- One representative appointed by a panel made up of the mayors of the suburban cities of Williamson County, the County Judge, and the presiding officer of each municipal utility district located outside Travis County but within Capital Metro’s service area, and
- Two members at large appointed by CAMPO.

Capital Metro operates a range of services within its service area. The current services and the annual ridership for each are listed as follows:

Service	Annual Ridership
<ul style="list-style-type: none"> <li>• Fixed route local, express park-and-ride, flyers, and ‘Dillos</li> <li>• The University of Texas Shuttle</li> <li>• ADA paratransit</li> <li>• Vanpool and carpool program</li> </ul>	<p>25.7 million</p> <p>7.3 million</p> <p>0.6 million</p> <p>0.2 million</p>
<b>Other services:</b>	
<ul style="list-style-type: none"> <li>• Apple (shuttle service between Austin’s magnet schools)</li> <li>• Easy Rider (group transportation for senior adults)</li> <li>• Special events service</li> <li>• Dial-a-ride</li> </ul>	<p>0.6 million</p>
<b>Total</b>	<b>34.4 million</b>

The Capital Metro Board approved a long-range plan in 2004 to expand transit projects in the Capital Metro service area. The Board also called an election in November of 2004 on the Leander to Downtown Commuter Rail project, which was approved by voters. The All Systems Go Long-Range Transit Plan provides options to help address the pressures of Austin’s regional population growth, which is estimated to double in the next 25 years. Thousands of citizens helped to create the plan, which includes expanded local and express fixed-route bus services, high-tech rapid bus routes, more park-and-ride locations, and new rail services. A starter urban commuter rail line from downtown Austin to Leander was approved in the referendum, putting the first steps of the plan into motion.

Capital Metro currently provides for services for more rural parts of the service area through coordination with CARTS. Special Transit Services are also provided to

communities outside the Capital Metro service area.

- Rural service by CARTS includes demand response, advance registration door-to-door service from Lago Vista, Jonestown, and Leander to Highland Mall, Northcross Mall, and the Central Medical Complex; and feeders connecting rural areas in Lago Vista and Manor with downtown Austin.
- Special Transit Services (STS) provides ADA-compliant door-to-door van and sedan paratransit service throughout Capital Metro's service area and also by interlocal agreement to the cities of Westlake Hills, Rollingwood, Cedar Park, and Pflugerville.

### **Capital Area Rural Transportation System (CARTS)**

CARTS is a rural transit district (RTD) – a political subdivision of the state that provides and coordinates rural public transportation within its boundaries in accordance with the provisions of Transportation Code, Chapter 458. CARTS provides general public transportation services throughout each of nine counties, Bastrop, Blanco, Burnet, Caldwell, Fayette, and Lee Counties, as well as in the rural areas of the three counties in the CAMPO area, Williamson, Hays, and Travis Counties. CARTS is governed by a board of directors composed of one county commissioner from each of the nine counties it serves, and has provided community-based public transportation services since 1979.

The CARTS district encompasses over 7,000 square miles and has a population of over 600,000 persons in the rural areas of 12 counties. Funding is from the Federal Transit Administration (40%), State of Texas (25%), local governments and agency contracts (28%), and farebox (7%).

Today, CARTS provides scheduled service to over 100 communities throughout the Capital Area and to destinations outside that area with a variety of services tailored for each:

- Regular city bus services (fixed route) are provided in Bastrop and San Marcos.
- Commuter bus services operate weekdays from park-and-ride locations near Smithville and Bastrop to downtown Austin and the Capitol Complex.
- Community transit is provided for CARTS customers throughout the nine-county service area. CARTS operates paratransit (curb-to-curb) using computer-assisted scheduling to provide advance reservation, shared ride van service. CARTS has been nationally recognized as having the most advanced ITS infrastructure of any rural transit operator in the country.
- Intercity service is also operated from depots and park-and-ride locations linking the communities in the service area in a regional network. CARTS also operates as the agent for national intercity bus companies and AMTRAK, providing station, ticketing, and platform facilities for those national carriers.

Coordination is a key to CARTS operation. Examples of coordination include the following:

- A number of health and human service agencies contract with CARTS for transportation services for their clients. For example, CARTS has provided

transportation services for Bluebonnet Trails Community Mental Health Mental Retardation Center, the MTP through TxDOT, Travis County Rural Community Action, Area Agency on Aging of the Capital Area, the Texas Workforce Commission, and adult day care centers.

- CARTS provides vehicles and vehicle maintenance services to several human service agencies under the 5310 program and offers Liquid Propane Gas fueling stations for alternatively fueled vehicles that they operate.
- CARTS operates the Lago Vista Feeder and the Northeast Express routes for Capital Metro under an interlocal agreement between the two agencies.
- The City of Round Rock is an urbanized area although outside the Capital Metro service area. Under an interlocal agreement CARTS provides general public transit services for the citizens of Round Rock with emphasis on seniors and persons with disabilities. CARTS has also provided transportation for the Round Rock Parks and Recreation Department.
- CARTS, Texas State University of San Marcos, and the City of San Marcos are currently circulating for signature a memorandum of agreement to work in partnership to integrate existing bus transportation in San Marcos to serve all persons in the community.

### **Hill Country Transit District (HCTD)**

HCTD has been in existence since 1966, first as a division of Hill Country Community Action Association, Inc., and now as a separate entity that exists solely for the purpose of providing professional public transportation services. The system has contracted with TxDOT since 1982 for funds to provide rural public transportation services, and in 1999 entered into a contract with TxDOT to provide urban fixed-route bus service and ADA complementary paratransit to the Cities of Killeen-Copperas Cove-Harker Heights. In January 2001, HCTD entered into an interlocal agreement with the City of Temple to provide urban fixed-route bus service and ADA complementary paratransit service to that city.

HCTD serves nine counties in the central Texas area including Bell, Coryell, Hamilton, Lampasas, Llano, Mason, Milam, Mills, and San Saba. Llano County is in the Capital Area and part of the TxDOT Austin District. HCTD is governed by a 13-member Board of Directors, with representation from each of the nine counties and the two urban districts.

Rural public transportation services are provided on a demand response basis with a fleet of 50 vehicles, including vans, mini-buses, and accessible vehicles. HCTD is a direct service provider and has no subcontractors. Services originate from 14 sites located in the nine-county service area, with dispatching being conducted from a central location.

Urban public transportation services are provided by HCTD in two separate urbanized areas – Killeen and Temple. The Killeen urban system serves the Cities of Killeen, Copperas Cove, and Harker Heights. There are 15 fixed routes, with ADA complementary paratransit service. Service is provided with fifteen 30-foot transit coaches. The Temple urban system began in July of 2002 and includes four routes, with ADA complementary paratransit service. Service is provided with three 30-foot transit coaches.

Funding is provided through a combination of federal, state, and local dollars. HCTD contracts with TxDOT, the Federal Transit Administration, three separate Area Agencies on Aging, and also receives various local funding, including Community Development Block Grant funds.

## **Other Entities Involved in Regional Transportation**

In addition to regional transportation planning agencies and public transportation providers, there are three additional programs that address regional transportation.

### **Texas State University in San Marcos**

Texas State University currently provides commuter bus service to faculty, students, and staff connecting downtown Austin to Texas State University in San Marcos. Although Texas State University is not a state-designated public transportation provider, the service does affect regional mobility due to the fairly high number of riders served. Texas State University is expected to open this commuter service to the public in the future and to add service to Texas State University in Round Rock.

### **Austin-San Antonio Intermunicipal Commuter Rail District (Rail District)**

In 1999 TxDOT sponsored an intercity commuter rail feasibility study to consider commuter rail as a way to address transportation safety, travel time reliability, long-term pollution mitigation, smart-growth, and economic development within the Austin-San Antonio corridor. The 1999 feasibility study took the first step in determining the viability of intercity commuter rail. The Austin-San Antonio Rail District was established in 2002 to plan, develop, operate, and maintain intermodal and commuter rail facilities in the Austin-San Antonio corridor. The Rail District's Board of Directors is comprised of representatives from the Texas Transportation Commission, the Cities of Austin and San Antonio, Bexar and Travis Counties, the transit agencies in the region, and the two MPOs in the region. The Rail District's enabling legislation provides for expansion of the Board to include other cities and counties within and adjoining the IH-35 corridor.

In March 2004 the Rail District commissioned a comprehensive update of the original feasibility study, taking into consideration current demographics, a more detailed ridership model, and other changes that impact the viability of commuter rail. The purpose of this Update Study was to provide information about the various changes in the five years since the original publication, in order to provide an updated basis for the ongoing work on the project. This Update also reflects the direction that the Rail District is now providing for the project. Selected design criteria and assumptions for the Austin-San Antonio Rail District are as follows:

- The Corridor extends from Georgetown on the north to the south side of San Antonio on the south.
- The project will assume the maximum use of existing railroad rights-of-way and facilities.

- The operating plan will include sharing tracks with freight trains and double tracking of existing tracks, as needed to support the operations.
- The level of passenger service proposed will be structured to most efficiently serve the ridership projected by the study.
- Throughout the corridor the local transit service providers will provide local bus service to the commuter rail.
- The passenger stations in Austin, San Marcos, and San Antonio will continue to serve AMTRAK.
- Parking will be provided at passenger stations as justified by demand.
- The commuter rail system will be ADA compliant, according to the federal and state regulations.
- The system will be configured and connected to local service providers in order to present to the riders a seamless system with the ability to buy a single ticket that will permit transfers to the other systems without paying an additional fare.

### Central Texas Regional Mobility Authority (CTRMA)

The mission of the CTRMA is to expeditiously provide innovative regional solutions to congestion problems while enhancing the economic vitality and quality of life in the Central Texas region. Regional mobility authorities were created by Senate Bill 342 and approved by Texas voters in 2001. The CTRMA began operating in January 2003 to develop critically needed transportation and mobility infrastructure projects in Travis and Williamson Counties. The law creating regional mobility authorities increases local control over local infrastructure projects. The CTRMA Board is made up of local Travis and Williamson County citizens.

The CTRMA is the local entity responsible for overseeing the development of tollway facilities. The authority also has power under state law to develop other transportation projects that promote regional solutions to congestion.

### Client Transportation Providers<sup>3</sup>

Transportation is provided to eligible clients of a variety of state health and human service programs. In recent years, the availability of transportation to and from medical and other social services for qualifying clients has become a central concern among policymakers, health officials, and service providers. Human service client transportation addressed in HB 2992 and HB 3588 involves a broad array of programs. PTN has assumed responsibility for providing the state funding for client transportation services under these programs, but with the exception of the Medical Transportation Program (MTP), has not assumed responsibility for the day-to-day operation of the program. **Table A-4** lists those programs for which transportation costs are now (or could be) the responsibility of TxDOT, through PTN.

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<sup>3</sup> Narrative and Table A-4 are excerpted from *Strategic Plan (Task 1)* of the [Draft Business Plan for the Texas Department of Transportation Public Transportation Division](#), prepared by KFH Group, Incorporated and Cambridge Systematics, Inc., March 2005.

**Table A-4. Health and Human Service Programs with Transportation Funded By TxDOT**

<p><b>I. TEXAS DEPARTMENT OF TRANSPORTATION</b></p> <p><i>Medical Transportation Program (MTP)</i>                  Special Needs Children                  Medicaid Transportation</p>
<p><b>II. Health and Human Service Commission</b></p> <p><i>Department of Aging and Disability Services</i>                  Aging Services – Demand-Responsive                  Nursing Facilities and Hospice Payments                  Community-Based Alternatives and Residential Care                  Day Activity/Adult Day Care                  Community Intermediate Care Facilities                  Mental Retardation (MR) Medicaid Waiver Program                  MR State Schools</p> <p><i>Department of Assistive and Rehabilitative Services</i>                  Vocational Rehabilitation</p> <p><i>Department of State Health Services</i>                  Kidney Program-Chronic Diseases                  Mental Health (MH) State Hospitals</p>
<p><b>III. Texas Workforce Commission</b></p> <p>Texas Workforce Boards</p>

Source: Draft Business Plan for the Texas Department of Transportation Public Transportation Division, prepared by KFH Group

Of the programs listed in **Table A-4**, the MTP is by far the largest [in the Capital Area Region], with clients requesting and having transportation arranged for them through a Transportation Service Center. The scope and nature of the transportation services being provided varies enormously from trips made routinely to traditional doctors, clinics, and other services in a client’s local neighborhood, to plane tickets and lodging and related expenses for travel to medical facilities across the country.

Both federal and state governments authorize and appropriate funds for a large number of health and human service programs to meet the particular needs of specific types of eligible qualifying individuals or organizations. The Federal General Accounting Office has recently identified 62 federal health and human service programs that provide some type of transportation assistance to eligible clients.

Client transportation funds in the state flow predominantly in the form of categorical grants from the federal programs to the state and local governments or other non-profit

organizations that are directed at narrow objectives or specifically defined needs. Each program has its own set of policies and administrative requirements restricting use of the funds (to meet specific federal or state policy objectives or perceived problems) and defining how to administer the program.

By the time the funds are used by local or regionally based human services agencies, the programs often restrict (generally as a result of federal program requirements):

- Who can receive services (e.g., only the elderly, only the low income, or only low income elderly);
- What trip purposes can be provided (e.g., only day care, nutrition, rehabilitation, medical services); and
- Where services can be provided (e.g., only in a specific jurisdiction, or only to a specific destination).

Across the programs for which TxDOT now has funding and/or operational responsibility, there are significant differences in administrative and management procedures and requirements. Some of these programs are supported in a manner similar to public transit agencies, through grants provided to sponsoring organizations. Others operate on a contractual or purchase of service basis.

Both federal and state statutes and regulations govern eligibility, eligible services, cost sharing arrangements, and other aspects of individual programs. Statutory requirements, regulations, and program management procedures for each program vary, significantly, including procedures for the provision of associated transportation services.

There are a number of client transportation providers in the Capital Area. A definitive inventory of providers is not available.<sup>4</sup> However, the Community Action Network has prepared a *Ride Guide: Senior Transportation Options in the Greater Austin Area*. Other resources are available through various member agencies of the United Way. At a minimum, client transportation providers in the Capital Area are included in **Table A-5**:

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<sup>4</sup> An inventory is included in Task 2 of the proposed Work Plan.



**Table A-5. Providers of Client Transportation**

<p><b>Client Transportation Providers</b></p> <ul style="list-style-type: none"> <li>◆ Meals on Wheels</li> <li>◆ City of Austin-Parks And Recreation/Seniors</li> <li>◆ Combined Community Action, Inc.</li> <li>◆ Community Action, Inc.</li> <li>◆ Austin State School (AUSS)</li> <li>◆ Austin-Travis County MHMR Center*</li> <li>◆ Bluebonnet Trails MHMR</li> <li>◆ Burnet County MR</li> <li>◆ Hill Country Community MHMR Center*</li> <li>◆ Helping Hand for Children</li> <li>◆ Williamson-Burnet County Opportunities, Inc.</li> </ul>
<p><b>Recipients TxDOT Elderly and Disabled Transportation Systems (5310)</b></p> <ul style="list-style-type: none"> <li>◆ Austin Groups for the Elderly (AGE)</li> <li>◆ Austin State School (AUSS)</li> <li>◆ Austin-Travis County MHMR Center</li> <li>◆ Buckner Villas</li> <li>◆ Golden Age Home</li> <li>◆ Hays County Veteran Affairs</li> <li>◆ Hill Country Community MHMR Center</li> <li>◆ Mary Lee Foundation</li> </ul>
<p><b>Faith-Based Transportation Providers</b></p> <ul style="list-style-type: none"> <li>◆ Interfaith Care Alliance</li> <li>◆ Austin Area Interfaith Ministries</li> </ul>
<p><b>Sponsor of Volunteer Driver Programs</b></p> <ul style="list-style-type: none"> <li>◆ Far Northwest Caregivers</li> <li>◆ Georgetown Caregivers</li> <li>◆ North Central Caregivers</li> <li>◆ Northeast Caregivers of Austin</li> <li>◆ Round Rock Caregivers</li> <li>◆ South Austin Caregivers</li> <li>◆ West Austin Caregivers</li> <li>◆ American Cancer Society</li> <li>◆ Meals on Wheels &amp; More: Medi-Wheels and Groceries to Go</li> </ul>

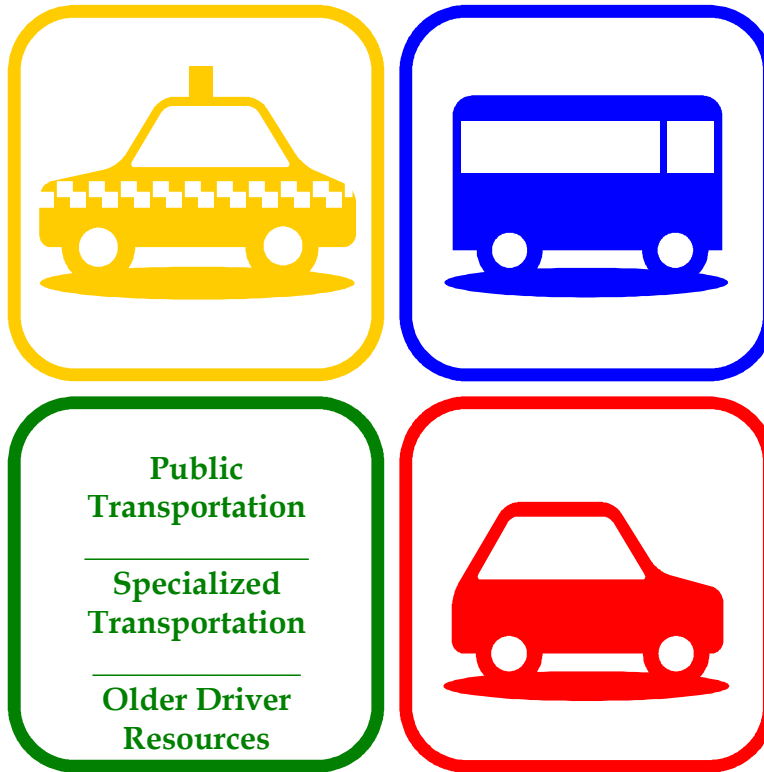
Source: Members of Scoping Group, Capital Area Interim Regional Transit Coordination Committees



APPENDIX B – RIDE GUIDE: SENIOR TRANSPORTATION OPTIONS IN THE GREATER AUSTIN AREA

# Ride Guide:

## Senior Transportation Options in the Greater Austin Area



Information compiled by:  
West Austin Caregivers  
In collaboration with  
2003-2004 Leadership Austin Action Team

Printed May 2004 by:  
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with assistance from  
Advanced Micro Devices, Inc



Community  
Action Network



Leadership Austin 

## Introduction

Many older Americans think giving up the car keys means giving up independence. In the Austin, TX area, that does not have to be the case. There are in place some transportation options for seniors through public and private transportation programs and specialized services.

This transportation guide will aid you in finding the transportation option that best suits your needs or the needs of someone you know. It also includes facts, and a true/false quiz pertaining to transportation needs of older adults.

The **RIDE GUIDE** started as a project initiated by the Beverly Foundation and the Easter Seals Foundation. These foundations chose West Austin Caregivers as one of seven national senior transportation programs to pilot test a Senior Transportation Guide template in their respective communities. The project locally grew into a collaborative effort between West Austin Caregivers, the Aging Services Council, Community Action Network, Leadership Austin and Advanced Micro Devices, Inc.

West Austin Caregivers and the 2003-2004 Leadership Austin Senior Transportation Action Team made every effort to assure the entries of local services are accurate. Some content was supplemented by information from *Aging: Every Generation's Concern...A Guide for Elders and their Caregivers* published by the Gray Panthers of Austin, with that organization's permission.

