



TEXAS PLANNING REGION 20

REGIONALLY COORDINATED TRANSPORTATION PLAN FOR THE COASTAL BEND

2017-2021

Vision

*A seamless public
Transportation
network for the
Coastal Bend.*

Mission

*Equal access
to public
transportation.*



February 15, 2017

DISCLAIMER

This plan was developed based on best available information and practices. The facts and accuracy of the data presented herein may change over time. Transportation Coordination Network of the Coastal Bend (TCN), part of Rural Economic Assistance League Incorporated (R.E.A.L. Inc.), was the lead agency for regional coordination in Texas Planning Region 20. TCN contracted with Texas A&M Transportation Institute (TTI) for planning assistance. The Texas Department of Transportation (TxDOT) Public Transportation Division (PTN) provided grant funds to support the planning effort.

ACKNOWLEDGMENTS

TCN and TTI acknowledge the invaluable guidance and insight from members of Planning Region 20's Regional Stakeholder Steering Committee. This plan reflects the contributions of many stakeholders and individuals across the Coastal Bend region. The plan development and final approval process included all of the following priority populations:

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

TTI and TCN gratefully acknowledge the contribution of each member of the public and stakeholder organization who participated in the planning process.

TERMINOLOGY

This plan avoids the use of jargon and technical terminology as much as possible. Figures and tables enhance concise planning narrative. The Executive Summary is a brief summary of the plan. Chapter 1. Introduction explains how the plan was developed and how the plan seeks to improve transportation services for residents of the Coastal Bend region.

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Executive Summary

Regionally Coordinated Transportation Plan for the Coastal Bend 2017-2021 is the regional plan for Texas Planning Region 20, known as the “Coastal Bend”. The Stakeholder Steering Committee of Planning Region 20 formally approved the plan on February 15, 2017. The Coastal Bend region is in southern Texas and consists of eleven counties: Aransas, Bee, Brooks, Duval, Jim Wells, Kenedy, Kleberg, Live Oak, Nueces, Refugio, and San Patricio. The Coastal Bend region covers 11,507 square miles, and has an estimated 2009 population of 559,067 according to the U.S. Census Bureau.

The plan is the product of a collaborative planning process involving dozens of stakeholders and the public from all eleven counties. In addition to the general public, the plan specifically focuses on the following priority populations: individuals with disabilities, individuals 65 or over, individuals with low incomes, and veterans.

The structure of *Regionally Coordinated Transportation Plan for the Coastal Bend 2017-2021* is deliberate. The plan begins with background information, provides detailed analysis of resources/needs/gaps, explores integration with other plans, identifies methods for sustaining implementation, provides clear vision/mission/goals/objectives, and concludes with ongoing performance measurement. The plan is an important resource for:

- **Typical transportation stakeholders** include operators and rider advocates/organizations concerned with how to improve mobility for the region’s residents. The plan provides clear goals and objectives on which stakeholders may focus to ensure needs and gaps of all key populations are met or improved.
- **Non-transportation focused stakeholders** for public transportation may include organizations like large employers, healthcare facilities, and etcetera. The plan highlights the diverse characteristics of transit riders and wide variety of services. Stakeholders can identify common ground in vision and mission; potential partnerships and mutual efficiencies.
- **Individual residents** of the Coastal Bend region may study the plan to learn about available services and how providers seek to meet their own and other residents’ needs.

The Coastal Bend has many public, non-profit, and private transportation providers. The region’s providers collaborate to accommodate resident trip needs.

The guiding vision statement for the Coastal Bend region from 2017-2021 is **“A seamless public transportation network for the Coastal Bend”**. The mission statement is **“Equal access to public transportation”**. The six goals for improving equal access to seamless public transportation in the region from 2017 to 2021 are:

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

Each goal has supporting objectives: the plan describes each objective’s priority, timeframe, potential resources, and assumed overall feasibility.

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Chapter 1

INTRODUCTION

In 2006, the Coastal Bend Council of Governments produced the Regional Public Transportation Coordination Plan for the Coastal Bend in accordance with state and federal regulations. In 2011, the region, now led by Transportation Coordination Network of the Coastal Bend, updated the plan to maintain relevancy for the period through 2016. Now, in 2017, this plan updates the Coastal Bend’s previous plans by identifying a vision and mission for public transportation in the region with attendant goals and objectives.

The organization of Chapter 1 is as follows:

- Brief History of Regional Coordination Planning in Texas
- The Coastal Bend Region
- Process for the Five Year Plan Update
- Plan Structure and Recommended Use

Brief History of Regional Coordination Planning in Texas

The 2006 Regional Public Transportation Coordination Plan for the Coastal Bend responded to requirements of the House Bill 3588 by the 78th Texas Legislature (2003) which required regional coordination of service planning to fill service gaps and eliminate overlaps in public transportation services. House Bill 3588 added Chapter 461 to the Texas Transportation Code that requires TxDOT to:

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

In response to House Bill 3588, TxDOT required each region in the state to develop a coordinated plan for public transportation and human services transportation. TxDOT defined regions by the boundaries of the 24 councils of governments (COG) in Texas. Each region established a lead agency and designated a steering committee to guide regional coordination to improve public transportation in the region by enhancing service delivery, customer satisfaction, efficiency and effectiveness, and integration of systems-based and client-based approaches to transportation.

Regional public transportation coordination is also consistent with federal requirements. The Fixing America's Surface Transportation Act (FAST) authorizes federal transportation programs for highways, highway safety, and public transportation. FAST requires a plan for regional coordination of public transportation and human services transportation as a precedent for a region to be eligible for several federal funding programs for public transportation.

The Coastal Bend Region

Located in southern Texas, the Coastal Bend region consists of 11 counties: Aransas, Bee, Brooks, Duval, Jim Wells, Kenedy, Kleberg, Live Oak, Nueces, Refugio, and San Patricio (Figure 1).

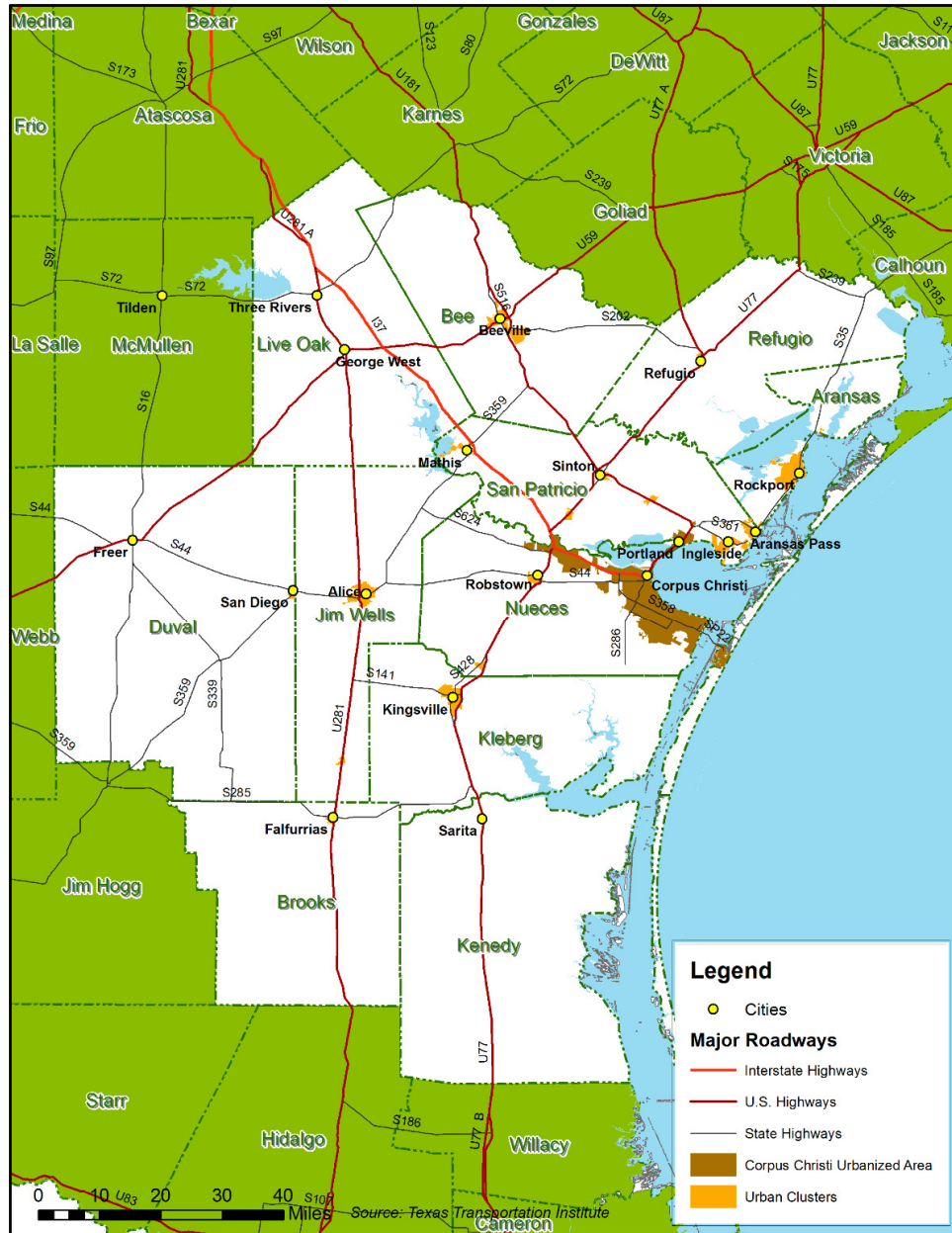


Figure 1. Coastal Bend Region.

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

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the south. The Coastal Bend region covers 11,507 square miles, and has an estimated 2009 population of 559,067 according to the U.S. Census Bureau.

The three public transportation providers in the Coastal Bend are Corpus Christi Regional Transportation Authority (CCRTA), Rural Economic Assistance League Inc. (R.E.A.L.), and Kleberg County Human Services (Paisano Express) – see Figure 2.

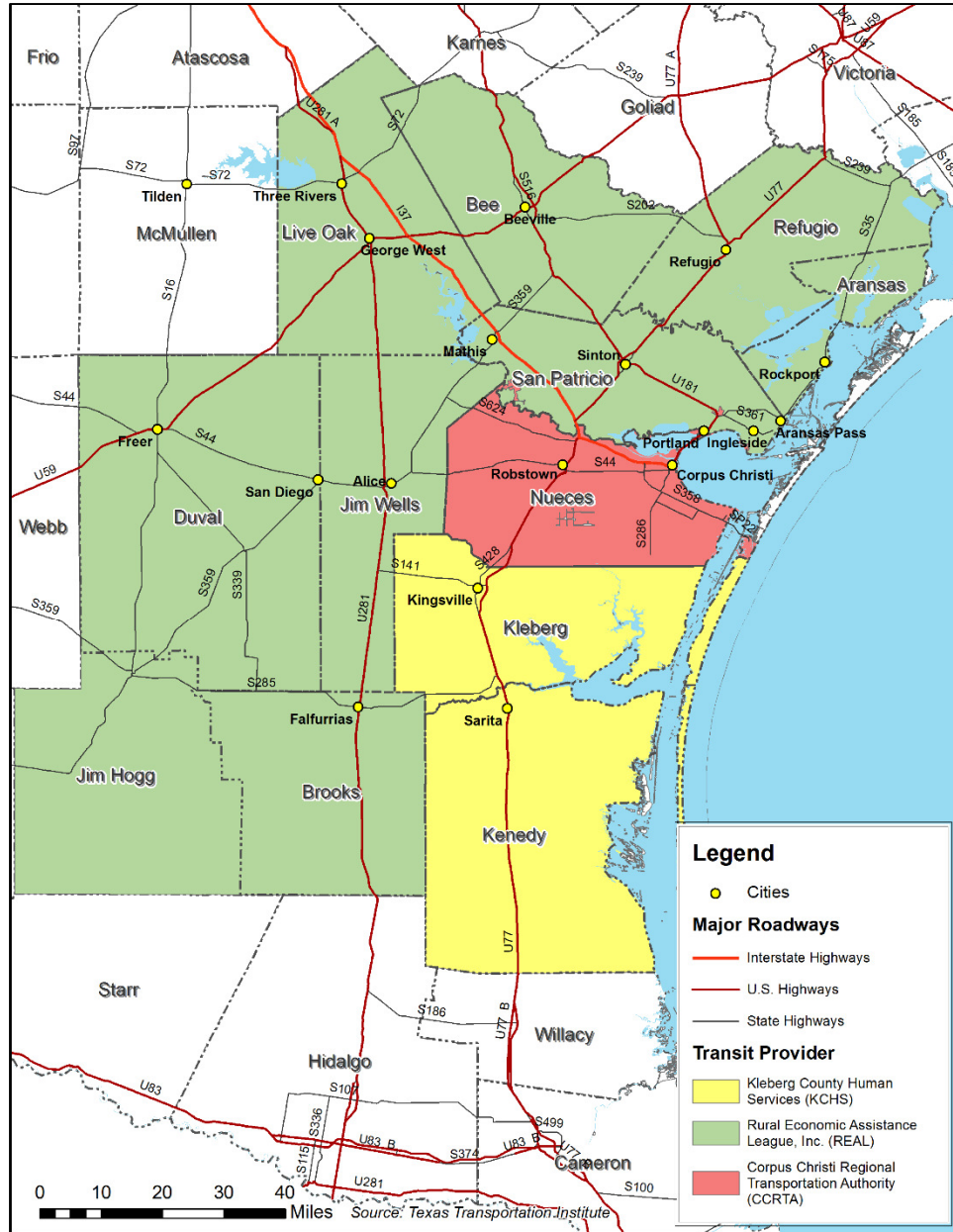


Figure 2. Service Area of Public Transportation Providers.

Process for the Five Year Plan Update

Transportation Coordination Network of the Coastal Bend (TCN), part of Rural Economic Assistance League Inc. (R.E.A.L. Inc.), is the lead agency for regionally coordinated transportation planning for Texas Planning Region 20 - the Coastal Bend. TCN issued a request-for-proposal to procure the services of a private consulting firm to conduct certain elements of Coastal Bend Regionally Coordinated Transportation Plan 2017. TCN did not receive any responses from private firms. As a result, TCN inquired if Texas A&M Transportation Institute (TTI) would provide technical services in the role of the contractor as described in the Project Grant Agreements between Texas Department of Transportation (TxDOT) Public Transportation Division (PTN) and TCN. TTI reviewed TCN's two project grant agreements with TxDOT and agreed the work did fall within the agency's mission to provide research, technical assistance, and technology transfer.

The Stakeholder Steering Committee of Planning Region 20, for which TCN is lead agency, is the directing body of stakeholders. The Steering Committee contributes to each plan element, reviews draft reports, and votes to approve reports and the final plan update. TCN coordinates the activities of the Steering Committee. The Steering Committee roster includes 38 individuals that combined represent all key stakeholders and priority populations. The committee meets regularly to discuss coordination in general and specific to the planning process for Coastal Bend Regionally Coordinated Transportation Plan 2017-2021. Meetings are open to all other stakeholders and the public. The Steering Committee, and anyone one else in attendance, discusses information and issues.

The Steering Committee developed and approved the region's new vision and mission statements in August 2016:

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

For the purposes of developing and approving all deliverables, essential stakeholders and priority populations include:

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

Plan Structure and Recommended Use

The structure of Regionally Coordinated Transportation Plan for the Coastal Bend 2017-2021 is deliberate. The plan begins with background information, provides detailed analysis of resources and needs, explores integration with other plans, identifies methods for sustaining implementation, and concludes with ongoing performance measurement (see Figure 3).

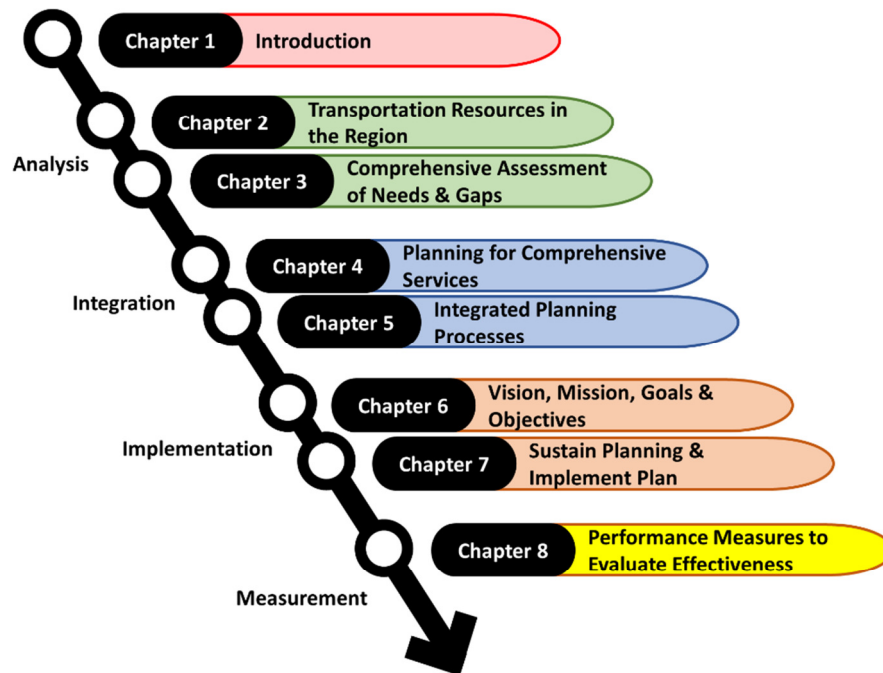


Figure 3. Five-Year Plan Organization.

The plan is relevant to typical transportation stakeholders, non-transportation focused stakeholders, and individual residents of the Coastal Bend.

- **Typical transportation stakeholders** include operators and rider advocates/organizations concerned with how to improve mobility for the region's residents. The plan provides clear goals and objectives on which stakeholders may focus to ensure needs and gaps of all key populations are met or improved.
- **Non-transportation focused stakeholders** for public transportation may include organizations like large employers, healthcare facilities, and etcetera. The plan highlights the diverse characteristics of transit riders and wide variety of services. Stakeholders can identify common ground in vision and mission; potential partnerships and mutual efficiencies may be possible.
- **Individual residents** of the Coastal Bend region may study the plan to learn about current services available to them and how the region's stakeholders are seeking to meet more of their own and other resident needs.

Chapter 2

TRANSPORTATION RESOURCES IN THE REGION

This chapter inventories the region's transportation providers and agencies involved in transportation planning.

The organization of Chapter 2 is as follows:

- Overview of Public Sector Funding
 - Historical Trends in Federal Transit Funding
 - FAST Act Federal Funding Programs
 - Texas Department of Transportation
 - Texas Transit Funding Formula
- Transportation Providers
 - Section 5307 Urban Public Provider: Corpus Christi RTA
 - Section 5311 Rural Public Provider: R.E.A.L. Transit
 - Section 5311 Rural Public Provider: Paisano Express Transit
 - Section 5310 Seniors and Individuals with Disabilities Providers
 - Intercity/International Bus Carriers
 - Health and Human Services Programs
 - Client-Based Providers
 - Private-for-Hire Providers
- Transportation Planning Agencies
- Observations / Conclusions

Overview of Public Sector Funding

The purpose of this section is to provide an overview of how federal and state funds for public transportation are made available to providers in the Coastal Bend region.

Historical Trends in Federal Transit Funding

Federal funding for transportation comes primarily through the U.S. DOT and is administered by agencies according to mode of transportation. The agency responsible for transit funding is the Federal Transit Administration (FTA). The FHWA also administers funding programs that can benefit transit.

Chapter 53 of Title 49 of the U.S. Code establishes the authority for FTA (1). Congress authorizes money to FTA in long- and short-term transportation legislation. The most recent legislation is the Fixing America's Surface Transportation (FAST) Act in 2015. Each federal transportation bill amends Chapter 53 to modify or set up funding programs and laws for FTA to follow. The FTA provides financial and technical assistance to local public transportation systems, including buses, subways, light rail, commuter rail, trolleys and ferries. FTA also oversees safety measures and helps develop next-generation technology research.

The umbrella legislation known as the Intermodal Surface Transportation Efficiency Act (ISTEA) of 1991 established many of the current major U.S. DOT funding programs. ISTEA authorized funding levels and programs for transit and highway projects and institutionalized the ability to shift funds from one program to another depending upon local priorities. ISTEA expired at the end of fiscal 1997 and was replaced by new legislation. The Transportation Equity Act of the 21st Century (TEA-21) maintained the previously established programs, while generally raising the overall funding levels. TEA-21 was in effect for a six-year period, with specific spending levels established each year as part of the federal budgeting process.

In August 2005, President George W. Bush signed into law the Safe, Accountable, Flexible, and Efficiency Transportation Equity Act – A Legacy for Users (SAFETEA-LU) to fund federal surface transportation programs through fiscal 2009. The legislation authorized \$286.4 billion in funding over six years (2004 through 2009), including \$52.6 billion (18.6%) for federal transit programs. The funding authorization for transit under SAFETEA-LU represents a 46% increase over transit funding guaranteed in the previous TEA-21 authorization bill and more than double the funding provided in ISTEA. The original SAFETEA-LU legislation was a six-year bill, but Congress extended the authorization bill three additional years through 2012.

On July 6, 2012, President Barack Obama signed Moving Ahead for Progress in the 21st Century (MAP-21), reauthorizing surface transportation programs through fiscal year 2014. Each reauthorization amends the Federal Transit Laws codified in 49 USC Chapter 53. MAP-21 took effect on October 1, 2012. When another transportation authorization had not been passed in time for fiscal year 2015, Congress extended MAP-21 for an additional (third) year.

On December 4, 2015, President Obama signed the FAST Act, reauthorizing surface transportation programs for five years through fiscal year 2020. The FAST Act applies new program rules to all

¹ Federal Transit Administration, 2016. *Title 49, Chapter 53*. Federal Transit Administration, Washington, D.C. Retrieved from <https://www.transit.dot.gov/regulations-and-guidance/legislation/title-49-ch-53/title-49-ch-53> on August 15, 2016.

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fiscal year 2016 funds. Figure 4 illustrates Federal funding for transit from 1992 to 2016 by federal authorization act.

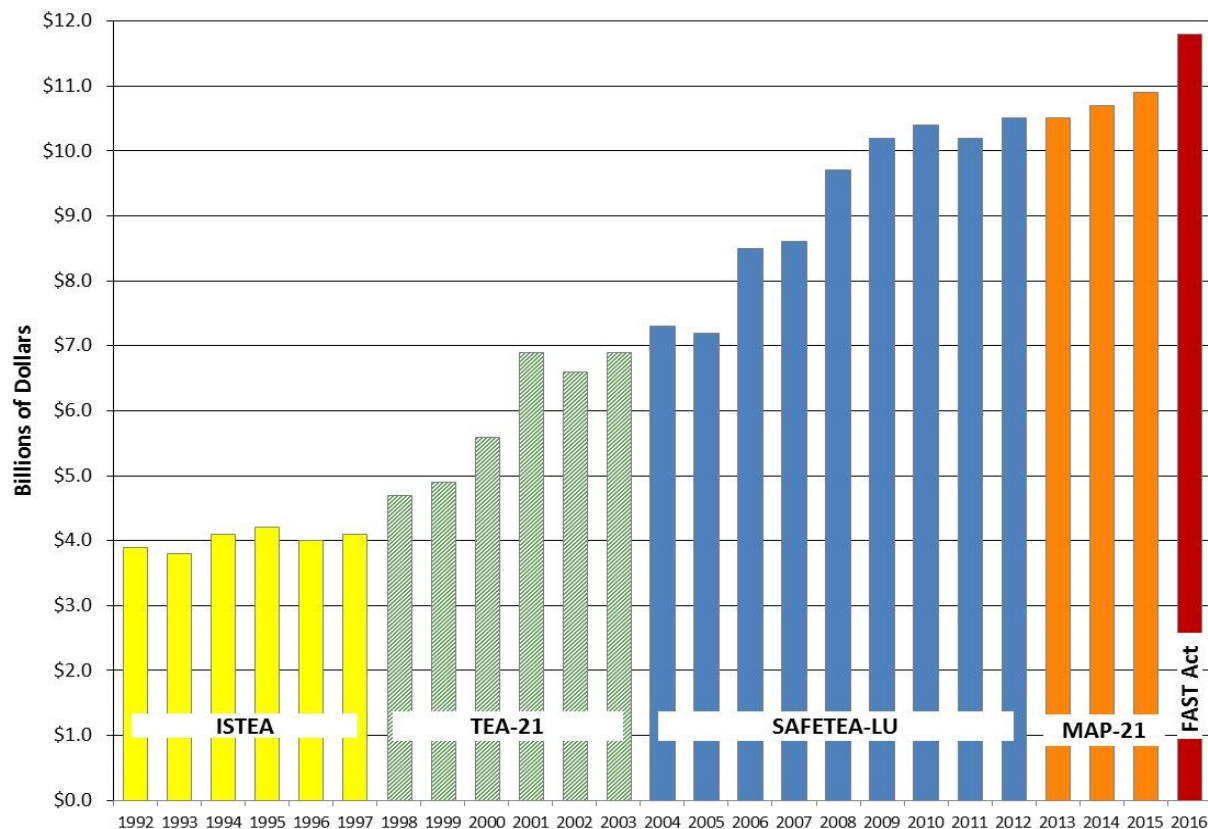


Figure 4. Annual FTA Apportionments by Federal Authorization Bill ⁽²⁾.

FAST Act Federal Funding Programs

FTA provides annual formula grants to transit agencies nationwide as well as discretionary funding in competitive processes. Generally, FTA funds are available to designated recipients that must be public bodies (i.e., states, cities, towns, regional governments, transit authorities, etc.) with the legal authority to receive and dispense federal funds. The recipients of these grants are responsible for managing their projects in accordance with federal requirements.

SECTION 5307 URBANIZED AREA FORMULA PROGRAM

The Urbanized Area Formula Funding program (49 U.S.C. 5307) makes federal resources available to urbanized areas and to governors for transit capital and operating assistance in urbanized areas and for transportation-related planning. An urbanized area is an incorporated area with a population of 50,000 or more that is designated as such by the U.S. Department of Commerce, Bureau of the Census.

² Federal Transit Administration. 2016. *Funding Apportionments: Overview*. Federal Transit Administration, United States Department of Transportation, Washington, D.C. Retrieved from www.transit.dot.gov/funding/apportionments on August 15, 2016.

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Eligible Recipients. Funding is made available to designated recipients that are public bodies with the legal authority to receive and dispense federal funds. Governors, responsible local officials and publicly owned operators of transit services shall designate a recipient to apply for, receive, and dispense funds for urbanized areas. The governor or governor's designee acts as the designated recipient for urbanized areas between 50,000 and 200,000.

For urbanized areas with 200,000 in population and over, funds are apportioned and flow directly to a designated recipient selected locally to apply for and receive Federal funds. For urbanized areas under 200,000 in population, the funds are apportioned to the governor of each state for distribution.

Eligible Activities. Eligible activities include: planning, engineering, design and evaluation of transit projects and other technical transportation-related studies; capital investments in bus and bus-related activities such as replacement, overhaul and rebuilding of buses, crime prevention and security equipment and construction of maintenance and passenger facilities; and capital investments in new and existing fixed guideway systems including rolling stock, overhaul and rebuilding of vehicles, track, signals, communications, and computer hardware and software. In addition, associated transit improvements and certain expenses associated with mobility management programs are eligible under the program. All preventive maintenance and some Americans with Disabilities Act complementary paratransit service costs are considered capital costs.

For urbanized areas with populations less than 200,000, operating assistance is an eligible expense. Urbanized areas of 200,000 or more may not use funds for operating assistance unless identified by FTA as eligible under the Special Rule.

Allocation of Funding. Funding is apportioned based on legislative formulas. For areas of 50,000 to 199,999 in population, the formula is based on population and population density. For areas with populations of 200,000 and more, the formula is based on a combination of bus revenue vehicle miles, bus passenger miles, fixed guideway revenue vehicle miles, and fixed guideway route miles as well as population and population density.

The distribution or sub-allocation of Sections 5307 (and Section 5340) funds within an urbanized area is a local responsibility. In those urbanized areas with more than one grantee or designated recipient, FTA expects local officials, operating through the Metropolitan Planning Organization (MPO) and the designated recipient, to determine the sub-allocation together. The sub-allocation should be determined fairly and rationally through a process agreeable to recipients.

Match Requirement. The federal share is not to exceed 80 percent of the net project cost for capital expenditures. The federal share may be 90 percent for the cost of vehicle-related equipment attributable to compliance with the Americans with Disabilities Act and the Clean Air Act. The federal share may not exceed 50 percent of the net project cost of operating assistance.

SECTION 5311 FORMULA GRANTS FOR RURAL AREAS

The Formula Grants for Rural Areas program (49 U.S.C. 5311) provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations of less than 50,000, where many residents often rely on public transit to reach their destinations. The program also provides funding for state and national training and technical assistance through the Rural Transportation Assistance Program.

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Eligible Recipients. Eligible recipients include states and federally recognized Indian Tribes. Subrecipients may include state or local government authorities, nonprofit organizations, and operators of public transportation or intercity bus service.