If you have any questions, or would like additional copies of this booklet, please write or call:

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## Preface

### Senior Transportation for some is...

- ...seen as a one-way street – getting services to seniors; **but really it is a two-way street for it also involves getting seniors to services, and to life.**
- ...perceived as the domain of the public and paratransit systems; **but it also is the domain of community groups, clubs, senior centers, meal programs and private providers.**
- ...viewed as getting people to quantity of life services and support; **but it also involves quality of life opportunities.**
- ...thought of as meeting service needs for the frail elderly; **but it also can be seen as providing the means for enabling well seniors to be productively involved in their communities.**
- ...approached as a senior problem for seniors to solve; **but the solution can also be addressed by caregivers, community groups, and transportation providers.**
- ...seen as problematic with the solution being creating new programs; **but the solution can also be adapting existing options to be more senior friendly.**

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## True/False Quiz

The following 10 questions are to test your knowledge about senior transportation. Please mark each statement with a “T”–true and “F”–false.

- ① \_\_\_ 90% of people over the age of 65 continue to drive their automobiles (have valid driver’s licenses).
- ② \_\_\_ Dial-A-Ride programs only provide transportation to people who are disabled.
- ③ \_\_\_ Recent research indicates that most people should be able to continue driving throughout their life.
- ④ \_\_\_ Less than 5% of the population in the US use public transportation.
- ⑤ \_\_\_ Every city in the US is required to provide public transit services to its residents.
- ⑥ \_\_\_ Volunteer drivers for individuals or organizations must report any payment for mileage to the IRS.
- ⑦ \_\_\_ Volunteer drivers that use their own vehicles need personal auto insurance.
- ⑧ \_\_\_ Adults 65+ have the highest pedestrian death rate of any age group, even children.
- ⑨ \_\_\_ The 85+ population will grow 30% in the United States by the year 2009.
- ⑩ \_\_\_ Rural communities get more than their fair share of transportation dollars.

**ANSWERS FOUND ON PAGE 20**

## Transportation Considerations

**Whether you are looking for transportation for yourself, or you are a caregiver in search of transportation for seniors, you may want to consider the following questions before deciding on a transportation option. Then use these questions to gather information that is more detailed from the transportation provider you are considering.**

1. What is the service area?
2. Is there a limitation on distance?
3. How much will the service cost?
4. Do insurance companies pay for rides provided by the service?
5. Are there requirements to qualify for the service? If so, what are they?
6. Is there an evaluation that must take place prior to the first ride?
7. Is there a required membership fee that must be paid before scheduling rides with the service?
8. How far in advance must riders make reservations?
9. Are rides available in the evenings, on weekends or on holidays?
10. Are rides only for medical appointments and grocery shopping?
11. Is service door-through-door, door-to-door or curb-to-curb?
12. Are people who use wheelchairs able to use the service?
13. Do riders stay in their wheelchair, or must they transfer to a seat during the ride?
14. Is there an escort or attendant in the vehicle with the driver?
15. Does someone stay with me/my family member during appointments?
16. Can a family member serve as an escort? If so, is there an extra cost associated?
17. Will there be a wait when picked up from home? If so, how long?
18. Will there be a wait when picked up for my return trip? If so, how long?
19. Will the driver or attendant come into the office/building for the return trip?
20. Will other passengers be riding? If so, what is the maximum length of time of the ride while others are being pick-up/dropped-off?



## Transportation Facts

- In 2000, almost 35 million Americans were over age 65, comprising 12.4% of the nation's total population. There are over 4 million Americans 85+ years. This group is 12.1% of all seniors.
- Only 3% of those 65-74 have chronic conditions that restrict them to traveling within their own neighborhood.
- Most seniors are aware of their limitations and self-regulate their driving to reflect their driving ability by driving less and avoiding nighttime or bad weather driving, for example.
- Most transit systems provide specialized paratransit services. Collectively, they provide more than 70 million trips per year.
- On average, 18% of those eligible for paratransit service in mid-sized cities are registered; in large size cities, the corresponding figure is 22%.
- Riders who use paratransit rarely make more than 40% of their trips on these systems.
- An estimated 3.4 million Americans depend on Medicaid transportation for medical appointments (roughly 10% of the covered population).

## Senior Drivers

### Adaptive Driving Program

St. David's Rehabilitation Center offers a comprehensive driver evaluation and training program for individuals who experience medical or age-related functional difficulties that hamper the ability to drive a vehicle. Therapists use objective, standardized data from clinical tests and "on the road" driving tests to determine the patient's: ability to drive; ability to use adaptive equipment if necessary, and; willingness to participate in training sessions. Recommendations may include advanced driver training or the need to defer from driving.

- St. David's Rehabilitation Center  
1005 E. 32<sup>nd</sup> St.  
Austin, TX 78705  
(512) 404-8140

### Driving Instruction

Older drivers can benefit from follow-up driving instruction and information about changes in driving habits that will help them feel safe on the road.

- **55-Alive Driver Education Courses**  
[www.aarp.org/drive](http://www.aarp.org/drive)
- **AAA Foundation for Traffic Safety**  
(202) 638-5944  
[www.seniordrivers.org](http://www.seniordrivers.org)
- **National Highway Traffic Safety Administration**  
(888) 327-4236  
[www.nhtsa.dot.gov](http://www.nhtsa.dot.gov)
- **GrandDriver**  
(888) 472-3603  
[www.granddriver.info](http://www.granddriver.info)

## **Handicap Parking Permits**

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Handicap parking on a temporary (6 months) or permanent (4 yr renewal cycle) basis is available to individuals who have an approved handicap placard or handicap license plate. Physicians complete forms that patients obtain from the County Tax assessor's office. Physicians must clarify whether the handicap is temporary or permanent, and whether the reason is mobility, or non-mobility related. The Handicap Parking Placard is convenient to use when a passenger in other vehicles too.

■ **Travis County Tax Assessor**

(512) 854-9473

■ **Williamson County Tax Assessor**

(512) 943-1602

## **Renewing Driver's License / State ID**

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Many older drivers continue to renew their driver's licenses even after "giving up the car keys" to have it for identification. Non-drivers can obtain a **State Identification** card that is an official document for identification.

■ **Texas Department of Public Safety**

For general information and neighborhood bureau locations:

(512) 424-2600

## Public Transit

Established in 1985, Capital Metro Transportation Authority (Capital Metro) provides public transit and paratransit service in the Austin area with fixed route, door to door, and suburban express service.

A Board of Directors guides Capital Metro. A Mobility Impaired Service Advisory Committee provides recommendations from passengers for enhancement of services to senior citizens and passengers with disabilities.

Service boundaries include Anderson Mill, Austin, Jonestown, Lago Vista, Leander, Manor, and San Leanne.

Fixed route fee: \$.50/ free transfer

### **Fixed Route Buses**

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#### ■ **Capital Metro Transportation Authority**

106 E. 8<sup>th</sup> St. (Customer Service Center)

Austin, TX 78701

(512) 474-1200 (information)    (512) 389-0190 (complaints)

Bus schedules (English & Spanish) are available at local grocery stores, Austin Public Libraries and other locations, or call the “GO-Line”:

(512) 474-1200. Route schedules are also posted at major bus stops.

## **Special Accommodations for Fixed Routes**

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Capital Metro accommodates the special needs of senior citizens and passengers with disabilities who choose to use the fixed route service:

- Free fixed ride service with:
  - Capital Metro Mobility Impaired card
  - Senior Citizen Identification card
  - Identification for proof of age - 65+
  - Medicare card
- Large print schedules
- General & schedule information TDD line (512) 385-5872
- Training for senior citizens and passengers with disabilities to ride fixed route buses
- Courtesy stop requests due to accessibility barriers
- Automated stop announcement for major stops
- Bus driver announced stops by special request
- Reserved front of bus seating
- Lift and ramp access on specially marked buses

Identification cards for senior citizens and mobility-impaired passengers are available for \$3 at Capital Metro's Transit Store, Monday through Friday 7:30 a.m. – 7:30 p.m.

Capital Metro Transit Store  
323 Congress Ave.  
Austin, TX 78701  
(512) 389-7454

### Northwest Dial-A-Ride

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1. Advance registration for door-to-door service is available in Lago Vista, Jonestown and Leander every Monday, Wednesday and Friday for direct service.

Northwest Dial-A-Ride goes to:

- Any location on the Highway 183 corridor between FM 620 and the U.S. 183/MoPac intersection
- Highland Mall
- Northcross Mall
- The Central Medical Complex-any location within the following area: north of 26<sup>th</sup>, south of 45<sup>th</sup>, west of Guadalupe and east of Shoal Creek
- Other destinations are available upon request, contingent upon scheduling constraints at time of reservation.

2. Reservations are required at least 24 hours in advance.  
**CALL (512)478-RIDE between 8:00 a.m. and 8:00 p.m. for more information or reservations.**
3. The adult one-way fare for the Northwest Dial-A-Ride service is \$1, but senior adults, Medicare cardholders and persons who are mobility-impaired ride free.

## **Paratransit**

Originally established in 1976, Capital Metro has operated **Special Transit Services (STS)** since 1985 using mini-vans with lifts, cars and cabs. Pre-approved persons with disabilities can request the door-to-door service at sixty cents per ride. This is a shared-ride service operating in the same geographic areas as Capital Metro fixed route service. The Demand-Response service requires reservations to be called in as early as 8 days in advance and until 5:00 p.m. the day before service. Rides are on a first-come, first-served basis. Passenger assigned Escorts may accompany dependent on space availability. Rides are point to point, therefore return trips are usually scheduled as a separate ride request. If booked as an “Open return trip,” this may involve waiting more than an hour after calling for a ride.

### **■ Special Transit Service**

2910 E. 5<sup>th</sup> St.  
Austin, TX 78702  
(512) 389-7480

**Tickets available at a discount for a ten-ride book for \$3.00 or monthly pass for \$15.00 at local grocery stores or Capital Metro Transit Store (see pg 7).**

## **Taxi Voucher Program**

The STS Taxi Voucher program provides enrolled passengers with an alternative for return trips from medical or therapy appointments and grocery stores. Eligible passengers must be able to ride in a sedan. The Voucher program provides a subsidized taxi ride, up to \$12.00 (6 miles) for a minimum of \$.60. For trips exceeding 6 miles, passengers pay the difference:

**6.1 - 9 miles = additional \$2.00**  
**9.1 - 12 miles = additional \$5.00**  
**12.1 - 15 miles = additional \$8.00**

**Requests to be on the Taxi Voucher list for a specific date are made when scheduling transportation with STS to the appointment.**

# Specialized Senior Transportation

## Volunteer Caregivers

There are seven neighborhood-based Volunteer Caregiver programs in the greater Austin area. Their shared mission is to provide volunteer support services to enhance the independence of older adults. Transportation is a major component of the service delivery. The volunteers, who use their own vehicles, serve as companions while providing transportation. There is no charge for this service, but clients pay parking lot fees. These nonprofit organizations accept donations.

Transportation to essential requests for healthcare needs and groceries has first priority, but rides are available to social/recreational activities, beauty shops and personal/business errands. Service requests are for round trip or one way rides. Most service is scheduled late morning to early afternoon, but some volunteers are available for early morning, late afternoon, evening or weekend service.

Enrollment is limited to older adults who are still living independently in the community.

Contact the Volunteer Caregiver program serving your neighborhood to schedule an assessment for enrollment or to inquire about volunteering.

**The Volunteer Caregiver groups provide transportation services based on the clients' level of need:**

Curb-to-Curb:	Client goes to vehicle on own when volunteer arrives. Volunteer drops client off at destination and returns to pick up client later for return trip to residence.
Door-to-Door:	Volunteer goes to residence door for client and escorts to entrance of destination. Volunteer returns to pick up client later and assists client to residence door.
Door-through-Door:	Volunteer goes into residence, assists client into vehicle and escorts client into destination, staying for the duration. Volunteer then drives client home, assisting into residence.



**■ Far Northwest Caregivers**

10633 Lake Creek Pkwy.  
 Austin, TX 78750  
 (512) 250-5021

**Wheelchair accessible:** No

**Call for scheduling:** 9:00 am - 12:00 pm, M-F

**Advance notice:** at least 3 working days

**Service hours:** usually 8:00 am-4:00 pm M-F

<b>Level of Service:</b>	<b>Geographic Boundaries:</b>
Curb-to-Curb Door-to-Door Door-through-Door (round trip or one-way drives)	North–FM 2243 South–Loop 360 to Duval East–Parmer Ln. West– 620 to 2222

**■ Georgetown Caregivers**

1001 Main St.  
 Georgetown, TX 78626  
 (512) 868-9544

**Wheelchair accessible:** only lightweight, collapsible wheelchairs

**Call for scheduling:** 9:00 am - 1:00 pm, M-F

**Advance notice:** at least 3 working days

**Service hours:** usually 9:30 am-2:30 pm M-F, but some early morning, late afternoon, evening or weekend requests can be accommodated.

<b>Level of Service:</b>	<b>Geographic Boundaries:</b>
Curb-to-Curb Door-to-Door Door-through-Door (round trip or one-way drives)	Georgetown city limits

**■ North Central Caregivers**

6800 Woodrow Ave.  
 Austin, TX 78757  
 (512) 453-2273

**Wheelchair accessible:** No

**Call for scheduling:** 9:00 am - 12:00 pm, M-F

**Advance notice:** at least 3 working days

**Service hours:** usually 9:30 am-2:30 pm M-F, but some early morning, late afternoon, evening or weekend requests can be accommodated.

Level of Service:	Geographic Boundaries:
Curb-to-Curb Door-to-Door Door-through-Door (round trip or one-way drives)	North-1325 (Burnet Rd.) South-45 <sup>th</sup> St. East-I-35 West-Burnet Rd.

**■ Northeast Caregivers of Austin**

6100 Berkman Dr.  
 Austin, TX 78723  
 (512) 459-1122

**Wheelchair accessible:** only lightweight, collapsible wheelchairs

**Call for scheduling:** 9:00 am - 12:00 pm, M-F

**Advance notice:** at least 3 working days

**Service hours:** usually 8:00 am – 4:00 pm M-F, but some evening or weekend requests can be accommodated.

Level of Service:	Geographic Boundaries:
Curb-to-Curb Door-to-Door Door-through-Door (round trip or one-way drives)	North-Yager Ln South-Martin Luther King East-Decker Ln. West-I-35

■ **Round Rock Caregivers**

2498 E. Palm Valley Blvd.  
 Round Rock, TX 78664  
 (512) 310-1060

**Wheelchair accessible:** No

**Call for scheduling:** 9:00 am -12:00 pm, M-F

**Advance notice:** at least 3 working days

**Service hours:** usually 9:30 am-2:30 pm M-F, but some early morning, late afternoon, evening or weekend requests can be accommodated.

<b>Level of Service:</b>	<b>Geographic Boundaries:</b>
Curb-to-Curb Door-to-Door Door-through-Door (round trip or one-way drives)	North–Chandler Rd. (1431) South–FM 1325 East–CR 122 West–Parmer Ln.

■ **South Austin Caregivers**

205 E. Monroe  
 Austin, TX 78704  
 (512) 445-5552

**Wheelchair accessible:** No

**Call for scheduling:** 9:00 am -1:00 pm, M-F

**Advance notice:** at least 3 working days

**Service hours:** usually 9:30 am-2:30 pm M-F, but some early morning, late afternoon, evening or weekend requests can be accommodated.

<b>Level of Service:</b>	<b>Geographic Boundaries:</b>
Curb-to-Curb Door-to-Door Door-through-Door (round trip or one-way drives)	North–Colorado River South– Boggy Creek East– Pleasant Valley/Nuckols Crsg. West– Mopac/Brodie Lane

■ **West Austin Caregivers**

2601 Exposition Blvd.  
Austin, TX 78703  
(512) 472-6339

**Wheelchair accessible:** No

**Call for scheduling:** 9:00 am - 1:00 pm, M-F

**Advance notice:** at least 3 working days

**Service hours:** usually 9:30 am-2:30 pm M-F, but some early morning, late afternoon, evening or weekend requests can be accommodated.

<b>Level of Service:</b>	<b>Geographic Boundaries:</b>
Curb-to-Curb Door-to-Door Door-through-Door (round trip or one-way drives)	North–183 South– Town Lake East– I-35 to 45th St, then Burnet Rd West– 360 to Lake Austin

**Volunteer Caregiver programs are interfaith-based and initiated by coalitions of congregations to reach out to their senior neighbors. The Robert Wood Johnson Foundation encourages interested congregational coalitions to pursue funding for the development of programs in underserved areas through the *Faith in Action* program.**

**For additional information:**

**Call - (877) 324-8411**

**E-mail: [info@fiavolunteers.org](mailto:info@fiavolunteers.org)**

**Log on: [www.faithinaction.org](http://www.faithinaction.org)**

**A Neighbor's Independence  
Depends on You**

### Capital Metro EasyRider Program

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The EasyRider Program is a service of Capital Metro. It provides free group (20 or more) transportation for senior citizens (65 years or older) during specific hours.

Call (512) 389-7583 for additional information on the EasyRider program.

### Senior Support Services of Austin

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This project of the City of Austin's Parks and Recreation Department (PARC) provides: (1) rides along set routes to senior centers and senior lunch programs; (2) personal rides for non-emergencies such as medical appointments and grocery stores; and (3) rides for groups of seniors for shopping trips and other outings. Rides outside of the established routes require 24-hour reservations and availability of the program's 14 vans and 24 mini-buses. Serves only within Austin city limits with suggested \$2.00 donation. Service is curbside to curbside.

#### ■ Parks and Recreation Department

Phone Number: (512) 480-3012

### Home Care Services

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Some home care agencies provide transportation as part of the package of services offered to enrolled clients. As with other services, transportation is usually booked in 2 – 4 hour segments with a separate fee for service payment. If currently enrolled for other services, ask the provider whether transportation is an optional service. Check the *Yellow Pages* of the local phone directories for listings under HOME HEALTH SERVICES or contact the Area Agency on Aging of the Capital Area (512) 916-6062 for assistance.

### Taxi Service

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Taxi services in the greater Austin area offer pre-arranged and response/demand sedans and vans. Several of these companies provide wheelchair transport. Check the TAXICAB listing in the *Yellow Pages* of the local phone book.

### American Cancer Society

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**Road to Recovery**, sponsored by the Austin Metro Area American Cancer Society, is a volunteer-based transportation program. Volunteers use their own vehicles to transport persons with cancer for cancer treatment and some medical appointments. Apply by phone.

#### ■ American Cancer Society

2433 Ridgepoint Dr.  
Austin, TX 78754  
(512) 919-1829

**Wheelchair accessible:** No

**Call for scheduling:** 8:00 am - 4:30 pm, M-F

**Advance notice:** 3 days

**Level of assistance:** depends on driver

**Geographic boundaries:** Austin and Round Rock

### Meals on Wheels and More

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In addition to home-delivered meals, this organization also offers transportation to medical appointments and grocery shopping. Volunteers use their personal vehicles. Call to schedule an in-home assessment for enrollment.

#### ■ Medi Wheels: Meals on Wheels & More

3227 E. 5<sup>th</sup> St.  
Austin, TX 78702  
(512) 476-MEAL (6325)

**Wheelchair accessible:** No

**Call for scheduling:** 8:00 am-5:00 pm (M-F)

**Service hours:** 9:00 am – 3:00 pm, M-F

**Advance notice:** 2 days

**Geographic boundaries:** mainly Travis County

#### ■ Groceries to Go: Meals on Wheels & More

3227 E. 5<sup>th</sup> St.  
Austin, TX 78702  
(512) 476-MEAL (6325)

**Wheelchair accessible:** No

**Call for scheduling:** 8:00 am -5:00 pm (M-F)

**Service hours:** Determined by client need and volunteer availability

**Advance notice:** 2 days

**Geographic boundaries:** mainly Travis County

### Medicaid Recipient Transportation

---

Elderly Medicaid recipients may qualify for free transportation to doctor appointments and pharmacies if they are not residing in a long term care facility, or do not have dual enrollment in Medicare and Medicaid. Texas Department of Human Services does not have vehicles, but provides free tickets for use with Capital Metro services and taxis. Check Medicaid card for these programs: QMB or SLMB. If **NOT** receiving these services, Medicaid recipients can call (877) 633-8747 to receive free tickets to use Capital Metro's Special Transit Service or the Taxi Voucher Program.

## Rural Transportation

The Capital Area Rural Transportation System, or CARTS, provides vans and special lift-equipped vehicles to the public in rural locations. Service frequency in the various locales ranges from several times a day to once a month. The service gives priority to the elderly and disabled adults. Most CART vans have scheduled routes to nutrition sites, senior centers and health, medical and social service facilities. Routes also include shopping and recreational sites. Apply by phone.

### ■ CARTS

2010 East 6<sup>th</sup> St.

Austin, TX 78702

(512) 478-7433

Call for reservations (512) 478-7433 or (800) 456-RIDE

**Wheelchair accessible:** Yes

**Call for scheduling:** 7:00 am - 7:00 pm (M-F)

**Service hours:** 8:00 am – 4:30 pm, M-F

**Advance notice:** 24 hours

**Cost:** \$1.00 and up (depends on mileage)

**Level of assistance:** curb-to-curb

**Geographic boundaries:** 9 counties, including Travis & Williamson but excluding the City of Austin.



## Ambulance Services

For non-emergency situations, call the ambulance company in advance to determine cost and payment arrangements. Insurance coverage for ambulances is usually restrictive so it best to check with insurance company ahead of time to determine coverage. Ambulance companies often require cash payment at the time of transfer. Billing is on a flat fee plus mileage basis, with extra charges for additional service such as oxygen. Check the *Yellow Pages* of local phone directories for listings under AMBULANCE SERVICE.

**For Emergency Transport call 911**

## Business Shuttles

Several health care providers in Austin and Round Rock provide transportation to and from appointments for specific procedures or services. Typically, these services are for day health programs, ophthalmology care and physical therapy programs. Contact your service provider to inquire about transportation.

## Information & Referral

### Community Awareness

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The United Way of the Capital Area manages the local Information and Referral service program. Call **211** to find out about services and providers in the local area.

The Area Agency on Aging of the Capital Area provides information about senior services for recipients and caregivers.

**Call: (512) 916-6062 or (800) 622-9111**

## True/False Quiz Answers

So how well did you do? The following are answers to the Quiz questions found on page 1.

- ① **F** According to the National Highway Traffic Safety Administration, about 75% of the people over age 65 have a valid driver's license, which makes it legally possible for them to drive their cars.
- ② **F** While some Dial-A-Ride services also function as ADA services (which have specific eligibility requirements) many Dial-a-Ride programs serve community residents regardless of health and disability status.
- ③ **F** According to recent research, people age 70-75 have a life expectancy of at least 18 years. On average, they can expect to drive 11 of these years and depend on other transportation for the remainder of their lives.
- ④ **T** According to the National Personal Transportation Survey 3% of the population uses public transportation.
- ⑤ **F** Funding for public transit is provided from the US Department of Transportation and frequently matched by local communities. However, communities are not required to provide public transit.
- ⑥ **F** The Internal Revenue Service exempts reimbursement for mileage to volunteer drivers as reportable taxable income.
- ⑦ **T** Generally, a volunteer driver's insurance policy is the "first line of attack" in the event of a crash during the course of driving a person on a volunteer rather than a paid basis.
- ⑧ **T** According to the US Department of Transportation adults age 65+ have the highest pedestrian death rate than any other age group, even children. The reason is that they are physically frail, which makes them more prone to a serious injury and more difficult for them to recover.
- ⑨ **T** The 85+ population is expected to increase from 4.4 million in 2000 to 5.7 million by 2009, a 29.5% increase.
- ⑩ **F** According to the Community Transit Association of America, while 30% of the population resides in rural America, only 6% of the federal transportation dollars are allocated to rural communities.

## Supplemental Senior Transportation

For more information about nation-wide Supplemental Transportation Programs for seniors (STPs) and resource products, please visit the Beverly Foundation online at:

[www.beverlyfoundation.org](http://www.beverlyfoundation.org)

For additional older adult and caregiver transportation resource materials, please visit the Easter Seals Foundation online at:

[www.easter-seals.org/ntl\\_trans\\_care](http://www.easter-seals.org/ntl_trans_care)

For additional resource materials, please visit the American Automobile Association Foundation for Traffic Safety online at:

[www.aaafoundation.org](http://www.aaafoundation.org)

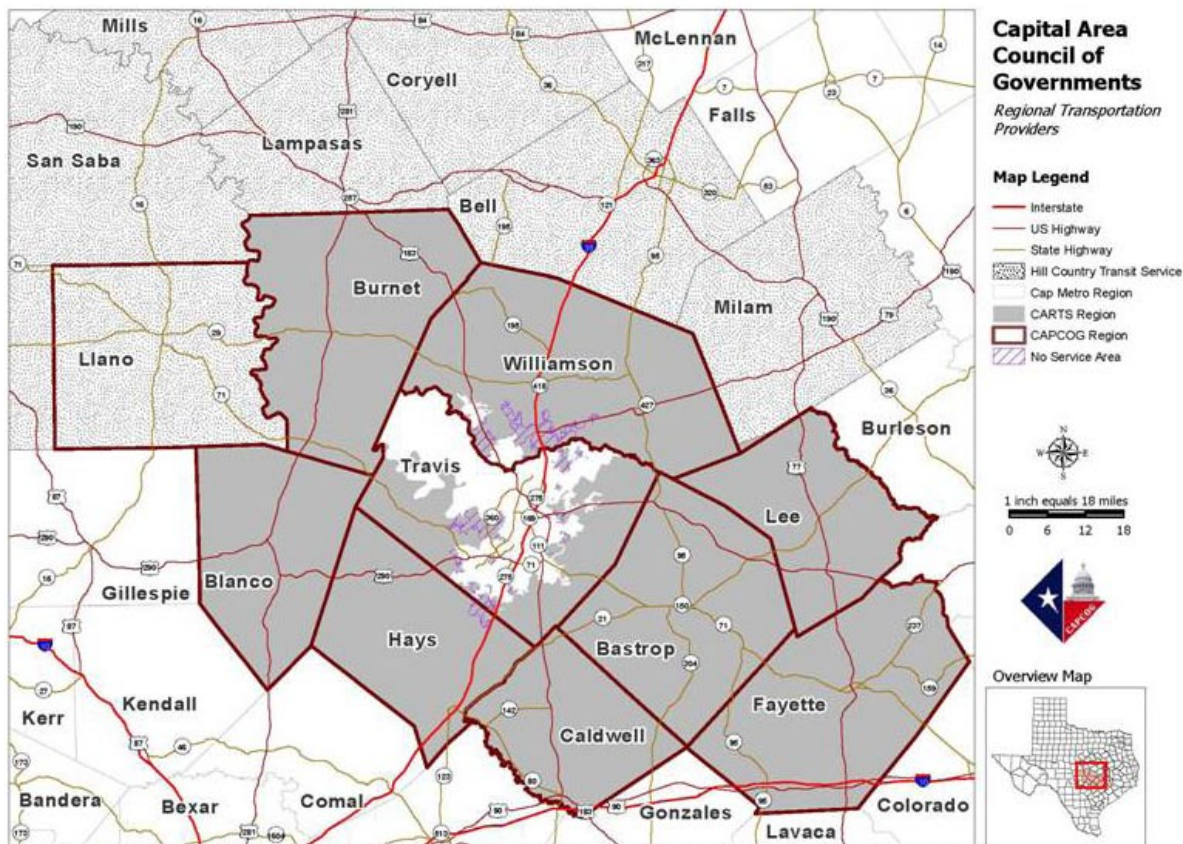


## APPENDIX C – PUBLIC TRANSPORTATION PROVIDERS AND RESOURCES IN THE REGION

### Public Transit Providers

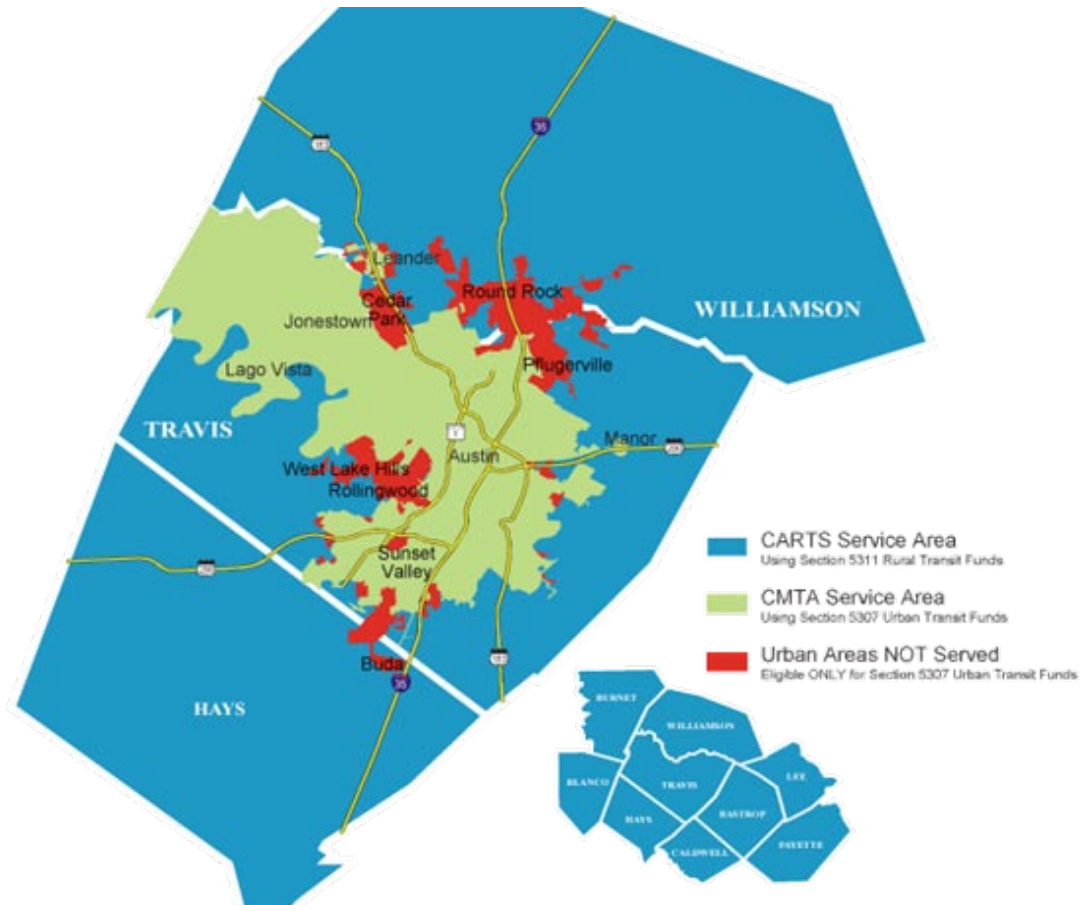
There are three agencies in the Capital Area responsible for providing public transportation for the general public. Capital Metro is a regional transit authority serving the city of Austin and portions of Travis and Williamson Counties. The Capital Area Rural Transportation System (CARTS) is a rural transit district responsible for public transportation for rural residents in an 11-county area. Hill Country Transit District serves small urban and rural areas in central Texas including Llano County in the Capital Area. The map provided as **Figure C-1** illustrates the service areas for each of the public transit providers.

**Figure C-1. Service Areas for Public Transportation Providers**



**Figure C-2** provides a more detailed illustration of the service areas for Capital Metro, CARTS, and the Austin urban area. The urban areas in Travis and Williamson Counties not part of Capital Metro are not included in the service area of CARTS but may be served by a public transit provider through an interlocal agreement.

**Figure C-2. Service Areas for Capital Metro and CARTS and the Austin Urbanized Area**



Source: CARTS

### Capital Metropolitan Transportation Authority (CMTA or Capital Metro)

Capital Metro provides public transportation services to an area that encompasses 572 square miles and includes a population of approximately 737,000. Capital Metro's service area includes the City of Austin, City of Manor, Village of San Leanna, City of Leander, City of Jonestown, City of Lago Vista, Village of Point Venture, Village of Volente, the Anderson Mill area of Williamson County, and Precinct Two of Travis County.

Capital Metro is a political subdivision of the State of Texas, created in accordance with Chapter 451 of the Texas Transportation Code. The Authority was established by a referendum in January 1985 to provide mass transportation service to the greater Austin metropolitan area. Voters in Austin and the surrounding area approved the creation of Capital Metro and agreed to participate in a 1 percent sales tax as local funding support.

Capital Metro commenced operations on July 1, 1985. In addition to the local sales tax, revenue is from federal grants, farebox revenue, interest on investments and other operating related revenues.

Capital Metro is governed by a seven-member Board of Directors that has governance responsibilities over all activities of the agencies. The Board structure is comprised of the following members:

- Two council members appointed by the Austin City Council,
- One commissioner appointed by the Travis County Commissioners Court,
- One mayoral representative appointed by the mayors of the suburban cities of Travis County,
- One representative appointed by a panel made up of the mayors of the suburban cities of Williamson County, the County Judge, and the presiding officer of each municipal utility district located outside Travis County but within Capital Metro’s service area, and
- Two members at large appointed by CAMPO.

Capital Metro operates a range of services within its service area. The current services and the annual ridership for each are listed as follows:

<b>Service</b>	<b>Annual Ridership</b>
<ul style="list-style-type: none"> <li>• Fixed route local, express park-and-ride, flyers, and ‘Dillos</li> <li>• The University of Texas Shuttle</li> <li>• ADA paratransit</li> <li>• Vanpool and carpool program</li> </ul>	<p>25.7 million</p> <p>7.3 million</p> <p>0.6 million</p> <p>0.2 million</p>
<b>Other services:</b>	
<ul style="list-style-type: none"> <li>• Apple (shuttle service between Austin’s magnet schools)</li> <li>• Easy Rider (group transportation for senior adults)</li> <li>• Special events service</li> <li>• Dial-a-ride</li> </ul>	<p>0.6 million</p>
<b>Total 34.4 million</b>	

The Capital Metro Board approved a long-range plan in 2004 to expand transit projects in the Capital Metro service area. The Board also called an election in November of 2004 on the Leander to Downtown Commuter Rail project, which was approved by voters. The All Systems Go Long-Range Transit Plan provides options to help address the pressures of Austin’s regional population growth, estimated to double in the next 25 years. Thousands of citizens helped to create the plan, which includes expanded local and express fixed route bus services, high-tech rapid bus routes, more park-and-ride locations, and new rail services. A starter urban commuter rail line from downtown Austin to Leander was approved in the referendum, putting the first steps of the plan into motion.

Capital Metro currently provides for services for more rural parts of the service area through coordination with CARTS. Special Transit Services are also provided to communities outside the Capital Metro service area.

- Rural service by CARTS includes demand response, advance registration door-to-door service from Lago Vista, Jonestown, and Leander to Highland Mall, Northcross Mall, and the Central Medical Complex; and feeders connecting rural areas in Lago Vista and Manor with downtown Austin.
- Special Transit Services (STS) provides ADA-compliant door-to-door van and sedan paratransit service throughout Capital Metro’s service area and also by interlocal agreement to the cities of Westlake Hills, Rollingwood, Cedar Park, and Pflugerville.

### **Capital Area Rural Transportation System (CARTS)**

CARTS is a rural transit district (RTD) – a political subdivision of the state that provides and coordinates rural public transportation within its boundaries in accordance with the provisions of Transportation Code, Chapter 458. CARTS provides general public transportation services throughout each of nine counties, Bastrop, Blanco, Burnet, Caldwell, Fayette, and Lee Counties, as well as in the rural areas of the three counties in the CAMPO area, Williamson, Hays and Travis Counties. CARTS is governed by a board of directors composed of one county commissioner from each of the nine counties it serves, and has provided community-based public transportation services since 1979.

The CARTS district encompasses over 7,000 square miles and has a population of over 600,000 persons in the rural areas of 12 counties. Funding is from the Federal Transit Administration (40%), State of Texas (25%), local governments and agency contracts (28%), and farebox (7%).

Today, CARTS provides scheduled service to over 100 communities throughout the Capital Area and to destinations outside that area with a variety of services tailored for each:

- Regular city bus services (fixed route) are provided in Bastrop and San Marcos.
- Commuter bus services operate weekdays from park-and-ride locations near Smithville and Bastrop to downtown Austin and the Capitol Complex.
- Community transit is provided for CARTS customers throughout the nine-county service area. CARTS operates paratransit (curb-to-curb) using computer-assisted scheduling to provide advance reservation, shared ride van service. CARTS has been nationally recognized as having the most advanced ITS infrastructure of any rural transit operator in the country.
- Intercity service is also operated from depots and park-and-ride locations linking the communities in the service area in a regional network. CARTS also operates as the agent for national intercity bus companies and AMTRAK, providing station, ticketing, and platform facilities for those national carriers.

Coordination is a key to CARTS operation. Examples of coordination include the following:

- A number of health and human service agencies contract with CARTS for transportation services for their clients. For example, CARTS has provided transportation services for Bluebonnet Trails Community Mental Health Mental Retardation Center, the MTP through TxDOT, Travis County Rural Community



Action, Area Agency on Aging of the Capital Area, the Texas Workforce Commission, and adult day care centers.

- CARTS provides vehicles and vehicle maintenance services to several human service agencies under the 5310 program and offers Liquid Propane Gas fueling stations for alternatively fueled vehicles that they operate.
- CARTS operates the Lago Vista Feeder and the Northeast Express routes for Capital Metro under an interlocal agreement between the two agencies.
- The City of Round Rock is an urbanized area but outside the Capital Metro service area. Under an interlocal agreement CARTS provides general public transit services for the citizens of Round Rock with emphasis on seniors and persons with disabilities. CARTS has also provided transportation for the Round Rock Parks and Recreation Department.
- CARTS, Texas State University of San Marcos, and the City of San Marcos are currently circulating for signature a memorandum of agreement to work in partnership to integrate existing bus transportation in San Marcos to serve all persons in the community.

### **Hill Country Transit District (HCTD)**

HCTD has been in existence since 1966, first as a division of Hill Country Community Action Association, Inc., and now as a separate entity that exists solely for the purpose of providing professional public transportation services. The system has contracted with TxDOT since 1982 for funds to provide rural public transportation services, and in 1999 entered into a contract with TxDOT to provide urban fixed-route bus service and ADA complementary paratransit to the Cities of Killeen-Copperas Cove-Harker Heights. In January 2001, HCTD entered into an interlocal agreement with the City of Temple to provide urban fixed-route bus service and ADA complementary paratransit service to that city.

HCTD serves nine counties in the central Texas area including Bell, Coryell, Hamilton, Lampasas, Llano, Mason, Milam, Mills, and San Saba. Llano County is in the Capital Area and is part of the TxDOT Austin District. HCTD is governed by a 13-member Board of Directors, with representation from each of the nine counties and the two urban districts.

Rural public transportation services are provided on a demand response basis with a fleet of 50 vehicles, including vans, mini-buses, and accessible vehicles. HCTD is a direct service provider and has no subcontractors. Services originate from 14 sites located in the nine-county service area, with dispatching being conducted from a central location.