Eligible Activities. Eligible activities include planning, capital, operating, job access and reverse commute projects, and the acquisition of public transportation services.

Allocation of Funding. Funds are apportioned to States based on a formula that includes land area, population, revenue vehicle miles, and low-income individuals in rural areas.

Match Requirement. The federal share is 80 percent for capital projects, 50 percent for operating assistance, and 80 percent for ADA non-fixed route paratransit service.

Technical Assistance Resources. Training and Technical Assistance is available through the National Rural Transit Assistance Program (RTAP).

Intercity Bus Program. Each state must spend no less than 15 percent of its annual apportionment for the development and support of intercity bus transportation, unless it can certify, after consultation with intercity bus service providers, that the intercity bus needs of the state are being adequately met. Rural transit agencies and intercity bus carriers may have opportunities to coordinate service and leverage funding through the Section 5311(f) Intercity Bus Program. Section 5311(f) Intercity Bus Program supports the connection between rural areas and larger regional or national systems of intercity bus service. The Section 5311(f) intercity bus program goals include the following:

- Implement meaningful scheduled transport connections between rural and urban areas with the national intercity transportation network.
- Support operating services to meet the intercity travel needs of residents in rural and small urban areas.
- Sustain the infrastructure of the state's intercity bus network through capital investments in facilities, vehicles, equipment, planning, and marketing.

FTA encourages the participation of private companies that provide public transportation to the maximum extent feasible in this and other FTA programs. Among the various types of projects in which private intercity bus operators may wish to participate are improvements to existing intercity terminal facilities for rural passengers; modifications to transit facilities to facilitate shared use by intercity bus, intercity rail, and rural transit operators; operating assistance to support specific intercity route segments; and applications of intelligent transportation system technology for coordinated information and scheduling.

SECTION 5310 ENHANCED MOBILITY OF SENIORS AND INDIVIDUALS WITH DISABILITIES

The Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program (49 U.S.C. 5310) provides formula funding to states for the purpose of assisting private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs.

Funds are apportioned based on each state's share of the population for these two groups. Formula funds are apportioned to direct recipients; for rural and small urban areas, this is the state DOT, while in large urban areas, a designated recipient is chosen by the governor. Direct recipients have flexibility in how they select subrecipient projects for funding, but their decision process must be

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clearly noted in a state/program management plan. The selection process may be formula-based, competitive or discretionary, and subrecipients can include states or local government authorities, private non-profit organizations, and/or operators of public transportation.

The program aims to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options. This program supports transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities in all areas – large urbanized (over 200,000), small urbanized (50,000-200,000), and rural (under 50,000). Eligible projects include both “traditional” capital investment and “nontraditional” investment beyond the Americans with Disabilities Act (ADA) complementary paratransit services.

Section 3006(b) of the FAST Act created a discretionary pilot program for innovative coordinated access and mobility -- open to 5310 recipients -- to assist in financing innovative projects for the transportation disadvantaged that improve the coordination of transportation services and non-emergency medical transportation (NEMT) services; such as: the deployment of coordination technology, projects that create or increase access to community, One-Call/One-Click Centers, etc.

Eligible Recipients. States and designated recipients are direct recipients; eligible subrecipients include private nonprofit organizations, states or local government authorities, or operators of public transportation.

Eligible Activities. Traditional Section 5310 project examples include:

- Buses and vans.
- Wheelchair lifts, ramps, and securement devices.
- Transit-related information technology systems, including scheduling/routing/one-call.
- Acquisition of transportation services under a contract, lease, or other arrangement.

Nontraditional Section 5310 project examples include:

- Travel training.
- Volunteer driver programs.
- Building an accessible path to a bus stop, including curb cuts, sidewalks, accessible pedestrian signals or other accessible features.
- Improving signage, or way-finding technology.
- Incremental cost of providing same day service or door-to-door service.
- Purchasing vehicles to support new accessible taxi, rides sharing and/or vanpooling programs.
- Mobility management programs.

Under MAP-21, the program was modified to include projects eligible under the former Section 5317 New Freedom program, described as capital and operating expenses for new public transportation services and alternatives beyond those required by the ADA, designed to assist individuals with disabilities and seniors.

Funding Availability. Section 5310 funds are available to the states during the fiscal year of apportionment plus two additional years (total of three years).

Allocation of Funding. Section 5310 funds are apportioned among the states by a formula, which is based on the number of seniors and people with disabilities in each state according to the latest U.S. Census data.

Match Requirement. The federal share of eligible capital costs may not exceed 80 percent, and 50 percent for operating assistance. The 10 percent that is eligible to fund program administrative costs including administration, planning, and technical assistance may be funded at 100 percent federal share.

Texas Department of Transportation

The Texas Department of Transportation (TxDOT) was created by the Texas Legislature in 1917 (then known as the Texas Highway Department). Headquartered in Austin, TxDOT is organized by 25 districts by geography around the state and various divisions to provide statewide support. One of the divisions is focused on public transportation.

TxDOT's Public Transportation Division (PTN) focuses on collaborative work toward providing a network of mobility options for people who use alternatives to driving alone. PTN distributes grant funds, ensures compliance with program requirements, and promotes safety, coordination, partnerships and best practices. PTN works with individuals and agencies around the state to facilitate mobility through the administration of state and federal grant programs, technical assistance, and support for regional public transportation coordination efforts.

PTN administers federal and state grant programs, including Federal Transit Administration (FTA) grants. Grants are for specific purposes and have separate eligibility and funding requirements. The Public Transportation Division requests applications for specific grant funding sources through calls for projects.

PTN is the designated recipient for rural and small urban areas in Texas for the following funding programs:

- FTA Section 5311 Formula Grant for Rural Areas
- FTA Section 5339 Bus and Bus Facilities Formula Program
- FTA Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities.

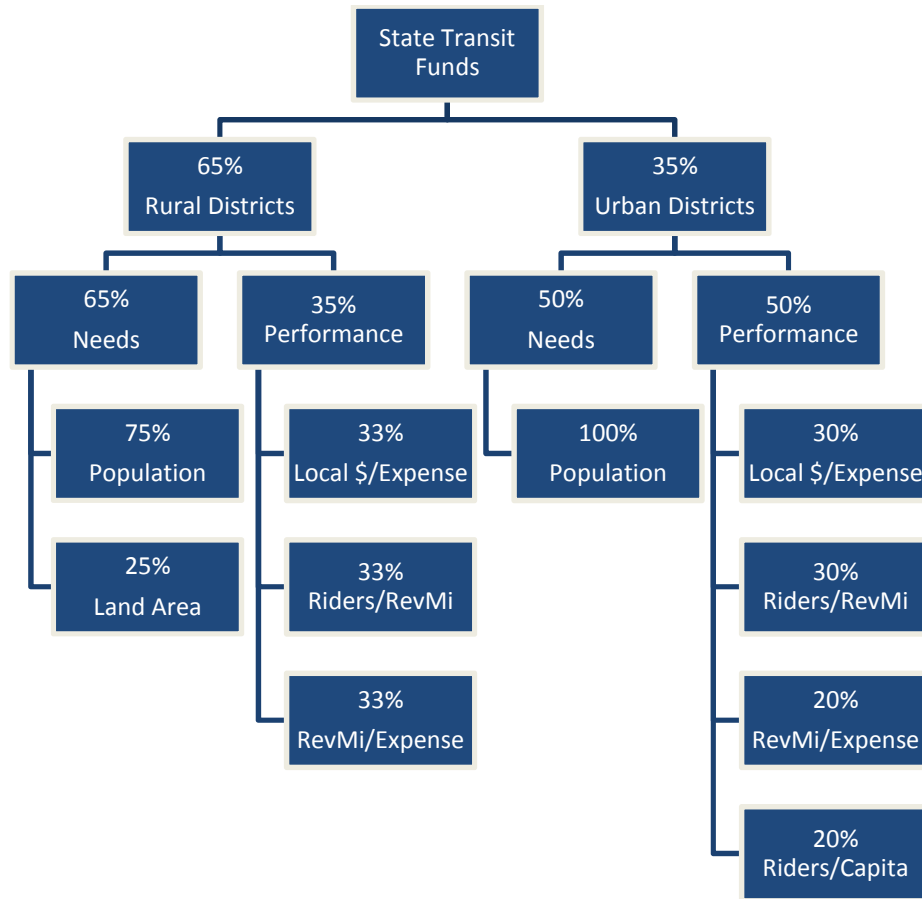
PTN also manages and awards state funds for public transit. PTN collects and reports annual transit data to the FTA for the Rural National Transit Database. PTN provides the FTA with an annual "State Management Plan" for the state's rural transit services. PTN represents public transit in the planning and programming process and prepares funding-needs projections for Texas rural transit districts.

Texas Transit Funding Formula

Authority for the Texas Transportation Commission to allocate state and federal funds is defined in the Texas Transportation Code, Chapter 456 State Financing of Public Transportation. Eligible recipients for Texas state transit funds are rural and urban transit districts, as provided in the Texas Transportation Code, Chapter 458 Rural and Urban Transit Districts. The administrative procedures for the allocation of funds are described in the Texas Administrative Code, Title 43 Transportation, Part 1 Texas Department of Transportation, Chapter 31 Public Transportation.

The Texas Legislature appropriates state funding levels each biennium. TxDOT allocates the funds according to the Texas transit funding formula, illustrated in Figure 5. The amount to which the funding formula applies is \$57,482,135 per biennium, or less as appropriated by the legislature (\$28,741,068 per fiscal year). State funding is split 65 percent to rural transit districts (\$18,681,694) and 35 percent to state-funded urban transit districts (\$10,059,373). Federal Section 5311 funds are distributed to rural transit districts using the same formula.

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Source: Texas Transportation Code, Chapter 456 State Financing of Public Transportation.

Figure 5. Texas Transit Funding Formula.

If the biennium appropriation exceeds \$57,482,135, TxDOT has the discretionary authority to award the remaining funds to mitigate the impacts of the 2010 Census on the allocation of formula funds to urban and rural transit districts. This provision expires August 31, 2017.

Transportation Providers

This section is an inventory of transportation providers within the Coastal Bend region and is organized as follows:

- **Section 5307 Urban Public Provider: Corpus Christi RTA**
- **Section 5311 Rural Public Provider: R.E.A.L. Transit**
- **Section 5311 Rural Public Provider: Paisano Express Transit**
- **Section 5310 Seniors and Individuals with Disabilities Providers**
- **Intercity/International Bus Carriers** lists bus carriers providing regional and international transportation to the public.
- **Health and Human Services Programs** lists non-emergency medical transportation providers with services for categorically eligible Medicaid recipients.
- **Client-Based Providers** lists client-based transportation providers, including state agencies that provide financial support to facilitate public or client-based transportation.
- **Private-for-Hire Providers** lists taxicab companies, limousine companies, and charter bus companies, and transportation network companies in the region.

The three public transportation providers in the Coastal Bend are Corpus Christ Regional Transportation Authority (CCRTA), Rural Economic Assistance League Inc. (R.E.A.L.), and Kleberg County Human Services (Paisano Express) – see Figure 6.

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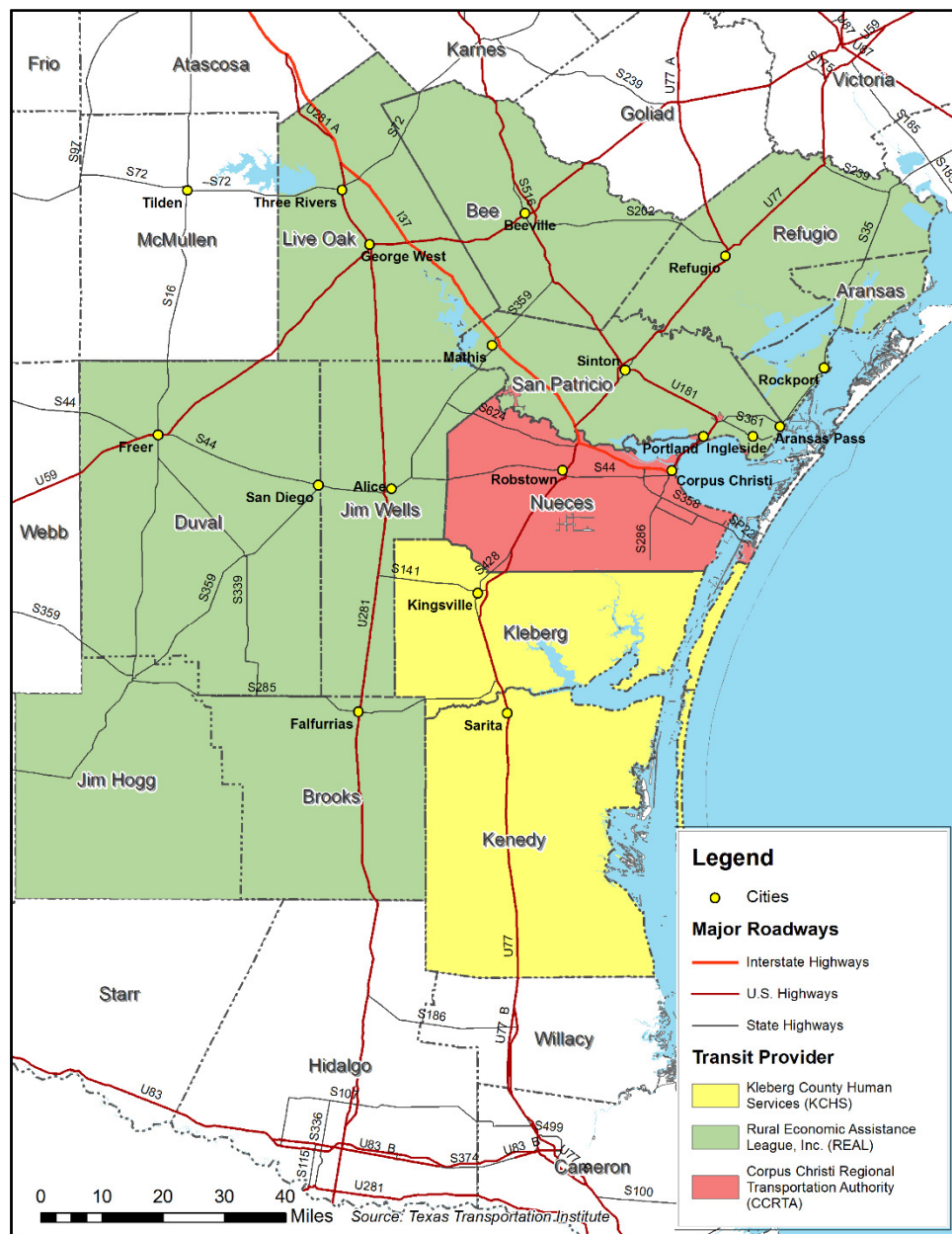


Figure 6. Service Area of Public Transportation Providers.

The following sections profile each public provider: Section 5307 Urban and Section 5311 Rural. CCRTA's profile was developed based on updating the profile found in 2011 plan using CCRTA's website (<https://www.ccrtta.org/>) and the agency's Transit 2020 Plan: Final Report (September 2016, Nelson Nygaard). Information is accurate based on publicly available information as of November 11, 2016. The profiles for R.E.A.L. and Paisano Express were created in spring 2016 by TTI as part of the TxDOT PTN funded project Texas Transit District Profiles.

Section 5307 Urban Public Provider: Corpus Christi CCRTA

CCRTA provides public transportation to Nueces County and to the cities of Gregory and San Patricio in San Patricio County. CCRTA is the only provider in the region to offer fixed route transit. The CCRTA also operates complementary paratransit service known as B-Line. In addition, CCRTA also provides commuter and vanpool services.

CCRTA is a political subdivision of the State of Texas, created in accordance with the Transportation Code, Chapter 451, Metropolitan Rapid Transit Authorities. Voters in Nueces and San Patricio Counties approved the creation of the metropolitan transit authority by a referendum August 10, 1985 and agreed to participate in a ½ percent sales tax as local funding support. CCRTA commenced operations on January 1, 1986. An 11 member Board of Directors governs CCRTA. The governing body consists of a board chairperson, five City of Corpus Christi appointees, three Nueces County appointees, and two small city mayors' appointees³. The immediate past chair serves as an advisory member.

The Corpus Christi CCRTA service area includes the following communities⁴:

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

SERVICE CHARACTERISTICS AND TYPES

Corpus Christi CCRTA operates 47 fixed bus routes on Weekdays, 26 routes on Saturdays, and 15 routes on Sundays⁵. In addition, CCRTA operates B-Line paratransit, Flexi-B Flexible service, and Harbor Ferry. The following discussion provides a brief overview of each service.

Fixed-Route. CCRTA has 42 fixed bus routes operating within Corpus Christi city limits. Eleven routes operate Monday through Saturday generally from 4:30am to 11:00pm. Twelve routes operate Monday through Sunday with weekday hours 4:30am to 11:00pm and Sunday hours from about 8:00am to about 8:00pm. In addition to these routes, CCRTA operates three downtown trolleys Monday through Saturday and six routes serve Texas A&M University Corpus Christi. Fixed routes generally provide mobility within the city of Corpus Christi and several regional communities (either directly or through contracted services with Paisano Express or R.E.A.L., Inc.). Three bus routes operate outside of the Corpus Christi city limits. The latest service information and system maps may be found on CCRTA's website here: <http://www.ccrt.org/rider-info/routes-maps-schedules/>.

³ Small city mayors' consist of mayors from the cities within the CCRTA service area without dedicated appointee.

⁴ Texas State Comptroller. 2010. Transit Sales and Use Tax. Retrieved August 20, 2010, from Window on State Government: <http://www.window.state.tx.us/taxinfo/local/mta.html>.

⁵ Sources: CCRTA Transit Plan 2020 Final Report, page 2-49, and <http://www.ccrt.org/rider-info/routes-maps-schedules/>

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B-Line Paratransit. CCRTA operates complementary paratransit known as B-Line. ADA requires that a transit provider that operates fixed routes also provide complementary paratransit for people with disabilities who cannot use the fixed routes. Paratransit service must be available within $\frac{3}{4}$ mile of all fixed routes and at all times when fixed route is available. B-Line is a shared-ride, curb-to-curb transportation service provided to riders who have been determined eligible according to the ADA. Passengers must apply for eligibility in advance of using the service. Once the rider is approved as eligible, the rider may call and schedule trips at least 24 hours in advance. B-Line Service is available on Monday-Friday from 4:30 a.m. – 11:00 p.m., Saturday from 6:00 a.m. – 11:00 p.m., and Sunday from about 8:00 a.m. – 8:00 p.m. Service hours and holidays mirror those offered on fixed-route service. CCRTA contracts with a private provider, MV Transportation, to operate B-Line.

Flexi-B Flexible Service. CCRTA operates one flexible route connecting Port Aransas with Corpus Christi branded as Flexi-B. The Port Aransas Flexi-B is a hybrid between express bus and demand-response service. Flexi-B has scheduled trips with specific destinations such as Del Mar College, Texas A&M University – Corpus Christi, La Palmera Mall, Texas State Aquarium, and USS Lexington Museum but is also able to “flex” so that customers can reach medical appointments. Customers must call at least one day in advance and no more than seven days in advance to schedule a trip.

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

- Calallen – parking located off IH-37 at Leopard Street and Rehfield Road. This park-and-ride serves Route 50 Calallen Park-and-Ride.
- Gregory – parking located under the State Hwy 35 overpass north of U.S. Hwy 181. This station serves Route 54 Gregory Park-and-Ride.
- Robstown – parking located at Avenue A and 4th Street. This route serves Route 27 Leopard, Route 34 Robstown North, Route 35 Robstown South, and Route 53 Robstown Park-and-Ride.
- Greenwood Wal-Mart – parking located at 4949 Greenwood Dr. This park-and-ride serves Route 53 Robstown Park-and-Ride, Route 19 Ayers, and Route 25 Gollihar/Greenwood.

College and University Bus Partnerships. CCRTA has partnerships with Del Mar College and Texas A&M University-Corpus Christi. Both organizations contribute financially to CCRTA in exchange for students, faculty, and staff riding fare-free. In order to ride the service, students, faculty, or staff must present a valid university ID when boarding. Six fixed routes serve the Texas A&M University-Corpus Christi campus. “The Wave” (Route 63) is a route specifically designed for students at the Texas A&M University-Corpus Christi Campus. Del Mar College has three mainline routes serving its East Campus and one route serving its West Campus. An additional route, Route 90 Flexi-B Port Aransas, leaves Port Aransas in route to Del Mar College each morning Monday through Thursday.

Regional Bus Service. In the City of Port Aransas, the Port Aransas Shuttle (Route 94) and the Port Aransas Flexi-B provide residents with a local trolley service. Route 65 Padre Island Connection operates year-round Monday to Sunday between Port Aransas and CCRTA’s Southside Station in Corpus Christi. Route 90 Flexi-B Port Aransas is an advance reservation route connecting riders with destinations such as Del Mar College, La Palmera Mall, medical appointments, or recreation. CCRTA owns the vehicles and the City of Port Aransas operates them. CCRTA reimburses the City of Port Aransas for operating the buses.

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Service within the City of Robstown includes Robstown Northwest (Route 27), which travels Monday through Saturday from Robstown to Corpus Christi stopping in Calallen and other locations. The Robstown Park-and-Ride (Route 53) operates Monday through Friday from Robstown to the Naval Air Station in Corpus Christi. Route 53 has one inbound and one outbound bus. Route 34 Robstown North and Route 35 Robstown South operate Monday through Saturday and provide circulating service throughout Robstown.

Vanpool. CCRTA offers vanpool service to residents of the service area. Employers within the service area work with CCRTA to organize vanpool groups among their employees. The members of the group designate one person to be the regular driver. Vanpool fares are based on vehicle type, commute distance, group size, fuel and tolls:

- In Service Area. Groups receive 50% subsidy for commutes beginning and ending inside the CCRTA Service Area.
- Out of Service Area. Groups receive 25% for commutes beginning or ending inside the CCRTA Service Area⁶.

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

- Staples Street Station – opened in January 1994, renovated in May 2016, and located at Staples and Mestina Streets adjacent Corpus Christi City Hall (serves 22 bus routes).
- Port Ayers Station – opened in 1995 and is located at the intersection of Port Avenue and Ayers Street (serves 15 routes).
- Southside Station – opened in 2003 and is located on McArdle Road immediately north of La Palmera Mall (serves 17 routes).
- Six Points Station – located at the Staples/Alameda/Ayers Street intersection (serves seven routes).

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

FARE STRUCTURE

Figure 7 details CCRTA fare structure⁷. CCRTA offers single ride fares, as well as a multitude of pass products. Transfers are free. Pass prices are discounted over regular cash fares for regular and express services. The B-Line fare is \$1.25 per ride.

⁶ <http://www.ccrtta.org/rider-info/programs/>

⁷ Transit Plan 2020. September 2016. Corpus Christi CCRTA.

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| Fare Type | Price |
|---|---------|
| Adult Single Fare | \$0.75 |
| Reduced Fare (Peak Hours) | \$0.25 |
| Reduced Fare (Off-Peak Hours and Weekends) | \$0.10 |
| Premium Service Fares (Express Routes) | |
| Adult Single Fare | \$1.25 |
| Reduced Fare | \$0.25 |
| #94 Port Aransas Shuttle | \$0.25 |
| B-Line Fares | |
| Regular Fare | \$1.25 |
| Surcharge outside ¾ mile ADA zone | \$2.00 |
| Passes | |
| Day Pass | \$1.75 |
| 7 Day Pass | \$7.50 |
| 31 Day Pass | \$30.00 |
| Reduced Fare 31 Day Pass | \$11.00 |
| Commuter 11 Trip Pass | \$12.50 |
| B-Line Pass | \$50.00 |

Figure 7. CCRTA Fare Structure.

Figure 8 is a screenshot from CCRTA's webpage for fares (<http://www.ccrt.org/get-a-pass/passes/>).

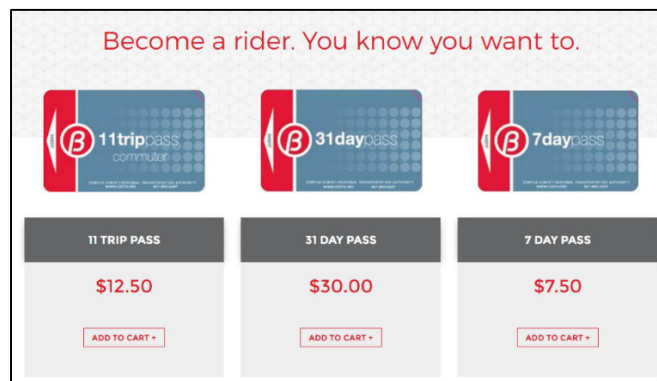


Figure 8. CCRTA Pass Options.

VEHICLE FLEET

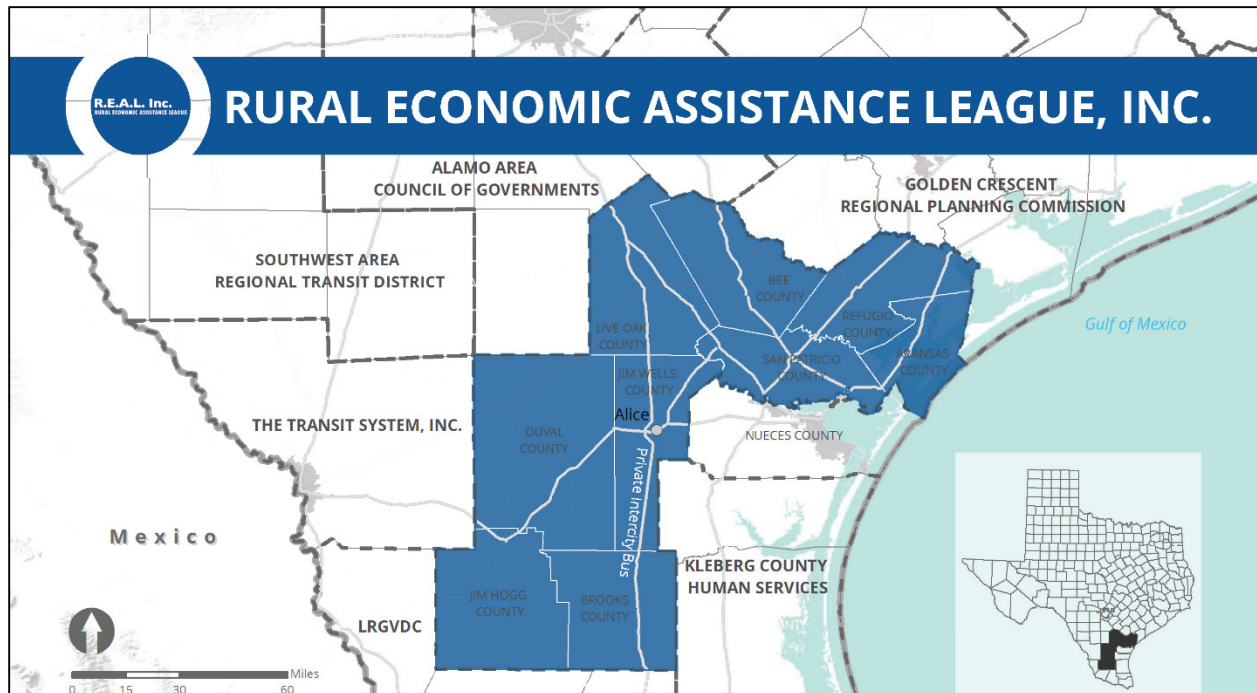
CCRTA maintains a fleet of 86 fixed-route vehicles and 34 paratransit vehicles (see Figure 9).

| Vehicle Type | Seating Capacity | Fixed Route Vehicles | Paratransit Vehicles | Total Vehicles |
|----------------------------|------------------|----------------------|----------------------|----------------|
| 25'-26' Light-duty Cutaway | 13-14 | 16 | 34 | 50 |
| 35' Heavy-duty Bus | 29-32 | 38 | 0 | 38 |
| 40' Heavy-duty Bus | 37-38 | 32 | 0 | 32 |
| Total | | 86 | 34 | 120 |

Figure 9. CCRTA Fleet.

All vehicles are lift or ramp-equipped for individuals with disabilities utilizing wheelchairs.

Section 5311 Rural Public Provider: R.E.A.L. Transit



The Rural Economic Assistance League (REAL) is a rural transit district (RTD) that Texas Transportation Code Chapter 458 authorizes, and therefore receives state funding for rural transit services. REAL, through its transportation program, REAL Transit, serves rural San Patricio and all of Aransas, Bee, Brooks, Duval, Jim Hogg, Jim Wells, Live Oak, and Refugio Counties. Prior to June 2015, the Community Action Council of South Texas served Duval and Jim Hogg Counties, and Bee Community Action Agency served Aransas, Bee, Live Oak, and Refugio Counties.

REAL Transit operates demand-response service for the general public throughout the service area and flexible transit service for schools in Brooks, Jim Wells, and San Patricio Counties; and provides transportation outside the service area to Corpus Christi. Additionally, REAL provides human service transportation under contract with Texas Workforce and Serco.