Urban public transportation services are provided by HCTD in two separate urbanized areas – Killeen and Temple. The Killeen urban system serves the cities of Killeen, Copperas Cove, and Harker Heights. There are 15 fixed routes, with ADA complementary paratransit service. Service is provided with fifteen 30-foot transit coaches. The Temple urban system began in July of 2002 and includes four routes, with ADA complementary paratransit service. Service is provided with three 30-foot transit coaches.

Funding is provided through a combination of federal, state, and local dollars. HCTD

contracts with TxDOT, the Federal Transit Administration, three separate Area Agencies on Aging, and also receives various local funding, including Community Development Block Grant funds.

## **Other Entities Involved in Regional Transportation**

In addition to regional transportation planning agencies and public transportation providers, there are three additional programs that address regional transportation.

### **Texas State University in San Marcos**

The University bus system (TxTram) provides intercity bus service connecting downtown Austin and the Randolph park-and-ride in San Antonio to Texas State University in San Marcos. This service was opened to the general public in August of 2005 and provides weekday connections and service between Austin, Kyle, San Marcos, New Braunfels, and San Antonio. Service connections with Capital Metro in Austin and VIA in San Antonio provide the public with travel access between the communities and with Greyhound, AMTRAK, and international airports in both cities.

Texas State's TxTram also provides 2.5 million rides annually to students, faculty, and staff in the City of San Marcos with campus and off-campus bus service. Although Texas State is not a state-designated public transportation provider, the TxTram service does affect regional mobility due to the fairly high number of riders served.

### **Austin-San Antonio Intermunicipal Commuter Rail District (Rail District)**

In 1999 TxDOT sponsored an intercity commuter rail feasibility study to consider commuter rail as a way to address transportation safety, travel time reliability, long-term pollution mitigation, smart-growth, and economic development within the Austin-San Antonio corridor. The 1999 feasibility study took the first step in determining the viability of intercity commuter rail. The Austin-San Antonio Rail District was established in 2002 to plan, develop, operate, and maintain intermodal and commuter rail facilities in the Austin-San Antonio Corridor. The Rail District's Board of Directors is comprised of representatives from the Texas Transportation Commission, the Cities of Austin and San Antonio, Bexar and Travis Counties, the transit agencies in the region, and the two MPOs in the region. The Rail District's enabling legislation provides for expansion of the Board to include other cities and counties within and adjoining the IH-35 corridor.

In March 2004 the Rail District commissioned a comprehensive update of the original feasibility study, taking into consideration current demographics, a more detailed ridership model, and other changes that impact the viability of commuter rail. The purpose of this Update Study was to provide information about the various changes in the five years since the original publication, in order to provide an updated basis for the ongoing work on the project. This Update also reflects the direction that the Rail District is now providing

for the project. Selected design criteria and assumptions for the Austin-San Antonio Rail District are as follows:

- The Corridor extends from Georgetown on the north to the south side of San Antonio on the south.
- The project will assume the maximum use of existing railroad rights-of-way and facilities.
- The operating plan will include sharing tracks with freight trains and double tracking of existing tracks, as needed to support the operations.
- The level of passenger service proposed will be structured to most efficiently serve the ridership projected by the study.
- Throughout the corridor the local transit service providers will provide local bus service to the commuter rail.
- The passenger stations in Austin, San Marcos, and San Antonio will continue to serve AMTRAK.
- Parking will be provided at passenger stations as justified by demand.
- The commuter rail system will be ADA compliant, according to the federal and state regulations.
- The system will be configured and connected to local service providers in order to present to the riders a seamless system with of the ability to buy a single ticket that will permit transfers to the other systems without paying an additional fare.

### **Central Texas Regional Mobility Authority (CTRMA)**

The mission of the CTRMA is to expeditiously provide innovative regional solutions to congestion problems while enhancing the economic vitality and quality of life in the Central Texas region. Regional mobility authorities were created by Senate Bill 342 and approved by Texas voters in 2001. The CTRMA began operating in January 2003 to develop critically needed transportation and mobility infrastructure projects in Travis and Williamson Counties. The law creating regional mobility authorities increases local control over local infrastructure projects. The CTRMA Board is made up of local Travis and Williamson County citizens.

The CTRMA is the local entity responsible for overseeing the development of tollway facilities. The authority also has power under state law to develop other transportation projects that promote regional solutions to congestion.

## Client Transportation Providers<sup>5</sup>

Transportation is provided to eligible clients of a variety of state health and human service programs. In recent years, the availability of transportation to and from medical and other social services for qualifying clients has become a central concern among policymakers, health officials, and service providers. Human service client transportation addressed in HB 2992 and HB 3588 involves a broad array of programs. PTN has assumed responsibility for providing the state funding for client transportation services under these programs, but with the exception of the Medical Transportation Program (MTP), has not assumed responsibility for the day-to-day operation of the program. **Table C-1** lists those programs for which transportation costs are now (or could be) the responsibility of TxDOT, through PTN.

Of the programs listed in **Table C-1**, the MTP is by far the largest [in the Capital Area Region], with clients requesting and having transportation arranged for them through a Transportation Service Center. The scope and nature of the transportation services being provided varies enormously from trips made routinely to traditional doctors, clinics, and other services in a client's local neighborhood, to plane tickets and lodging and related expenses for travel to medical facilities across the country.

Both federal and state governments authorize and appropriate funds for a large number of health and human service programs to meet the particular needs of specific types of eligible qualifying individuals or organizations. The Federal General Accounting Office has recently identified 62 federal health and human service programs that provide some type of transportation assistance to eligible clients.

Client transportation funds in the state flow predominantly in the form of categorical grants from the federal programs to the state and local governments or other non-profit organizations that are directed at narrow objectives or specifically defined needs. Each program has its own set of policies and administrative requirements restricting use of the funds (to meet specific federal or state policy objectives or perceived problems) and defining how to administer the program.

By the time the funds are used by local or regionally based human services agencies, the programs often restrict (generally as a result of federal program requirements):

- Who can receive services (e.g., only the elderly, only the low income, or only low income elderly);
- What trip purposes can be provided (e.g., only day care, nutrition, rehabilitation, medical services); and
- Where services can be provided (e.g., only in a specific jurisdiction, or only to a specific destination).

Across the programs for which TxDOT now has funding and/or operational responsibility, there are significant differences in administrative and management procedures and requirements. Some of these programs are supported in a manner similar to public transit

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<sup>5</sup> Narrative and Table C-1 are excerpted from *Strategic Plan (Task 1)* of the [Draft Business Plan for the Texas Department of Transportation Public Transportation Division](#), prepared by KFH Group, Incorporated and Cambridge Systematics, Inc., March 2005.

**Table C-1. Health and Human Service Programs with Transportation Funded By TxDOT**

<p><b>I. Texas Department of Transportation</b></p> <p><b><i>Medical Transportation Program (MTP)</i></b></p> <p>Special Needs Children Medicaid Transportation</p>
<p><b>II. Health and Human Service Commission</b></p> <p><b><i>1) Department of Aging and Disability Services</i></b></p> <p>Aging Services – Demand-Responsive Nursing Facilities and Hospice Payments Community-Based Alternatives and Residential Care Day Activity/Adult Day Care Community Intermediate Care Facilities Mental Retardation (MR) Medicaid Waiver Program MR State Schools</p> <p><b><i>Department of Assistive and Rehabilitative Services</i></b></p> <p>Vocational Rehabilitation</p> <p><b><i>Department of State Health Services</i></b></p> <p>Kidney Program-Chronic Diseases Mental Health (MH) State Hospitals</p>
<p><b>III. Texas Workforce Commission</b></p> <p><b><i>2) Texas Workforce Boards</i></b></p>

agencies, through grants provided to sponsoring organizations. Others operate on a contractual or purchase of service basis.

Both federal and state statutes and regulations govern eligibility, eligible services, cost sharing arrangements, and other aspects of individual programs. Statutory requirements, regulations, and program management procedures for each program vary, significantly, including procedures for the provision of associated transportation services.

There are a number of client transportation providers in the Capital Area. A definitive inventory of providers is not available.<sup>6</sup> However, the Community Action Network has prepared a *Ride Guide: Senior Transportation Options in the Greater Austin Area*. Other resources are available through various member agencies of the United Way. At a minimum, client transportation providers in the Capital Area are included in **Table C-2**:

<sup>6</sup> An inventory is included in Task 2 of the proposed Work Plan.

**Table C-2. Providers of Client Transportation**

<p><b>Client Transportation Providers</b></p> <ul style="list-style-type: none"> <li>◆ Meals on Wheels</li> <li>◆ City of Austin-Parks And Recreation/Seniors</li> <li>◆ Combined Community Action, Inc.</li> <li>◆ Community Action, Inc.</li> <li>◆ Austin State School (AUSS)</li> <li>◆ Austin-Travis County MHMR Center*</li> <li>◆ Bluebonnet Trails MHMR</li> <li>◆ Burnet County MR</li> <li>◆ Hill Country Community MHMR Center*</li> <li>◆ Helping Hand for Children</li> <li>◆ Williamson-Burnet County Opportunities, Inc.</li> </ul>
<p><b>Recipients TxDOT Elderly and Disabled Transportation Systems (5310)</b></p> <ul style="list-style-type: none"> <li>◆ Austin Groups for the Elderly (AGE)</li> <li>◆ Austin State School (AUSS)</li> <li>◆ Austin-Travis County MHMR Center</li> <li>◆ Buckner Villas</li> <li>◆ Golden Age Home</li> <li>◆ Hays County Veteran Affairs</li> <li>◆ Hill Country Community MHMR Center</li> <li>◆ Mary Lee Foundation</li> </ul>
<p><b>Faith-Based Transportation Providers</b></p> <ul style="list-style-type: none"> <li>◆ Interfaith Care Alliance</li> <li>◆ Austin Area Interfaith Ministries</li> </ul>
<p><b>Sponsor of Volunteer Driver Programs</b></p> <ul style="list-style-type: none"> <li>◆ Far Northwest Caregivers</li> <li>◆ Georgetown Caregivers</li> <li>◆ North Central Caregivers</li> <li>◆ Northeast Caregivers of Austin</li> <li>◆ Round Rock Caregivers</li> <li>◆ South Austin Caregivers</li> <li>◆ West Austin Caregivers</li> <li>◆ American Cancer Society</li> <li>◆ Meals on Wheels &amp; More: Medi-Wheels and Groceries to Go</li> </ul>

Source: Members of Scoping Group, Capital Area Interim Regional Transit Coordination Committees

## Public Transportation Resources

The conduct of this study included independent surveys of transit providers and client health and human service (HHS) agencies in the Capital Area. These surveys were performed by the Texas Transportation Institute (TTI) for the Texas Department of Transportation (TxDOT), and by Wilbur Smith Associates on behalf of the RTCC. In addition, the data from the transit vehicle inventory survey was conducted by the Austin District of TxDOT, which includes most of the Capital Transit Region. Each of these surveys is described in the following paragraphs with some of the more significant results presented in tabular form.

### TTI Survey

In the spring of 2006, TTI conducted a statewide survey of public transportation resources on behalf of the Public Transportation Division of TxDOT. The survey was sent to all public transportation service providers that receive state or federal grant funding through TxDOT. The data collected included:

- Service area, service modes, span of service;
- Passenger eligibility, ridership by client type;
- Fare structure, general financial information;
- Fleet composition;
- Functional areas/opportunities for coordination; and
- Information on contracted services.

The Capital Region was the first one surveyed by TTI. The survey was conducted using a web-based survey form, and public transportation providers were sent instructions and access information via email.

There were 18 agencies in the Capital Region that responded to the survey. Seven (7) of the 18 surveyed (39 percent) indicated they served primarily urban areas. Eight respondents (44 percent) reported they served primarily rural areas, while the remaining four respondents (17 percent) served both urban and rural areas.

Eleven of the 18 agencies surveyed reported the type of clientele served and seven of these (64 percent) indicated the vast majority (75 percent or more of total trips) were for elderly clients. The remaining four respondents indicated the majority of their clients were cognitively impaired with persons requiring mobility devices or who were visually impaired being also served to one degree or another by five of the respondents.

The TTI survey asked agencies about various coordination functions they now perform or could provide to other agencies. Of 15 agencies responding to this question half or more (7–10) of the 15 agencies replied that they did not need routing/scheduling, dispatching, or major repairs functions; these agencies either operated no vehicles or only one or two vehicles. One agency, Texas State University – San Marcos (TSU-SM), responded that it could provide a variety of coordination functions for other agencies, and only one agency (CARTS) reported that it currently provides driver training and routine repairs for another agency.

Although eight agencies responded that they had vehicles potentially available for sharing with other agencies, only two, CARTS and TSU-SM, had more than 1 or 2 vehicles available at any time. Although the number of vehicles by time and period of potential availability were reported, these data are probably very time sensitive and further use of such information would need to be gathered at the time of potential use. The important fact is that there appear to be vehicle resources available to some extent.

### **RTCC Survey**

The RTCC conducted a survey of agencies as part of this study. Target agencies included those identified by TxDOT (Austin District) and Capital Area Council of Governments databases. Additional survey targets were identified by the RTCC Technical Subcommittee.

The actual survey was administered via an Internet website, similar to the process used by the TTI survey. A non-profit organization, Just Transportation Alliances, facilitated implementation of the survey through their account with Survey Monkey, an on-line survey website.

CAPCOG sent out 164 emails of introduction and instructions to individuals at 100 identified agencies, service centers, and organizations in the 10-county Capital Area. This survey asked questions similar to the TTI survey, but greatly expanded the market to include health and human service providers, volunteer organizations, and stakeholders who do not receive federal or state transportation funding. As a result of this effort and follow-up efforts to agencies, 63 agencies participated in the survey.

Some of the more pertinent data collected included:

- Size of the agency in terms of paid staff, volunteers, and number of annual clients served;
- The geographical range of services;
- Principal types (characteristics) of clients served;
- Area of coordination of primary interest to the agency; and
- Barriers to coordination reported by respondent agencies.

Some of the more pertinent findings of the survey included:

- Travis County is served by the largest proportion of agencies surveyed (71 percent); this is consistent with Travis being the most populous of the 10-county Capital Region. However, Caldwell County, one of the region's smaller counties, was second with service by 49 percent of the 63 agencies. Llano County, the westernmost county, had the smallest service level with 27 percent of the responding agencies.
- Persons with disabilities, adults, seniors, youth, and low income families are the most served groups, in descending order by number of agencies. Only a small number of agencies (4–5) provide services to criminal offenders and their victims.
- The most frequently offered services are basic needs (food and shelter) and health care, followed by counseling, transportation, and emergency/disaster services.



- Coordination opportunities of most interest to agency respondents are
  - Joining a network to share services (38%) and
  - Resolving insurance and other liability issues (23%). Insurance and liability issues are seen as barriers to coordination by many agencies.
- The characteristics of HHS agencies in client transportation was determined from the survey:
  - Clients generally travel to the agency for services or there is a mix between agency staff going to the clients and clients coming to the agency.
  - Many agencies provide service appointments at various community centers on specific days throughout the region, and this accounts for many of the mixed responses.
- About two-thirds of the agencies surveyed either pay for or provide transportation services to their clients
- Nearly three-quarters (73%) provide information referral services to their clients about transportation options they can use to access the agency's services.
- Of the 42 agencies responding that they do **pay for or directly provide transportation service to their clients**, almost all such agencies **do not** transport clients of other agencies, and nearly half (43%) own and operate their own vehicles. About one-third (36%) provide transit passes for their clients.
- The survey obtained response from the agencies concerning various barriers and constraints to public transportation coordination. The most frequently reported instances were:
  - Unstable funding sources (34%),
  - Inflexible service demands by some HHS agencies (34%), and
  - Uncertainty about legal authority to participate in coordination activities (32%).
- Of the 17 "barriers" reported, only one-third are true barriers that would likely require legislative actions to remedy. The remainder are difficult constraints, some of which **could** be addressed by the legislature, but most are simply operational or communication issues that could be more easily handled by the participants.
- Agencies were also asked to identify their two highest priority barriers or constraints. Again, many of these issues are operational or communication issues best addressed by the agencies themselves. Of the barriers/constraints amenable to legislative action, the top ones were:
  - Unstable funding sources,
  - Funding restrictions, and
  - Service boundary limitations.

## TxDOT Vehicle Inventory Data

The Austin District Public Transportation Coordinator provided a variety of agency and vehicle information regarding vehicles that had been purchased with Federal Transit Administration (FTA) grants. These included the following FTA programs:

- Section 5307 Small Urbanized Areas,
- Section 5310 Elderly & Disabled Transit Providers, and
- Section 5311 Rural Transit Providers.

In addition, there was also a complete inventory of Capital Area Rural Transportation System (CARTS) vehicles provided by TxDOT.

Table C-3 summarizes the FTA grant data provided by TxDOT Austin District.

**Table C-3. FTA Grant Data**

<b>Program</b>	<b>Recipients</b>	<b>No. Vehicles Purchased</b>
FTA 5307 Small Urbanized Areas Program	None in Austin District	
FTA 5310 Elderly & Disabled Transit Providers	14 agencies in Austin District	99 vehicles
	<b><i>Largest grantees</i></b>	
	Austin State School	29 vehicles
	Easter Seals - Central Texas	27 vehicles
FTA 5311 Rural Transit Providers	CARTS	61 vehicles

The information in the above table is, perhaps, misleading in that the “No. Vehicles Purchased” as reported by TxDOT does not necessarily mean they were purchased with the grant fund category shown. For example, the Austin State School reports 29 vehicles but only two vehicles were procured with 5310 funds. The number of vehicles procured and the number of agencies involved in the 5310 program has declined over the past few years since the procurement rules were changed.

## APPENDIX D – GOALS AND OBJECTIVES, BARRIERS AND CONSTRAINTS, AND IDENTIFIED OPPORTUNITIES

Development of the Plan for Regional Transit Coordination followed the process outlined in the *Strategy for a Regional Transit Coordination Plan*. Simply stated, the process included the following major components:

- Formulation and adoption of goals and objectives,
- Identification of barriers to regional transit coordination, and
- Identification and evaluation of opportunities.

### Formulation and Adoption of Goals and Objectives

An early portion of the study process involved the establishment of specific goals and objectives. Goals were first developed, refined, and presented to the RTCC who, with comment, adopted a list of eight goals. With this in hand, the Technical Subcommittee of the RTCC considered objectives of a coordination plan that corresponded to the stated goals. A number of objectives were considered for the eight goals and presented to the RTCC who adopted the entire goals and objectives statement. The specific goals and objectives adopted for the Regional Transit Coordination Plan are as in Table D-1.

**Table D-1. Adopted Project Goals and Objectives**

Goal 1	<b>Preserve and expand transportation services for the public, especially those services that meet the critical needs of the transportation disadvantaged.</b>
	<b>Objective 1.1.</b> Evaluate if coordination among agencies and providers results in a better level of service for existing clients or provides additional services to serve currently unmet transportation needs.
	<b>Objective 1.2.</b> Identify the additional transportation resources made available through coordination and a method of utilizing those resources for preservation and expansion of transportation services.
	<b>Objective 1.3.</b> Annually evaluate and prioritize transportation coordination opportunities.

**Table D-1. Adopted Project Goals and Objectives**

Goal 2	<p><b>Maintain and improve the quality of transportation services for the public.</b></p> <p><i>Objective 2.1.</i> Identify, adopt, and implement measurement of common performance indicators for a coordinated public transit system.</p> <p><i>Objective 2.2.</i> Propose, implement, and evaluate demonstration projects based on the performance indicators.</p> <p><i>Objective 2.3.</i> Identify, adopt, and implement minimum training, vehicle, service, operator, privacy, and other safety standards and policies for participants in the coordinated public transit system.</p> <p><i>Objective 2.4.</i> Identify and provide annual training opportunities for participants in the coordinated public transit system.</p> <p><i>Objective 2.5.</i> Standardize a feedback process to monitor and improve the performance of the coordinated public transit system on an on-going basis; and prepare an annual report on the state of the coordinated system.</p>
	<p><b>Secure formal state and local agency agreements to implement coordinated transportation in the Capital Area.</b></p> <p><i>Objective 3.1.</i> Adopt the Recommended Regional Transit Coordination Plan.</p> <p><i>Objective 3.2.</i> Establish formal written agreements among participating agencies and programs outlining the decision-making process for implementing a coordinated system.</p> <p><i>Objective 3.3.</i> Secure the resources necessary to implement coordinated transportation services in the Capital Area region.</p> <p><i>Objective 3.4.</i> Adopt interlocal, interagency agreements on cost sharing, funding mechanisms, and arrangements for vehicle sharing.</p>
Goal 3	

**Table D-1. Adopted Project Goals and Objectives**

Goal 4	<p><b>Reduce the duplication of transportation services for the public.</b></p> <p><i>Objective 4.1.</i> Identify and quantify real or potential savings gained from grouping trips funded by two or more agencies or programs.</p> <p><i>Objective 4.2.</i> Identify operational and business functions of services that can be combined across agencies</p>
	<p><b>Increase efficiencies in transportation support services for the public.</b></p> <p><i>Objective 5.1.</i> Identify and coordinate maintenance and facility services among agencies.</p> <p><i>Objective 5.2.</i> Identify and reduce duplication in administrative services and reporting requirements.</p> <p><i>Objective 5.3.</i> Develop a mechanism of regular communications between agencies.</p>
Goal 5	<p><b>Increase public awareness of mobility options and improve access to transportation services for the public.</b></p> <p><i>Objective 6.1.</i> Develop and implement a multi-agency marketing plan that advertises the availability of coordinated public transit services.</p> <p><i>Objective 6.2.</i> Provide information and gather feedback on transportation coordination activities on a regular basis.</p> <p><i>Objective 6.3.</i> Provide targeted training and information materials about available transportation services.</p> <p><i>Objective 6.4.</i> Create a user-friendly, single-entry phone and website access for trip planning, eligibility, and reservations.</p>
	<p><b>Increase public awareness of mobility options and improve access to transportation services for the public.</b></p> <p><i>Objective 6.1.</i> Develop and implement a multi-agency marketing plan that advertises the availability of coordinated public transit services.</p>
	<p><i>Objective 6.2.</i> Provide information and gather feedback on transportation coordination activities on a regular basis.</p>
	<p><i>Objective 6.3.</i> Provide targeted training and information materials about available transportation services.</p>
Goal 6	<p><i>Objective 6.4.</i> Create a user-friendly, single-entry phone and website access for trip planning, eligibility, and reservations.</p>

**Table D-1. Adopted Project Goals and Objectives**

Goal 7	<p><b>Address funding, regulatory, programmatic, and geographic barriers to providing seamless transportation services for the public.</b></p> <p><i>Objective 7.1.</i> Adopt legislative and regulatory changes that remove regulatory barriers and support coordinated public transit services.</p> <p><i>Objective 7.2.</i> Develop a consistent cost allocation model and formulas for funding grouped trips that are fair and cost-effective.</p>
	<p><b>Further the state’s efforts to reduce air pollution.</b></p> <p><i>Objective 8.1.</i> Reduce vehicle-miles of travel through the consolidation of trips.</p> <p><i>Objective 8.2.</i> Support the state’s efforts to purchase more efficient transit equipment and fuels to improve transit vehicle emission characteristics.</p> <p><i>Objective 8.3.</i> Promote the use of more efficient technologies through the consolidation of resources.</p> <p><i>Objective 8.4.</i> Reduce congestion by reducing the number of transit vehicles in service while carrying the same or greater number of person trips.</p>
Goal 8	

## Identification of Barriers to Regional Transit Coordination

One of the reasons there are issues concerning coordination of transit services throughout the State of Texas is that there are barriers or constraints to transit operations across the various providers. There is little incentive for providers (or even agencies) to attempt coordination when regulatory, funding, geographical, political, and personality issues are prevalent to one degree or another. In short, in order to actually do **something**, a usually greater effort has to be expended to remove the barriers or constraints that kept the “something” from occurring in the first place.

The conduct of this study involved identification of barriers to transit coordination within the region. The source of the identification involved a wide variety of involved persons and agencies. First, the Texas Transportation Institute (TTI) performed a state-wide survey involving the 24 transit regions during 2005 concerning opportunities and, consequently, barriers to transit coordination. A list of these barriers is presented in Technical Memorandum 4-A, *Identification of Barriers That Limit Opportunity for Regional Transit Coordination*.

Secondly a number of stakeholder public meetings were conducted throughout the region as part of the study process. One of these events specifically asked participants to express their opinion of barriers and constraints that limited coordination opportunities. A third source involved a survey of transit providers (agencies) who were asked to identify primary barriers to transit service coordination. The details of these information are contained in the Technical Memorandum, Task 4-A, as part of Appendix F.

In spite of the great number of comments concerning barriers received, a distillation of everything from these sources arrived at a list of nine barriers that were most prevalent and applicable to the Capital Area Region. Additionally, the staff involved in the development of this plan formulated preliminary solutions to reduce or minimize the barriers identified, and identified the most likely lead agency to begin implementation of the suggested solutions. The list of barriers, solutions, and suggested lead agencies are described in Table D-2.

**Table D-2. Identified Barriers, Potential Solutions, and Initial Responsibility**

1	<p><b>Funding Silos</b></p> <p><b>Issue:</b> Competing and exclusionary regulations and procedures across both Federal and State agencies that allocate funding in some manner for transportation services.</p> <p><b>Solution:</b> Current efforts of this study are centered in the Capital Area region and although Federal programs and requirements are an issue, the most likely efforts to result in success would be at the State level. Therefore, a suggested solution is to review, coordinate, and/or consolidate regulations and requirements for transportation services among the various State agencies involved.</p> <p><i>Lead Agency: The Texas Department of Transportation (TxDOT)</i></p>
2	<p><b>Client Eligibility</b></p> <p><b>Issue:</b> Different agencies have differing eligibility criteria and trip purpose limitations that limit the effective (coordinated) use of resources.</p> <p><b>Solution:</b> This barrier is largely a result of the regulations and requirements of the various State agencies and a solution could involve that recommended in 1-b above.</p> <p><i>Lead Agency: TxDOT</i></p>
3	<p><b>Service Gaps</b></p> <p><b>Issue:</b> Geographical and temporal gaps in services provided within the region that may not be immediately evident to all of the providers involved in transportation either as a provider or a client.</p> <p><b>Solution:</b> An Interagency Work Group (IWG) should utilize all existing information and collect what additional information may be needed to create a comprehensive map and database of the transportation demand characteristics to identify gaps, overlaps, client characteristics, and temporal characteristics in a geographic manner.</p> <p><i>Lead Agency: Capital Area Council of Government (CAPCOG)</i></p>



**Table D-2. Identified Barriers, Potential Solutions, and Initial Responsibility**

4	<p><b>Jurisdictional and Boundary Issues</b></p> <p><b>Issue:</b> Region 12 (the Capital Area Region) includes jurisdictional boundaries for the three statutory transit providers that, in some instances, create barriers to achieving a seamless transportation system. These boundaries are in part decided by U.S. Census determinations independent of the Federal Transit Administration, Texas Department of Transportation, or regional influences, and in some cases by local option elections that set the Capital Metro boundaries.</p> <p><b>Solution:</b> An interagency workgroup (IWG) should analyze how to best overcome the jurisdictional barriers through local work-around solutions and/or legislative remedies such as enabling local jurisdictions to exceed the local sales tax cap for purposes of joining Capital Metro, or some other mechanism to assist in making transit services uniformly available throughout the region.</p> <p><i>Lead Agency: TxDOT</i></p>
5	<p><b>Differing Driver Requirements</b></p> <p><b>Issue:</b> Different providers have different minimum requirements for their drivers (age, driving record, background, CDL requirements). Providers also have different training programs and may have different drug and alcohol testing protocols. This tends to limit the use of human resources amongst multiple agencies.</p> <p><b>Solution:</b> Develop basic driver standardization: Create a single set of standards for all “special needs” transit drivers.</p> <p><i>Lead Agency: TxDOT</i></p>

**Table D-2. Identified Barriers, Potential Solutions, and Initial Responsibility**

6	<p><b>Cost Allocation</b></p> <p><b>Issue:</b> The methodology to determine fully allocated service costs vary among agencies thereby creating difficulties to partner (coordinate) services in an equitable manner that meets the funding agency’s requirements.</p> <p><b>Solution:</b> Using transit industry standards identify the elements of costs to provide service and develop the basis for the calculation of costs in order to identify true costs of service and furnish a common standard for agreement between agencies.</p> <p><i>Lead Agency: CAPCOG</i></p>
7	<p><b>Cross-agency Concerns and Lack of Trust</b></p> <p><b>Issue:</b> The perception or actuality in the level and quality of service and customer care across agencies and transportation providers create divisions that are counter productive to coordination opportunities.</p> <p><b>Solution:</b> Interagency Customer Care and Service: a working group of HHS leaders creates standards of customer care that all providers can agree to and are held to.</p> <p><i>Lead Agency: CAPCOG</i></p>
8	<p><b>Communications (Intra-agency and Public)</b></p> <p><b>Issue:</b> A myriad of information and service contacts exists across the region requiring current or potential clients to become information specialists in order to get information on services available or schedule trips. This issue is particularly prevalent in more urban areas.</p> <p><b>Solution:</b> Investigate the feasibility of a Single Point Entry Consumer Access service that would centralize all information concerning all providers and, eventually, provide centralized dispatching. This could possibly be initially funded through the State.</p> <p><i>Lead Agency: TxDOT</i></p>

**Table D-2. Identified Barriers, Potential Solutions, and Initial Responsibility**

9	<p><b>Reporting and Data Requirements</b></p> <p><b>Issue:</b> Although many agencies have standard elements of data and reporting for TxDOT and FTA (CapMetro, CARTS, Hill Country Transit, and a number of 5310 agencies), not all share the same requirements and may have additional requirements.</p> <p><b>Solution:</b> A process should be initiated to define and create a single state-wide reporting system that can collect and distribute the information and data as may be required by each provider.</p> <p><i>Lead Agency: TxDOT</i></p>
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It is important to note that the agencies identified to lead a solution may not be the most appropriate to eventually lead these projects. Development of specific coordination projects and the need to remove barriers will confirm or clarify the involvement of the various agencies in the delivery of coordination efforts for the Capital Area region.

## Identification and Evaluation of Opportunities

As with the identification of barriers to regional transit coordination, Identification of Opportunities for regional transit coordination involved a wide variety of involved persons and agencies. Sources used to identify these opportunities included:

- Stakeholder outreach events held throughout the region in May 2006,
- The compilation of regional transit coordination opportunities gathered by the Texas Transportation Institute in a survey of the 24 transit regions within the State, and
- Literature search results about opportunities identified by various communities and regions throughout the United States that have conducted similar studies and evaluations of regional transit coordination issues.

Although more than 200 ideas have been expressed and collected from the above described sources, many of the concepts are identical or very similar to others expressed even if described in different ways with different emphasis. The “identification of opportunities” task resulted in eighteen (18) items of potential coordination activities grouped under four major categories:

- Inter-Agency Agreements,
- Funding Administration,
- Technology and Business Practices, and
- Operating Practices.

The specific opportunities, arranged by category, appear in the following table.

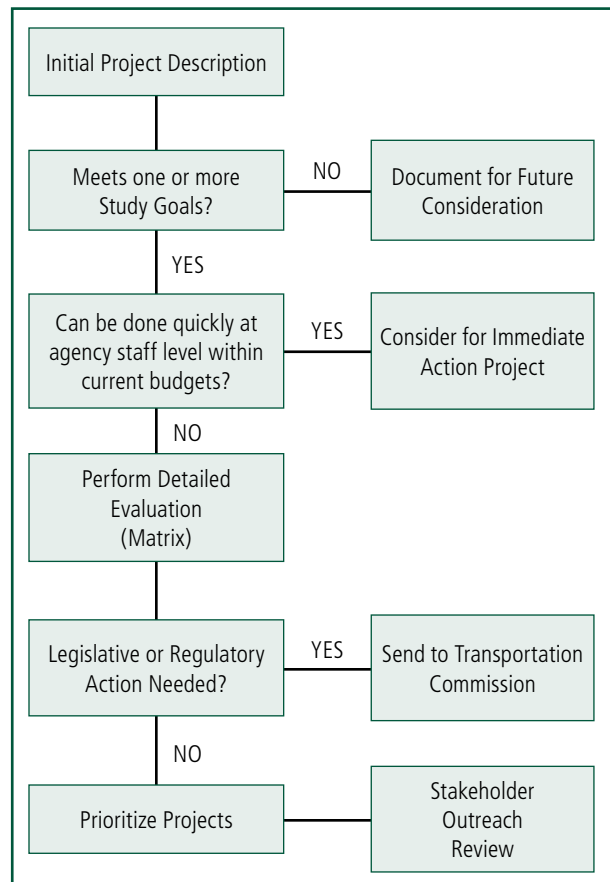
**Table D-3. Identified Opportunities for Coordination of Regional Transit**

Category	Opportunity	Opportunity Description
FUNDING AGREEMENTS	1A	Share Information
	1B	Share Training of Agency Personnel
	1C	Broker Service to Fill Gaps, etc.
	1D	Method of Cost Allocation
	1E	Share Vehicle and Driver Resources
FUNDING ADMIN.	2A	State Agency Coordination of Requirements to Remove Barriers
	2B	Develop Common Cost Structure Model
TECHNOLOGY AND BUSINESS PRACTICES	3A	Consolidate Data Collection / Reporting Functions
	3B	Adopt Common, Interoperable Architecture, Specs, etc. for Communication Systems
	3C	Adopt Common, Interoperable Architecture, Specs, etc. for Dispatch / Dynamic Scheduling Systems
	3D	Adopt Common, Interoperable Architecture, Specs, etc. for APTS / ITS Applications
	3E	Adopt Common or Compatible Cost Accounting Systems Among Agencies
	3F	Consolidate and Share Information, Scheduling and Dispatching Functions (Single Point Entry)
OPERATING PRACTICES	4A	Share Clients in the Same Geographical Area
	4B	Implement Common Driver Training Program
	4C	Provide Shared Stops and Park-and-Ride (Interconnectivity)
	4D	Consolidate Fueling, Service Maintenance Functions
	4E	Consolidate Fueling, Service Maintenance Functions

The details of the identification of these opportunities have been reported in Technical Memorandums 3-B and 3-C that are included in Appendix E of this document.

**Evaluation of Opportunities** was a specific task in the development of this Plan. A methodology was developed, reviewed, and adopted for use. A multi-step evaluation process would allow the staff technical committee to develop, catalog, and quickly review as many potential coordination opportunities as possible within the study’s restricted time frame. These include ideas and actions suggested by the stakeholders themselves, as well as by members of the study team. The methodology follows more of a screening process where candidates are either not viable at this time, highlighted for possible immediate action, or are passed onto a more detailed screening evaluation.

The adopted methodology is illustrated in the adjacent figure.



This methodology was applied to the identified opportunities shown in Table D-2. Each identified opportunity (18 items) was evaluated against the individual Goals/Objectives shown in Table D-1 (27 items) including four subjective items:

- Similar action has been successfully implemented elsewhere;
- Project has community, stakeholder, and agency support;
- Meets a “critical need” identified by stakeholders or Study participants; and
- Affected agencies, transit providers and organizations are willing to make appropriate commitments.

Therefore, a total of 558 individual evaluations were made. The detailed evaluation matrix was reported in Technical Memorandum 4-B and is included in Appendix E of this document.

The resulting evaluation matrix was then ranked according to a composite score composed of the additive values of meeting a specific Goal/Objective (+), not meeting a specific Goal/Objective (-), unknown (0), or not applicable. The “not applicable” rating had the effect of reducing the divisor of the composite calculation.

Although a portion of the evaluation was subjective and the same item of evaluation could have different results from different people, the staff technical committee reviewed the results in terms of “reasonability.” The “bottom line” of the evaluation was a ranking of each identified opportunity relative to all other opportunities and the results are logical and consistent with the input given during the conduct of this study. The following table presents the relative ranking of the 18 identified opportunities and has been stratified into three groups: an upper group, middle group, and lower group representing the relative priority of effort to develop, pursue, and implement very specific opportunities. This is not intended to be absolute criteria for effort because there are some very obvious, easily implementable opportunities in the second ranked tier.

**Table D-4. Summary of the Evaluation of Opportunities**

<b>INITIAL EVALUATION OF COORDINATION OPPORTUNITIES</b>		
<b>Rank</b>	<b>ID</b>	<b>General Project Description</b>
1	4A	Consolidate and Share Information, Scheduling, and Dispatching Functions (Single
2	4B	Share Clients in the Same Geographical Area
3	4D	Provide Shared Stops and Park-and-Ride (Interconnectivity)
4	3B	Coordinate Purchase/Acquisition of Vehicles
5	1A	Share Information
5	3C	Adopt Common, Interoperable Architecture, Specs, etc. for Communication Systems
7	1E	Share Vehicle and Driver Resources
8	1D	Method of Cost Allocation
8	3D	Adopt Common, Interoperable Architecture, Specs, etc. for Dispatch/Dynamic
10	1B	Share Training of Agency Personnel
10	2A	State Agency Coordination of Requirements to Remove Barriers
12	3E	Adopt Common, Interoperable Architecture, Specs, etc. for APTS/ITS Applications
13	1C	Broker Service to Fill Gaps, etc.
14	4C	Implement Common Driver Training Program
15	3F	Adopt Common or Compatible Cost Accounting Systems Among Agencies
16	4E	Consolidate Fueling, Service Maintenance Functions
17	2B	Develop Common Cost Structure Model
18	3A	Consolidate Data Collection / Reporting Functions



## APPENDIX E – TECHNICAL MEMORANDUMS



### TECHNICAL MEMORANDUM

DATE: June 16, 2006

TO: Technical Subcommittee of the RTCC

FROM: John Friebele, Wilbur Smith Associates

SUBJECT: Task 3-B -- IDENTIFICATION OF OPPORTUNITIES FOR REGIONAL TRANSIT COORDINATION

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#### INTRODUCTION – TASK 3-B

The purpose of this technical memorandum is to document the results of efforts to identify opportunities for coordination that meet the established Goals, as an element of the Regional Transit Coordination Study. This memorandum includes information gathered from stakeholder events, a survey of transit regions conducted by the Texas Transportation Institute, research on best practices for transit coordination from other parts of the United States, and identification of coordination projects that are in place or planned in the Capital Area region.

#### SOURCES OF COORDINATION OPPORTUNITY SUGGESTIONS

##### Stakeholder Workshops

The initial planning process for the conduct of the Coordination effort (Strategy for a Regional Transit Coordination Plan, September 2005), included a major component of Stakeholder involvement, Stakeholders being those most interested in and potentially impacted by public transportation coordination. Guided by knowledge of transportation issues and the geographic region, Coordination Committee members identified a list of nine stakeholder groups, with 19 categories of stakeholders represented by these groups. These 19 categories of stakeholders remain the focus of planning efforts and are represented on the Regional Transit Coordination Committee (RTCC), ensuring that a representative group of stakeholders guide the planning process and provide input at each stage. In addition to those on the RTCC, there are many individuals involved in this study effort whose knowledge and experience are valuable to the coordination effort. The Stakeholder Involvement Plan (SIP) sets forth strategies to ensure that the best thinking, ideas, problem solving and creativity are utilized to achieve the goal of coordination.