REAL Transit coordinates with the neighbor RTD, Kleberg County Human Services (KCHS), for the betterment of connection. Riders are allowed to travel across the RTD boundary between KCHS and REAL. For a round trip, each program is only responsible for the one-way trip that originates in its service area. Valley Transit Company operates private intercity bus service throughout the service area of REAL Transit. Connections can be made at multiple Valley Transit Stations.

REAL has four administrative and operation offices: the Alice Office in Jim Wells County, the Beeville Office in Bee County, the Falfurrias Office in Brooks County, and the Sinton Office in San Patricio County. The governing body of REAL Transit is a volunteer 12-member REAL Board of Directors.



Rural Transit District

- Service Area Population¹: 188,613
- Service Area Land Area²: 8,367 Sq. Miles
- Unlinked Passenger Trips³: 205,697
- Revenue Fleet³: 70 Vehicles

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Rural Transit District Services

Service Information



Demand-Response Service

For the general public.

Available throughout the service area.

Reservation must be made at least a day in advance.

One-Way Fare Structure:

- Within Alice city limit:
\$1.00
- From Alice to surrounding areas:
\$2.00
- Trips originating outside Alice:
Based on mileage

Fare Media:



Flexible Transit Service

For students, and serves the general public as well.

Available in Brooks, Jim Wells, and San Patricio Counties during the school year.

One-Way Fare Structure:

- Within Alice city limit:
\$1.00
- From Alice to surrounding areas:
\$2.00
- Trips originating outside Alice:
Based on mileage

Fare Media:



Operating Time (Excluding Holidays)





Operating Days by Mode

| | | | | | | | |
|---|-----|-----|-----|-----|-----|--|--|
|  | MON | TUE | WED | THU | FRI | | |
|  | MON | TUE | WED | THU | FRI | | |



Operating Hours by Mode

| | | |
|---|-----------|-----------|
|  | 8:00 a.m. | 5:00 p.m. |
|  | 8:00 a.m. | 5:00 p.m. |

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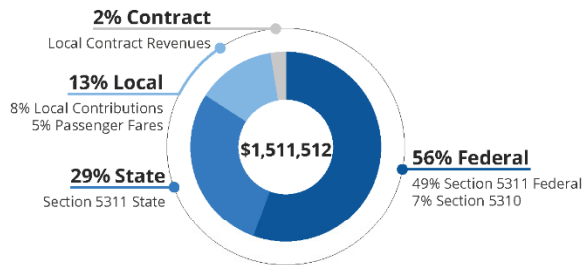
Address | 301 Lucero St.
Alice, TX 78332-5848

Contact | Gloria Ramos
Executive Director
Phone: (361) 668-3158
E-mail: realtran@bizstx.rr.com

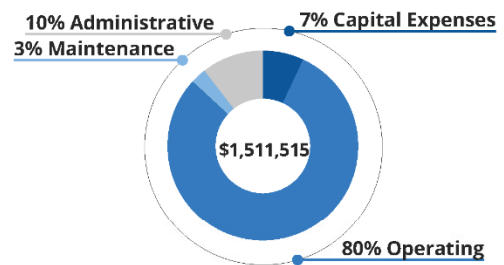
FY 2014 Financial Status³



Revenues in Fiscal Year 2014



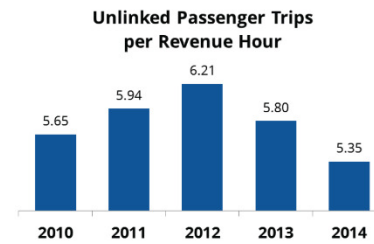
Expenditures in Fiscal Year 2014



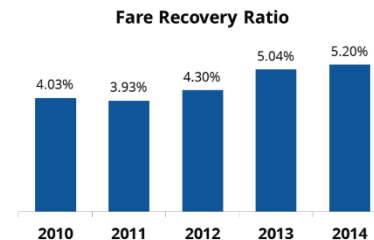
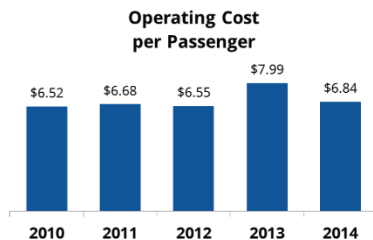
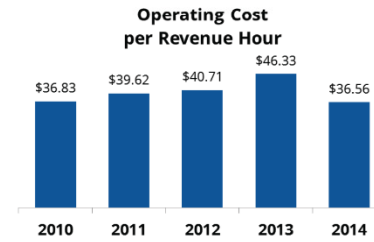
FY 2010-2014 Performance Measures³



Productivity in the Past 5 Years



Efficiency in the Past 5 Years



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Projects in the 2015–2018 STIP⁴

No project listed.

Data Sources:

¹U.S. Census Bureau, American Community Survey 2009–2013 5-Year Estimates and 2010 Census Summary File 1.

²U.S. Census Bureau, 2010 and 2013 TIGER/Line Shapefiles: Places, and Urban Areas.

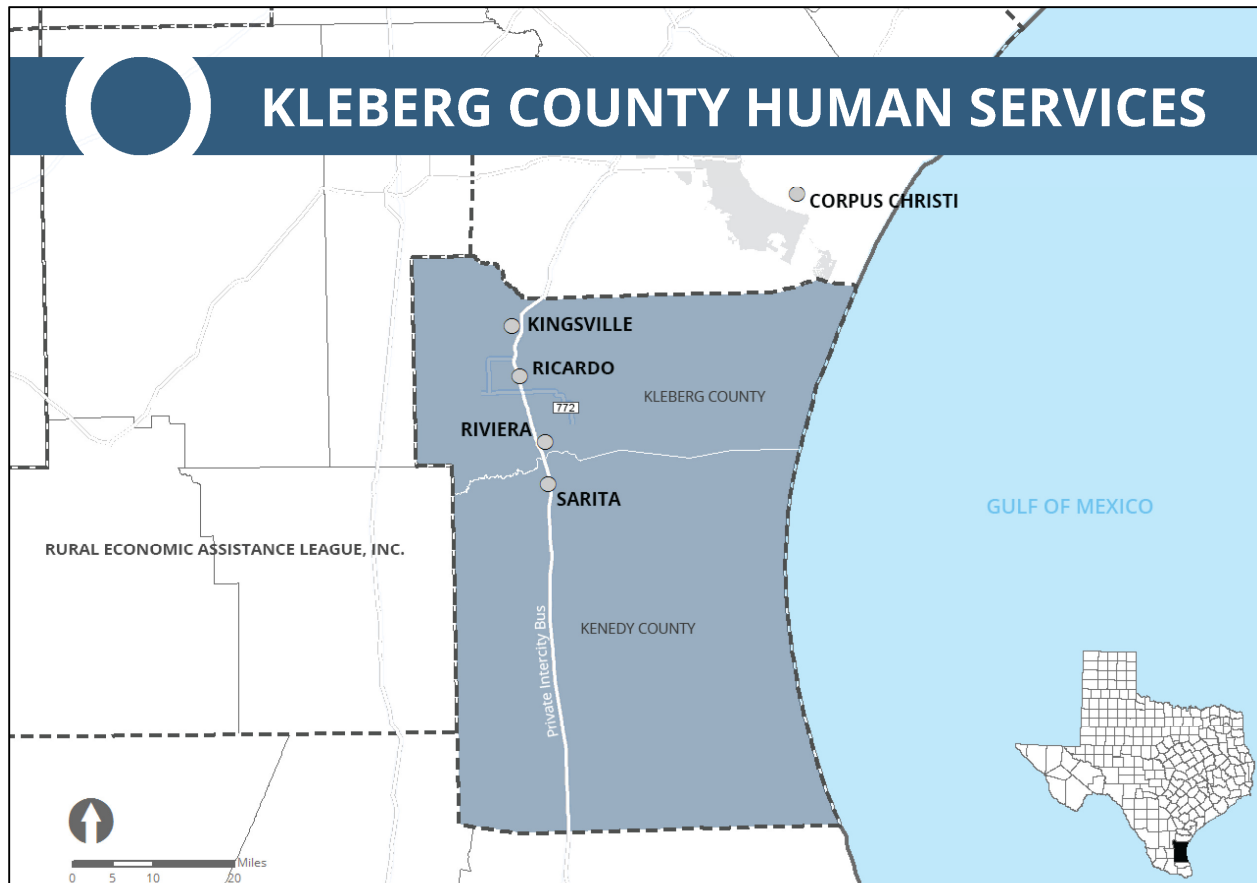
³Texas Department of Transportation, Public Transportation Division PTN-128 Fiscal Year 2011–2014 Data.

⁴Texas Department of Transportation, Proposed 2015–2018 District Statewide Transportation Improvement Programs.

Last Updated:

February 2016

Section 5311 Rural Public Provider: Paisano Express



Kleberg County Human Services (KCHS) is a rural transit district (RTD) that Texas Transportation Code Chapter 458 authorizes to serve Kennedy and Kleberg Counties, and therefore receives state funding for rural transit services. There is no urbanized area in Kennedy and Kleberg Counties. KCHS provides transit services through its rural transit program, Paisano Express. Paisano Express operates demand-response service for the general public throughout KCHS's service area.

Paisano Express coordinates with the neighbor RTD, the Rural Economic Assistance League (REAL), for the betterment of connection. Riders are allowed to travel across the RTD boundary between KCHS and REAL. For a round trip, each program is only responsible for the one-way trip that originates in its service area. Valley Transit Company operates private intercity bus passing through the KCHS service area. Paisano Express can connect to the service at Valley Transit's Kingsville Travel Center.

KCHS is a department of Kleberg County. The county commissioners court is the governing body of Paisano Express.



Rural Transit District

- Service Area Population¹: 32,576
- Service Area Land Area²: 2,340 Sq. Miles
- Unlinked Passenger Trips³: 63,981
- Revenue Fleet³: 16 Vehicles

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Rural Transit District Service

Service Information



Demand-Response Service (Paisano Express)

For the general public.

Available in Kleberg and Kennedy Counties.

Reservation must be made at least a day in advance.

One-Way Fare Structure:

- Base fare: \$2.00–\$8.50
Within Kingsville city limit: \$2.00
Kingsville to Ricardo to FM Road 772: \$3.00
From FM Road 772 to Riviera/Sarita: \$4.00
To Corpus Christi: \$8.50
- Discounted fare^a: half fare

Fare Media:



Note:

^a Students, people with disabilities, and seniors.

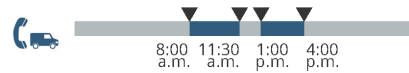
Operating Time (Excluding Holidays)



Operating Days by Mode



Operating Hours by Mode



* Corpus Christi trips only on Tuesday and Thursday.

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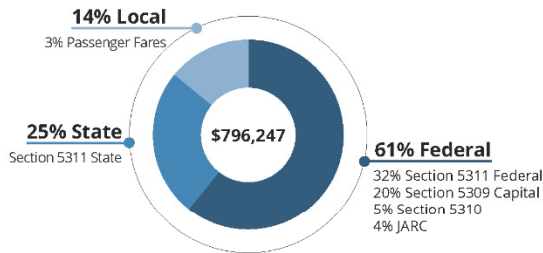
Address | 720 E. Lee
Kingsville, TX 78363-4606

Contact | Margie Del Bosque
Director
Phone: (361) 595-8574
E-mail: margiedlb@yahoo.com

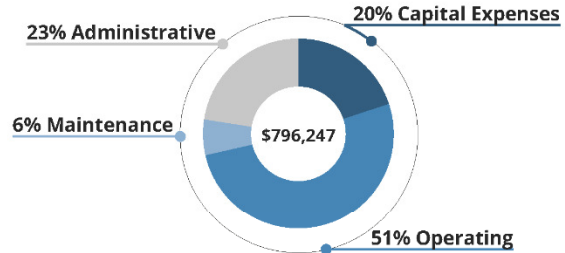
FY 2014 Financial Status³



Revenues in Fiscal Year 2014



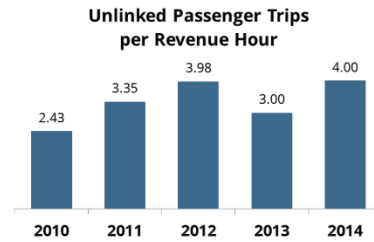
Expenditures in Fiscal Year 2014



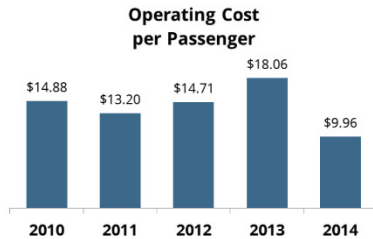
FY 2010–2014 Performance Measures³



Productivity in the Past 5 Years



Efficiency in the Past 5 Years



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Projects in the 2015–2018 STIP⁴

No project listed.

Data Sources:

¹ U.S. Census Bureau, American Community Survey 2009–2013 5-Year Estimates.

² U.S. Census Bureau, 2013 TIGER/Line Shapefiles: Places.

³ Texas Department of Transportation, Public Transportation Division PTN-128 Fiscal Year 2011–2014 Data.

⁴ Texas Department of Transportation, Proposed 2015–2018 District Statewide Transportation Improvement Programs.

Last Updated:

February 2016

Section 5310 Seniors and Individuals with Disabilities Providers

The Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program (49 U.S.C. 5310) provides formula funding to states for assisting private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs⁸. A previous section summarized details regarding Section 5310 eligible recipients, eligible activities, funding availability, and match requirements. The purpose of this section is to list agencies that received Section 5310 funds in state fiscal year 2016 and briefly highlight the services rendered using the funds.

Large urbanized areas, populations greater than 200,000, are direct recipients for formula Section 5310 funds. CCRTA is the designated recipient for the Corpus Christi urbanized area. TxDOT PTN is the direct recipient for formula Section 5310 funds for all small urban (population 50,000 to 199,999) and non-urbanized area in Texas. The following four agencies received Section 5310 funds in state fiscal year 2016 (September 2015 to August 2016)⁹:

- CCRTA
 - Section 5307 Public Urban Provider
 - FTA direct-recipient (due to being large urbanized area with population >200k)
- R.E.A.L.
 - Section 5311 Public Rural Provider and Section 5310 Specialized Provider
 - FTA sub-recipient¹⁰
- Paisano Express
 - Section 5311 Public Rural Provider and Section 5310 Specialized Provider
 - FTA sub-recipient
- Coastal Bend Center for Independent Living (CBCIL)
 - Section 5310 Specialized Provider
 - FTA sub-recipient

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

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

CBCIL uses Section 5310 funds for mobility management and purchase of services in the Mobility Options Project (MOP). MOP is a consumer-directed service model wherein transportation service purchases from private and public providers fill gaps in hours or days or capacity for seniors and individuals with disabilities. Section 5310 funds offset the costs for trips provided. Trip costs are negotiated, with cost of the trip shared by the riders, and in some cases by human service organizations paying for half or a portion of the trip cost. MOP began in 2011 as a pilot with FTA

⁸ <https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310>

⁹ Fiscal Year 2016 Summary Reports, PTN-128, TxDOT Public Transportation Division.

¹⁰ TxDOT direct recipient for 5311 and 5310 funds

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Section 5316 Jobs Access Reverse Community (JARC) funding from TxDOT. TxDOT provided Section 5310 funds beginning in 2013 and has since continued. MOP is also supported by CCRTA Section 5310 funds passed-through to CBCIL (began with CCRTA passing through FTA Section 5317 New Freedom funds). CBCIL also uses Section 5310 for Mobility Management activities which include outreach and education, information and referral services, individual mobility assessment and plans, trip authorization, coordination, scheduling, and evaluation.

Intercity or International Bus Carriers

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

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

Greyhound and its partners (such as Valley Transit and Americanos) provide the most intercity bus service to the region with 16 stations in the region, in all counties except Kenedy (Figure 10).

Greyhound has three routes traveling through the region: 490, 494, and 499.

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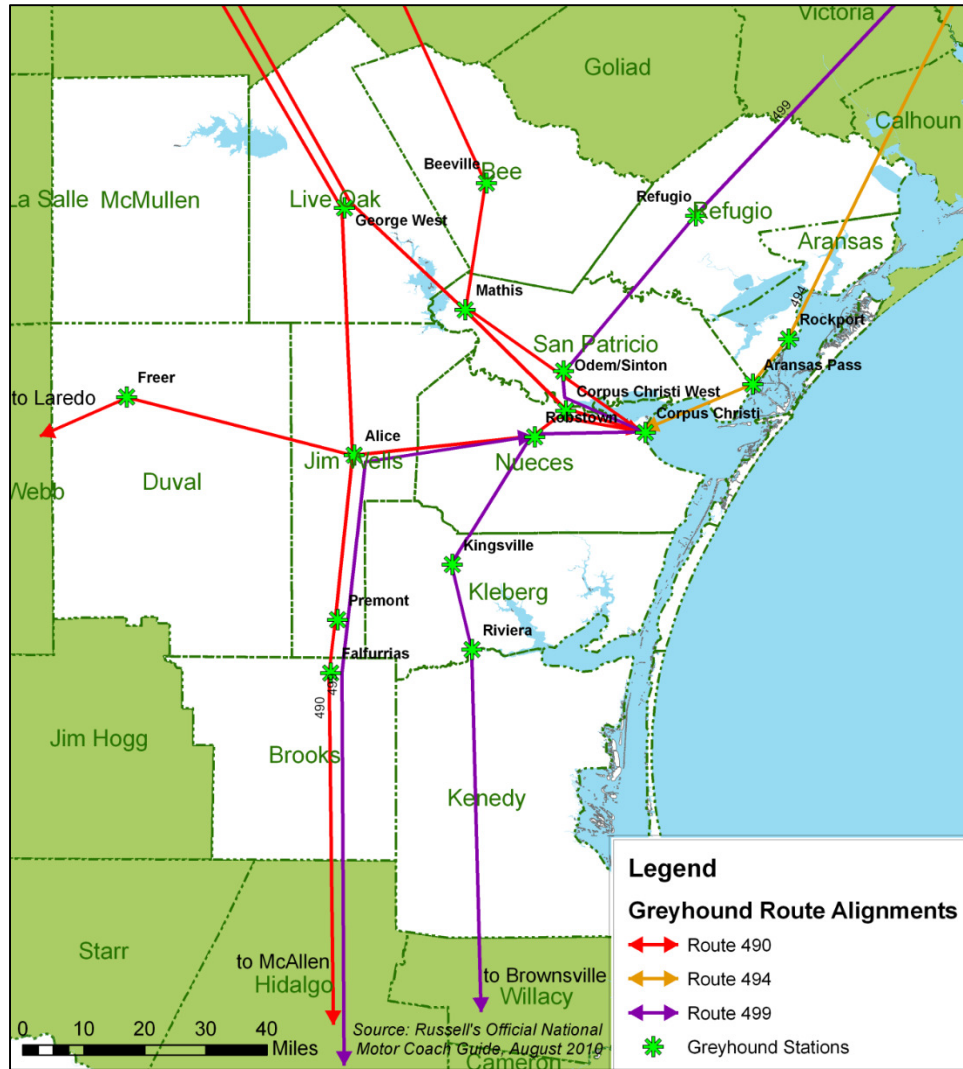


Figure 10. Greyhound Stations and Route Alignments.

Greyhound Route 490, connecting San Antonio with Brownsville and McAllen, is operated by Americanos. The route makes 10 trips in each direction each day, including two trips each direction between San Antonio and Corpus Christi, where riders can transfer to the 499 route linking Corpus Christi to Brownsville. Coastal Bend region stops include Alice, Beeville, Corpus Christi, Corpus Christi West, Falfurrias, Freer, George West, Mathis, Premont, and Robstown. The Corpus Christi Greyhound station is located downtown at 602 N Staples Street.

Valley Transit operates greyhound Route 494, connecting Houston with Corpus Christi. The route makes one trip each direction each day, stopping at Aransas Pass and Rockport, in addition to Corpus Christi.

Americanos and Valley Transit operate greyhound Route 499, connecting Houston with McAllen and Brownsville. The route makes 10 trips each direction each day. Coastal Bend region stops include Alice, Corpus Christi, Corpus Christi West, Falfurrias, Kingsville, Odem/Sinton, Premont, Refugio, Riviera, and Robstown. The Robstown station has the most stops per day, with 19, and the Riviera station has 18. Located less than a mile from the Kenedy County line, the Riviera station

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provides convenient access to Kenedy County, one of the two counties in the region without a Greyhound station.

International intercity transportation providers also play an important role in connecting the region with Mexico. Most of the Greyhound station personnel in the region report no international carriers making stops, although some report as many as 10 international bus trips per day. The only corridor with regular international carrier traffic is U.S. Highway 77, with Refugio and Robstown reporting between four and 10 international carriers stopping each day, respectively. The international carriers identified by the Greyhound station personnel as making stops in the region are El Expreso Bus Company, Grupo Senda, and Omnibus de Mexico.

Based in the Houston, El Expreso Bus Company provides intercity service to 11 southeastern states. Destinations in Texas include Brownsville, Dallas/Fort Worth, Harlingen, Houston, Laredo, Lufkin, McAllen, and San Antonio. El Expreso has Mexican connections in Matamoros, Monterrey, Nuevo Laredo, and Reynosa. Charter service is also available.

Grupo Senda represents the alliance of Noreste, Sendor, and Turimex international bus carriers. Each is based in Mexico, serving approximately 90 destinations in Mexico and 20 in the United States. Destinations in Texas include Austin, Brownsville, Dallas, Eagle Pass, Garland, Houston, Laredo, McAllen, and San Antonio. Grupo Senda routes connecting Mexico with Houston travel through the Coastal Bend region primarily along the U.S. Highway 77 corridor.

Omnibus de Mexico is based in Mexico and serves approximately 20 states in northern and central Mexico. Destinations in Mexico along the border include Matamoros, Nuevo Laredo, Miguel Aleman, Reynosa, and Rio Bravo. The international carrier also makes trips across the border to Brownsville, Laredo, McAllen, and occasionally destinations farther north.

Health and Human Services Programs

Approximately 62 federal programs allow funds to be used to provide or arrange transportation-for eligible populations¹¹. Other federal programs provide capital, planning, and technical assistance that can be used to fund vehicles and transportation-related equipment and facilities, and research-related activities¹². The U.S. Department Health and Human Services (HHS) is one of the largest federal departments providing funds that can be used for client-related transportation. HHS agencies provide transportation to clients who cannot access HHS services using personal transportation or by existing public transportation.

HHS has many programs providing transportation funding, organized under the following five divisions:

- Administration for Children and Families;
 - Eleven programs, including Head Start and Temporary Assistance for Needy Families (TANF);
- Administration on Aging;
 - Two programs, including Grants for Supportive Services and Senior Centers;
- Centers for Medicare & Medicaid Services;
 - Two programs, including medical transportation for Medicaid eligible clients;

¹¹ United States General Accounting Office. June 2003. *Transportation-Disadvantaged Populations*.

¹² Transit Cooperative Research Program. April 1998. *Coordinating Public Transportation with Other Federal Programs*.

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- Health Resources and Services Administration;
 - Six programs, including Rural Health Care;
- Substance Abuse and Mental Health Services Administration; and
 - Two programs, including Community Mental Health Services Block Grants.

Generally, HHS programs provide funding to reimburse clients for bus passes or taxi vouchers. Two programs, medical transportation for eligible Medicaid clients and Head Start, also provide funding to the providers for the purchase and operation of vehicles. Most HHS programs provide funding to client-based providers that provide service to a specific segment of the population.

In Texas, funding for federal HHS programs is the responsibility of The Consolidated Texas Health and Human Services System. The consolidated system is comprised of the many programs under the auspices of the Health and Human Services Commission (HHSC) and four primary departments. In 2015, Texas Health and Human Services Commission (HHSC) began a transformation effort to produce a more efficient, effective, and responsive system. In September of 2016, the first phase of that effort became operational. A full explanation of the new structure for HHSC departments is available on a webpage specifically about the transformation: <https://hhs.texas.gov/about-hhs/hhs-transformation>.

MTP is under the oversight of the Texas Health and Human Services Commission. MTP provides non-emergency medical transportation to eligible customers. MTP is for categorically eligible Medicaid recipients that have no other means of transportation to access a Medicaid-covered service.

Texas has 24 planning regions, but 15 Transportation Service Area Providers (TSAPs) deliver the Medical Transportation Program. TSAPs directly provide transportation service or contract out service to public or private providers. The TSAP for the Coastal Bend region is LeFleur Transportation, a private company. In addition to providing service to the Coastal Bend region, LeFleur provides transportation service to seven other counties in the South Texas (18 counties total)¹³. Within the Coastal Bend region, LeFleur directly operates approximately a fleet of approximately 25 vehicles. LeFleur has a subcontractor, Southwest Transportation, who operates several vans within the region.

The following health insurers actively assist their clients with transportation through travel training or paying for services: United, Wellmed Medical Group, Humana, and Comfort Care Home Health. Other similar organizations may also assist clients with transportation.

Client-Based Transportation Providers

The region has many client-based organizations providing various forms of transportation to clients. Most of the additional providers represent health and human services agencies. The client-based transportation providers are mostly within five of the six largest cities, in Bee, Jim Wells, Kleberg, Nueces, and San Patricio Counties. These agencies provide a variety of client-based transportation resources:

- Fund transportation or provide mobility management assistance for clients;
- Deliver transportation services to clients directly using agency vehicles and drivers;
- Purchase transportation services for clients by contract; and
- Pay for client public transportation fare or reimburse for personal transportation.

¹³ Keel, J. 2007. Texas State Auditor. Austin: State Auditor's Office.

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The following sections highlight the known stakeholder organizations and the role the organization may take in regards to transportation. Listed organizations may receive state and federal funding or have other sources of funding. Funding distributed to health and human service agencies may be used to assist clients with transportation, such as by providing mobility management, travel training, directly operated services, or purchased services.