One key outreach strategy in the SIP is to conduct stakeholder workshops throughout the region. A stakeholder workshop is an interactive forum that encourages information sharing and stakeholder participation. Workshops were to be geographically dispersed across the RTCC service area. Group Solutions-RJW, the public involvement specialist, identified locations, prepared announcements, and coordinated meeting arrangements.

Wilbur Smith Associates, the technical consultant, prepared and presented technical information, and solicited stakeholder input. The stakeholder workshops encouraged sharing of information, ideas, questions and issues from

the very people who deal with transit every day, either as providers, clients or service agency representatives.

In this first in a series of three workshops held March 20 – 23, 2006, the goal was to obtain an initial overview of the potential for regional transit coordination and begin to determine the scope of the coordination effort. In the second group of workshops, conducted May 15 – 16, 2006, participants were asked to focus more on specific strategies for coordinating regional transit. A detailed description of how the workshops were advertised and conducted have been documented in a previous Technical Memorandum dated June 8, 2006 and titled “*Documentation of First Outreach Event.*”

The May workshops focused on two key areas, “Opportunities for Coordination” and “Barriers to Coordination”. Participants’ suggestions for Opportunities were documented, grouped by theme or similarity of idea, and tabulated in descending order of the frequency of the suggestion. Results are shown in the following Table E-1.

**Table E-1. Compiled Stakeholder Comments on “Opportunities”**

Opportunity	Source	Total
Basic MOUs among all agencies on sharing info, resources, training, etc.	May Stakeholder Meeting Comments	21
Interagency vehicle sharing in off-hours; minimize vehicle downtime (school buses, too).	May Stakeholder Meeting Comments	15
Better long and short range planning between social services agencies, affordable housing and providers	May Stakeholder Meeting Comments	13
Data/customer information sharing and coordination	May Stakeholder Meeting Comments	9
Centralized repair/servicing, parking, maintenance	May Stakeholder Meeting Comments	9
Centralized call center; “one-stop shopping”	May Stakeholder Meeting Comments	8
Utilize GPS or other dispatch technology to eliminate trip overlap or to add unscheduled trips	May Stakeholder Meeting Comments	6
Standardize vehicle specs and requirements	May Stakeholder Meeting Comments	6
Fleet (centralized) purchase of vehicles	May Stakeholder Meeting Comments	6
Centralized bulk purchasing for gasoline, parts, accessories, etc.	May Stakeholder Meeting Comments	6
Allow clients to link destinations within one trip, e.g., medical and grocery store and library	May Stakeholder Meeting Comments	4
Market coordinated transit services to public and targeted client groups	May Stakeholder Meeting Comments	3
Rural voucher system accepted by all providers	May Stakeholder Meeting Comments	3
Private providers should be included in discussions	May Stakeholder Meeting Comments	3



**Texas Transportation Institute (TTI) Reports and Survey**

During 2005, the Texas Transportation Institute conducted a statewide survey of transit regions as part of the State’s initial efforts toward regional transit coordination. As with the Capital Area’s coordination project, representatives from transit agencies in each region were asked for suggestions on how to coordinate services. Those comments (categorized as in Table 1) are shown in the following Table E-2.

**Table E-2. TTI Identified “Opportunities”**

Opportunities for Coordination -- Task 3B		
Opportunity	Source	Total
MOUs among agencies	TTI Survey of Transit Regions	13
Reduce funding restrictions	TTI Survey of Transit Regions	11
Strengthen regional lead agency	TTI Survey of Transit Regions	9
Develop cost allocation model	TTI Survey of Transit Regions	6
Develop common driver training program	TTI Survey of Transit Regions	6
Re-examine fuel specifications	TTI Survey of Transit Regions	5
Create common information sharing process	TTI Survey of Transit Regions	5
Computerize data collection and reporting	TTI Survey of Transit Regions	3
Consolidate client eligibility requirements	TTI Survey of Transit Regions	2

**C. Other Sources**

The experience of other sources was researched for coordination concepts and efforts. These sources include.

1. United We Ride - a program under the U. S. government’s Federal Interagency Coordinating Council on Access and Mobility (CCAM). A report titled “Seniors Benefit from Transportation Coordination Partnerships – A Toolkit” described coordination strategies from communities in every region of the United States. This report categorized “opportunities into four areas: “Planning”, “Putting Customers First”, Adapting Funding” and “Moving People Efficiently”.

In addition to the Opportunities listed above, the United We Ride report provides descriptions of coordinated programs in 14 communities across the United States. Some of those descriptions are listed in the following Table E-3.

**Table E-3. “Promising” Coordination Practices**

Community Service Organizations	Main Office	Roles, Activities, and Innovations	Area Agency Programs	Main Office	Roles, Activities, and Innovations
Community Association for Rural Transportation*	Harrisonburg, VA	Mobility resource and advocacy center for persons with specialized transportation needs and members of the general public in a largely rural region	Area IV AAA	Twin Falls, ID	Public transportation services in an 8-county rural region; uses volunteers and multiple modes
Council on Aging and Human Services Transportation	Colfax, WA	Provider/broker in 9 counties and 2 States; one of the most coordinated transportation services in the Nation; serves a very large rural area with wide funding support	Arlington Agency on Aging Transportation Options	Arlington, VA	Advocate/catalyst, information and referral center, funder, and provider of transportation services for seniors in a dense urban setting
Dakota Area Resources and Transportation for Seniors	West St. Paul, MN	Provides and brokers trips within Dakota County; programs include bus service, sharing rides, buses, drivers, and maintenance services for other providers in the county	East Central Illinois Area Agency on Aging	Bloomington, IL	Funds, plans, and provides transportation services in 16 counties with diverse geography and population
Medical Motor Service	Rochester, NY	Provides and brokers specialized transportation services to seniors and persons with disabilities using a wide variety of public and private funding sources	Malheur County Transportation Service	Ontario, OR	Sole provider of public transportation services in a large rural area; coordinates dispatching for State volunteer drivers
Partners In Care	Severna Park, MD	Provides door-through-door transportation services to passengers in need of special care; uses a formal service exchange program that enhances community interaction and decreases social isolation	The New InterUrban Rural Public Transportation System	Yorktown, IN	Provides and contracts for rural public transportation services in rural portions of 7 counties; connects to the major local urban transit system
RIDES Mass Transit District	Harrisburg, IL	Provides highly coordinated public transportation services in a large rural area encompassing 9 counties in southeastern IL	Sedgwick County Transportation Brokerage	Wichita, KS	Administers a 3-county coordinated transit district; provides some trips and brokers others through a wide range of vendors; multiple trip types offered at a wide range of costs
St. Johns County Council on Aging	St. Augustine, FL	Enlightened PR approach to customer, worker, and community satisfaction; applies advanced technologies, serves multiple rider types including the general public, offers hands-on service, and uses a hospitality focus	South Carolina Appalachian Council of Governments	Greenville, SC	Brokers and contracts for transportation in a 6-county region and serves as the information and referral center; 7-day/week service is offered

2. Pierce County Coordinated Transportation Coalition – prepared a Coordinated Transportation Plan in 2002 with extensive identification of coordination concepts, actions, and organization. This report was very useful in assisting this effort to better categorize and compile opportunities for the Capital Area region.
3. Other sources reviewed that had widely differing coordination goals or emphasis as compared to the Capital Area’s effort and the other sources cited above include:
  - a. North Central Texas Council of Governments
  - b. Chicago, Illinois
  - c. San Francisco, California
  - d. Ohio DOT
  - e. Montgomery County, Maryland
  - f. California DOT, (Caltrans)
  - g. Minnesota DOT
  - h. Sacramento Area COG, California

## IDENTIFIED OPPORTUNITIES FOR REGIONAL TRANSIT COORDINATION

### Identified Opportunities

As a result of the information and sources cited in the previous portion of this memorandum, it was possible to compile and categorize transit coordination opportunities into four categories and eighteen (18) items of coordination. Among all the possible category descriptions, the four selected that best describe the identified opportunities are

- Agency Agreements
- Funding Administration
- Technology and Business Practices
- Operating Practices

The attached Table E-4 presents these results including opportunities where agency agreements will likely be necessary for implementation, sources of the concept and identification of those Goals & Objectives established for this study that would be met by pursuit of these opportunities.

Table E-4. Identified "Opportunities for Coordination of Regional Transit" in the Capital Area Region

CATEGORY OF OPPORTUNITY	SPECIFIC OPPORTUNITY	Agmt. Req?	Source		Objectives Met	No. Object. Met
			Stakeholders & Other	TTI Survey		
1 Funding Agreements						
	A	Share information	Yes	<input type="checkbox"/>	2.1-3.2-3.4-4.2-5.2-5.3	6
	B	Share training of agencies' personnel	Yes	<input type="checkbox"/>	2.3-2.4-3.4-4.2-5.2-	5
	C	Broker services to fill gaps, trip purpose needs, etc.	Yes	<input type="checkbox"/>	1.1 - 1.2 - 2.2 - 3.4	4
	D	Method of Cost Allocation	Yes	<input type="checkbox"/>	3.4-7.2	2
	E	Share vehicle and driver resources	Yes	<input type="checkbox"/>	3.4-4.2-	2
2 Funding Administration						
	A	State agencies to coordinate requirements and reduce the conflicts and restrictions that inhibit coordination	Yes	<input type="checkbox"/>	3.4-7.1	2
	B	Develop a common Cost Structure Model	Yes	<input type="checkbox"/>	3.4-7.2	2
3 Technology and Business Practices						
	A	Consolidate data collection and reporting functions	Yes	<input type="checkbox"/>	2.1--2.5-4.2-5.2	4
	B	Coordinate purchase/acquisition of vehicles	Yes	<input type="checkbox"/>	3.4-4.2-7.1-8.2	4
	C	Adopt common/interoperable architecture or specifications for software, firmware and hardware used in <b>communication</b> systems	Optional	<input type="checkbox"/>	6.4-8.3	2
	D	Adopt common/interoperable architecture or specifications for software, firmware and hardware used in <b>dispatch and dynamic scheduling</b> systems	Optional	<input type="checkbox"/>	6.4-8.3	2
	E	Adopt common/interoperable architecture or specifications for software, firmware and hardware used in <b>APTS and ITS</b> applications (fare collection, messaging, etc.)	Optional	<input type="checkbox"/>	6.4-8.3	2
	F	Adopt common or compatible accounting systems among agencies for trip cost tracking	Optional	<input type="checkbox"/>	3.4-4.2-5.2	3
4 Operating Practices						
	A	Consolidate and share information, scheduling and dispatching functions (Single Point Entry Consumer Access)	Yes	<input type="checkbox"/>	1.2-3.4-4.2-5.2-6.1-6.3-6.4-8.3	8
	B	Share clients in the same area (broaden access to different systems)	Yes	<input type="checkbox"/>	1.1-4.1-6.1-7.1-8.1-8.4	6
	C	Implement a common driver training program	Yes	<input type="checkbox"/>	2.3-2.4-3.4-4.2-5.2	5
	D	Provide shared stops and Park-'n-Rides (points of interconnectivity)	Optional	<input type="checkbox"/>	4.1-8.1-8.4	3
	E	Consolidate fueling, service and maintenance functions in a minimum practical number of satellite facilities	Yes	<input type="checkbox"/>	4.2-5.1	2

During the May Stakeholder Events, participants were asked to identify “opportunities for regional transit coordination that meet the goals and objectives established for this region. More than 100 individual comments were received in regard to “opportunities” and excluding duplication and non-coordination comments (such as the provision of service), eighty (80) individual comments were received. Every resulting stakeholder comment is applicable to one or more of the eighteen “Specific Opportunities” listed in the preceding Table 4. Therefore, no stakeholder comments concerning coordination opportunities for this region have been excluded.

**Existing or Planned Local Coordination Projects**

There are several actions already being taken or planned by transit providers in the Capital Area Region. These actions and projects will be included in the final Regional Transit Coordination Plan. The actions and the agencies conducting them are listed in the following Table E-5.

**Table E-5. Existing or Proposed Capital Area Region Coordination Activities**

PROJECT / ACTION	AGENCIES	OBJECTIVE	OPPORTUNITY
<b>PROPOSED</b>			
Automated Fare Collection	CARTS	6.4 - 8.3	3E, 4A
Integrated Texas "Lone Star" Benefit Card	CARTS	6.4 - 8.3	3E
Real-time Electronic Arrival Boards	CARTS	6.4 - 8.3	3C
Georgetown and Taylor Station Hubs	CARTS	4.1 - 8.1 - 8.4	4D
<b>EXISTING</b>			
CARTS used Interlocal Agmt. for vehicle purchases	CapMetro	3.4 - 4.2 - 7.1 - 8.2	1C, 3B
477-ride--CapMetro (commute solutions team)	CapMetro	1.2 - 3.4 - 6.4 - 8.3	3D, 4A
TXTRAM coordinates with CapMetro & CARTS- link to Austin area bus stops	TxTRAM/CapMetro/CARTs	4.1 - 8.1 - 8.4	4D
Hybrid / fuel efficient vehicles	All	8.2	
CARTS transition to seamless fare media coordination with CapMetro	CARTS	6.4 - 8.3	3E
CARTS/CapMetro coordinate transfers between systems at a major hub	CARTS	4.1 - 8.1 - 8.4	4D
CapMetro handles commuter bus purchases for CARTS-beginning of a homogenous region-wide fleet	CapMetro	3.4 - 4.2 - 7.1 - 8.2	3B
CARTS provides propane fueling for private non-profit agency (5310) fleets	CARTS	4.2 - 5.1	4E
CARTS provides maintenance for several providers	CARTS	4.2 - 5.1	4E
CARTS operates intercity bus terminals, serving Greyhound and Arrow bus services	CARTS	4.1 - 8.1 - 8.4	4D
CARTS provides station and platform services for Amtrak in San Marcos	CARTS	4.1 - 8.1 - 8.4	4D
Rev.:7/14/06			

### **Non-Coordination Issues**

During the development of the opportunities for regional coordination, a number of issues surfaced that, while not being opportunities, are pertinent to the potential for coordination efforts. Without in-depth elaboration these might include:

- Legislative and programmatic leadership would serve to remove barriers and foster greater efforts in coordination;
- Creation of a consistent and stable funding source for regional transit services;
- A greater level of service availability information is greatly needed as well as general consumer education and individual mobility training.

### **CONCLUSIONS AND RECOMMENDATIONS**

The items contained in Table 4 are those that best describe the opportunities for regional transit coordination that directly apply to the Capital Area region. All of these opportunities meet one or more goals and objectives that have been adopted for this study effort.

It is recommended that these objectives be adopted for use in further phases of this study, particularly to identify and short-list potential coordination projects.



## TECHNICAL MEMORANDUM

DATE: June 19, 2006

TO: Technical Subcommittee of the RTCC

FROM: John Friebele, Wilbur Smith Associates

SUBJECT: TASK 3-C – OPPORTUNITIES, POTENTIAL PILOT PROJECTS AND STAKEHOLDER INPUT

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### INTRODUCTION – TASK 3-C

The purpose of this Technical Memorandum (TM) is to expand on the opportunities identified in Task 3-B of this Regional Transit Coordination Study and provide the following:

- List opportunities to enhance current coordination efforts,
- List new coordination opportunities, and
- List potential pilot projects for regional transit coordination

This TM also lists the stakeholder comments related to coordination opportunities from the outreach events (Appendix B) and shows how these comments were addressed in the development of opportunities.

### IDENTIFICATION OF OPPORTUNITIES

The Technical Memorandum documenting Task 3-B of the study presented a compiled list of coordination opportunities gathered from:

- Stakeholder outreach events held in five communities on May 15, 16 and 17, 2006
- The compilation of regional transit coordination opportunities gathered by the Texas Transportation Institute in a survey of the 25 transit regions within the State
- Literature search results about opportunities identified by various communities and regions throughout the United States that have conducted similar studies and evaluations of regional transit coordination issues.

Although more than 200 ideas have been expressed and collected from the above described sources, many of the concepts are identical or very similar to others expressed even if described in different ways with different emphasis. The “identification of opportunities” task resulted in eighteen (18) items of potential coordination activities grouped under four major categories:

- Inter-Agency Agreements
- Funding Administration

- Technology and Business Practices
- Operating Practices

Additionally, a set of Goals and Objectives (attached as Appendix 'A' of this memorandum) were developed and adopted for the implementation of future coordination efforts. Because these and other proposed opportunities will be evaluated with respect to these Goals and Objectives, each opportunity has been identified with one or more Goals/Objectives that most directly apply. The resulting list of "Identified Opportunities for Coordination of Regional Transit in the Capital Area Region" is attached as Table E-6.



Table E-6. Identified "Opportunities for Coordination of Regional Transit" in the Capital Area Region

CATEGORY OF OPPORTUNITY	SPECIFIC OPPORTUNITY	Agmt. Req?	Source		Objectives Met	No. Object. Met
			Stakeholders & Other	TTI Survey		
<b>1 Funding Agreements</b>						
	A	Yes	<input type="checkbox"/>		2.1-3.2-3.4-4.2-5.2-5.3	6
	B	Yes	<input type="checkbox"/>		2.3-2.4-3.4-4.2-5.2-	5
	C	Yes		<input type="checkbox"/>	1.1 -- 1.2 -- 2.2 -- 3.4	4
	D	Yes		<input type="checkbox"/>	3.4-7.2	2
	E	Yes	<input type="checkbox"/>		3.4-4.2-	2
<b>2 Funding Administration</b>						
	A	Yes	<input type="checkbox"/>		3.4-7.1	2
	B	Yes		<input type="checkbox"/>	3.4-7.2	2
<b>3 Technology and Business Practices</b>						
	A	Yes		<input type="checkbox"/>	2.1-2.5-4.2-5.2	4
	B	Yes	<input type="checkbox"/>		3.4-4.2-7.1-8.2	4
	C	Optional	<input type="checkbox"/>		6.4-8.3	2
	D	Optional	<input type="checkbox"/>		6.4-8.3	2
	E	Optional	<input type="checkbox"/>		6.4-8.3	2
	F	Optional		<input type="checkbox"/>	3.4-4.2-5.2	3
<b>4 Operating Practices</b>						
	A	Yes	<input type="checkbox"/>		1.2-3.4-4.2-5.2-6.1-6.3-6.4-8.3	8
	B	Yes	<input type="checkbox"/>		1.1-4.1-6.1-7.1-8.1-8.4	6
	C	Yes	<input type="checkbox"/>		2.3-2.4-3.4-4.2-5.2	5
	D	Optional	<input type="checkbox"/>		4.1-8.1-8.4	3
	E	Yes	<input type="checkbox"/>		4.2-5.1	2

## CURRENT COORDINATION EFFORTS

There are already examples of ongoing coordination among regional transit agencies in the Capital Region. Several coordination projects are also being planned and awaiting funding at this point. Table 2 lists 12 examples of coordination that are currently taking place in the region with the large majority of these being in the categories of Technology and Business Practices and Operating Practices. This list includes which study objectives are related to these efforts and what identified opportunity from Table E-7 to which they can be categorized.