AGENCIES FUNDING / PROVIDING MOBILITY MANAGEMENT

Listed organizations may receive state and federal funding in addition to other sources. Federal and state funding distributed to health and human service agencies may be used to assist clients with transportation, such as by providing mobility management, travel training, directly operated services, or purchased services.

| Organization | Description |
|--|--|
| Department of State Health Services 408 North Flournoy Rd, Ste C Alice, TX 78332 (361) 668-1954 | Provides financial support to mental health agencies, alcohol and drug abuse organizations, and other organizations. |
| Area Agency on Aging of the Coastal Bend 2910 Leopard St Corpus Christi, TX 78408 (361) 883-3935 | Responsible for development and administration of a comprehensive and coordinated network of support services for older persons. Recipient of Title 3 funding. Purchases transportation service. |
| Coastal Bend Council of Governments 2910 Leopard St Corpus Christi, TX 78408 (361) 883-3955 | See Area Agency on Aging of the Coastal Bend. |
| Coastal Bend Wellness Foundation 5633 S Staples St, Corpus Christi, TX 78411 (361) 814-2001 | The mission of the Coastal Bend Wellness Foundation is to take the lead in providing health and wellness initiatives through treatment, awareness, education, advocacy, and services. Provides clients with fare payment assistance. |
| Maximus Inc. 5402 Staples St, Ste #207 Corpus Christi, TX 78411 (361) 980-9732 | Maximus is an enrollment broker for Texas Medicaid Managed Care plans. |
| Coastal Bend Center for Independent Living 1537 Seventh St Corpus Christi, TX 78404 (361) 883-8461 | Provides consumer-directed services such as peer counseling and independent living skills training to assist people with disabilities. Provides mobility management and other forms of assistance. |

DELIVER TRANSPORTATION SERVICE

Organizations delivering transportation to clients provide vehicles and drivers for transportation. The following organizations deliver transportation to their clients:

| Organization | Description |
|---|--|
| Community Action Corporation of South Texas (CACOST) 2401 East Main St, Ste 500 | CACOST serves the communities in the region with a variety of health and community services and programs. CACOST operates 6 vans (not wheelchair accessible) M-F 9:30am to |

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|--|---|
| Alice, TX 78332 (877) 664-3171 | 1:30pm. Demand response. |
| Coastal Plains Community Center (Alice, Kingsville and Brooks) 1165 E Main St Alice, TX 78332 (361) 664-9587 | Coastal Plains Community Center provides health services to individuals with mental disabilities. Coastal Plains operates vans out of offices in Alice, Kingsville, and Brooks. Coastal Plains also pays clients transportation fare. |
| Brush Country Cooperative (Fiscal agent is Mathis ISD) 410 E San Patricio Ave Mathis, TX 78368 (361) 547-3284 | Brush Country Co-op provides special education services to students. Operates a van and minibuses (wheelchair accessible). Operates M-F 8:00am to 4:00pm. Sometimes pays client transportation fare. |
| La Amistad Adult Care and Activity Center 403 N Monroe St Beeville, TX 78102 (361) 358-1650 | La Amistad provides activities to adults who may need companionship during the day. La Amistad operates a sedan, vans, minibus, and standard bus M-F 7:00am to 4:00pm. Sometimes reimburses clients for transportation. |
| Presbyterian Children's Homes and Services 3707 Santa Fe St Corpus Christi, TX 78411 (361) 852-7349 | Faith-based family services organization. Licensed by the Texas Department of Family and Protective Services. Operates one vehicle. |
| Refugio County Elderly Services 414 A North Alamo Refugio, TX 78377 (361) 526-5579 | Provides meals-on-wheels and transports individuals with disabilities and seniors age 60+. Serves all trip purposes, Monday-Friday, 8:00am to 5:00pm. Fleet includes four sedans and three vans. |
| South Texas Children's Home Ministries P.O. Box 759 Beeville, TX 78104 (361) 375-2101 | Serves a variety of trip purposes transporting children placed in the care of the agency. Services available seven days from 3:00am to 12:00am midnight. Fleet includes 12 vans, 2 minibuses, and 2 standard buses. Uses agency operating funds to provide service. |

PURCHASE TRANSPORTATION SERVICES

Organizations have purchase of service contracts with transportation providers within the Coastal Bend region. The organizations purchase service by the transportation trip or hour. The following organizations purchase transportation service for clients:

| Organization | Description |
|--|--|
| Workforce Solutions of the Coastal Bend 520 N Staples Corpus Christi, TX 78401 (361) 882-7491 | Workforce Solutions of the Coastal Bend provides training and employer services to members within the community. Purchases transportation service from R.E.A.L. Inc., Paisano Express, and LeFleur Transportation. Reimburses clients for use of personal transportation to access services. |
| Texas A&M University-Corpus Christi University Center 6300 Ocean Drive, Ste #304 Corpus Christi, TX 78412 (361) 825-5976 | Partnership with CCRTA. Purchases transportation service from CCRTA. Students, faculty, and staff ride fare-free. Texas A&M University-Corpus Christi offers higher education opportunities and is part of the Texas A&M University System. |

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|--|---|
| Texas A&M University-Kingsville 700 University Blvd Kingsville, TX 78363 (361) 593-2111 | Purchases transportation service from Paisano Express. Students, faculty, and staff ride fare-free. Texas A&M University-Kingsville offers higher education opportunities and is part of the Texas A&M University System. |
| Del Mar College 101 Baldwin Blvd Corpus Christi, TX 78404 (361) 698-1200 | Del Mar College provides higher education opportunities as a community college within Corpus Christi. Partnership with CCRTA. Purchases transportation service from CCRTA. Students, faculty, and staff ride fare-free. |
| American Cancer Society 4101 S Alameda St Corpus Christi, TX 78411 (361) 857-0136 | Purchases transportation from Le Fleur and also provides trips in personal vehicles. |
| Coastal Bend Wellness Foundation 5633 S Staples St, Corpus Christi, TX 78411 (361) 814-2001 | The mission of the Coastal Bend Wellness Foundation is to take the lead in providing health and wellness initiatives through treatment, awareness, education, advocacy, and services. Purchases some services for clients |
| The Council on Alcohol and Drug Abuse Coastal Bend 1801 S. Alameda, Suite 150 Corpus Christi, TX 78404 (361) 854-9199 | |
| Corpus Christi Independent School District (Homeless, Foster-care, Special Education) 2212 Morris St Corpus Christi, TX 78405 (361) 878-2571 | Provides transportation to school and field trips for students who are homeless, in foster-care, or in the special education program. Sometimes coordinates services or purchases services from CCRTA. Sometimes reimburses public transportation fares. |
| Coastal Bend Center for Independent Living 1537 Seventh St Corpus Christi, TX 78404 (361) 883-8461 | Provides services such as peer counseling and independent living skills training to assist people with disabilities. Purchases transportation services for clients as part of Mobility Options Project. Provides mobility management and other forms of consumer-directed assistance. Developing a pilot implementation of <i>MobilityNow!</i> application to provide real-time trips in rural areas. |
| CCRTA, R.E.A.L. Transit, and Paisano Express each, at times, purchases services from each other to fill gaps in services provided. | |

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FARE PAYMENT OR TRANSPORTATION REIMBURSEMENT

Several organizations responded to the 2010 or 2016 Coastal Bend Public Transportation Needs Assessment Survey as providing fare payments for clients or reimbursing clients for personal travel to services. The following organizations pay for public transportation fares or reimburse clients for transportation:

| Organization | Description |
|---|--|
| Coastal Bend Health Education Center Texas A&M University Health Science Center 209 N Water St Corpus Christi, TX 78401 (361) 561-8591 | Provides clients with bus passes or fare payment tokens. |
| Department of State Health Services 601 W Sesame Dr Harlingen, TX 78550 (956) 423-0130 | The Department of State Health Services manages state funded community mental health centers, health related lab research centers and other health related health services. Purchases fares and reimburses |
| Salvation Army 1802 Buford St Corpus Christi, TX 78401 (361) 884-9497 | Salvation Army serves community members in need with tax-free donations of fellow community members. Purchases fares and provides bus passes. |
| Corpus Christi Medical Center: Bayview Behavioral Hospital 6629 Wooldridge Road Corpus Christi, TX 78414 (361) 986-8200 | Occasionally purchases fares |
| Centene Superior HealthPlan (HMO) Star+Plus 5350 S Staples St Corpus Christi, TX 78411 (361) 994-5613 | Centene Star+Plus serves the elderly, blind, or disabled population and provides specialized and long-term services. Occasionally purchases fares. Services supported by Texas Health and Human Services Commission. |
| Lighthouse Hospice 210 S Carancahua Ste. 301 Corpus Christi, TX 78401 (361) 882-4364 | Lighthouse Hospice provides hospice services to patients. Occasionally purchases ambulatory transportation. |
| South Texas Lighthouse for the Blind 4421 Agnes St Corpus Christi, TX 78405 (361) 883-6553 | South Texas Lighthouse for the Blind employs and educates the blind and visually impaired. Occasionally purchases transportation. |
| Texas A&M University-Corpus Christi College of Education 6300 Ocean Dr, Unit 5818 Corpus Christi, TX 78412 (361) 825-5976 | Texas A&M University-Corpus Christi College of Education is part of the Texas A&M University System. Reimburses for use of personal transportation. |
| University of Texas Community Outreach (UTCO) & Catholic Charities of Corpus Christi Prevention and Intervention Program 1322 Comanche St Corpus Christi, TX 78401 | UTCO and Catholic Charities of Corpus Christi Prevention and Intervention Program Promotes healthy practices and preventative measures for diabetes through intervention and education programs. Purchases fares. |

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| Organization | Description |
|---|--|
| Wesley Nurse Health Ministries 111 N Adams St Alice, TX 78332 (361) 664-3801 | Wesley Nurse promotes health and wellness through services, education, and worship. Occasionally purchases fares |
| CHRISTUS Spohn Cancer Center 1415 Santa Fe St Corpus Christi, TX 78404 (361) 887-4521 | CHRISTUS Spohn Cancer Center provides care and treatment for cancer patients. Purchases fares and reimburse. |
| Corpus Christi Metro Ministries, Inc. 1919 Leopard St Corpus Christi, TX 78408 (361) 887-0151 | Corpus Christi Metro Ministries, Inc works to provide food, shelter, and spiritual care for homeless individuals. Purchases fares. |
| Coastal Bend Center for Independent Living 1537 Seventh St Corpus Christi, TX 78404 (361) 883-8461 | Provides services such as peer counseling and independent living skills training to assist people with disabilities. Provides mobility management and other forms of consumer-directed assistance. |
| Nueces County Department of Social Services 103 N 6th St Robstown, TX 78380 (361) 767-2731 | Nueces County Department of Human Services is part of the Nueces County government. Purchases fares. |
| Project Niños – Early Childhood Intervention 65 N Wright St Alice, TX 78363 (361) 661-1192 | Project Niños ECI provides an early childhood intervention program. Occasionally purchases fares. |
| Texas Veterans Commission (TVC) 5283 Old Brownsville Rd Corpus Christi, TX 78405 (361) 806-5610 | TVC assists veterans and their families with federal and state benefits and services. Purchases fares. |
| Texas Department of Family Protective Services 4201 Greenwood Dr Corpus Christi, TX 78416 (361) 854-2011 | Department of Family Protective Services protects children and adults who have disabilities, and licenses group day-care homes, and registered daycare homes. Purchases fares. |
| Behavioral Health Center of Nueces County 1630 S. Brownlee Blvd Corpus Christi, TX 78404 (361) 886-6900 | The Center provides services and support to individuals with mental health disabilities. Purchases transportation service from Corpus Christi CCRTA. Pays for clients fares. |
| Fleet and Family Support Center 10651 E St Corpus Christi, TX 78419 (361) 961-3772 | Provides family support services for Navy families. Occasionally takes clients to services in personal vehicle. |
| The Council on Alcohol and Drug Abuse Coastal Bend 1801 S. Alameda, Suite 150 Corpus Christi, TX 78404 (361) 854-9199 | |

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| Organization | Description |
|--|--|
| Corpus Christi Hope House 658 Robinson St Corpus Christi, TX 78404 (361) 852-2273 | Provides shelter and support for pregnant women, including transportation assistance to use services. |
| Corpus Christi Independent School District (Homeless, Foster-care, Special Education) 2212 Morris St Corpus Christi, TX 78405 (361) 878-2571 | Provides transportation to school and field trips for students who are homeless, in foster-care, or in the special education program. Sometimes coordinates services or purchases services from CCRTA. Sometimes reimburses public transportation fares. |

Private-for-Hire Transportation Providers

The region has many private-for-hire transportation providers such as taxicab, limousine, and charter bus companies. Private-for-hire transportation provides transportation to individuals needing an exclusive trip to a destination within the region. This section provides a list of the private-for-hire companies within the Coastal Bend region and the services they provide.

Corpus Christi has the most taxicab and limousine service providers in the region. Aransas Pass has the next highest concentration. Bee, Brooks, Duval, Jim Wells, Kleberg, Kenedy, Live Oak, and Refugio Counties form a ring of counties not containing private providers. While residents may still contact these providers to receive transportation, they must pay higher rates in order for these private providers to take them to their destinations.

TAXICAB COMPANIES

| Aransas Pass | |
|--|-------------|
| Silver Taxi 412 N 8th St Aransas Pass, TX 78336 (361) 461-0527 | Two Sedans |
| City Cab 1259 N Commercial St Aransas Pass, TX 78336 (361) 758-5858 | Two Sedans |
| Coastal Bend Taxi 345 N Commercial St Aransas Pass, TX 78336 (361) 758-7000 | One sedan |
| Yellow Cab 130 E Wheeler Ave Aransas Pass, TX 78336 (361) 758-9989 | Four sedans |

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| | |
|---|-------------------------|
| Super Cab 2310 County Road 1986 Aransas Pass, TX 78336 (361) 758-2030 | |
| Corpus Christi | |
| Alpha-A Taxi 11308 Guess Drive Corpus Christi, TX 78410 (361) 290-2385 | One sedan |
| Green-N-Go Cabs 4905 Neptune St Corpus Christi, TX 78405-3602 (361) 299-9999 | 25 vehicles |
| Aranda's Taxi 3030 Washington St Corpus Christi, TX 78405 (361) 548-7656 | Two sedans |
| American Cab Corpus Christi, TX (361) 289-9500 | One van and five sedans |
| Corpus Christi Taxi 1325 S Port Ave Corpus Christi, TX 78410 (361) 548-7656 | |
| Port Aransas | |
| Gulf Coast Taxi & Shuttle Service 118 E Avenue C Port Aransas, TX 78373 (361) 749-0850 | |
| Kingsville | |
| Roadrunner Taxi 4718 Meadowlark Ln Kingsville, TX 78363 (361) 246-8468 | |
| City of Rockport | |
| City Cab of Rockport 1100 S Church St Rockport, TX 78382 (361) 729-9999 | One van |

CHARTER BUS AND LIMOUSINE PROVIDERS

| |
|-----------------------|
| Corpus Christi |
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|--|--|
| First Choice Limousine Services Inc 4701 Ayers St, Ste #106 Corpus Christi, TX 78415 (361) 368-5466 | |
| Corpus Christi Party Bus 4346 S Alameda St Corpus Christi, TX 78412 (361) 434-0287 | |
| TLC Limo (see also The Limousine Company Robstown) 4599 Highway 79 N Robstown, TX 78380 (361) 767-0104 | Two buses - 13 and 24 passenger. Three 10-passenger limos. |
| Corpus Christi Limousines Unlimited 4001 Leopard St Corpus Christi, TX 78408 (361) 884-5466 | Two limousines |
| Avanti Charter (361) 229-1884 | |
| Daisy Charters & Shuttles 1602 N. Tanchua Corpus Christi, TX 78401 (361) 883-8876 | Fleet of 26 coaches (based either in San Antonio or Corpus Christi) |
| Rockport Tours 5350 S. Staples, Ste #150 Corpus Christi, TX 78411 (361) 452-2012 | |
| Viva World Travel and Tours, LLC 2747 Forest Spur San Antonio, TX 78232 (210) 496-7687 | Main office is in San Antonio, but frequently operates services to/from Corpus Christi |
| Nikos Casino Tours & Charters 350 Brooks Dr Corpus Christi, TX 78408 (361) 888-4674 | 1 vehicle |
| Bill's Sparkling City Charter Inc. 1726 Rhew Rd Corpus Christi, TX 78409 (361) 779-2637 | 7 vehicles |

Odem

| | |
|---|--|
| First Choice Limousine Services Inc 102 Church Ave Odem, TX 78370 (361) 855-5466 | |
|---|--|

Portland

| | |
|--|--|
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|---|---|
| Sunset Limousine 116 Timberview Dr Portland TX 78374 (361)777-0005 | Five vehicles: three limousines and two sedans |
| Rockport | |
| Judy's Fun Tours (361) 386-0453 | Scheduled tours to Fredericksburg, Valley Outlet Malls, Houston-Johnson Space Center once a season. Tours to Progreso, Mexico a few times a week. Buses also available for charter. |

TRANSPORTATION NETWORK COMPANIES – RIDE-SOURCING

Transportation network companies (TNCs), sometimes referred to ride-sourcing enterprises, operate services similar to Uber, Lyft, and other app-based on-demand transportation. The primary world-wide TNC competitors are Uber and Lyft. Uber operated in Corpus Christi until spring 2016. Two local TNC providers began operation in summer 2016. One of the services is Arcade City. The other service is TRIDE.

CBCIL is in the first year phase of a two-year planning project funded by TxDOT. The project, in partnership with Liberty, seeks to pilot a real-time mobile application to link persons needing transportation with providers (agencies or authorized individuals). The application is called *MobilityNow!* and the objective is to test TNC-like service in rural areas of the Coastal Bend region.

Transportation Planning Agencies

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

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

Public, non-profit, and private organizations inventoried are stakeholders for said planning agencies and resulting plans. Non-transportation providers who are also involved as stakeholders in transportation planning processes include most or all city and county governments.

Observations and Conclusions

The Coastal Bend has many public, non-profit, and private transportation providers. The sole urban public transit provider is CCRTA. CCRTA operates a variety of services, including extensive fixed routes in Nueces County. The two non-urbanized rural providers are R.E.A.L. and Paisano Express. R.E.A.L. and Paisano primarily operate demand responsive services. CCRTA, R.E.A.L, Paisano Express, and CBCIL received Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities funds in state fiscal year 2016. The region's providers collaborate to accommodate resident trip needs during normal business hours and attempt to meet some of the demand for

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services that begin or end in early AM, evenings, or weekends. Services from private transportation providers are also used to meet travel needs. The region also has many private-for-hire transportation providers such as taxicab, limousine, and charter bus companies. Private-for-hire transportation companies operate transportation to individuals needing an exclusive trip to a destination within the region or to a destination outside (in some cases). Corpus Christi has the most taxicab and limousine service providers in the region. Aransas Pass has the next highest concentration. Bee, Brooks, Duval, Jim Wells, Kleberg, Kenedy, Live Oak, and Refugio Counties form a ring of counties not containing private providers. While residents may still contact these providers to receive transportation, they must pay higher rates in order for these private providers to take them to their destinations. The two local TNC providers are TRIDE and Arcade City. CBCIL is in the planning phase for a MobilityNow! pilot implementation of TNC-like service in rural areas of the Coastal Bend.

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Chapter 3

COMPREHENSIVE ASSESSMENT OF NEEDS & GAPS

This chapter provides a comprehensive assessment of the need for public transportation in the Coastal Bend and existing gaps in public and specialized transportation services.

The organization of Chapter 3 is as follows:

- Transportation Needs Assessment
 - Population, Demographics, and Transit Need Index (TNI) Geographic Analysis
 - Progress on Needs Identified in 2011 Plan
 - Stakeholder Survey Findings
 - Observations and Recommendations from Needs Assessment
- Service Gaps Assessment
 - Transit Supply Index (TSI) Geographic Analysis
 - Side-by-Side Comparison: Transit Need and Supply
 - Transit Utilization in the Coastal Bend
 - Workshop and Public Survey Findings
 - Observations and Recommendations from Gaps Assessment

Transportation Needs Assessment

This section, the first half of Chapter 3, includes a comprehensive review of public transportation needs in the Coastal Bend region:

- **Population, Demographics, and Transit Needs.** The latest U.S. Census Bureau data used to investigate needs identifiable in publicly available data.
- **Progress on Needs Identified in 2011 Plan.** Stakeholders rated progress on the 38 suggested improvements listed in Chapter 7 of the 2011 plan; TTI analyzed findings to identify where the region has done well and where further improvement is needed.
- **Stakeholder Survey Findings.** Stakeholders responded to an online questionnaire, distributed by TCN to hundreds of stakeholder contacts, which posed key questions about transportation challenges and needs in the Coastal Bend Region.

Population, Demographics, and Transit Need Index (TNI) Geographic Analysis

Compiling and analyzing population and demographic data can reveal areas within a region with the need for public transportation. In addition, the Transit Need Index (TNI) using demographic data within the region can also identify areas of need for public transportation. The following section will provide in depth analysis of population and demographic information about the Coastal Bend. The section concludes by providing a TNI combining four key characteristics that typically indicate transit need.

REGIONAL POPULATION AND DEMOGRAPHIC OVERVIEW

The Coastal Bend region has numerous population and demographic characteristics that make it different from other regions. For comparative purposes, the region is compared with the peer regions covered by Golden Crescent Regional Planning Commission (Golden Crescent), Lower Rio Grande Valley Development Council (Lower Rio Grande Valley), and South Texas Development Council (South Texas). These regions were selected due to their proximity to the Coastal Bend region, and their relative similarities in overall population and size. Lower Rio Grande Valley has the largest population of the peer regions, followed by Coastal Bend (Table 1).

- Golden Crescent includes the following counties north of the Coastal Bend: Calhoun, DeWitt, Goliad, Gonzales, Jackson, Lavaca, and Victoria.
- The Lower Rio Grande Valley includes the following counties south of the Coastal Bend: Cameron, Hidalgo, and Willacy.
- The South Texas region is southwest of the Coastal Bend and includes four counties: Jim Hogg, Starr, Webb, and Zapata.

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Table 1. Population and Demographic Characteristics: Texas, Coastal Bend, Peer Regions.

| Demographic Census 2010 (ACS 5-Year Estimates) | Texas | Costal Bend (11 counties) | Golden Crescent (7 counties) | Lower Rio Grande Valley (3 counties) | South Texas (4 counties) |
|---|-------------------|------------------------------|---------------------------------|--|-----------------------------|
| Total Population | 24,311,891 | 566,385 | 186,958 | 1,152,308 | 319,155 |
| Mean population within the region** | - | 51,490 | 26,708 | 384,103 | 79,789 |
| Land area (sq. miles)* | 261,231.71 | 10,415.83 | 6,015.80 | 3,052.34 | 6,719.21 |
| Population density (per sq. miles) | 93.1 | 54.4 | 31.1 | 377.5 | 47.5 |
| Age | | | | | |
| Children age 0-19 | 30.5% | 29.2% | 28.5% | 37.5% | 38.5% |
| 65 years and over | 10.1% | 12.6% | 15.3% | 9.9% | 8.4% |
| Median age‡ | 33.4 | 38.5 | 40.3 | 30.0 | 29.5 |
| Ethnicity/Race | | | | | |
| Hispanic or Latino | 36.7% | 59.5% | 37.8% | 89.2% | 95.8% |
| Non-Hispanic or Latino | 63.3% | 40.5% | 62.2% | 10.8% | 4.2% |
| White | 46.4% | 34.8% | 53.8% | 9.3% | 3.3% |
| Black or African American | 11.6% | 3.5% | 6.3% | 0.4% | 0.2% |
| Asian | 3.7% | 1.2% | 0.9% | 0.8% | 0.5% |
| Other | 1.7% | 1.1% | 1.2% | 0.4% | 0.2% |
| Civilian Population Age 18+ | | | | | |
| Veterans | 6.7% | 8.8% | 7.7% | 3.7% | 2.4% |
| Nonveterans | 65.4% | 64.4% | 66.4% | 62.0% | 62.4% |
| Population Age 25+ | | | | | |
| High school graduate or higher‡ | 80.0% | 71.3% | 77.0% | 60.0% | 59.1% |
| Bachelor's degree or higher‡ | 25.8% | 14.8% | 15.2% | 12.7% | 12.1% |
| Population Age 5+ | | | | | |
| Speak only English at home‡ | 65.8% | 57.2% | 74.9% | 31.0% | 9.8% |
| Speak Spanish at home‡ | 29.2% | 41.6% | 22.3% | 68.2% | 89.7% |
| Speak English less than "very well"‡ | 14.4% | 13.0% | 7.3% | 28.1% | 36.8% |
| With disability** ‡ | 11.5% | 17.7% | 16.8% | 13.6% | 17.1% |
| Economic Status | | | | | |
| Median household income‡ | \$49,646 | \$39,088 | \$44,355 | \$28,675 | \$31,405 |
| Per capita income‡ | \$24,870 | \$18,670 | \$23,049 | \$12,658 | \$14,225 |
| Individuals below poverty level | 16.3% | 18.6% | 15.2% | 34.3% | 31.1% |
| Total Households | | | | | |
| Average household size‡ | 2.78 | 2.67 | 2.56 | 3.57 | 3.41 |
| With no vehicle available | 6.0% | 8.4% | 6.7% | 8.1% | 8.7% |
| Commuting to Work | | | | | |
| Workers age 16+ | 45.1% | 41.5% | 44.1% | 35.0% | 37.6% |
| Drive alone | 78.9% | 32.2% | 34.4% | 27.0% | 28.8% |
| Carpool | 11.8% | 4.9% | 6.8% | 4.8% | 5.4% |
| Public transportation | 1.6% | 0.5% | 0.3% | 0.2% | 0.6% |
| Walk | 1.5% | 0.7% | 0.9% | 0.6% | 0.9% |
| Other means | 1.8% | 1.3% | 0.4% | 1.2% | 0.5% |
| Work at home | 3.7% | 1.2% | 1.1% | 1.1% | 1.4% |
| Mean travel time to work (min)‡ | 24.8 | 20.8 | 23.8 | 19.8 | 20.7 |

* Decennial Census (2010 SF1 100% Data)

** 2010 ACS 3-Year Estimates

‡ For the selected regions: average by the number of counties in region

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The Coastal Bend region covers approximately 10,415 square miles, and had an estimated 2010 population of 566,385 according to the U.S. Census Bureau. Nueces County had an estimated 2010 population of 334,370 (Table 2), more populous than the other 10 counties combined. Kenedy County had 241 populations in 2010. Nueces County also had the largest absolute increase in population between 2010 and 2014, while San Patricio County showed the largest absolute decrease. Kenedy County showed the highest percentage of increase in population for the same period, whereas Duval County had the highest percentage of decrease.

Table 2. Coastal Bend Population by County.

| County | Population | | Absolute Change | Percent Change |
|--------------|-------------------|-------------------|------------------|----------------|
| | 2010* | 2014** | | |
| Aransas | 23,247 | 23,889 | 642 | 2.76% |
| Bee | 31,896 | 32,462 | 566 | 1.77% |
| Brooks | 7,349 | 7,200 | -149 | -2.03% |
| Duval | 11,999 | 11,644 | -355 | -2.96% |
| Jim Wells | 40,631 | 41,348 | 717 | 1.76% |
| Kenedy | 241 | 528 | 287 | 119.09% |
| Kleberg | 31,611 | 32,142 | 531 | 1.68% |
| Live Oak | 11,507 | 11,738 | 231 | 2.01% |
| Nueces | 334,370 | 348,130 | 13,760 | 4.12% |
| Refugio | 7,434 | 7,295 | -139 | -1.87% |
| San Patricio | 66,100 | 65,509 | -591 | -0.89% |
| Total | 566,385 | 581,885 | 15,500 | 2.74% |
| Texas | 24,311,891 | 26,092,033 | 1,780,142 | 7.32% |

* 2010 ACS 5-Year Estimates; ** 2014 ACS 5-Year Estimates

Located in Nueces County along the Gulf of Mexico, Corpus Christi is the largest city in the region (Table 3). Corpus Christi has a 2014-estimated population of 312,680, and is the eighth largest city in the state. Kingsville, in Kleberg County, is the second largest city in the region, with a population 26,348 in 2014. Other cities in the region with populations greater than 10,000 include Beeville in Bee County, Alice in Jim Wells County, Robstown in Nueces County, and Portland in San Patricio County. All principal cities in Aransas, Brooks, Kenedy, and Kleberg Counties gained population during the last 5 years. The cities in Bee and Live Oak Counties saw a loss in population, while the counties have a population growth by around 1.8 percent and 2.0 percent, respectively.

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Table 3. Coastal Bend City Populations by County.

| County | City | City Population | | Absolute Change | Percent Change |
|--------------|----------------|-----------------|---------|-----------------|----------------|
| | | 2010* | 2014** | | |
| Aransas | Rockport | 8,717 | 9,776 | 1,059 | 12.15% |
| | Fulton | 1,197 | 1,225 | 28 | 2.34% |
| Bee | Beeville | 13,344 | 13,102 | -242 | -1.81% |
| Brooks | Falfurrias | 4,280 | 4,683 | 403 | 9.42% |
| Duval | San Diego | 4,720 | 4,813 | 93 | 1.97% |
| | Freer | 2,883 | 2,781 | -102 | -3.54% |
| | Benavides | 1,900 | 1,840 | -60 | -3.16% |
| Jim Wells | Alice | 19,134 | 19,358 | 224 | 1.17% |
| | Premont | 2,669 | 2,674 | 5 | 0.19% |
| | Orange Grove | 1,546 | 1,476 | -70 | -4.53% |
| Kenedy | Sarita | 116 | 442 | 326 | 281.03% |
| Kleberg | Kingsville | 25,799 | 26,348 | 549 | 2.13% |
| Live Oak | George West | 2,521 | 2,500 | -21 | -0.83% |
| | Three Rivers | 2,173 | 1,590 | -583 | -26.83% |
| Nueces | Corpus Christi | 299,324 | 312,680 | 13,356 | 4.46% |
| | Robstown | 11,688 | 11,599 | -89 | -0.76% |
| | Port Aransas | 3,444 | 3,677 | 233 | 6.77% |
| | Bishop | 3,160 | 3,162 | 2 | 0.06% |
| Refugio | Refugio | 2,902 | 2,838 | -64 | -2.21% |
| | Woodsboro | 1,408 | 1,508 | 100 | 7.10% |
| San Patricio | Portland | 15,257 | 15,420 | 163 | 1.07% |
| | Ingleside | 9,502 | 9,468 | -34 | -0.36% |
| | Aransas Pass | 8,281 | 8,287 | 6 | 0.07% |
| | Sinton | 5,762 | 5,678 | -84 | -1.46% |
| | Mathis | 5,092 | 4,971 | -121 | -2.38% |
| | Taft | 3,473 | 3,046 | -427 | -12.29% |
| | Odem | 2,173 | 2,563 | 390 | 17.95% |
| | Gregory | 1,551 | 2,096 | 545 | 35.14% |

* 2010 ACS 5-Year Estimates; ** 2014 ACS 5-Year Estimates

POPULATION AND DEMOGRAPHIC CHARACTERISTICS INDICATING NEED

This section will include an in-depth analysis of six population and demographic variables. TTI selected the following variables due to their tendency to indicate facets of need for public transportation.

- **Population Density:** Areas with high population density tend to have a higher need for public transportation, due to high concentrations of people in small areas. Population density is also a formula factor in the determination of federal funding for urban public transportation (Section 5307).
- **Age 65 or Over Population:** Defined as people age 65 and older, the senior population has a higher need for public transportation, due to an increasing inability to operate an automobile without the assistance of others.
- **Youth Population:** Defined as people age 17 and younger, the youth population has a higher need for public transportation, due to an inability to operate an automobile without the assistance of others.

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- **People with a Disability:** The non-institutionalized population with a disability typically depend on transit due to not owning a vehicle, the need for an accessible vehicle, or inaccessible paths of travel.
- **Population below Poverty Level:** Individuals below the poverty level have a higher need for public transportation due to not having the financial means of owning and maintaining an automobile.
- **No Vehicle Available:** Occupied housing units with no vehicle available have a higher need for public transportation because the household is occupied, but the residents of the household do not have a vehicle available for means of transportation. As a result, public transportation becomes a more likely option.

Population Density

With a land area of 10,416 square miles, the population density of the region is 55.9 people per square mile, significantly below the state average of 99.9 people per square mile (Table 4).