**Table E-7. Existing Coordination Efforts in the Region**

PROJECT / ACTION	AGENCIES	OBJECTIVE	OPPORTUNITY
CARTS used Interlocal Agmt. for vehicle purchases	CapMetro	3.4 - 4.2 - 7.1 - 8.2	1C, 3B
477-ride--CapMetro (commute solutions team)	CapMetro	1.2 - 3.4 - 6.4 - 8.3	3D, 4A
TXTRAM coordinates with CapMetro & CARTS- link to Austin area bus stops	TxTRAM/CapMetro/CARTS	4.1 - 8.1 - 8.4	4D
Hybrid / fuel efficient vehicles	All	8.2	
CARTS transition to seamless fare media coordination with CapMetro	CARTS	6.4 - 8.3	3E
CARTS/CapMetro coordinate transfers between systems at a major hub	CARTS	4.1 - 8.1 - 8.4	4D
CapMetro handles commuter bus purchases for CARTS-beginning of a homogenous region-wide fleet	CapMetro	3.4 - 4.2 - 7.1 - 8.2	3B
CARTS provides propane fueling for private non-profit agency (5310) fleets	CARTS	4.2 - 5.1	4E
CARTS provides maintenance for several providers	CARTS	4.2 - 5.1	4E
CARTS operates intercity bus terminals, serving Greyhound and Arrow bus services	CARTS	4.1 - 8.1 - 8.4	4D
CARTS provides station and platform services for Amtrak in San Marcos	CARTS	4.1 - 8.1 - 8.4	4D
Rev.:7/14/06			

Additionally, there are some coordination actions that are currently being pursued. Table E-8 lists these in the same manner as Table E-7.

**Table E-8. Proposed Coordination Efforts in the Region**

PROJECT / ACTION	AGENCIES	OBJECTIVE	OPPORTUNITY
<b>PROPOSED</b>			
Automated Fare Collection	CARTS	6.4 - 8.3	3E, 4A
Integrated Texas "Lone Star" Benefit Card	CARTS	6.4 - 8.3	3E
Real-time Electronic Arrival Boards	CARTS	6.4 - 8.3	3C
Georgetown and Taylor Station Hubs	CARTS	4.1 - 8.1 - 8.4	4D
Rev.:7/14/06			

## STAKEHOLDER COORDINATION ISSUES

Although the identification of issues ultimately resulted in a list of less than 20 separate items, it is interesting to note the original stakeholder comments received during the May 2006 Outreach Events. As importantly, the relative number of comments by resulting category and specific opportunity identified in Table 1 give an indication of what appears to be most immediately needed and, perhaps, those most immediately feasible opportunities for implementation. Appendix 'B' contains the compiled list of stakeholder comments received at the May 2006 Outreach Events in the five communities.

The information in Appendix ‘B’ reveals that 82 of the approximately 120 comments received were unique issues, the remainder being duplications. Of these 82 comments, 66 were identified as coordination opportunities and classified according to the categorized opportunities listed in Table 1. Table E-9 tabulates these comments concerning “opportunities” according to the number of comments pertaining to each of the Category of Opportunities. The category of Operating Practices was the opportunity most frequently identified by stakeholders, which also coincides with the classification of existing coordination opportunities shown in Table E-7.

**Table E-9. Stakeholder Comment by Opportunity Category**

Opportunity Category		No. Comments
1	Funding Agreements	22
2	Funding Administration	2
3	Technology and Business Practices	18
4	Operating Practices	40

**POTENTIAL PROJECTS FOR CAPITAL AREA REGIONAL COORDINATION**

Although all the identified specific opportunities (Table 1) are important to the overall coordination effort, it appears that the previous information would indicate the category of Operating Practices is a high priority. However, the Operating Practices opportunities are most likely to require agreements between agencies for successful implementation. Additionally, few opportunities will likely be accomplished without additional funding, and certainly re-direction or existing funding.

The “Opportunities” presented in Table 1 should be considered as ultimate “goals” because the achievement will require significant detailed study and planning. Therefore, proposed potential pilot projects will largely involve initial efforts to identify specific actions to realize the ultimate goal of any particular coordination issue. The following presents an initial list of early implementation efforts that should be considered.

**1. Single Point Consumer Access**

Also referred to as “one-stop shopping”, the Single Point Access is envisioned as a central dispatching function for the region to be housed at either Cap Metro or CARTS. The goal is to have one point of contact where any transit consumer could call to arrange a ride, and get whatever information is needed by the customer. Every transportation provider or HHS agency that provides funding for transit would participate in the SPA and rely upon it to serve all clients and customers. The SPA staff would have a complete database of all providers’ schedules, routes, availability of rides, etc so that customers could choose from all available rides. Such a concept could be developed over a period of time beginning with centralized marketing and information sources (such as a web site) that encompass all public transportation providers serving all public transportation programs including airport transportation, taxis, intercity bus and passenger and commuter rail.

Benefits:

- Agencies and providers cut costs by shifting dispatching and scheduling to central agent.
- Customers save time and hassle by using one convenient source for rides.
- Customers' mobility is increased by having all possible rides available to them with one phone call.

## **2. Comprehensive Customer Education and Marketing Program**

A comprehensive education and marketing program is greatly needed to ensure that all potential users of public transit may learn about all the options available to them for greater mobility. The question is: How best to get the word out? This effort would include PSA's on radio, TV, bus shelters, buses, etc., plus promotion through agencies and providers, web site, informational phone line, and direct mail. However, since many customers don't have access to some of the conventional media due to disability, language, not owning a TV or computer, all possible ways to communicate would need to be considered. One such method is known as Individualized Marketing, or IndiMark, in which identified customers are targeted with personal contact, mailings, and follow up.

Benefits:

- When customers or their caregivers knew about what ride services are available, agency and providers would save on staff time by not having to continually educate clients.
- The more everyone in the system knows, the easier the ultimate goal of coordination would be.

## **3. Interagency Automated Fare Card System**

Any citizen who regularly uses public transit could be issued a fare card that would be read by a terminal installed in every vehicle (or hand-held version for different types of vehicles). Data on the card would include the person's information and the funding agency for the ride. The funding agency would receive a report or bill at the end of a designated period and pay the provider accordingly, or pre-programmed accounts could be accessed in the system. This feature is currently being developed within the region but could be expanded among more agencies and providers.

Benefits:

- Ride sharing among different agencies/ providers would be much easier, and the accounting more accurate.
- Ride consolidation would be easier as well. After a client's medical appoint is done, the driver would re-swipe the client's card and type in a code to indicate a new trip segment such as a grocery store errand or trip to the recreation center.
- Trip cost accounting would be simplified.
- Data collection and reports would be facilitated

#### **4. Expanded network of shared stops, transfer points and park-'n-rides.**

All transit providers would have use of designated stops, transfer points and park-'n-rides under an agreement with Capital Metro, CARTS, and possibly local municipalities (certain public facilities might make good transit "stops"). This network of shared stops would be expanded, plus an effort would be made to reduce jurisdictional boundaries among providers. Of course, these shared stops would be made accessible per the Texas Accessibility Standards and ADA, so that disabled clients could make full use of the network.

Benefits:

- Cost savings to expand service and geographical boundaries.
- Convenience for customers and their caregivers.
- Safety and sense of security for customers and their caregivers could be enhanced.

#### **5. Trip Flexibility and Shared Rides**

Providing the greatest number of rides for each vehicle's trip is at the crux of the transit coordination effort. But figuring out how to put people using different agencies' funds into one vehicle, or stringing a medical trip to a grocery run to a fun outing is complicated. The RTCC should appoint a committee of provider staff, agency representatives and members to find out what types of trip flexibility and shared rides are appropriate, and how they will be managed.

Benefits:

- More rides available to people, with enhanced convenience.
- Less vehicle down-time.
- Cost savings from this effort could be put toward expanded service.

#### **6. Inter-operable Data Collection Program**

Data collection is a crucial part of transit coordination, but agencies has different data needs and use different IT systems. It is probably not essential that each agency and provider collect exactly the same data; only data relevant for coordination need be common among all the agencies and providers. This project would identify a reasonable amount of common data among agencies, and research IT systems to collect that data.

Benefits:

- Many of the coordination projects listed here (fare card, ride sharing, education, et. al.) couldn't easily be conducted without a common database.

## **7. Include transit coordination in regular regional transportation planning requirements.**

For coordinated transit to become a sustained strategy as stated in HB 3588 and SAFETEA-LU it must be institutionalized into the regular transportation planning processes of the MPO's and COGS. The Capital Area Metropolitan Planning Organization (CAMPO) includes provisions for the planning of bicycle, pedestrian and regular transit into its standard "roads and highways" plans. Because of this, these modes and the programs that support them at the local level are eligible for federal funds for both infrastructure and planning. These modes are then officially on everyone's "radar" and receive regular plan updates and institutional attention. Coordinated transit has an equal place in transportation planning with any "alternative" modes. In fact, there is no real reason why it has not been included in the past.

Benefits:

- The general public will begin to learn that public transit is available and that it is another of the many elements of a comprehensive transportation system.
- Ongoing transit coordination efforts would be eligible for any funding sources administered by CAMPO.
- As transportation officials and the public learn about the needs of transit users, they would consider increasing funding for the programs and providers.

## **8. Creation of Interagency Working Groups**

Determine the feasibility of creating "Interagency Working Groups" (IWG) under the auspices of appropriate agencies or venues as may be identified such as, but not limited to, CAPCOG, TxDOT, CAMPO, individual transit districts and the RTCC to collaborate on addressing specific issues and coordinating, implementing and maintaining specific projects or opportunities that are developed to coordinate regional transit services. These IWG may be formed on an ad-hoc, temporary basis or a more formal manner with a designated structure suitable for the purpose for which it was formed.

Benefits:

- Implementation of many projects or issues concerning regional transit coordination can be accomplished directly among the respective participants and agencies, using designated, "volunteer" staff.
- Such an arrangement will foster closer working relationships between the participants and agencies involved.
- The majority of the planning and coordination costs will be "in-kind" rather than direct cash contributions.
- Improved level of service facilitated by the exchange of best practices, ideas, and data relative to a core business services.

## ADOPTED GOALS AND OBJECTIVES

Goal	Objective
1	<b>Preserve and expand transportation services for the public, especially those services that meet the critical needs of the transportation disadvantaged.</b>
	1.1. Evaluate if coordination among agencies and providers results in a better level of service for existing clients or provides additional services to serve currently unmet transportation needs.
	1.2. Identify the additional transportation resources made available through coordination and a method of utilizing those resources for preservation and expansion of transportation services.
	1.3. Annually evaluate and prioritize transportation coordination opportunities.
2	<b>Maintain and improve the quality of transportation services for the public.</b>
	2.1. Identify, adopt and implement measurement of common performance indicators for a coordinated public transit system.
	2.2. Propose, implement and evaluate demonstration projects based on the performance indicators.
	2.3. Identify, adopt and implement minimum training, vehicle, service, operator, privacy and other safety standards and policies for participants in the coordinated public transit system.
	2.4. Identify and provide annual training opportunities for participants in the coordinated public transit system.
	2.5. Standardize a feedback process to monitor and improve the performance of the coordinated public transit system on an on-going basis; prepare an annual report on the state of the coordinated system.
3	<b>Secure formal state and local agency agreements to implement coordinated transportation in the Capital Area.</b>
	3.1. Adopt the Recommended Regional Transit Coordination Plan.
	3.2. Establish formal written agreements among participating agencies and programs outlining the decision-making process for implementing a coordinated system.
	3.3. Secure the resources necessary to implement coordinated transportation services in the Capital Area region.
	3.4. Adopt inter-local, inter-agency agreements on cost sharing, funding mechanisms and arrangements for vehicle sharing.
4	<b>Reduce the duplication of transportation services for the public.</b>
	4.1. Identify and quantify real or potential savings gained from grouping trips funded by two or more agencies or programs.
	4.2. Identify operational and business functions of services that can be combined across agencies
5	<b>Increase efficiencies in transportation support services for the public.</b>
	5.1. Identify and coordinate maintenance and facility services among agencies.
	5.2. Identify and reduce duplication in administrative services and reporting requirements.
	5.3. Develop a mechanism of regular communications between agencies.
6	<b>Increase public awareness of mobility options and improve access to transportation services for the public.</b>
	6.1. Develop and implement a multi-agency marketing plan that advertises the availability of coordinated public transit services.
	6.2. Provide information and gather feedback on transportation coordination activities on a regular basis.
	6.3. Provide targeted training and information materials about available transportation services.
	6.4. Create a user-friendly, single-entry phone and website access for trip planning, eligibility, and reservations.
7	<b>Address funding, regulatory, programmatic and geographic barriers to providing seamless transportation services for the public.</b>
	7.1. Adopt legislative and regulatory changes that remove regulatory barriers and support coordinated public transit services.
	7.2. Develop a consistent cost allocation model and formulas for funding grouped trips that is fair and cost effective.
8	<b>Further the state's efforts to reduce air pollution.</b>
	8.1. Reduce vehicle-miles of travel through the consolidation of trips.
	8.2. Support the state's efforts to purchase more efficient transit equipment and fuels to improve transit vehicle emission characteristics.
	8.3. Promote the use of more efficient technologies through the consolidation of resources.
	8.4. Reduce congestion by reducing the number of transit vehicles in service while carrying the same or greater number of person trips.

## STAKEHOLDER IDENTIFICATION OF OPPORTUNITIES

Meeting	Stakeholder Opportunity Statement	Goal/Obj.	No. Met
Bastrop	Create "faith-based" alliances	1	1
Bastrop	Inventory assets of non-profits, civic organizations, churches, etc.	1A	1
Bastrop	Conduct and maintain inventory of vehicle resources	1A	1
Austin	Basic M.O.U.s among all agencies on sharing info, resources, training, etc.	1A, 1B, 1C, 1D,	4
San Marcos	Coordinate/share amenities, i.e. shelters, schedules	1A, 1B, 1C, 4E	4
Bastrop	Coordinate intra-city opportunities (Bastrop-Austin)	1A, 1B, 4C, 4E	4
Round Rock	Create an association of transit providers to coordinate issues	1A, 4C	2
Round Rock	Data/customer information sharing and coordination	1A, 4C	2
Austin	In past CMTA has coordinated with CARTS re: accessible vehicles	1B	1
Austin	TxDOT could share vehicle after 5:00 and on weekends	1B	1
Austin	Equipment sharing--using vehicles for other purposes during down time	1B	1
Bastrop	Agreements to share use of resources (i.e. vehicles, drivers, etc.) when available	1B	1
Marble Falls	Identify resources that can supplement existing services, i.e. churches, etc.	1B	1
Austin	ISD partnership (Leander, Jonestown, Lago Vista) using school buses to link to transit	1B, 1C	2
Austin	Coordinate among agencies to share hybrid vehicles	1B, 3G	2
Round Rock	Use ISD special needs buses for community transportation during off hours/seasons	1C	1
Round Rock	Use ISD regular school buses during summer time	1C	1
Bastrop	Utilize school buses during periods not used for school.	1C	1
Austin	Coordinate training center	1C, 4A	2
Bastrop	Coordinate training opportunities	1C, 4A	2
Austin	Include University of Texas	1E	1
Round Rock	Lease coaches from private providers for suburban express services.	1E	1
Austin	Choose specific days for specific services in small area	3B, 4C	2
Austin	Communication between all vehicles	3C	1
Austin	Involve CAMPO's Commute Solutions program	3D	1
Marble Falls	Use rideshare (trip matching) technology to maximize exist resources	3D	1
Round Rock	Demand response potential	3D	1
Austin	Identify transfer points	3D, 3E, 4C	3
Round Rock	Coordinate medical transportation service with STS; create partnership	3D, 3E, 4C	3
Austin	Better planning between social services agencies and providers	3D, 4C	2
Austin	Better planning/coord BETW affordable housing, routes, centers for medical needs.	3D, 4C	2
Round Rock	Coordinate schedules	3D, 4C	2
Round Rock	Planning destinations based within regions	3D, 4C	2
Round Rock	Schedule multiple stops for the consumer.	3D, 4C	2
Austin	Universal fare cards	3E	1
Round Rock	Rural voucher system accepted by all providers	3E	1
Round Rock	Open voucher services to rural areas.	3E	1
Bastrop	Share some administrative services, i.e. a single grant writer for several providers	3F	1
Austin	Standard vehicle specs and requirements	3G	1
Round Rock	Standardize transportation vehicles	3G	1
Austin	Erase the boundaries for passengers; union among all areas that have gaps.	4B	1
Austin	Web site (central source) "one-stop shopping"	4C	1
Austin	Identifying actual service locations/areas (it's unclear now for people calling in)	4C	1
Austin	ID service providers via zip code	4C	1
Austin	List of what each agency does provide in regards to transportation.	4C	1
Austin	One-stop shopping for eligibility	4C	1
Austin	Prioritization of service need (medical vs. recreational)	4C	1
Austin	Coordinate everything between CMTA, CARTS, STS, MHMR, HCT, medical, Easter Seals, Caregivers, etc	4C	1



## STAKEHOLDER IDENTIFICATION OF OPPORTUNITIES

Meeting	Stakeholder Opportunity Statement	Goal/Obj.	No. Met
Austin	Clearinghouse for trip planning	4C	1
Austin	Scheduling clearinghouse that includes transit service providers, doctors, caregivers and clients	4C	1
Austin	Shared data by agencies; coordinate destinations	4C	1
Austin	Coordinate planning among agencies, e.g., housing, employment, transit,	4C	1
Austin	Centralized call center	4C	1
Austin	Trip planning coordination -- web based and phone based.	4C	1
Austin	Coordinate information	4C	1
Austin	Create web site to market coordinated transit services	4C	1
Austin	One phone number	4C	1
Austin	Coord. With CMTA -- vehicles going to sister city Saltillo	4C	1
Round Rock	Central contact location	4C	1
Round Rock	Outreach and marketing for families on Medicaid waiting list	4C	1
Round Rock	Social service-one-stop and scheduling	4C	1
Bastrop	Each county purchase (bulk) fuel for transit vehicles	4D	1
Austin	Intra-city connections points defined and utilized among providers	4E	1
Bastrop	Have plan for services to interconnect - i.e. CARTS to CMTA	4E	1
Round Rock	Shared location guidelines	4E	1
Austin	Infrastructure improvements; curb access	N/A	
Austin	Caritas: 1/2 price pass w/CMTA, purchases taxi vouchers for elderly.	N/A	
Austin	Infrastructure improvements; curb access	N/A	
Austin	A method for carrying groceries	N/A	
Austin	Reduce complexity of routes	N/A	
Bastrop	Need more vanpool opportunities from activity centers	N/A	
Bastrop	Create taxing authority	N/A	
Marble Falls	Blanco, Burnet,, Llano counties discussing formation of RMA	N/A	
Round Rock	Create a single transportation provider for Cen. Texas	N/A	
Round Rock	Infrastructure coordination (build more sidewalks and ADA compliant facilities)	N/A	
San Marcos	Blanco - Coord of services is not really an issue because there is so little services to coordinate	N/A	
Austin	Austin Parks & Rec: coordinate with CARTS, CMTA for STS; offer trans. For 60+	unclas	
Austin	Urban planning to include transportation forecasts specific to ages, needs, diversity, subsidized, STS	unclas	
Austin	What agencies overlap boundaries?	unclas	
Austin	What agencies have peak hours, e.g., physicians vs. rush hour	unclas	



## TECHNICAL MEMORANDUM

DATE: August 3, 2006

TO: Technical Subcommittee of the RTCC

FROM: John Friebele, Wilbur Smith Associates

SUBJECT: TASK 4-B – EVALUATION OF OPPORTUNITIES FOR REGIONAL TRANSIT COORDINATION

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### INTRODUCTION – TASK 4-B

Technical Memorandum 1-D, titled “Methodology to Evaluate Coordination Strategies” outlined the methodology to be followed to evaluate regional transit coordination opportunities that were identified in Technical Memorandum 3-B, “Identification Of Opportunities For Regional Transit Coordination.” This Technical Memorandum presents the results of this evaluation for the purpose of allowing “...the RTCC members to make decisions on the opportunities” The evaluation results will be used to identify any immediate action/pilot project opportunities and to establish an implementation program for a “short list” of viable opportunities.