Table 4. Population, Land Area, and Density by County.

| County | Population* | Land Area (sq. mi.)** | Density |
|--------------|-------------------|-----------------------|-------------|
| Aransas | 23,889 | 252.07 | 94.8 |
| Bee | 32,462 | 880.24 | 36.9 |
| Brooks | 7,200 | 943.36 | 7.6 |
| Duval | 11,644 | 1,793.48 | 6.5 |
| Jim Wells | 41,348 | 864.97 | 47.8 |
| Kenedy | 528 | 1,458.33 | 0.4 |
| Kleberg | 32,142 | 881.31 | 36.5 |
| Live Oak | 11,738 | 1,039.70 | 11.3 |
| Nueces | 348,130 | 838.48 | 415.2 |
| Refugio | 7,295 | 770.44 | 9.5 |
| San Patricio | 65,509 | 693.45 | 94.5 |
| Total | 581,885 | 10,415.83 | 55.9 |
| Texas | 26,092,033 | 261,231.71 | 99.9 |

* 2014 ACS 5-Year Estimates; ** Decennial Census (2010 SF1 100% Data)

The home of Corpus Christi, Nueces is the most densely populated county in the region, with 415.2 people per square mile. San Patricio and Aransas Counties have also similar population density to the state. Although Aransas is sixth in population, the county has a relatively high population density by virtue of its small land area. As the result of the low population in parts of the region, some counties have very low population densities. Four counties—Duval, Brooks, Kenedy, and Refugio—forming the west, northern, and southern edges of the region have fewer than 10 people per square mile, including Kenedy County that has less than one person per square mile. Said another way, Kenedy County has approximately three square miles per person.

Beyond Corpus Christi and the surrounding area, the population density is very low when viewed at the Census tract level (Figure 2). Population density is below 500 people per square mile outside of the urban areas. The rural areas become exceedingly sparse. The four counties with single digit population densities have the only one Census tract with a population density greater than 500. The vast amount of land with such sparsely populated settlements presents a challenge to efficiently providing public transportation coverage.

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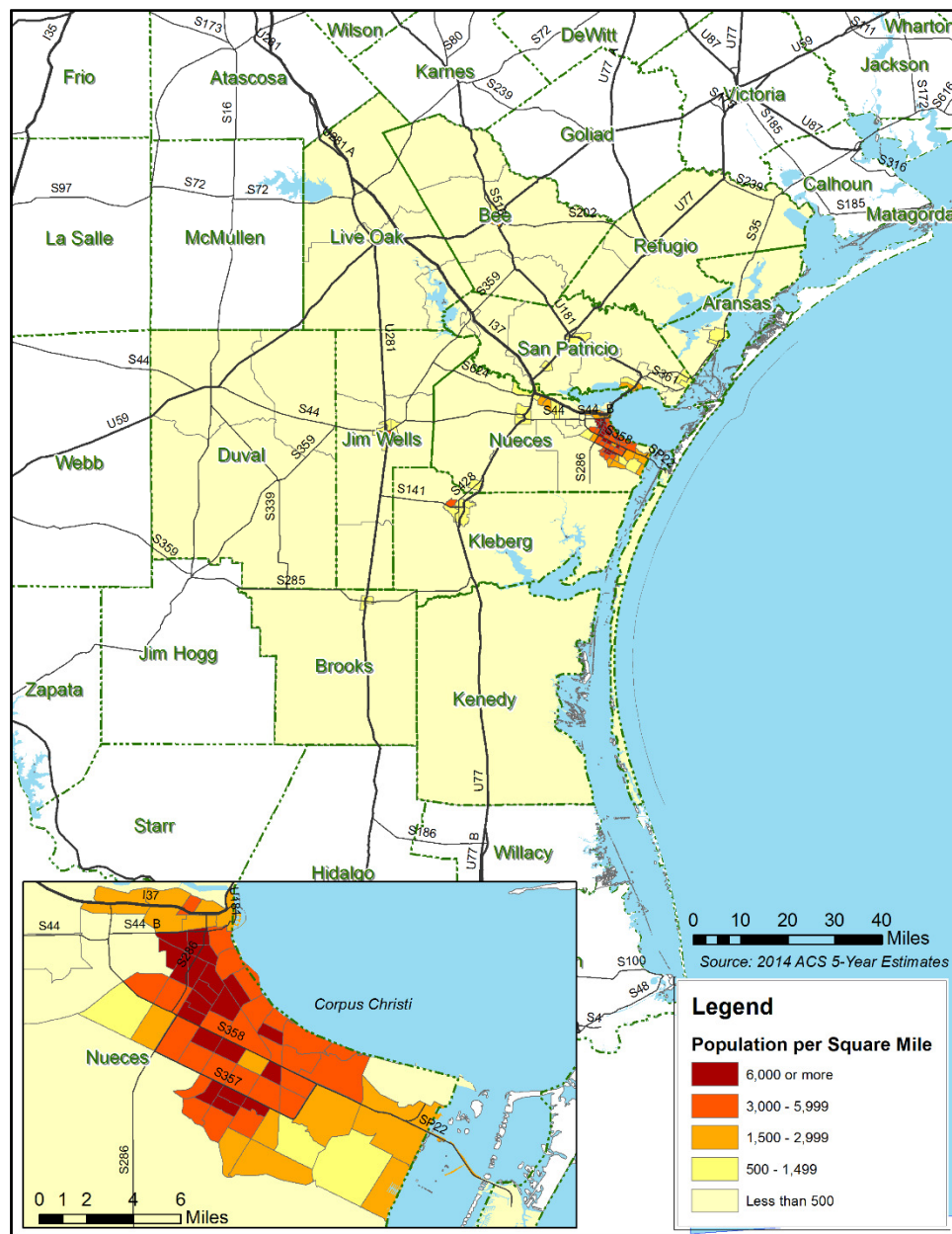


Figure 11. Population Density by Census Tract.

Population Age 65 or Over

The population age 65 and older represents 13.5 percent of the population (Table 5), slightly higher than the state average of 10.9 percent. Aransas County has the highest percentage, at 25.4 percent, just over than twice the state average. No counties in the region fall below the state average, with Bee County at 11.2 percent. The highest concentrations of elderly population reside in the northern and southwestern Counties, with the lowest concentrations around Corpus Christi and the coastal areas of Nueces and San Patricio Counties (Figure 11).

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Table 5. Selected Age and Disability Demographics by County.

| County | Population* | Age 65 and over* | | Children (Age 0-19)* | | With a Disability* | |
|--------------|-------------------|------------------|--------------|----------------------|--------------|--------------------|--------------|
| | | Estimates | Percent | Estimates | Percent | Estimates | Percent |
| Aransas | 23,889 | 6,056 | 25.4% | 5,331 | 22.3% | 5,250 | 22.0% |
| Bee | 32,462 | 3,636 | 11.2% | 7,764 | 23.9% | 4,471 | 13.8% |
| Brooks | 7,200 | 1,205 | 16.7% | 1,923 | 26.7% | 1,721 | 23.9% |
| Duval | 11,644 | 1,982 | 17.0% | 3,202 | 27.5% | 2,904 | 24.9% |
| Jim Wells | 41,348 | 5,604 | 13.6% | 13,010 | 31.5% | 7,529 | 18.2% |
| Kenedy | 528 | 66 | 12.5% | 165 | 31.3% | 37 | 7.0% |
| Kleberg | 32,142 | 3,864 | 12.0% | 9,697 | 30.2% | 4,675 | 14.5% |
| Live Oak | 11,738 | 2,313 | 19.7% | 2,703 | 23.0% | 1,824 | 15.5% |
| Nueces | 348,130 | 43,566 | 12.5% | 98,705 | 28.4% | 51,189 | 14.7% |
| Refugio | 7,295 | 1,496 | 20.5% | 1,911 | 26.2% | 1,559 | 21.4% |
| San Patricio | 65,509 | 8,828 | 13.5% | 19,876 | 30.3% | 10,215 | 15.6% |
| Total | 581,885 | 78,616 | 13.5% | 164,287 | 28.2% | 91,374 | 15.7% |
| Texas | 26,092,033 | 2,849,757 | 10.9% | 7,745,722 | 29.7% | 2,969,042 | 11.4% |

* 2014 ACS 5-Year Estimates

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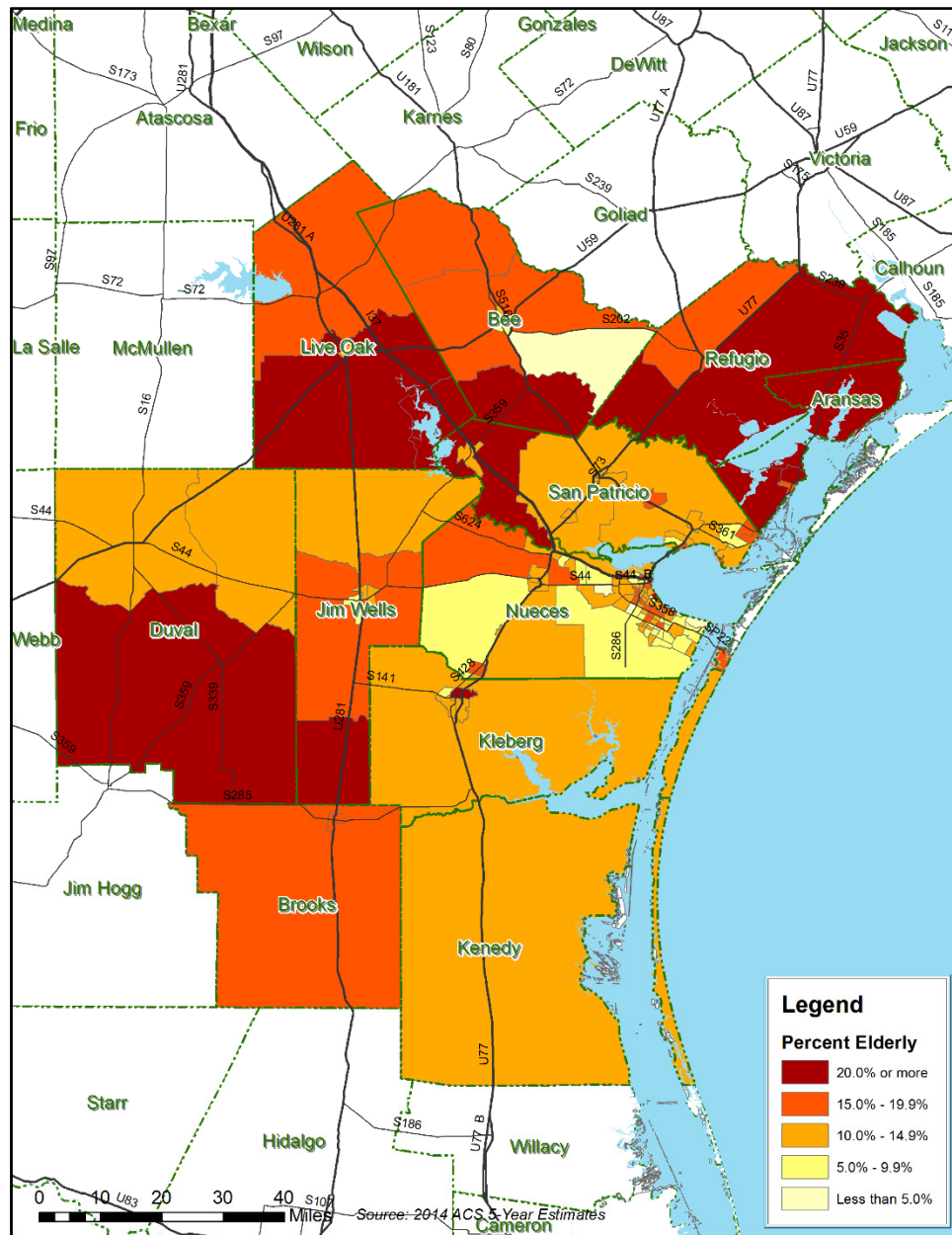


Figure 12. Percent Age 65 or Over Population by Census Tract.

Youth Population

The population age younger than 20 represents 28.2 percent of the population (Table 5), slightly lower than the state average of 29.7 percent. Jim Wells County has the highest percentage, at 31.5 percent, followed by Kenedy County, at 31.3 percent. San Patricio and Kleberg Counties have slightly higher proportion of youth population than the state average. The other six counties in the region fall below the state average.

People with a Disability

The region has 15.7 percent of the civilian non-institutionalized population age five and older with a disability (Table 5), above the state average of 11.4 percent. Duval County has the highest percentage of people with a disability at 24.9 percent, while Kenedy County has the lowest percentage at 7.0 percent. The highest concentrations of people with a disability are predominantly in rural areas in the southwestern and northeastern portions of the region (Figure 13). The lowest concentrations of the population with a disability are in and around Corpus Christi, Alice, and Kingsville.

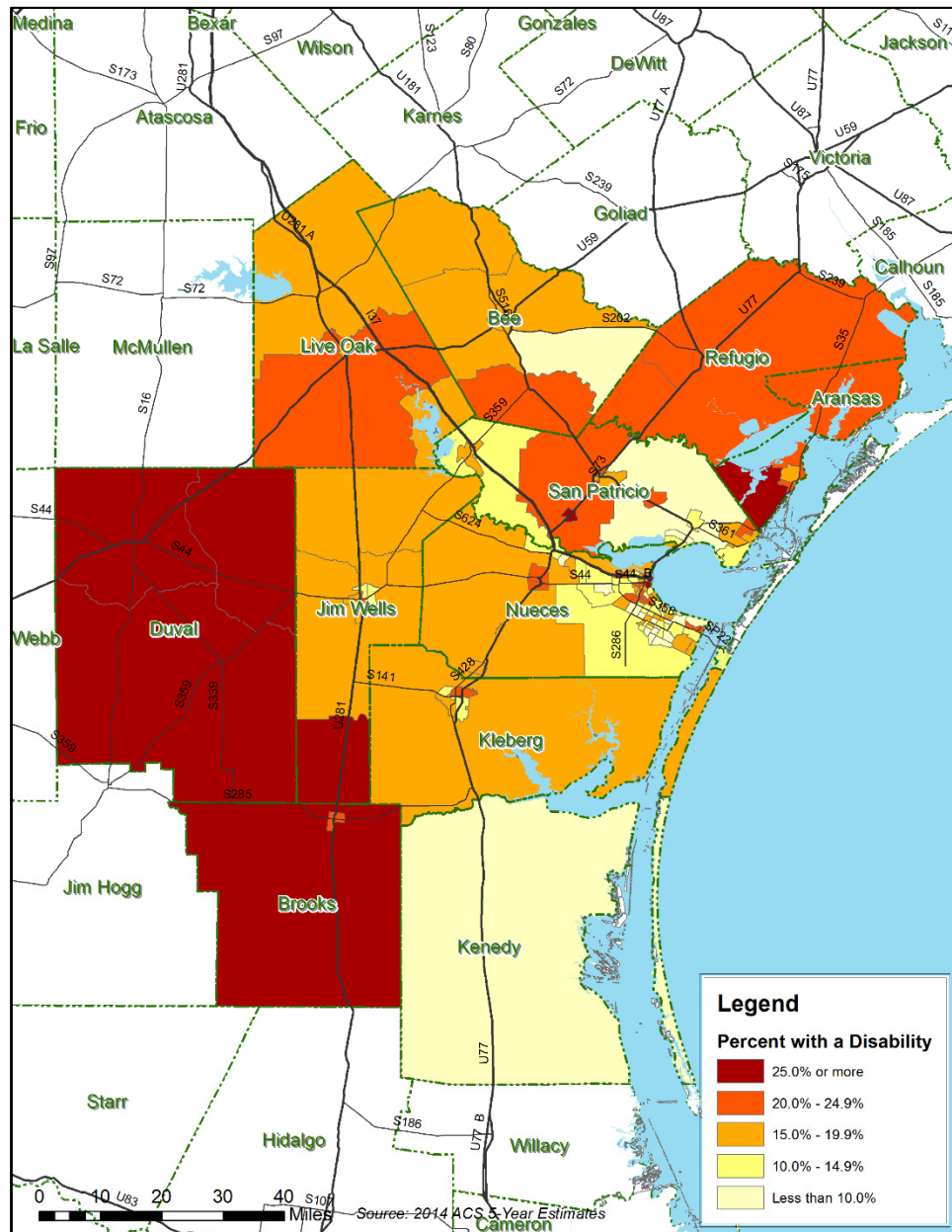


Figure 13. Percent of Population with a Disability by Census Tract.

Population below Poverty Level

The region has 18.9 percent of the population for whom poverty status is determined below poverty level (Table 6). The poverty rate for the region is well above the state average of 17.7 percent. Brooks County has by far the highest poverty rate, which at 36.0 percent is more than twice the state average. The next highest counties are Kenedy and Kleberg Counties, which are at 26.1 and 25.5 percent, respectively. Three counties in the region below the state average poverty rate are Live Oak, San Patricio, and Refugio at 15.4, 16.3, and 17.2 percent, respectively. The highest concentrations of population below the poverty level are throughout Brooks and Kenedy Counties, with scattered clusters in Duval, Jim Wells, and Nueces Counties (Figure 14). The poverty rate is lowest predominantly within Nueces County outside of Corpus Christi.

Table 6. Selected Poverty and Vehicle Demographics by County.

| County | Population determined poverty level* | Below Poverty Level* | | Total households* | No Vehicle Available* | |
|--------------|--------------------------------------|----------------------|--------------|-------------------|-----------------------|-------------|
| | | Estimates | Percent | | Estimates | Percent |
| Aransas | 23,341 | 4,924 | 21.1% | 9,550 | 423 | 4.4% |
| Bee | 24,524 | 5,705 | 23.3% | 8,933 | 663 | 7.4% |
| Brooks | 6,941 | 2,498 | 36.0% | 2,346 | 292 | 12.4% |
| Duval | 11,034 | 2,610 | 23.7% | 3,920 | 513 | 13.1% |
| Jim Wells | 40,776 | 8,354 | 20.5% | 13,488 | 1,192 | 8.8% |
| Kenedy | 528 | 138 | 26.1% | 131 | 9 | 6.9% |
| Kleberg | 30,206 | 7,714 | 25.5% | 11,059 | 980 | 8.9% |
| Live Oak | 10,089 | 1,555 | 15.4% | 3,738 | 117 | 3.1% |
| Nueces | 341,606 | 60,594 | 17.7% | 125,458 | 10,679 | 8.5% |
| Refugio | 7,086 | 1,222 | 17.2% | 2,771 | 216 | 7.8% |
| San Patricio | 64,634 | 10,525 | 16.3% | 22,621 | 1,594 | 7.0% |
| Total | 560,765 | 105,839 | 18.9% | 204,015 | 16,678 | 8.2% |
| Texas | 25,478,976 | 4,500,034 | 17.7% | 9,013,582 | 529,628 | 5.9% |

* 2014 ACS 5-Year Estimates

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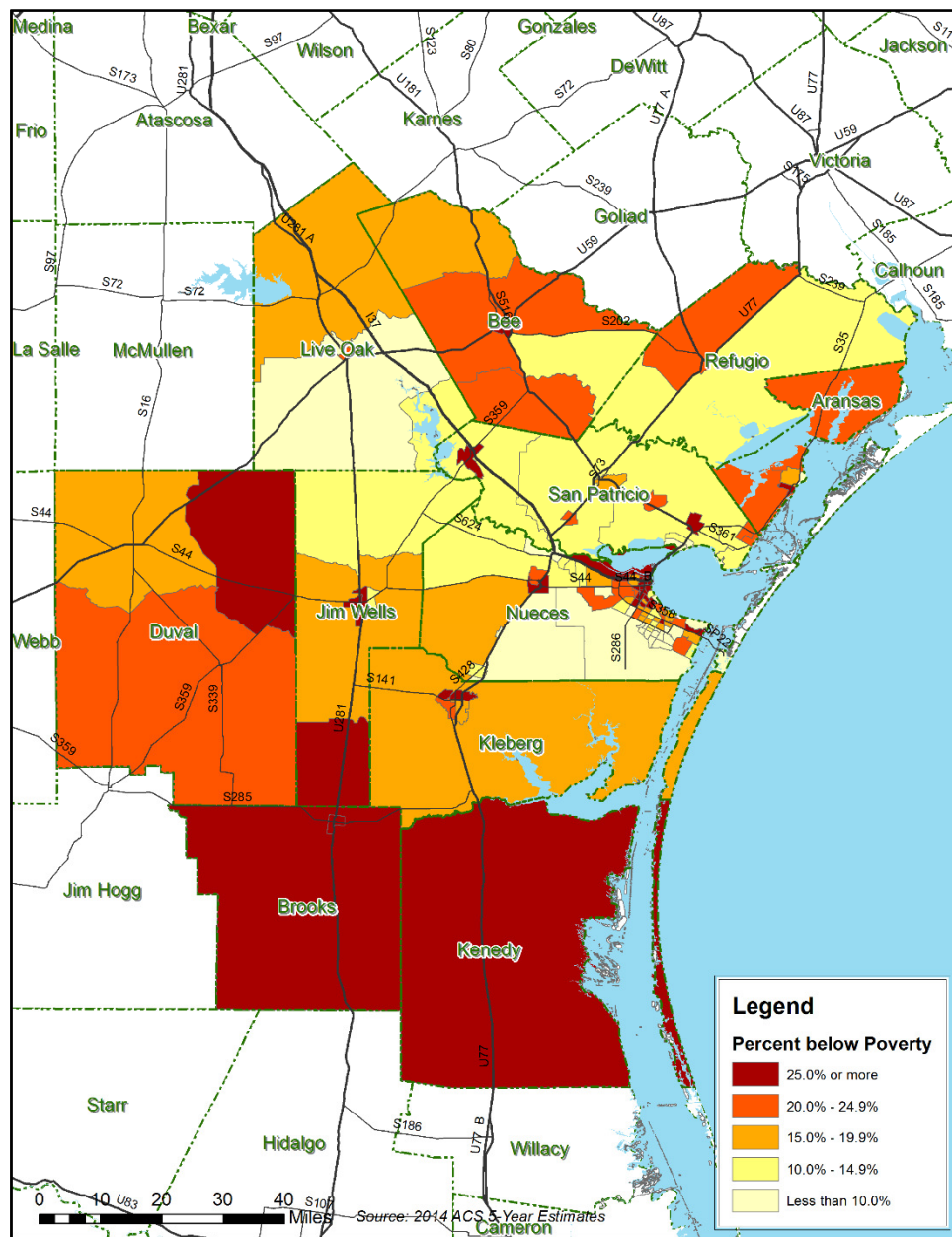


Figure 14. Percent of Population below Poverty Level by Census Tract.

No Vehicle Available

The region has 8.2 percent of households with no vehicle available (Table 6), way above the state average of 5.9 percent. Duval and Brooks Counties both have more than twice the state average, at 13.1 and 12.4 percent, respectively. Aransas and Live Oak are the only counties in the region below the state average. The highest concentrations of households without vehicles available are in the rural portions of the western counties and core of Corpus Christi (Figure 15). The lowest concentrations are in the central and northern portions of the region.

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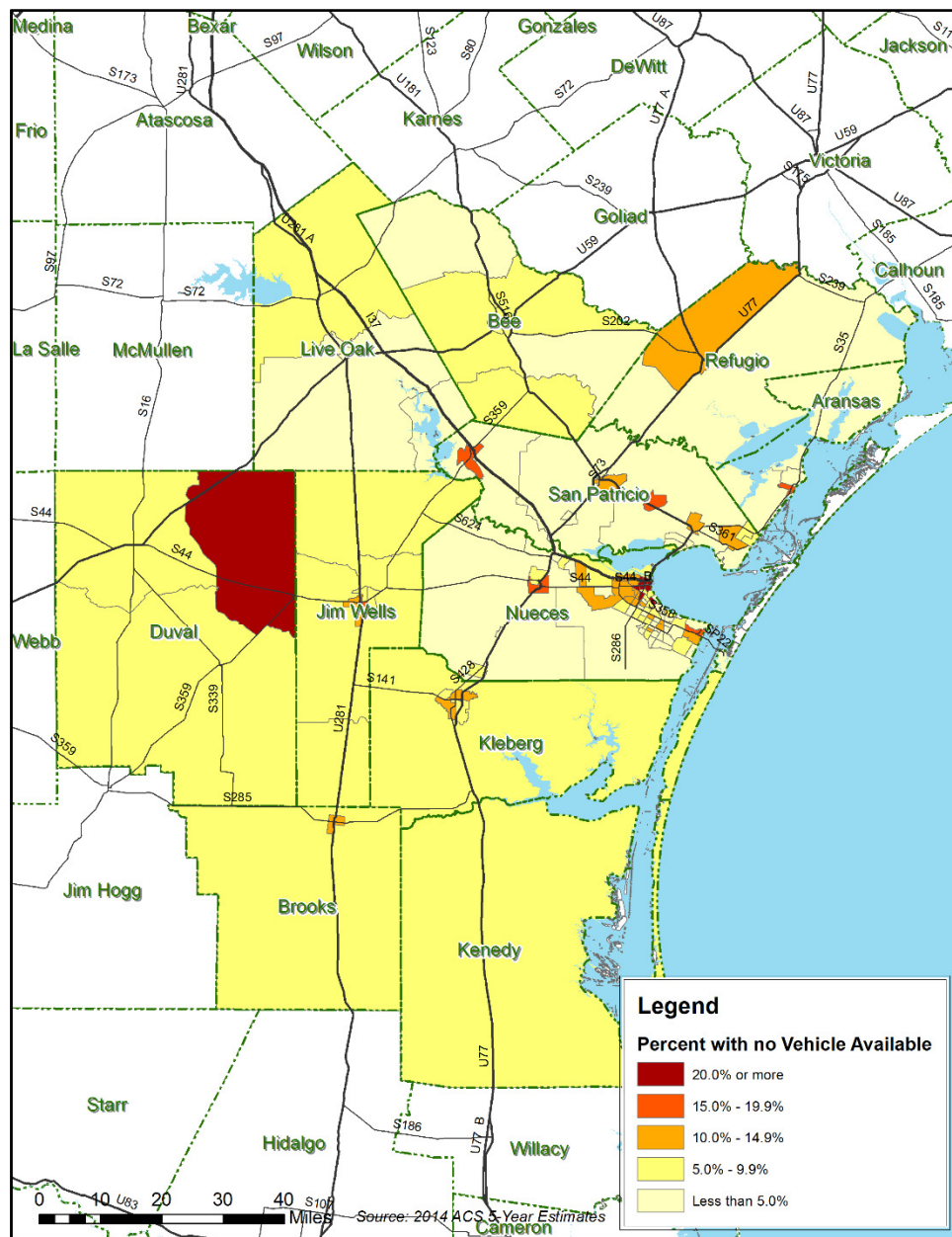


Figure 15. Percent of Households with No Vehicle Available by Census Tract.

Race/Ethnicity

Racially, the region consists of 33.0 percent White, 3.3 percent Black or African American, 1.4 percent Asian, and 1.1 percent of another race (Table 7). The region has 61.2 percent Hispanics, well above the state average of 38.2 percent. The counties with the highest percentages of Hispanics are the three closest to the United States-Mexico border: Brooks, Duval, Kenedy, and Jim Wells Counties each have Hispanic populations representing greater than 72 percent of the total population. The only two counties in the region with a Hispanic percentage below the state average are Live Oak and Aransas Counties, with a 36.3 percent and 25.7 percent Hispanic population. Generally, the concentrations of Hispanics are highest in the southern portion of the region.

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Table 7. Race and Ethnicity by County.

| County | White* | | Black or African American* | | Asian* | | Other Race* | | Hispanic or Latino* | |
|--------------|-------------------|--------------|----------------------------|--------------|------------------|-------------|----------------|-------------|---------------------|--------------|
| | Estimates | Percent | Estimates | Percent | Estimates | Percent | Estimates | Percent | Estimates | Percent |
| Aransas | 16,422 | 68.7% | 307 | 1.3% | 332 | 1.4% | 695 | 2.9% | 6,133 | 25.7% |
| Bee | 10,863 | 33.5% | 2,793 | 8.6% | 112 | 0.3% | 182 | 0.6% | 18,512 | 57.0% |
| Brooks | 574 | 8.0% | 10 | 0.1% | 60 | 0.8% | 2 | 0.0% | 6,554 | 91.0% |
| Duval | 1,190 | 10.2% | 83 | 0.7% | 43 | 0.4% | 27 | 0.2% | 10,301 | 88.5% |
| Jim Wells | 7,958 | 19.2% | 274 | 0.7% | 148 | 0.4% | 191 | 0.5% | 32,777 | 79.3% |
| Kenedy | 142 | 26.9% | 0 | 0.0% | 1 | 0.2% | 0 | 0.0% | 385 | 72.9% |
| Kleberg | 7,181 | 22.3% | 1,282 | 4.0% | 683 | 2.1% | 170 | 0.5% | 22,826 | 71.0% |
| Live Oak | 6,770 | 57.7% | 451 | 3.8% | 133 | 1.1% | 118 | 1.0% | 4,266 | 36.3% |
| Nueces | 110,565 | 31.8% | 12,740 | 3.7% | 5,791 | 1.7% | 4,461 | 1.3% | 214,573 | 61.6% |
| Refugio | 3,191 | 43.7% | 403 | 5.5% | 25 | 0.3% | 129 | 1.8% | 3,547 | 48.6% |
| San Patricio | 26,889 | 41.0% | 1,144 | 1.7% | 612 | 0.9% | 673 | 1.0% | 36,191 | 55.2% |
| Total | 191,745 | 33.0% | 19,487 | 3.3% | 7,940 | 1.4% | 6,648 | 1.1% | 356,065 | 61.2% |
| Texas | 11,562,453 | 44.3% | 3,015,767 | 11.6% | 1,053,474 | 4.0% | 497,696 | 1.9% | 9,962,643 | 38.2% |

* 2014 ACS 5-Year Estimates

Language Spoken at Home

All programs and activities of entities that receive federal financial assistance must comply with Executive Order 13166 “Improving Access to Services for Persons with Limited English Proficiency.” All recipients of federal funds must take reasonable steps to ensure that limited English proficient (LEP) persons have meaningful access to programs, services, and information provided. Persons who do not speak English as their primary language and have a limited ability to read, speak, write, or understand English may be considered LEP.

As a result, all transportation providers in the region that receive federal funds must make sure they make information regarding their services as readily available for the language predominantly spoken in the language as it is for English. Therefore, transportation providers must take steps such as printing brochures in Spanish, having bilingual telephone operators, and having a Spanish option on the website in order to ensure that persons with LEP receive the same access to public transportation services as those who speak English as their primary language.

English is the most common language for the region, with 58.4 percent of the population speaking only English at home. However, 40.4 percent of the population speaks Spanish at home, well above the state average of 29.5 percent (Table 8). All other language groups combine to represent approximately one percent of the population. No counties in the region have more than three percent of the population speaking a language other than English or Spanish.

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Table 8. English Proficiency by County.

| | Population 5 Years and Over | Spanish Spoken at Home | Speak English Less than "Very Well" | Speak only English | Speak other than English or Spanish |
|--------------|--------------------------------|---------------------------|--|-----------------------|--|
| County | Estimates | Percent | Percent | Percent | Percent |
| Aransas | 22,677 | 14.6% | 5.3% | 83.6% | 1.8% |
| Bee | 30,576 | 35.9% | 7.9% | 63.1% | 1.0% |
| Brooks | 6,681 | 69.4% | 17.8% | 30.2% | 0.3% |
| Duval | 10,867 | 64.1% | 14.8% | 35.8% | 0.1% |
| Jim Wells | 38,078 | 47.4% | 12.0% | 52.2% | 0.4% |
| Kenedy | 505 | 40.2% | 27.7% | 59.6% | 0.2% |
| Kleberg | 29,836 | 47.9% | 13.2% | 49.9% | 2.1% |
| Live Oak | 11,175 | 26.2% | 9.1% | 71.9% | 1.9% |
| Nueces | 324,210 | 37.5% | 10.3% | 60.1% | 2.4% |
| Refugio | 6,830 | 27.4% | 8.5% | 71.9% | 0.7% |
| San Patricio | 60,711 | 34.3% | 9.3% | 64.3% | 1.5% |
| Total | 542,146 | 40.4% | 12.4% | 58.4% | 1.1% |
| Texas | 24,151,280 | 29.5% | 14.2% | 65.1% | 5.5% |

* 2014 ACS 5-Year Estimates

Brooks and Duval Counties have over 60 percentage of the population speaking Spanish at home. Aransas County represents the other end of the spectrum, with 14.6 percent speaking Spanish at home.

The region is slightly below the state average of the population age 5 and over speaking English less than “very well,” at 12.4 percent compared to the state average of 14.2 percent. Kenedy County is the highest in the percent speaking English less than “very well,” which at 27.7 percent is more than twice the average for the region. Brooks and Duval Counties are also above the state average. Aransas, Bee, Live Oak, Refugio, and San Patricio Counties each have less than 10 percent speaking English less than “very well.”

As with the percent Hispanic population, both the percent of the population speaking Spanish at home and the percent of the population speaking English less than “very well” tend to have the same spatial distribution. The highest percentages speaking Spanish at home are highest in the southern counties, and are lower in the north. Due to the above average percentage of the population speaking Spanish at home, the region has an above average need for transportation providers and other agencies receiving federal funds to accommodate the LEP population.

TRANSIT NEED INDEX

Planners used a transit need index (TNI) to layer demographic to identify concentrations where transit need is more pronounced. The mathematical process of the TNI creates ten equal groups of Census tracts; from “1” indicating lowest relative transit need to “10” indicating tracts with the greatest relative transit need. In other words, a TNI identifies Coastal Bend tracts with comparatively more pronounced transit need by comparing each tract to all other tracts in terms of four key demographic characteristics. A tract’s 1-10 value represents the relative degree of transit need in comparison to all other Census tracts in the Coastal Bend.

The four key demographic characteristics used to create the TNI include:

- **Age 65 or Over Population.**
- **People with a Disability:** Non-institutionalized population with a disability.

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- **Population below Poverty Level:** Individuals below the poverty level.
- **No Vehicle Available:** Households with no vehicle available.

Data from the U.S. Census Bureau 2010-2014 American Community Survey 5-Year Estimates. Figure 16 is a map depicting the overall TNI of the Coastal Bend.

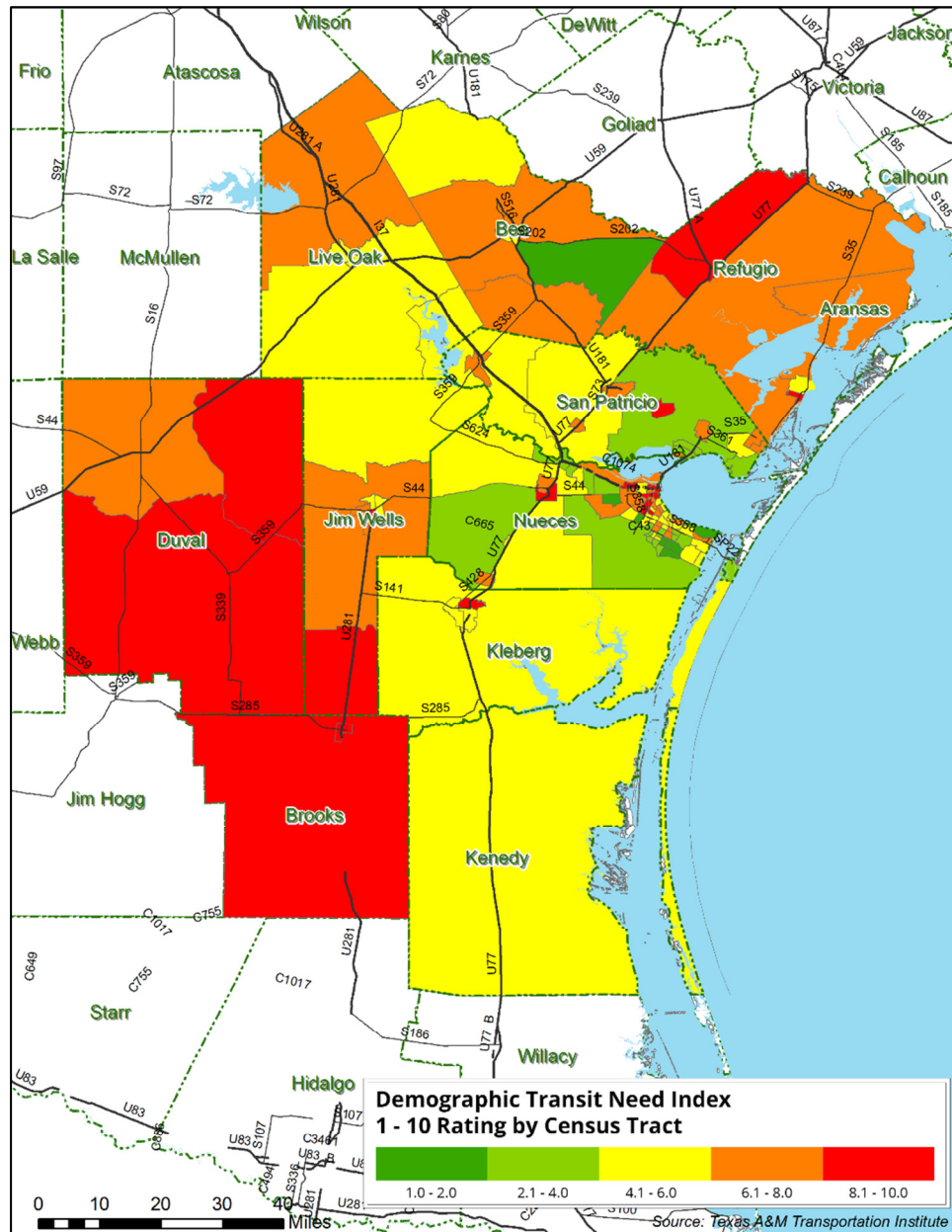


Figure 16. Demographic Transit Need Index: Coastal Bend Region.

On average, rural non-urbanized areas are high need, including Brooks, Duval, and Refugio Counties. The central and southern portion of the region had relatively moderate or lower values of demographic-based transit need. The highest need in the Corpus Christi urbanized area are in the more central areas, with suburban areas indicating a lower level of need. The absolute highest need in the region were tracts in Brooks County, Duval County, and the southern portion of Jim Wells County.

Progress on Needs Identified in 2011 Plan

Chapter 7 of the previous plan, created in 2011, identified transportation service needs, gaps existent at that time, and concluded with eight topical goals with 39 related objectives:

- 1. Improve coordination between agencies**
 - a. Expand opportunities to travel across county lines
 - b. Provide coordinated points of access
 - c. Increase efficiency for pick-up/delivery of clients
 - d. Coordinate maintenance for wheelchair lifts (and other maintenance needs) between rural providers and RTA
 - e. Provide connections at outlying RTA park-and-rides located in Robstown, Gregory and Calallen (within Nueces County)
 - f. Use routing and scheduling software to full potential – Shah Transportation Manager software system to coordinate across service areas
- 2. Expand transportation provided in the Coastal Bend area**
 - a. Identify sources of additional funding for expanded hours and days of service
 - b. Evaluate the feasibility of local transit in small cities
 - c. Increase frequency on RTA routes to create a regional network
- 3. Connect rural transit providers with RTA**
 - a. Investigate the feasibility of RTA expanding services to additional areas if the communities fund the cost of providing the service
 - b. Increase timed transfer connections to RTA, for example at park-and-rides or transit stations
- 4. Improve customer service**
 - a. Recognize the needs of the disabled and medically ill to accommodate personal needs
 - b. Help consumers to be stronger advocates for service, ask for mobility options
 - c. Provide transit-use training – take potential transit users for a ride on the system and teach the user how to ride transit
 - d. Improve coordination of scheduling for clients by health and human service providers and transportation providers
- 5. Improve communication**
 - a. Provide more information to transit users – via variety of media. Prepare pamphlets to distribute to low income areas where internet and phone are not readily available
 - b. Improve communications regarding reservation system for demand response
 - c. Improve public information about the services provided by rural agencies
 - d. Resolve the perception that rural transit agencies do not cross-jurisdictional boundaries
 - e. Develop a single point of public information for all transit information
 - f. Share transportation information at local events
 - g. Establish a network of enrolled “volunteers” to provide transit training
- 6. Raise the bar for coordination by public transportation agencies**
 - a. Encourage cost-sharing
 - b. Encourage sub-contracting/interlocal agreements
 - c. Work to address consumer needs
 - d. Improve oversight by funding agencies to monitor for coordination
 - e. Include incentives and tie continued funding to accomplishments
 - f. Encourage competition to increase existing funding of public transportation

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7. Look for innovative solutions to problems

- a. For example, CBCIL has secured JARC funding from TxDOT to implement small pilot program that will offer transportation providers subsidies for meeting customer needs for people with cross-disabilities in Nueces and San Patricio Counties

8. Other suggested improvements (a catch-all goal)

- a. Improve maintenance for accessible vehicles
- b. Train existing mechanics to repair wheelchairs lifts in-house
- c. Provide more shelters at fixed route stops for transfers between transportation providers
- d. Provide more reduced fare opportunities to match income
- e. Investigate ways to provide public transportation to colonias
- f. Assist veterans with coordination of transportation to San Antonio VA hospital and Corpus Christi VA clinic
- g. Set up more flexible routes in higher density areas
- h. Increase funding for more communications and marketing
- i. Increase wages to help recruit and retain drivers
- j. Discuss MTP policies with HHSC

In Fall 2016, a progress rating exercise gauged stakeholder perspectives regarding each goal and objective from 2011. The exercise consisted of a facilitated discussion on October 19, 2016 wherein each meeting attendee took the opportunity to rate their perception of the Coastal Bend's progress. Subsequently, an online version of the same progress rating activity was made available to all stakeholders were not able to be physically present.

The exercise was simple; stakeholders selected a rating and proffered comments (optional) for each of the 39 objectives in the 2011 plan. The question rating choices were from the U.S. Department of Transportation Federal Transit Administration's 2003 *Framework for Action: Building the Fully Coordinated Human Service Transportation System*. The following is an example of what this looked like in operation:



Comment: This is an example of a stakeholder written-in comment.

Nineteen stakeholders representing all key populations completed the progress rating exercise. The review of progress identified how the region had as of Fall 2016 and pointed the way forward for achieving continued improvement from 2017 to 2021.

RANK-ORDER OF PROGRESS ON 2011 GOALS

Figure 17 highlights the perceived progress toward each of the 2011 plan's eight goals. These values were derived from average perceived progress toward objectives linked to a goal. The most progress was made on looking for innovative solutions to problems and the least progress was made on improving customer service.

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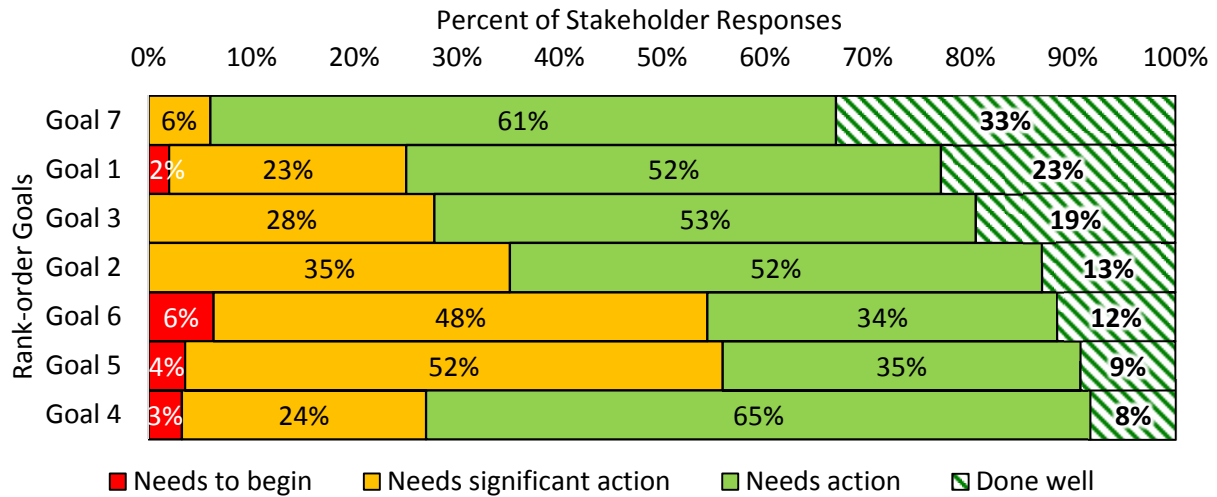


Figure 17. Rated Progress by Goal.

- Rank 1.** Goal 7. Look for innovative solutions to problems
- Rank 2.** Goal 1. Improve coordination between agencies
- Rank 3.** Goal 3. Connect rural transit providers with RTA
- Rank 4.** Goal 2. Expand transportation provided in the Coastal Bend area
- Rank 5.** Goal 6. Raise the bar for coordination by public transportation agencies
- Rank 6.** Goal 5. Improve communication
- Rank 7.** Goal 4. Improve customer service

RANK-ORDER OF PROGRESS ON 2011 OBJECTIVES

The following four subsections highlight progress toward each of the 39 objectives identified in the 2011 plan as of Fall 2016. Objective progress ratings are discussed in four quartile groupings:

- Achievements – Quartile 1
- Progress underway – Quartile 2
- Progress begun – Quartile 3
- Priority to begin – Quartile 4

Stakeholders recognized significant progress made toward some objectives, but simultaneously recognized room for additional improvement.

Achievements – Quartile 1

Figure 18 highlights the perceived progress toward objectives in the top quartile group. In other words, where the region had made the most progress.

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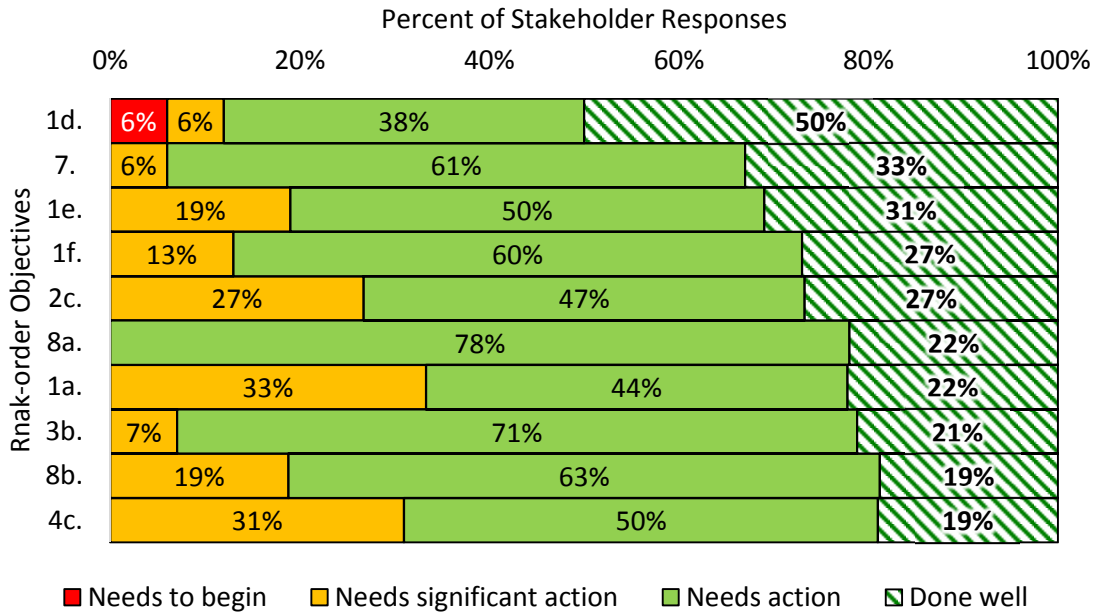


Figure 18. Objective Progress Quartile 1.

- Rank 1.** 1d. Coordinate maintenance for wheelchair lifts (and other maintenance needs) between rural providers and RTA.
- Rank 2.** 7. Look for innovative solutions to problems.
- Rank 3.** 1e. Provide connections at outlying RTA park-and-rides located in Robstown, Gregory and Calallen (within Nueces County).
- Rank 4.** 1f. Use routing and scheduling software to full potential – Shah Transportation Manager software system to coordinate across service area.
- Rank 5.** 2c. Increase frequency on RTA routes to create a regional network.
- Rank 6.** 8a. Improve maintenance for accessible vehicles.
- Rank 7.** 1a. Expand opportunities to travel across county lines.
- Rank 8.** 3b. Increase timed transfer connections to RTA, for example at park-and-rides or transit stations.
- Rank 9.** 8b. Train existing mechanics to repair wheelchairs lifts in-house.
- Rank 10.** 4c. Provide transit-use training – take potential transit users for a ride on the system and teach the user how to ride transit.

Progress Underway – Quartile 2

Figure 19 highlights the perceived progress toward objectives in the upper-middle quartile group. In other words, where the region was making earnest progress.

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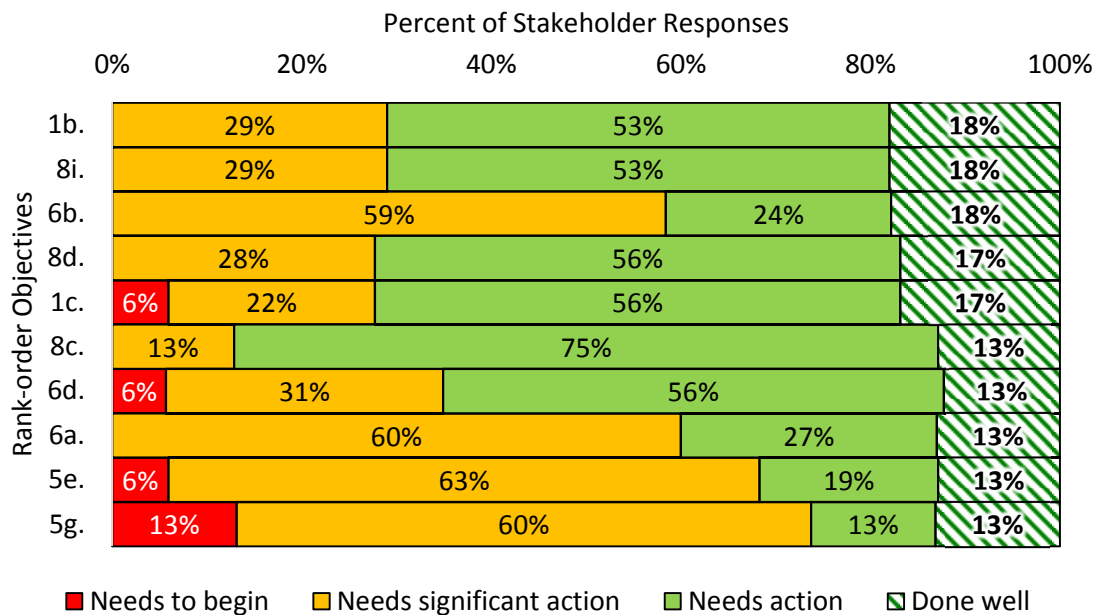


Figure 19. Objective Progress Quartile 2.

- Rank 11.** 1b. Provide coordinated points of access.
Rank 12. 8i. Increase wages to help recruit and retain drivers.
Rank 13. 6b. Encourage sub-contracting/interlocal agreements.
Rank 14. 8d. Provide more reduced fare opportunities to match income.
Rank 15. 1c. Increase efficiency for pick-up/delivery of clients.
Rank 16. 8c. Provide more shelters at fixed route stops for transfers between transportation providers.
Rank 17. 6d. Improve oversight by funding agencies to monitor for coordination.
Rank 18. 6a. Encourage cost sharing.
Rank 19. 5e. Develop a single point of public information for all transit information.
Rank 20. 5g. Establish a network of enrolled “volunteers” to provide transit training.

Progress Begun – Quartile 3

Figure 20 highlights the perceived progress toward objectives in the lower-middle quartile group. This is the group of objectives where the region was making some progress, but there was significant progress remaining to-be-made as of Fall 2016.

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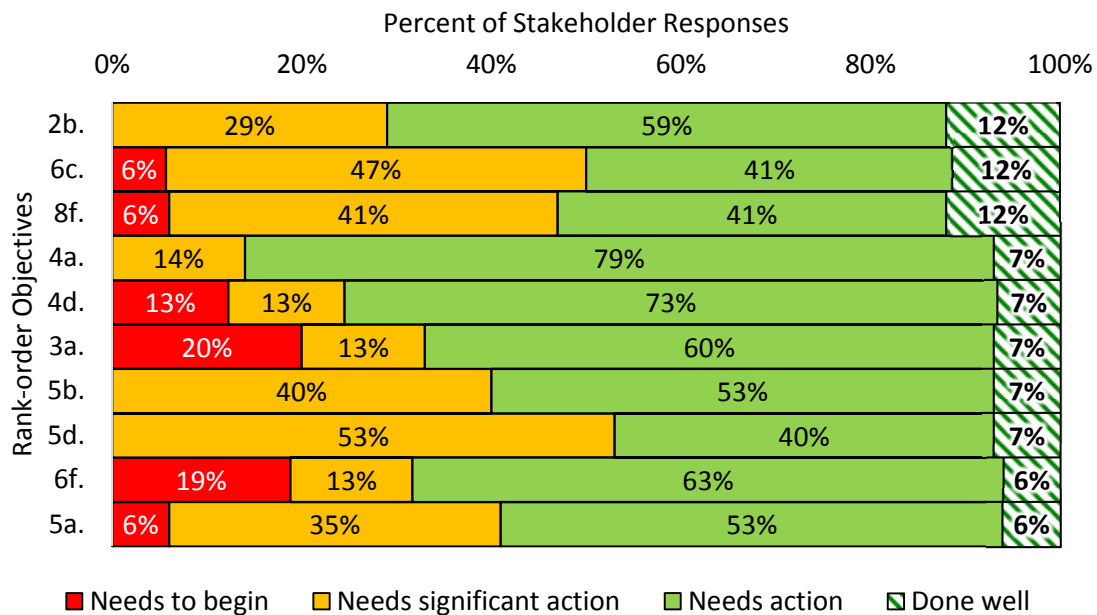


Figure 20. Objective Progress Quartile 3.

- Rank 21.** 2b. Evaluate the feasibility of local transit in small cities.
- Rank 22.** 6c. Work to address consumer needs.
- Rank 23.** 8f. Assist veterans with coordination of transportation to San Antonio VA hospital and Corpus Christi VA clinic.
- Rank 24.** 4a. Recognize the needs of the disabled and medically ill to accommodate personal needs.
- Rank 25.** 4d. Improve coordination of scheduling for clients by health and human service providers and transportation providers.
- Rank 26.** 3a. Investigate the feasibility of RTA expanding services to additional areas if the communities fund the cost of providing the service.
- Rank 27.** 5b. Improve communications regarding reservation system for demand response.
- Rank 28.** 5d. Resolve the perception that rural transit agencies do not cross-jurisdictional boundaries.
- Rank 29.** 6f. Encourage competition to increase existing funding of public transportation
- Rank 30.** 5a. Provide more information to transit users – via a variety of media. Prepare pamphlets to distribute to low-income areas where internet and phone are not readily available.

Priority to Begin – Quartile 4

Figure 21 highlights the perceived progress toward objectives in the lowest quartile group. This is the group of objectives that either are a priority to begin or are no longer relevant/desired objectives in the Coastal Bend region.

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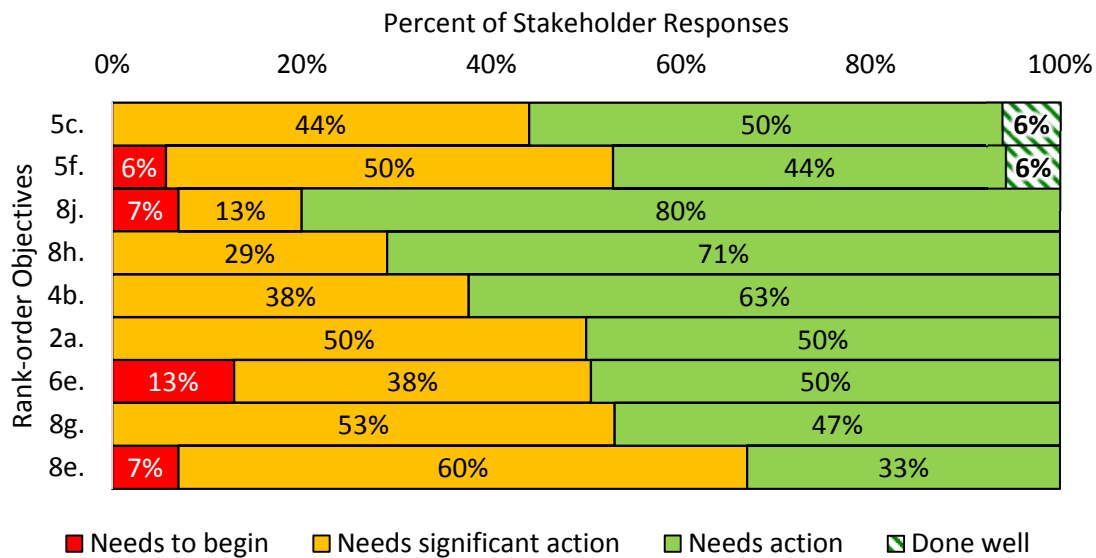


Figure 21. Objective Progress Quartile 4.

- Rank 31.** 5c. Improve public information about the services provided by rural agencies.
Rank 32. 5f. Share transportation information at local events.
Rank 33. 8j. Discuss MTP policies with HHSC.
Rank 34. 8h. Increase funding for more communications and marketing.
Rank 35. 4b. Help consumers to be stronger advocates for service, ask for mobility options.
Rank 36. 2a. Identify sources of additional funding for expanded hours and days of service.
Rank 37. 6e. Include incentives and tie continued funding to accomplishments.
Rank 38. 8g. Set up more flexible routes in higher density areas.
Rank 39. 8e. Investigate ways to provide public transportation to colonias.