### METHODOLOGY

Basically, the consisted of the following sequential actions:

1. Prepare brief description of potential opportunity.
2. Determine if opportunity meets one or more Study Goals. If not, document that they were considered but do not meet current goals and objectives.
3. Determine if a potential opportunity can be accomplished relatively quickly and easily by existing agencies within current budgets; if so, consider for an Immediate Action Project.
4. Develop detailed project description and perform a more detailed evaluation; summarize results in a matrix format.
5. Determine if legislative action or regulatory changes are needed at either state or federal level; if so, send to Transportation Commission for consideration in the next session of the Texas Legislature or other appropriate action.

Eighteen (18) specific “Opportunities” have been identified. Simply listed, these are shown in the following Table E-10:

**TABLE E-10. IDENTIFIED OPPORTUNITIES**

Category	Opportunity	Opportunity Description
FUNDING AGREEMENTS	1A	Share Information
	1B	Share Training of Agency Personnel
	1C	Broker Service to Fill Gaps, etc.
	1D	Method of Cost Allocation
	1E	Share Vehicle and Driver Resources
FUNDING ADMIN.	2A	State Agency Coordination of Requirements to Remove Barriers
	2B	Develop Common Cost Structure Model
TECHNOLOGY AND BUSINESS PRACTICES	3A	Consolidate Data Collection / Reporting Functions
	3B	Adopt Common, Interoperable Architecture, Specs, etc. for Communication Systems
	3C	Adopt Common, Interoperable Architecture, Specs, etc. for Dispatch / Dynamic Scheduling Systems
	3D	Adopt Common, Interoperable Architecture, Specs, etc. for APTS / ITS Applications
	3E	Adopt Common or Compatible Cost Accounting Systems Among Agencies
	3F	Consolidate and Share Information, Scheduling and Dispatching Functions (Single Point Entry)
OPERATING PRACTICES	4A	Share Clients in the Same Geographical Area
	4B	Implement Common Driver Training Program
	4C	Provide Shared Stops and Park-and-Ride (Interconnectivity)
	4D	Consolidate Fueling, Service Maintenance Functions
	4E	Consolidate Fueling, Service Maintenance Functions

Goals and Objectives for this Regional Coordination Study have previously been adopted. These “opportunities” were evaluated against the Goals and Objectives and each opportunity identified met one or more of the study goals. The following Table E-11 on the next three pages presents the evaluation matrix.

A summary of the evaluation matrix showing the total number of each rating criteria for each coordination opportunity is shown in Table E-12. The resulting evaluation ranking of each coordination opportunity is also shown.

Table E-13 presents the evaluation ranking, sorted by rank from greatest to least, broken into three priority groups (high, moderate, low). It is recommended that efforts to identify immediate action (pilot) projects be concentrated on the higher priorities which, from a logical standpoint, represent the opportunities that fill the greatest needs as described by the project’s Goals and Objectives. This Table is a “work in progress” as current efforts will identify specific projects under each opportunity that may be pursued during the early stages of implementation.



TABLE E-11. EVALUATION MATRIX – Continued (Part 2 of 3)

Goal	Objective	1 - FUNDING AGREEMENTS					2 - FUNDING ADMIN					3 - TECHNOLOGY AND BUSINESS PRACTICES					4 - OPERATING PRACTICES				
		1A	1B	1C	1D	1E	2A	2B	3A	3B	3C	3D	3E	3F	4A	4B	4C	4D	4E		
4	Reduce the duplication of transportation services for the public. Identify and quantify real or potential savings gained from grouping trips funded by two or more agencies or programs. Identify operational and business functions of services that can be combined across agencies.	+	n/a	+	n/a	+	+	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	+	+	+	+	n/a	
		+	+	n/a	+	+	+	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	+	+	+	+	+	
		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
5	Increase efficiencies in transportation support services for the public. Identify and coordinate maintenance and facility services among agencies. Identify and reduce duplication in administrative services and reporting requirements. Develop a mechanism of regular communications between agencies.	+	+	n/a	n/a	n/a	+	+	+	+	+	+	+	+	+	+	+	+	+	+	
		+	+	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
6	Increase public awareness of mobility options and improve access to transportation services for the public. Develop and implement a multi-agency marketing plan that advertises the availability of coordinated public transit services. Provide information and gather feedback on transportation coordination activities on a regular basis. Provide targeted training and information materials about available transportation services. Create a user-friendly, single-entry phone and website access for trip planning, eligibility, and reservations.	+	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	+	+	+	+	n/a	
		+	U	n/a	n/a	n/a	n/a	+	n/a	n/a	n/a	n/a	n/a	n/a	n/a	+	+	+	+	+	
		U	+	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	+	+	+	+	+	
		+	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	+	+	+	+	n/a	
7	Address funding, regulatory, programmatic and geographic barriers to providing seamless transportation services for the public. Adopt legislative and regulatory changes that remove regulatory barriers and support coordinated public transit services. Develop a consistent cost allocation model and formulas for funding grouped trips that is fair and cost effective.	n/a	n/a	+	+	+	+	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	+	+	+	+	n/a	
		+	n/a	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	

TABLE E-11. EVALUATION MATRIX – Continued (Part 3 of 3)

Goal	Objective	1 - FUNDING AGREEMENTS					2 - FUNDING ADMIN					3 - TECHNOLOGY AND BUSINESS PRACTICES					4 - OPERATING PRACTICES				
		1A	1B	1C	1D	1E	2A	2B	3A	3B	3C	3D	3E	3F	4A	4B	4C	4D	4E		
8	Further the state's efforts to reduce air pollution.	n/a	n/a	n/a	n/a	n/a	+	n/a	n/a	n/a	+	n/a	n/a	n/a	+	+	n/a	n/a	n/a	+	
		8.1	Reduce vehicle-miles of travel through the consolidation of trips.	n/a	n/a	n/a	n/a	+	n/a	n/a	n/a	+	n/a	n/a	n/a	+	+	n/a	n/a	n/a	+
		8.2	Support the state's efforts to purchase more efficient transit equipment and fuels to improve transit vehicle emission characteristics.	n/a	n/a	n/a	n/a	+	n/a	n/a	n/a	+	n/a	n/a	n/a	+	+	n/a	n/a	n/a	+
		8.3	Promote the use of more efficient technologies through the consolidation of resources.	n/a	n/a	n/a	n/a	+	n/a	n/a	n/a	+	n/a	n/a	n/a	+	+	n/a	n/a	n/a	+
8.4	Reduce congestion by reducing the number of transit vehicles in service while carrying the same or greater number of person trips.	n/a	n/a	n/a	n/a	+	n/a	n/a	n/a	+	n/a	n/a	n/a	+	+	n/a	n/a	n/a	n/a	+	
	<b>Other Factors</b>																				
	Similar action has been successfully implemented elsewhere	U	+	+	n/a	U	+	+	n/a	U	+	+	+	U	+	+	+	+	+	+	
	Project has community, stakeholder and agency support	+	+	+	U	U	+	+	U	U	+	+	U	+	+	U	+	+	+	U	
	Meets a "critical need" identified by stakeholders or Study participants	+	+	U	+	U	U	U	+	+	U	U	U	U	+	+	U	U	U	U	
	Affected agencies/transit providers/organizations willing to make appropriate commitments	+	+	U	U	n/a	U	U	U	U	U	U	U	U	U	U	U	U	U	U	



**TABLE E-13. – OPPORTUNITY RANKING FROM EVALUATION**  
**INITIAL EVALUATION OF COORDINATION OPPORTUNITIES**

Rank	ID	General Project Description	PROJECTS PROPOSED
1	4A	Consolidate and Share Information, Scheduling and Dispatching Functions (Single Point Entry)	
2	4B	Share Clients in the Same Geographical Area	
3	4D	Provide Shared Stops and Park-and-Ride (Interconnectivity)	
4	3B	Coordinate Purchase / Acquisition of Vehicles	
5	1A	Share Information	1
5	3C	Adopt Common, Interoperable Architecture, Specs, etc. for Communication Systems	
7	1E	Share Vehicle and Driver Resources	
8	1D	Method of Cost Allocation	
8	3D	Adopt Common, Interoperable Architecture, Specs, etc. for Dispatch / Dynamic Scheduling Systems	
10	1B	Share Training of Agency Personnel	
10	2A	State Agency Coordination of Requirements to Remove Barriers	
12	3E	Adopt Common, Interoperable Architecture, Specs, etc. for APTS / ITS Applications	
13	1C	Broker Service to Fill Gaps, etc.	
14	4C	Implement Common Driver Training Program	
15	3F	Adopt Common or Compatible Cost Accounting Systems Among Agencies	
16	4E	Consolidate Fueling, Service Maintenance Functions	
17	2B	Develop Common Cost Structure Model	
18	3A	Consolidate Data Collection / Reporting Functions	



## APPENDIX F – TECHNICAL MEMORANDUM TASK 4-A



### TECHNICAL MEMORANDUM

DATE: June 20, 2006

TO: Technical Subcommittee of the RTCC

FROM: John Friebele, Wilbur Smith Associates

SUBJECT: TASK 4-A—IDENTIFICATION OF BARRIERS THAT LIMIT OPPORTUNITIES FOR REGIONAL TRANSIT COORDINATION

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#### INTRODUCTION

The purpose of this technical memorandum is to document the results of efforts to identify barriers and constraints to coordination of regional transit services. This memorandum includes information gathered from stakeholder events, a survey of transit regions conducted by the Texas Transportation Institute, and research on best practices for transit coordination from other parts of the United States.

#### STAKEHOLDER INVOLVEMENT INPUT

One key outreach strategy in the adopted “*Stakeholder Involvement Plan*” has been to conduct stakeholder workshops throughout the region. These stakeholder workshops encouraged sharing of information, ideas, questions and issues from the very people who deal with transit every day, either as providers, clients or service agency representatives. The second round of outreach events, conducted May 15, 16 and 17, 2006, focused on two primary issues: *Opportunities for Coordination of Regional Transit Services* and *Identification of Barriers and Constraints to Coordination Opportunities*.

Participants’ comments concerning Barriers were documented, grouped by theme or similarity of idea and then tabulated in descending order of the number of times the comment was mentioned. Results are shown in the following Table F-1.

**Table F-1. Stakeholder Identification of Barrier**

<b>Barrier</b>	<b>Source</b>	<b>Total</b>
Funding "silos" and restrictions prohibit sharing of vehicles and trip consolidation	May Stakeholder Meetings	15
Inadequate training of information providers	May Stakeholder Meetings	8
Driver training and requirements are not standardized	May Stakeholder Meetings	6
Lack of accessible infrastructure limits pick-up and drop-off locations for wheelchair users.	May Stakeholder Meetings	6
Not all locations and providers have service for mid-day, evenings and weekends for shift work, recreation, social life, education	May Stakeholder Meetings	5
Inadequate number of transfer points between intercity and local systems	May Stakeholder Meetings	5
Overlapping and/or limited geographical boundaries	May Stakeholder Meetings	4
Duplication of service between STS and City of Austin Parks and Rec vehicles	May Stakeholder Meetings	2
Over scheduling buses that run late	May Stakeholder Meetings	2

## STATEWIDE SURVEY

The Texas Transportation Institute (TTI) conducted a statewide survey of Transit Regions as part of the State's initial efforts toward regional transit coordination. In this survey, representatives from transit agencies in each region were asked for suggestions on how to coordinate services. Those comments on Barriers to Coordination are presented in the following Table F-2.

**Table F-2. TTI Survey Identification of Barriers**

<b>Barrier</b>	<b>Source</b>	<b>Total</b>
Funding silos	TTI Survey of Transit Regions	8
Ineffective Leadership	TTI Survey of Transit Regions	6
Differing driver training requirements	TTI Survey of Transit Regions	6
Lack of information sharing	TTI Survey of Transit Regions	5
TxDOT's alternative fuel vehicle specifications	TTI Survey of Transit Regions	5
Service area gaps and boundaries	TTI Survey of Transit Regions	4
Cost allocation	TTI Survey of Transit Regions	4
Lack of mutual trust	TTI Survey of Transit Regions	3
Data/reporting requirements	TTI Survey of Transit Regions	3
Client eligibility requirements	TTI Survey of Transit Regions	2
Differing budgeting processes	TTI Survey of Transit Regions	2
Jurisdictional constraints	TTI Survey of Transit Regions	2

In February 2006, TTI made a report to the Regional Planning and Public Transportation Study Group on additional research on barriers to coordination. A summary of that report is shown in Table F-3 below.

**Table F-3. TTI Survey – Barriers and Description**

Barriers to Coordination -- TTI Report	
Category	Description
Client eligibility	Different agencies have different eligibility criteria and trip purpose limitations. Also, practical circumstances may make ride sharing difficult (e.g., mixing dialysis patients with cognitively disabled youth).
Funding silos	Funding restrictions vary by client type, trip purpose, reimbursement (per trip, mileage based). Funding constraints exist at federal, state or local government levels; private funds also contain restrictions.
Liability and Indemnification Requirements in Inter-Local/Inter Agency Contracts	Indemnification is a barrier to inter-local agreements because often the contracting agent (e.g. county) can insure but cannot indemnify. Even state agreements/contracts have indemnification requirements that are effectively unenforceable. The agreement
Outreach and education	From a wider inclusion of stakeholders to interagency outreach and coordination, a barrier to coordination has been outreach and education. This is especially important when educating HHS, Medical, and workforce agency providers on the transportation coord
Cost-sharing / Cost structuring	Partnering agencies often approach cost allocation differently. Often when a social service agency wants to buy transportation from a public transit operator, the agency may look at only direct, out-of-pocket expenses. However, the transit operator's ful
Regulations and Requirements	Both regulations and requirements set by resource agencies can limit coordination.
Reporting/Data requirements	Funding, client service, and operating agencies may all have specific data informational requirements. Providing different data in different formats is time and cost consuming for operators.
Cross-agency concerns	HHS and medical transportation providers have both trust and turf concerns. HHS agencies worry about whether clients will continue to receive the same level and quality of service. HHS agency staff that managed client transportation may feel vulnerable.
Service boundary and territory Issues	This barrier has to do with different providers working in the same areas, or being precluded from serving certain areas due to funding arrangements
Driver requirements	Different providers have different minimum requirements for their drivers (age, driving record, background, CDL requirements). Providers also will have different training programs and may have different drug and alcohol testing protocols.
Resource constraints	Funding limits can constrain the ability of agencies to develop successful coordination projects, particularly if the project requires capital investment to permit long-term reduction in operating cost.
Vehicle specifications	The types of vehicles (size, internal configuration, special equipment) are not always compatible with client/users. This makes shared use of fleets difficult.
Vehicle fuel requirements	TxDOT requires that vehicles purchased with TxDOT funds use alternative fuels. Many providers and agencies do not have the ability to re-fuel or service such vehicles.
Source: Summary of "Barriers and Constraints" report by TTI, Feb. 2006, to the Regional Planning and Public Transportation Study Group.	

Another source of data concerning Barriers to Coordination was the Agency Survey conducted by the Regional Transportation Coordination Committee as part of this project. Surveys invitations were sent to health and human service agencies, public transportation providers, workforce agencies, adult education and day services, and many other agencies. The survey included 16 questions; one of those questions asked about barriers to coordination. Respondents were asked to check all “barriers” that apply to their agency. The following Table 4 shows the suggested “barrier” and the percentage of respondents that indicated the barrier was an issue with them.

**Table F-4. Agency Survey Results of Barriers**

Capital Area Agency Survey May 2006; Regional Transportation Coordination project	
Question: Identify primary barriers to transportation service coordination. (Check all that apply)	
Response	Percentage
Funding restrictions	37.5
Insurance and liability issues	35
Geographic service boundaries	35
Vehicle availability	30
Too many unique needs to standardize	30
Agencies, providers don't understand client needs	25
Other	20
Unstable funding sources	20
No incentive to develop collaborations	15
Differences in eligibility requirements	10
Confusing, conflicting policies	10
Different planning requirements	5
Turfism	5

## SUMMARY OF BARRIERS AND SUGGESTED SOLUTIONS

Review of the data presented in the four preceding tables finds that there are recurrent themes that result in identification of eight specific barriers that appear to be most important to the Capital Area region.

For each of the eight barriers, one or more “solutions” to remove or minimize the barrier is proposed. These solutions may need to be implemented in order to proceed with implementation of “coordination opportunities” and projects that are documented in Technical Memorandum 3-C. For the purposes of discussion, a “Lead Agency” has been designated for each solution project. These agencies may not be the most appropriate to eventually lead these projects; this was merely an attempt to imagine what form these coordination projects might take.

### 1. Funding silos

The primary issue under this barrier appears to be competing and exclusionary regulations and procedures across both Federal and State agencies that allocate funding in some manner for transportation services. Current efforts of this study are centered in the Capital Area region and although Federal programs and requirements is an issue, the most likely efforts to result in success would be at the State level. Therefore, a suggested solution is to review, coordinate and/or consolidate regulations and requirements for transportation services among the various State agencies involved.

*Lead Agency: the Texas Department of Transportation (TxDOT)*

## **2. Client Eligibility**

This barrier is largely a result of the regulations and requirements of the various State Agencies and a solution could involve that recommended in 1-a above.

*Lead Agency: the Texas Department of Transportation (TxDOT)*

## **3. Service Gaps and Service and Jurisdictional Boundary Issues**

Service Gaps - An overall grasp of this issue may not be immediately evident to all of the providers involved in transportation either as a provider or a client. An Interagency Work Group (IWG) should utilize all existing information and collect what additional information may be needed to create a comprehensive map and database of the transportation demand characteristics to identify gaps, overlaps, client characteristics and temporal characteristics in a geographic manner.

*Lead Agency: Capital Area Council of Government (CapCOG)*

Jurisdictional and Boundary Issues – Region 12 (the Capital Area Region) includes jurisdictional boundaries for the three statutory transit providers that, in some instances, create barriers to achieving a seamless transportation system. These boundaries are in part decided by U.S. Census determinations independent of the Federal Transit Administration, Texas Department of Transportation or regional influences, and in some cases by local option elections that set the Capital Metro boundaries. An interagency workgroup (IWG) should analyze how to best overcome the jurisdictional barriers through local work-around solutions and/or legislative remedies such as enabling local jurisdictions to exceed the local sales tax cap for purposes of joining Capital Metro, or some other mechanism to assist in making transit services uniformly available throughout the region

*Lead Agency: TxDOT*

## **4. Driver Requirements**

Driver Standardization: Create one set of standards for all “special needs” transit drivers.

*Lead Agency: the Texas Department of Transportation (TxDOT)*

## **5. Cost Allocation**

Using transit industry standards, identify the standard elements of costs to provide service and develop the basis for the calculation of costs in order to identify true costs of service and furnish a common standard for agreement between agencies.

*Lead Agency: Capital Area Council of Government (CapCOG)*

## **6. Cross-agency concerns and lack of trust**

Interagency Customer Care and Service: a working group of HHS leaders create standards of customer care that all providers can agree to and are held to.

*Lead Agency: Capital Area Council of Government (CapCOG)*

## **7. Communications (Intra-agency and Public)**

Investigate the feasibility of a Single Point Entry Consumer Access service that would centralize all information concerning all providers and, eventually, provide centralized dispatching. This could possibly be initially funded through the State.

*Lead Agency: the Texas Department of Transportation (TxDOT)*

## **8. Reporting and Data Requirements**

Although many agencies have standard elements of data and reporting for TxDOT and FTA (CapMetro, CARTS, Hill Country Transit and a number of 5310 agencies) not all share the same requirements and may have additional requirements. A process should be initiated to define and create a single state-wide reporting system that can collect and distribute the information and data as may be required by each provider.

*Lead Agency: the Texas Department of Transportation (TxDOT)*