Stakeholder Survey Findings

Stakeholders responded to an online questionnaire, distributed by TCN to the region's stakeholders, which posed key questions about transportation challenges and needs in the Coastal Bend Region. The questionnaire was similar to the outreach instrument used in 2011. Stakeholders contacted included agencies representing the interests of all key population groups for regional coordination planning.

RESPONSES TO THE STAKEHOLDER SURVEY

TCN emailed all available stakeholder contacts over a period of several weeks to invite participation in the survey. The survey invitation was also included on a flyer distributed at several stakeholder public meetings. The survey asked stakeholders to provide information about existing needs and gaps in transportation service in the region and to identify others who can contribute to the discussion.

The survey form was open for responses for about two months in Fall 2016. Thirty-five respondents representing 31 unique stakeholders completed the survey. Table 9 provides the name and location of each responding stakeholder.

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Table 9. Respondents to Online Stakeholder Survey.

| Organization | City |
|--|----------------|
| South Texas Family Planning & Health Corporation | Corpus Christi |
| Falfurrias Housing Authority | Falfurrias |
| South Coastal AHEC / UTHSCSA | Corpus Christi |
| Coastal Bend Wellness Foundation | Corpus Christi |
| San Patricio County Adult Literacy Council | Sinton |
| The Council on Alcohol and Drug Abuse | Corpus Christi |
| Refugio County Elderly Services | Refugio |
| Texas Department of Assistive and Rehabilitative Services (DARS) | Austin |
| Sacred Heart Charities | Mathis |
| The Deaf and Hard of Hearing Center | Corpus Christi |
| Corpus Christi Hope House | Corpus Christi |
| TX Health Steps Contract Provider | Aransas Pass |
| Corpus Christi ISD | Corpus Christi |
| Community Action Corporation of South Texas | Alice |
| Aransas County | Rockport |
| The Council on Alcohol and Drug Abuse Coastal Bend | Corpus Christi |
| Behavioral Health Center of Nueces County | Corpus Christi |
| Texas A&M University Corpus Christi | Corpus Christi |
| Coastal Bend Center for Independent Living (CBCIL) | Corpus Christi |
| Area Agency on Agency of the Coastal Bend/Aging and Disability Resource Center | Corpus Christi |
| Corpus Christi Regional Transportation Authority (CCRTA) | Corpus Christi |
| Texas Workforce Solutions - Vocational Rehabilitation Services | Corpus Christi |
| Refugio County Elderly Services | Refugio |
| Aransas County | Rockport |
| City of Rockport | Rockport |
| Area Agency on Agency of the Coastal Bend/Aging and Disability Resource Center | Corpus Christi |
| Duval County | San Diego |
| Maximus | Edinburg |
| San Patricio County Department of Public Health | Sinton |
| Kleberg County Human Services (Paisano Express) | Kingsville |
| Jim Wells County | Alice |
| Rural Economic Assistance League Inc. (R.E.A.L.) | Alice |
| Coastal Bend Center for Independent Living (CBCIL) | Corpus Christi |
| South Texas Children's Home Ministries | Beeville |
| Coastal Plains Community Center | Portland |

The respondents represent a variety of stakeholders providing a variety of services in the Coastal Bend region.

Who are the clients that you serve?

The organizations responding to the survey serve a variety of clients with varying needs. The respondents identified all (multiple) types of clients. Figure 22 shows percentages of responding stakeholders that serve each of type of clients in the Coastal Bend region.

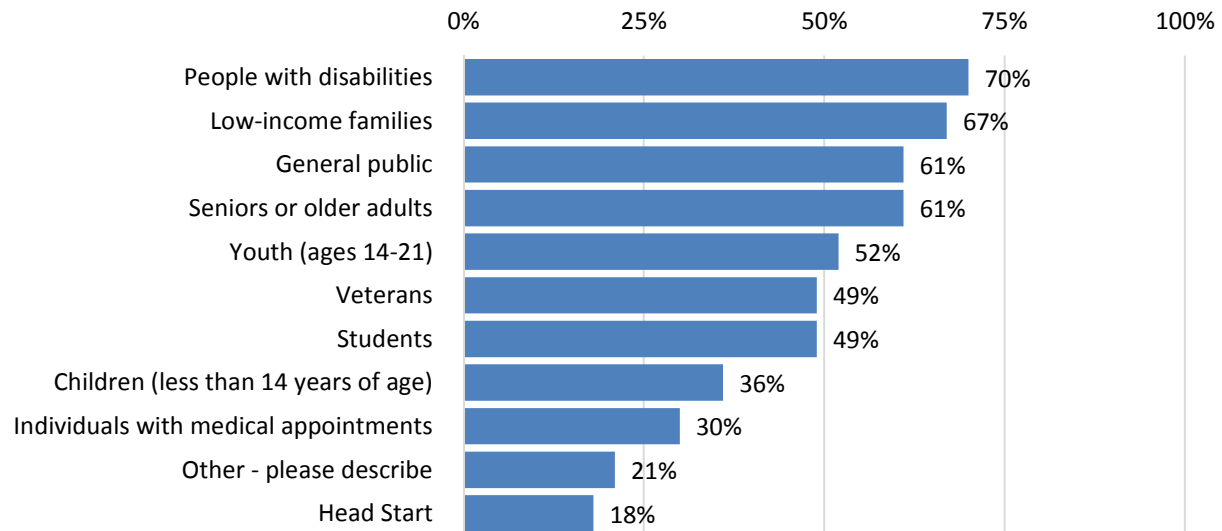


Figure 22. Clients Served by Respondents to the Survey.

What counties does your organization serve?

Figure 23 highlights how agencies responding to the survey serve Coastal Bend counties. Respondents could select multiple counties.

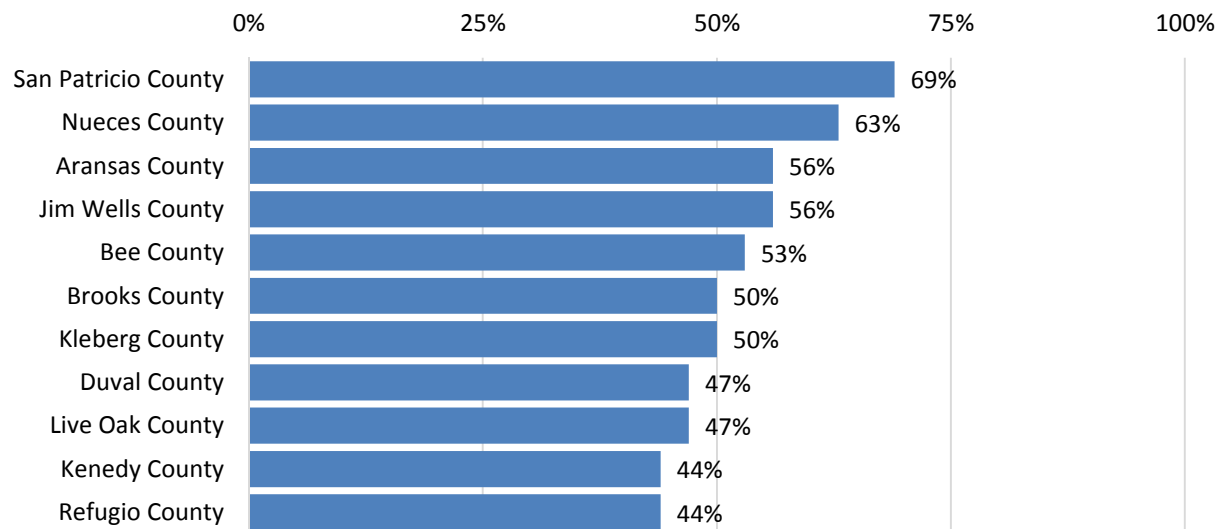


Figure 23. Counties Served by Respondents to the Survey.

What types of services does your organization provide to your clients in the Coastal Bend?

Agencies provided information about the types of services they provide, in general, to residents in the Coastal Bend region (see Figure 24).

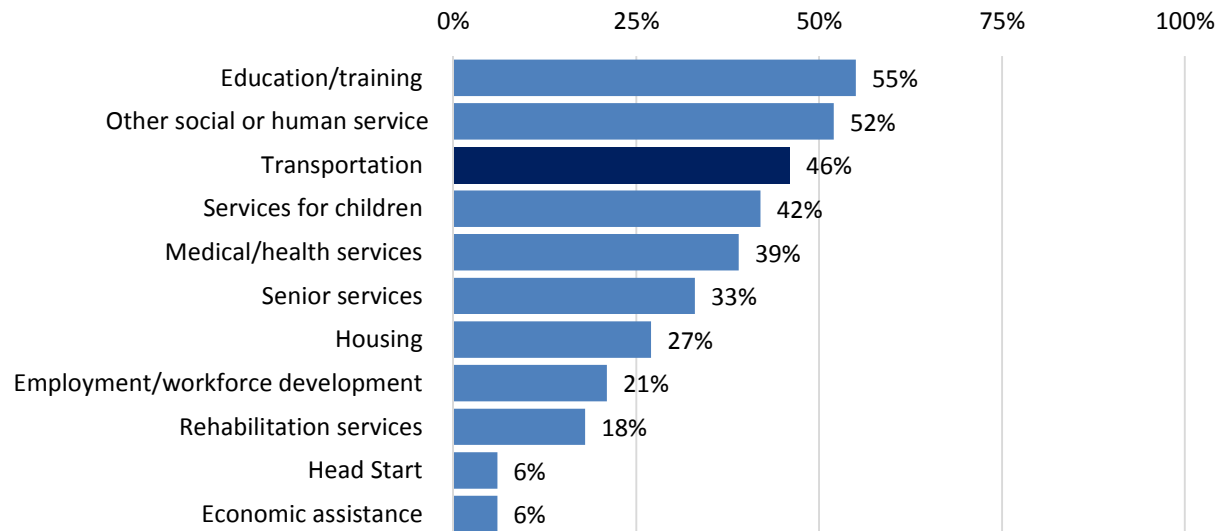


Figure 24. Types of Services Provided to Clients.

STAKEHOLDER INVOLVEMENT IN TRANSPORTATION

Do your clients use public transportation?

To determine if the clients of respondents used public transportation to access services, those who took the survey were asked if their clients used public transportation specifically to access the agency's services. Responses were "yes", "sometimes", or "no". Figure 25 shows that approximately 70 percent of stakeholders report their clients use public transportation to access services at least sometimes. Almost 30 percent of respondents answered "no". Due to the large percentage of agencies that serve low income clients, it is not surprising that the three quarters of the agencies have clients that need to use public transportation.

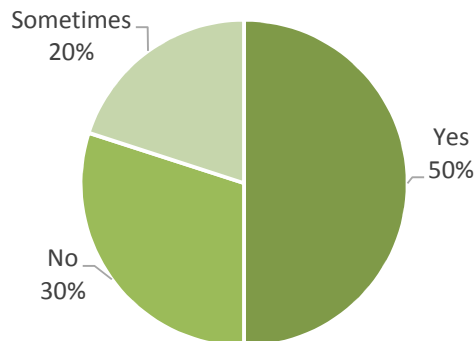


Figure 25. Clients Use of Public Transportation to Use Agency Services.

What is the public transportation provider or providers that your clients ride to use your services?

The 70 percent of respondents that answered “yes” or “sometimes” in response to the question “do your clients use public transportation?” were asked to identify which providers their clients used to access their services. The respondents had the three general public transportation providers to chose from and were allowed to specify if their clients used other transportation providers. LeFleur Transportation was cited as the sole “other” response and is therefore also included in Figure 26.

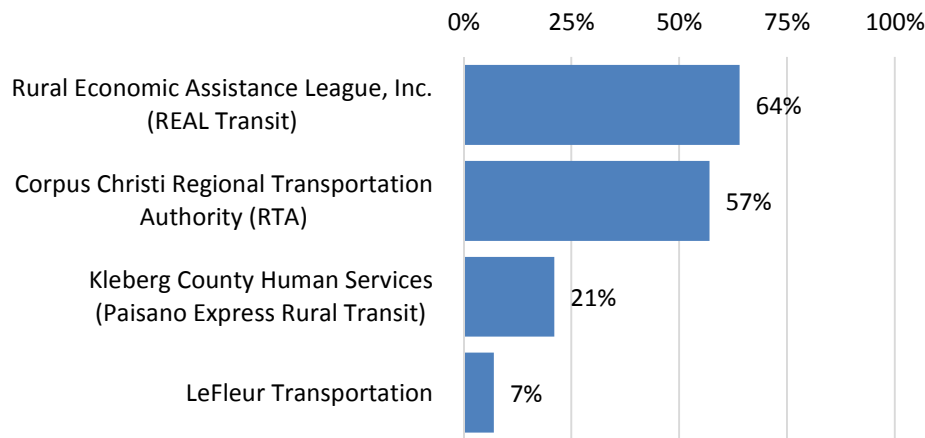


Figure 26. Transportation Providers Used by Clients.

Does your agency help your clients pay the fare for public transportation by providing a bus pass card, voucher, or other form of payment?

Most, about 86 percent, agencies whose clients use public transportation to access their services report helping clients pay for public transportation (Figure 27).

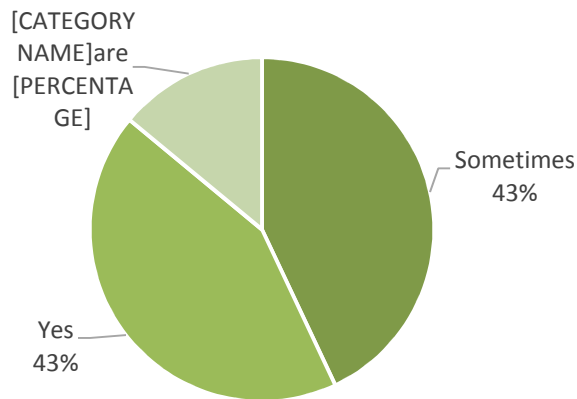


Figure 27. Respondents Paying for Public Transportation.

Does your agency work directly with the public transportation provider to schedule transportation services for your clients?

Responding agencies are split in regards to their involvement with public transportation providers to schedule services for clients. About half report working directly with the public transportation

providers to schedule transportation services for their clients (either “yes” or “sometimes”) (Figure 28).

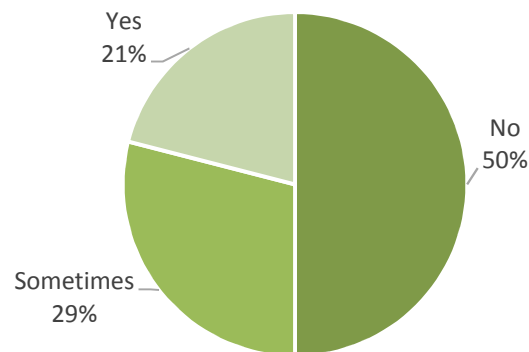


Figure 28. Respondents Scheduling Transportation Services.

STAKEHOLDER INVOLVEMENT IN COORDINATION

Does your organization coordinate with other organizations or agencies to meet the current transportation needs of your clients or constituents?

Figure 29 illustrates that 79 percent of responding stakeholders indicated they coordinated with other agencies to meet client/constituent transportation needs either all of some of the time.

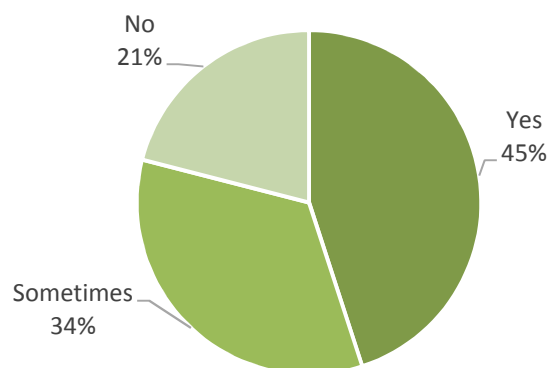


Figure 29. Involvement in Coordination.

We would like to learn more about your coordination. Please tell us how you coordinate to meet transportation needs.

The following were written-in responses to the above question:

- A number of clients need vehicles that will accommodate a wheelchair. A grant has been approved for a wheelchair accessible vehicle; however, as yet the grant has not been received. Currently, we find transportation through coordination with other agencies.
- We call transportation providers and schedule trips for patients.

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- Contract for services with R.E.A.L. Inc. and LeFleur
- We are an enrollment broker for MMC programs and offer outreach, education and assistance by referral, scheduling appointments, etc.
- Coordinate with LeFleur Transportation for Medicaid transportation
- I can always count on R.E.A.L. Inc. to help with the transportation needs of my organization.
- Indigent Healthcare Program is billed by R.E.A.L. Inc. Transportation when IHP clients use their services to go to covered appointments through an agreement with R.E.A.L. Inc.. Community-Based Program refers Driscoll Health Plan members who want to attend Cadena de Madres programs to the DHP Social Worker who coordinates transportation services for the members. Educators discuss transportation services with members at each program (16 or more monthly).
- Coordinate for Medicaid-related transportation needs
- My organization collaborates with public transportation districts as well as taxi's
- Occasionally a client with a disability must remain in their wheelchair; we are about to purchase a vehicle that can transport these types of clients.
- Supplement regional transportation, on a limited basis by providing Title III B demand/response services to older individuals through contracts/vendor agreements.
- Under the McKinney Vento Act, if a student is homeless and living in a different district zone, both the receiving and sending school districts share the transportation costs for school students.
- We base all trips in each consumer's needs, which we coordinate by mobility management. The trip solution might involve multi-modal engagement, cost-sharing or connecting to a little known resource.
- We work closely with R.E.A.L. Inc., Inc.
- We work with RTA for passes for those clients who need transportation assistance
- We work with TCN, R.E.A.L. Inc., Inc., Piasano Transit, and CBCIL. We contact these organizations and they help get transportation scheduled.
- We coordinate with Coastal Bend Center for Independent Living for individuals who need the types of transportation stated above.
- We coordinate for clients with Medicaid
- We communicate daily with agencies for which we provide transportation services.

How is coordination for transportation a benefit to your organization and to your clients or constituents?

The following were written-in responses to the above question:

- Coordination is not our agency's goal. Our goal is to assist individuals to get where they need to go, when they need to be there.
- Coordination enables our clients to get to attend classes and medical follow-up appointments
- Coordination increases services provided.
- Indigent Healthcare Program clients can receive the services they need and get/stay healthier sooner and longer, saving the program money, and data proves that members who attend

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the Cadena de Madres programs have fewer preterm births which saves everyone heartache and money.

- Coordination allows clients to make their appointments.
- Coordinating benefits the consumer in need of the transportation needs that are currently not available.
- Coordination is what we do, the very reason we exist: getting people from point A to point B safely, effectively, and in an efficient manner.
- Older individuals needing transportation to the senior nutrition centers, medical clinics, pharmacies and other health related offices benefit from coordinating service.
- RTA assists our homeless students by providing discounts on fares and matching our bus pass purchases and providing a discount to bus fare for students traveling to school by RTA. They have been instrumental in assisting our students attend school.
- Coordination simplifies the process; especially for individuals/families in need.
- The at-risk students we work with would not be able to participate in a summer camp if coordination with R.E.A.L. Inc. transportation was not available.
- Clients can be more independent.
- Clients can get to services more; then when limited how many times they can come.
- Coordination helps our customers get the services they need and save me time from having to coordinate it myself.
- Through coordination, transportation has been provided; however, in some instances an ambulance service was the only alternative for a wheelchair accessible vehicle.
- We work with patients requiring medical treatment, transportation is required to remain adherent.
- While most trips are scheduled to meet a specific travel need, other clients, like cancer and dialysis patients must be transported regularly two or three times per week. Currently, only dialysis patients in Beeville are served; however, as diabetes becomes more and more prevalent, trips to other cities will probably become necessary to obtain dialysis treatment. Coordination between other transportation providers could possibly help.
- Without passes our clients would not be able to get to our clinic to get the medical help or governmental assistance they need for social services.
- Smoother environment for all involved when we coordinate with clients.

How is the lack of coordination a problem or obstacle for your organization or your clients or constituents?

The following were written-in responses to the above question:

- It would be nice to have a list of agencies within San Patricio County that offer transportation services to give to our students.
- People need transportation to go to doctors, grocery stores, pharmacy, and et.al.

How do you think public transportation providers in the Coastal Bend could increase coordination?

The following were written-in responses to the above question:

- Base services on the consumer's needs, not the provider's needs.

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- Cheaper rates
- Elderly Services, located in the northern-most area of the network, travels to Victoria and Corpus Christi almost daily so this information could be used to coordinate trips through towns along the route. (Sinton, Taft, Odem, Portland, etc.)
- Form a co-op to share and gather information.
- Hold Workshops with all entities
- I believe more can be done to help with rural transportation.
- I know transportation issues have come a long way and you all are doing a tremendous job, I just can't see how we could improve to change the peoples mindset on R.E.A.L. Inc. Public Transportation.
- I think RTA does a great job of this already. While it isn't perfect, it is very good. I just wish they went to all the different cities where we had clinics (Rockport, Kingsville, Sinton, Beeville). They do help with Robstown clients right now.
- I think that having more open communication with each other...maybe a Community Message Board or group.
- Outreach and education
- Public Transportation providers should come together for an all-day training event annually and present best practices information about their services.
- Quarterly meetings to discuss better ways of providing individuals with more transportation options to better meet their common, unique or very specific needs.
- Streamline services and times
- Without public transportation many of our clients would not be able to receive services.
- Working closer together in a coordinated effort to meet the demands of those that need transportation at different times of the day and weekend hours that currently are not being covered through your traditional transportation providers.
- Focusing on quality rather than quantity of services. There is so much more that can be done regarding coordination. We just need the right people in place that can bring all providers to be part of the equation.

Are you interested in receiving assistance from another agency in any of the following areas?

Stakeholders had the opportunity to express interest in receiving assistance from another agency in one or more transportation-related functions. The most common requests for assistance were delivery of transportation services (44 percent), customer information/referral services (44 percent), and grant application writing assistance (39 percent) – see Figure 30.

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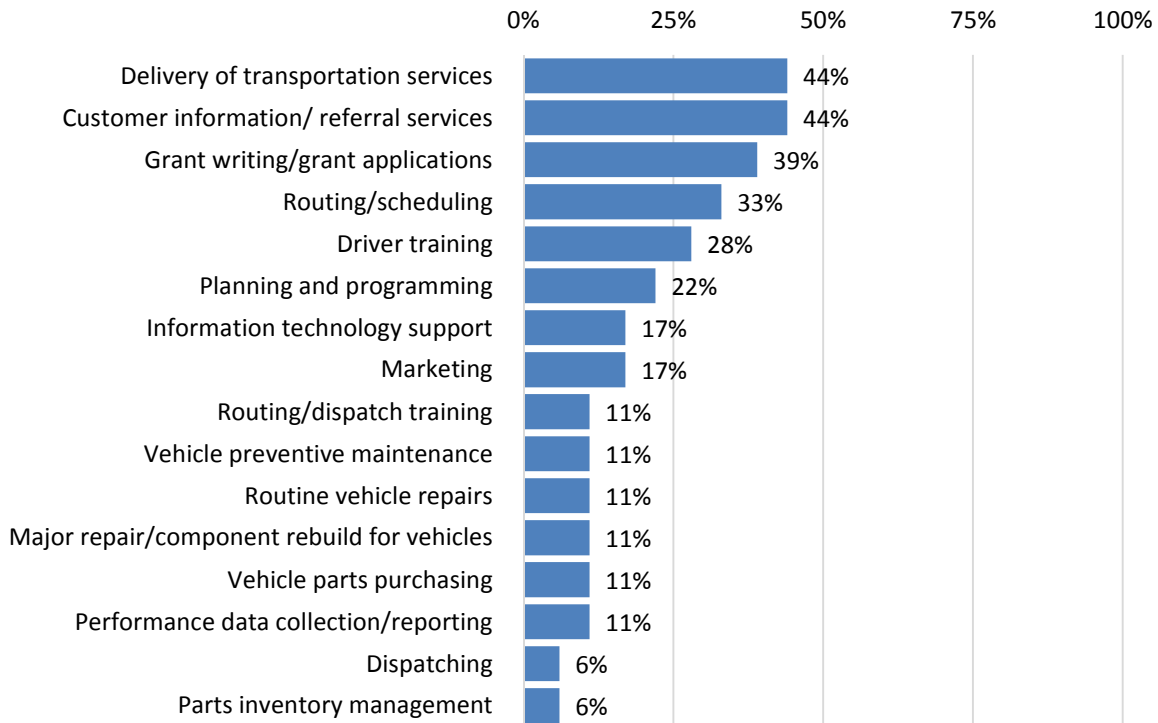


Figure 30. Interest in Assistance from a Peer Agency.

TRANSPORTATION CHALLENGES AND STAKEHOLDER NEEDS

What are the most common transportation related issues that you or your clients or constituents face?

To determine needs and gaps in transportation services in the Coastal Bend, the respondents to the online survey were asked to identify transportation issues experienced by the agency or its clients (see Figure 31).

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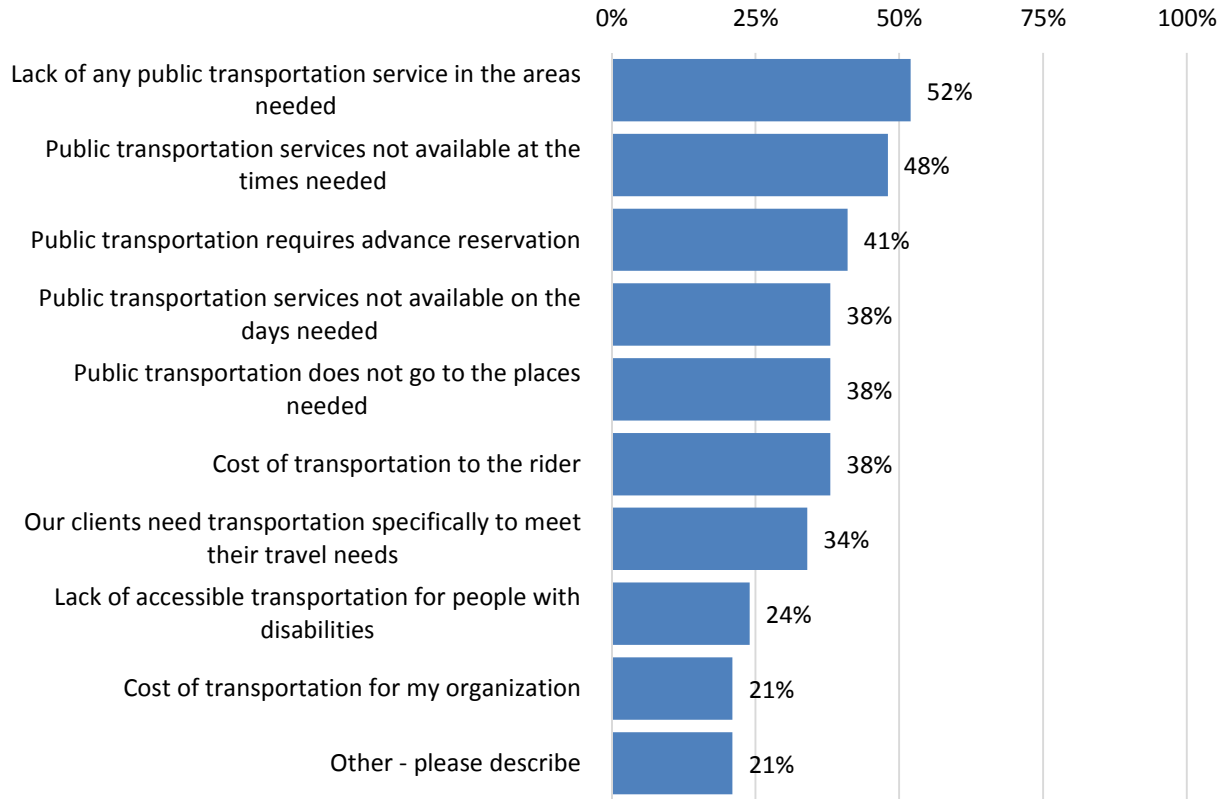


Figure 31. Transportation Related Issues.

Other written-in responses included:

- Clients express difficulty tolerating hot weather in direct sun in summer.
- Clients express difficulty tolerating wet weather during winter months if shelter is unavailable.
- Clients need and value public transportation, but find it difficult to wait several hours for their return trip in Corpus Christi after completing their business in-town (such as a medical appointment).
- Stable local funding from counties is a boon and a challenge to sustain.
- Clients need public transportation to attend area colleges.
- Clients express sentiment that some bus stops are inconveniently located.

Please tell us more about the transportation-related issues that your organization or your clients or constituents must address:

The following were written-in responses to the above question regarding the responding agency's and/or clients served transportation-related issues:

- Transportation is not available early in the morning, late in the evenings and on weekends and holidays.
- Cost of trips on public transportation is an issue
- County-transportation funding has been cut \$32,000 over the past 2 years, making it necessary to coordinate appointment times so that vehicles transport the maximum number of clients so that fees can make the trip most cost effective. Therefore, larger vehicles are

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only used when larger numbers of people require transportation at that time. Smaller sedans are used when up to three clients are scheduled.

- No problems. Each cottage has a van, social service has a van and car, two people movers, buses, car available for the transitional living program, other cars available when needed.
- Public education about the ease of using public transportation is lacking. We must also address the high cost of transportation to the consumer in cases where there is no subsidy.
- Funding
- General lack of understanding of consumer-directed service model on part of transit providers, i.e., beyond the mass transit approach. Individuals with disabilities face numerous barriers to community living; transportation always high on that list.
- The region has conducted a lot of marketing to let residents know about public transportation, but many still see public transportation as only transportation for doctor visits and the elderly.
- Isolation, travel distance and lack of transportation knowledge in rural areas make it difficult and a barrier in service provision to our clients.
- Long wait time on phone to schedule an appointment is an issue. Sometimes a two-hour trip turns into an all day trip. Some clients prefer to take family member(s) as attendants and this is not always allowed.
- Need affordable transport for students attending area colleges.
- Our school district provides transportation to students in transition and while school routes are set, students in transition are assisted with RTA daily bus passes to assist with transportation needs while CCISD transportation is set up for students in transition.
- Rural transportation
- Some of the clients report that the stops are in areas that are hard to reach. Also, some buses arrive earlier than others (reliability).
- The current model operating in the rural areas only serves riders M-F 8-5. It is assumed residents working M-F 8-5 already have personal means of transportation. A deeper look into the hours worked by people who could actually benefit from public transportation will reveal that late afternoon, weeknights and weekend routes are most beneficial to the population served.
- The time and availability for customer travel limits and when appointments can be made makes it difficult for customers to get needed services for their trips.
- Vouchers help patients get to and from clinic, but clients report they wish the bus stops had shelters to protect from rain and sun. We understand some stops do have shelter, but not those at Corner of Flynn Parkway and the one on Corona & Flynn.
- There exists a daily lack of public transportation services in both rural and urban parts of the service area, Nueces and San Patricio Counties.
- There is no public transportation for clients who receive our services.
- There is no public transportation in San Patricio County. Volunteers provide classes in our local libraries or church buildings, but when there are no volunteers some towns have no classes or the class needed for particular students. Traveling 5 to 10 miles from town to town is many times a hardship. In some cases, we are aware of students walking a couple of miles or more to get to a class in the town they live in.
- We serve WIC clients (WIC is not allowed to contract with transportation services), Indigent Healthcare Program (pays R.E.A.L. Inc. Transportation for transportation to covered

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appointments), Immunization Outreach (not involved in transportation arrangements for clients), and Community-Based Program health education (Driscoll Health Plan can help arrange travel for members who want to attend our Cadena de Madres programs, but for other programs there is no assistance for travel)

- Weather challenges (rain, hot sun) often keep clients from using public transportation. Also, outlying counties are not connected to the RTA.
- Weekend services and weekday service with extended hours are an issue. Software to track buses is needed.
- AAACB has no field offices but visits rural areas routinely, combining public awareness presentations and receiving feedback at public forums from our clients stating that transportation is of major importance.
- Individual transit providers need to document the number of individuals denied trips and the reasons, within demand response. When that occurs, the data will identify the transportation needs.
- The needs have been studied and collected exhaustively. The main problems remain, lack of connectivity between the communities, exclusion times outside "standard business" hours, and no immediate service outside of one day reservations. The needs foundation has been established, now time to develop infrastructure.
- We ask every patient if they need transportation. Those who do are able to access our services using RTA.

Observations and Recommendations from Needs Assessment

The following are the key needs identified through analytical analysis documented in this report and lengthy discussion by stakeholders at the November 16, 2016 and December 21, 2016 stakeholder public meetings. Please note that key needs are not necessarily mutually exclusive.

- **Extend operating hours and days of the week**
 - Earlier in AM and later in PM
 - More weekend services
 - Support for expanded trip purposes
- **Improve public awareness and knowledge of public transit**
 - Improve public information availability
 - Use multiple media mechanisms, such as over-the-air
 - Provide training to help current and potential riders schedule and complete trips
- **Establish and maintain strategically located services, especially for dispatching**
 - Centralized dispatching may improve coordination and subsequently opportunities for coordination and better public awareness (simplicity for riders)
 - Provide adequate dispatching resources with prompt response times
 - Coordinate between transportation providers to improve the overall utility of services providers for riders
- **Balance general public services and specialized transit services**
 - Find ways to improve mobility options through innovative service models
 - Identify and welcome opportunities for public-private partnership, such as with intercity bus providers

- Consider cost of long-distance trips to riders
 - Fare cost
 - Time cost

Service Gaps Assessment

This section, the second half of Chapter 3, includes a systematic and opinion-based review of service utilization and gaps in the Coastal Bend region:

- Transit Supply Index (TSI) Geographic Analysis
- Side-by-Side Comparison: Transit Need and Supply
- Transit Utilization in the Coastal Bend
- Workshop and Public Survey Findings
- Observations and Recommendations from Gaps Assessment

Transit Supply Index (TSI) Geographic Analysis

The region's updated inventory, comprising Chapter 2, identified transportation providers and services provided in the Coastal Bend region. This section seeks to ascertain how well the transportation services function in terms of providing geographically distributed access to services capable of providing trips to destinations. Planners developed a Transit Supply Index (TSI) to evaluate and compare the overall transit supply in the region at the Census tract level.

TSI METHODOLOGY

The supply level of fixed-route service is evaluated by service coverage, frequency, and hours of service; response time and hours of service are two aspects assessed for demand-response (including ADA paratransit, demand-response for the general public, and flexible transit) and vanpool services. Table 10 summarizes measures used in the index.

Table 10. Transit Supply Measures.

| Transit Supply | | Measure at Census Tract Level |
|-----------------------------|------------------|--|
| Fixed-Route | Service coverage | % of transit-supportive census blocks* served |
| | Frequency | Average vehicle trips per stop per day |
| | Hours of service | Operating hours at system level <ul style="list-style-type: none"> ○ Level 1: more than 18 hours per day ○ Level 2: 15-18 hours per day ○ Level 3: 12-14 hours per day ○ Level 4: 7-11 hours per day ○ Level 5: 4-6 hours per day ○ Level 6: less than 4 hours per day |
| Demand-Response and Vanpool | Response time | Reservation time limit <ul style="list-style-type: none"> ○ Level 1: guaranteed (standing-order or subscription service) ○ Level 2: same-day service ○ Level 3: same-day service on space available basis ○ Level 4: will-call ○ Level 5: next-day/24-hour advance reservation ○ Level 6: 48-hour advance reservation and up to one week ○ Level 7: more than one week in advance |

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| | | |
|--|-------------------------|--|
| | Hours of service | Operating hours at system level <ul style="list-style-type: none"> ○ Level 1: more than 16 hours per day ○ Level 2: 12-15.9 hours per day ○ Level 3: 9-11.9 hours per day ○ Level 4: 5-8.9 hours per day ○ Level 5: less than 5 hours per day |
| | Service Coverage | Service area of each transportation provider |

* Transit-supportive census blocks are blocks with a housing unit density greater than 3 units per gross acre.

Source: Transit Capacity and Quality of Service Manual, Third Edition, Chapter 5: Quality of Service Methods

Quantitative measures were normalized by the assignment of a number between “1” and “10” based on percentile (1-100 rank) of the original value compared to all other geographic units. Qualitative measures were numerically standardized using a 10-point scale. For example, a demand-response service with response time at level 3 rates as a “7”. Calculating an index value for each transit mode by averaging the values of normalized/standardized measures was the next step. The final step in creating the TSI was applying factor weights in Table 11 to census tract values for each mode.

An assumption behind the weights is that if a census tract contains more than 23 percent census blocks that is transit-supportive, local fixed-route is needed to meet the travel needs of residents in the tract and other modes are supplementary; otherwise, demand-response service would serve the tract more efficiently.

Table 11. Weights for TSI by Mode.

| Census Tract | Fixed-Route | ADA Paratransit | Vanpool | General-Public Demand Response | Flexible Transit |
|---------------------------------------|-------------|-----------------|---------|--------------------------------|------------------|
| % of transit-supportive blocks > 23%* | 6.40 | 1.60 | 0.67 | 0.67 | 0.67 |
| % of transit-supportive blocks ≤ 23% | 1.60 | 0.40 | 1.60 | 4.80 | 1.60 |

*23% is the average percentage of transit-supportive blocks among census tracts served by CCRTA’s fixed-route.

The TSI methodology was applied to all three legislatively recognized public transportation providers in the Coastal Bend region. The following figures illustrate the Coastal Bend’s TSI for public transportation providers during weekdays (see Figure 32), on Saturdays (see Figure 33), and on Sundays (see Figure 34).

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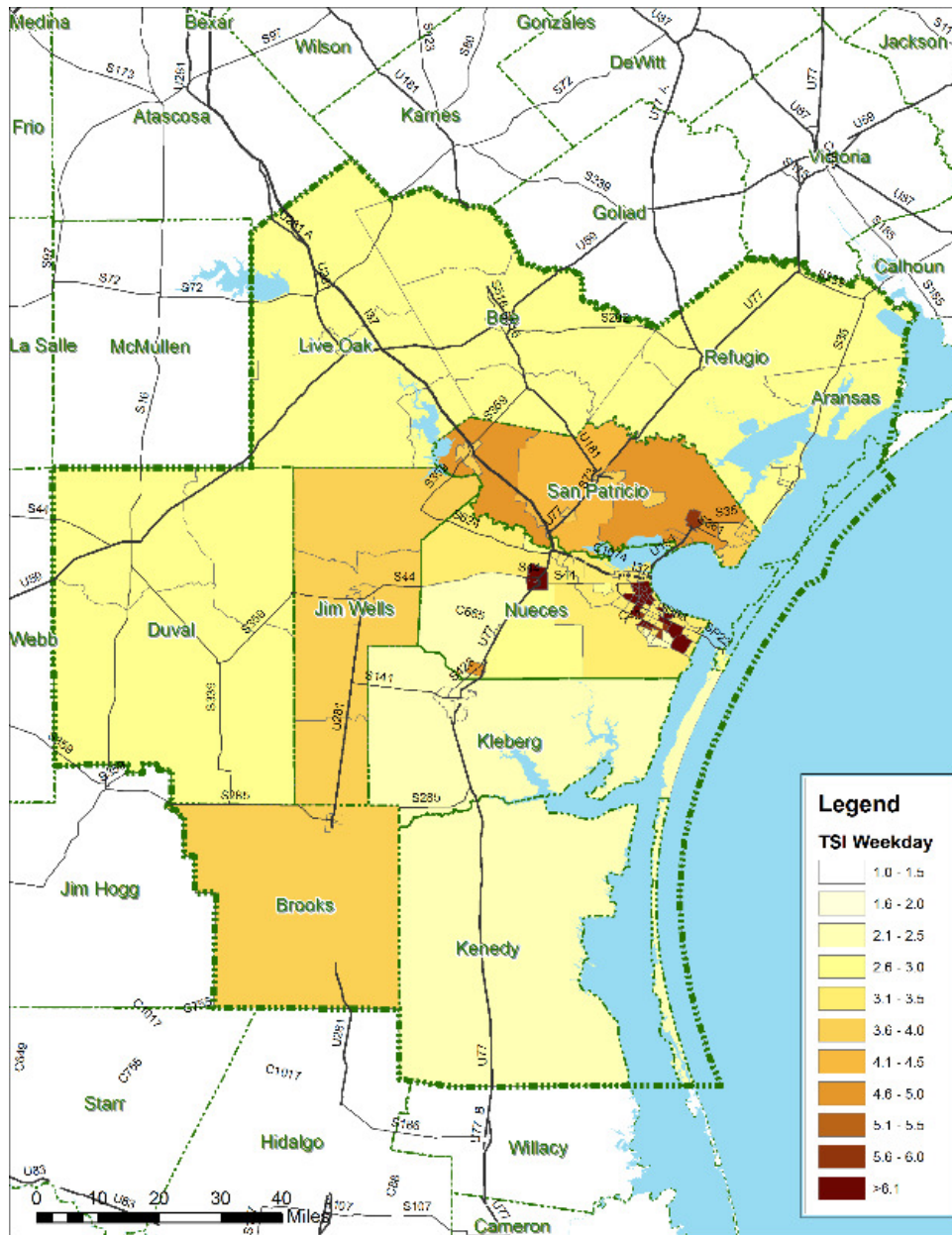


Figure 32. Coastal Bend Region Weekday TSI.

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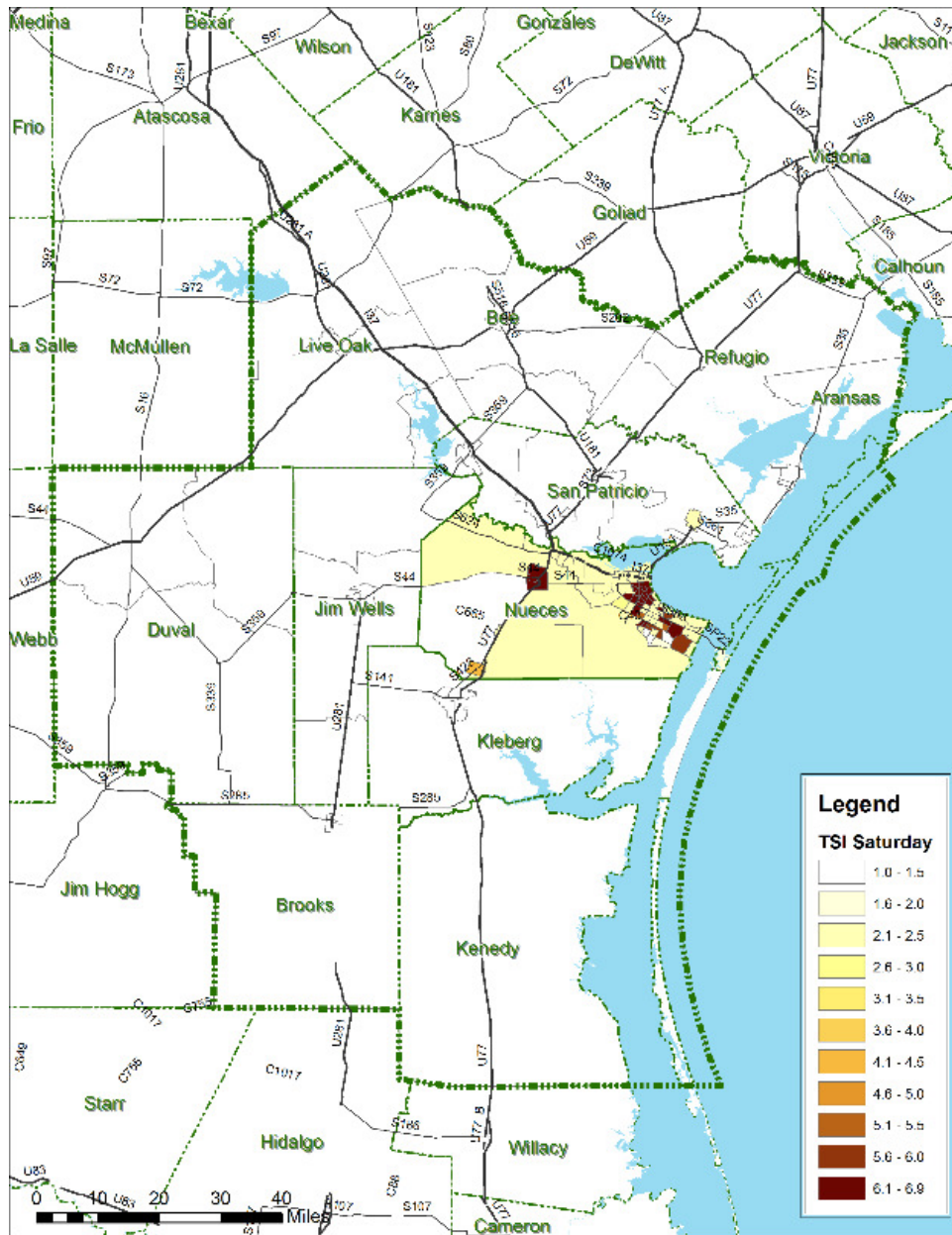


Figure 33. Coastal Bend Region Saturday TSI.

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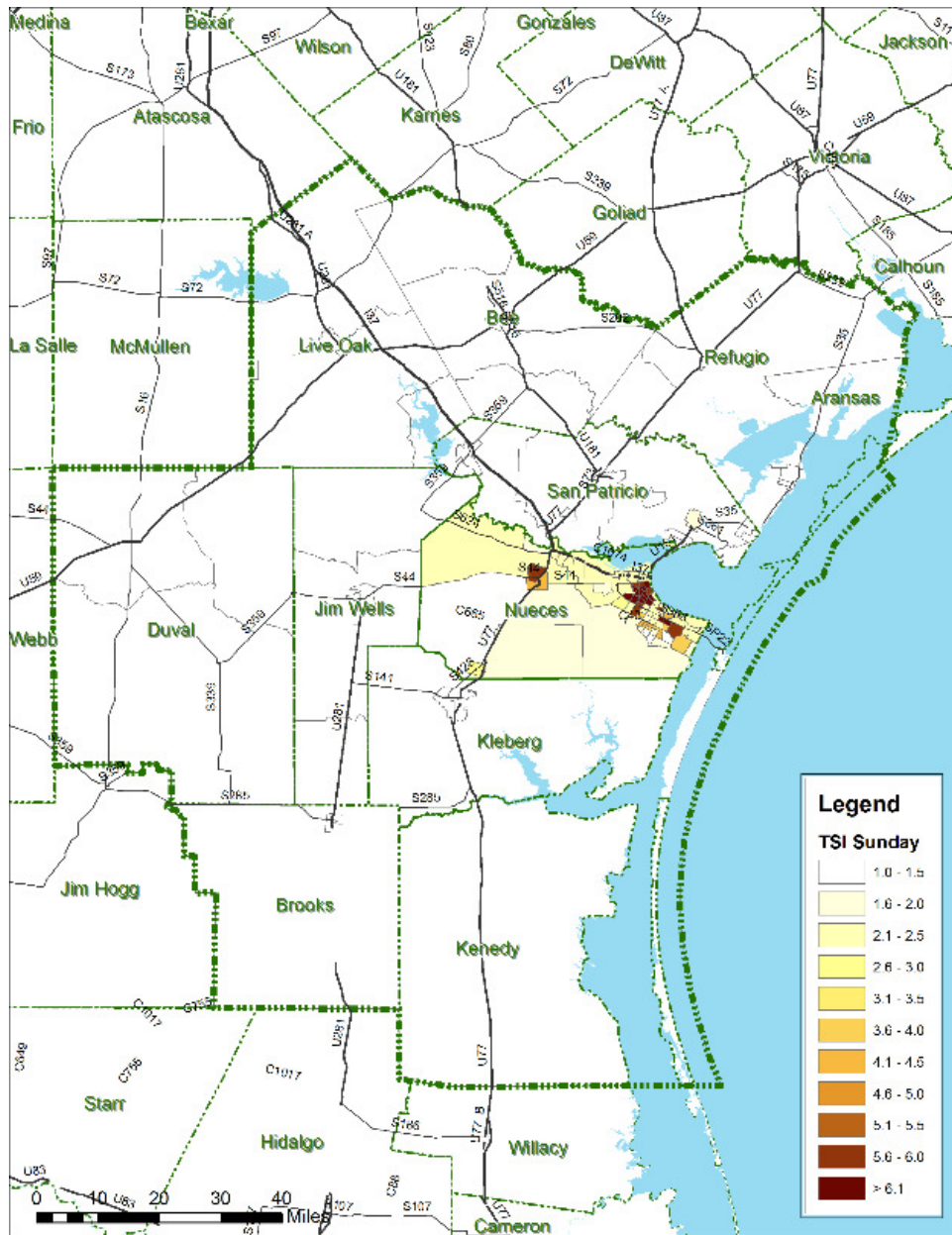


Figure 34. Coastal Bend Region Sunday TSI.

TSI FINDINGS

Weekdays. The Coastal Bend region's weekday TSI ranges from 2.1 to 7.3 in the 10-point scale. Census tracts with the best transit supply concentrate in Robstown and Corpus Christi's bay area along state highway 286 and in the south of highway 357 and 358. In those areas, CCRTA operates The B 17 hours every weekday. In each census tract of those areas, averagely, there are 22 bus stops, buses stop 33 times at each stop per day, and 90 percent of transit-supportive blocks can be accessed within 5 minutes from the closest bus stop. ADA paratransit and vanpool services are also available.

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The second best transit supply that Gregory receives attributes to The B bus routes connecting it to Corpus Christi and Robstown, and the demand-response service provided by R.E.A.L. Inc..

Brooks, Jim Wells, and San Patricio counties served by R.E.A.L. Inc. receives neutral transit supply as compared to other areas in the Coastal Bend region, mainly because in addition to the demand response service for the general public, flexible transit service is available during the school year.

The demand response service's span of hours in Kleberg and Kenedy Counties is 6.5 hours per weekday. This results in that they receive the lowest TSI rating in the region.

Weekend Days. During weekends, CCRTA provides fixed-route (The B) and ADA paratransit services within its service area—Nueces County (excluding Town of Petronila), City of Gregory, and Town of San Patricio. Other census tracts in the Coastal Bend region are lack of public transportation service during weekends.

The Coastal Bend region's Saturday TSI ranges from 1.0 to 6.9. Census tracts with the best Saturday transit supply is the same with the tracts receiving the best weekday service in the region. Due to the reduction of frequency in the south Corpus Christi, a few census tracts have a lower TSI on Saturdays compared to weekdays. Similarly, other census tracts in Nueces County rate lower in terms of Saturday TSI because of the change of The B's service frequency.

Sunday TSI ranges from 1.0 to 6.5 in the region. The Robstown and bay area of Corpus Christi receives almost the same level of service with weekdays and Saturdays, having a rating between 5.7 and 6.5. The north area of Nueces County receives the same level of service on Sundays compared to Saturdays. CCRTA reduces the number of bus routes and frequency of service on Sundays in census tracts that are located in the south of Corpus Christi and south of Nueces County, therefore, these census tracts receive lower TSI compared to Saturdays.

OBSERVATIONS ABOUT SERVICE GAPS

Weekdays TSI Gaps. Transit need and supply are not balanced in the Coastal Bend region in terms of services provided by public transit authority and districts, leaving a noticeable service gap during weekdays. Figure 35 compares the TNI and weekday TSI for public transportation providers in the Coastal Bend region.

Census tracts with the highest transit need in the region emerge in all but Live Oak and Kenedy counties. Cities of Alice, Beeville, Corpus Christi, Taft, Robstown, and Kingsville contain some of these census tracts, while the remaining fall into a large area of unincorporated areas in Brooks, Duval, Jim wells, and Refugio counties.

At the county level, weekday service gap in Duval and Refugio counties are the largest in the region, followed by the Brooks and Jim Wells counties.

At the city level, Robstown and Bishop are located in Nueces County and served by CCRTA. Gregory, Mathis, Odem, Sinton, and Taft distribute almost evenly in San Patricio County. All of them have high transit need in the region. Relying on the commuter service (Route 51), fixed-route service (Route 67), and ADA paratransit operated by CCRTA, Gregory obtain relatively high weekday transit supply in the region. However, weekday service gap exists in the remaining four cities in San Patricio County. In addition, Alice in Jim Wells County, Beeville in Bee County, and Kingsville in Kleberg County also need service improvement to meet the local transportation need.

Weekend Days TSI Gaps. Weekend service gap exists in all counties in the region, but are least pronounced in Nueces County as CCRTA does provide some Saturday and Sunday services. In fact,

CCRTA has increased weekend services in recent years. Figure 33 and Figure 34 visually display the gap in public transportation service during weekends in the Coastal Bend region.

Side-by-Side Comparison: Transit Need and Supply

Figure 35 places transit need and transit supply geographic analyses side-by-side.

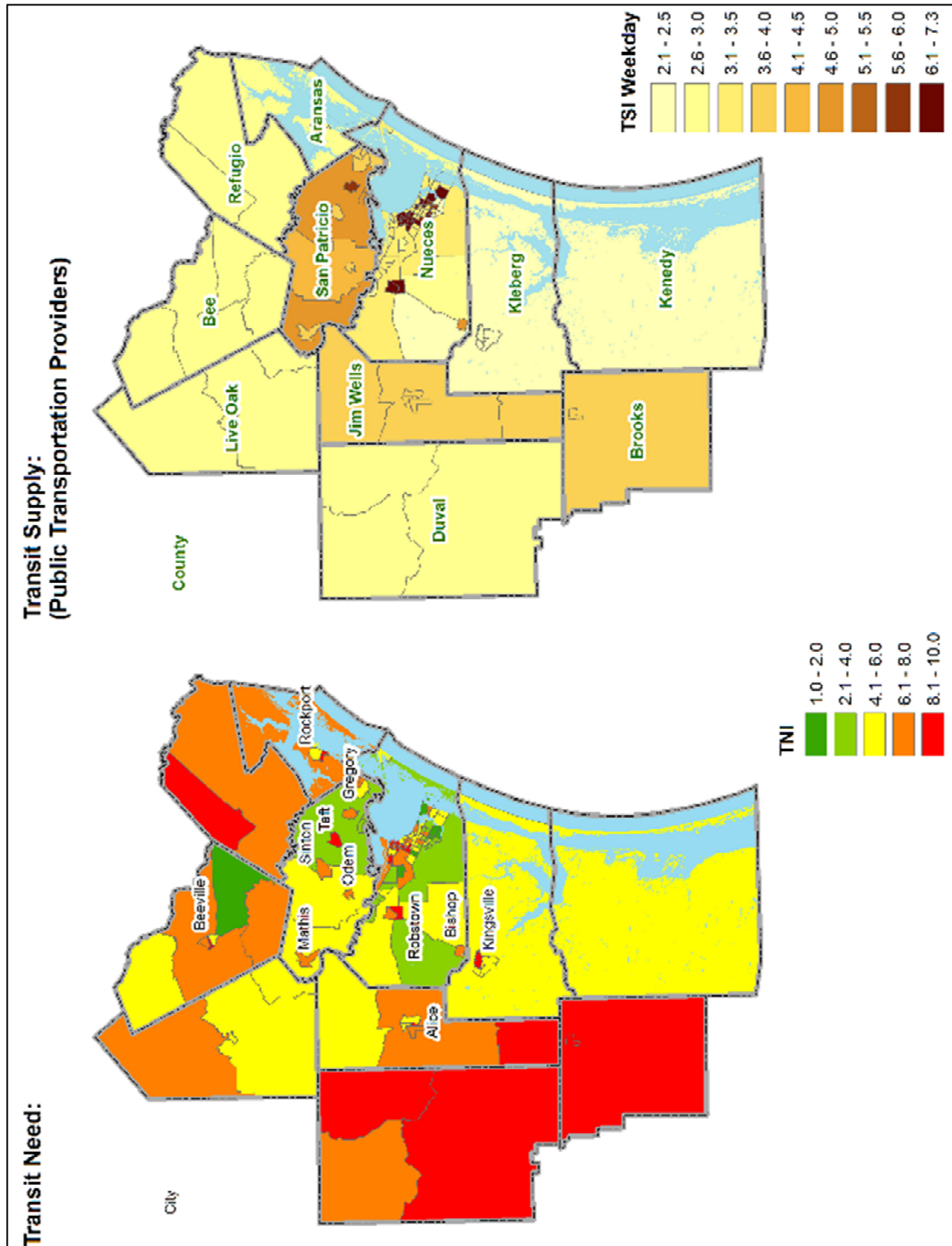


Figure 35. Comparison between TNI and Weekday TSI in the Coastal Bend Region.

Transit Utilization in the Coastal Bend

This section provides information about current service utilization to complement the transit supply information presented in the previous section.

R.E.A.L. Inc. TRANSIT: DEMAND RESPONSE SERVICES

A full 12-month period of dispatch records was used to analyze R.E.A.L. Inc. utilization and trip distribution (November 2015 to October 2016). The data provided includes all R.E.A.L. Inc. trips booked from November 2015 to October 2016. Data fields included trip date, trip type, client identification, client gender, client age, client mobility device, and addresses for pick-up and drop-off locations.

Unique Riders

From November 2015 to October 2016, R.E.A.L. Inc. served 1,643 individual clients. There were no eligibility limitations for a client to use R.E.A.L. Inc. service. As shown in Figure 36, out of the 1,643 clients, 58 percent were female and 40 percent were male.

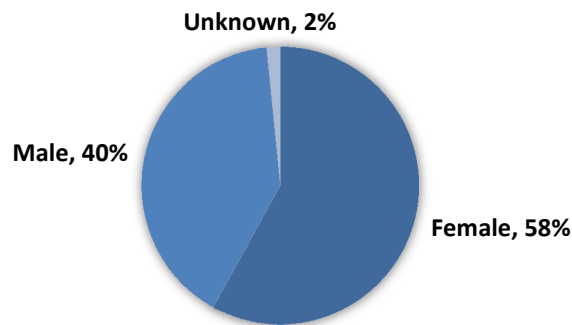


Figure 36. R.E.A.L. Inc. Clients by Gender.

Figure 37 presents that 92 percent of the R.E.A.L. Inc. unique riders served during the study period were ambulatory passengers, and 8 percent use the vehicle's wheelchair lift or ramp.

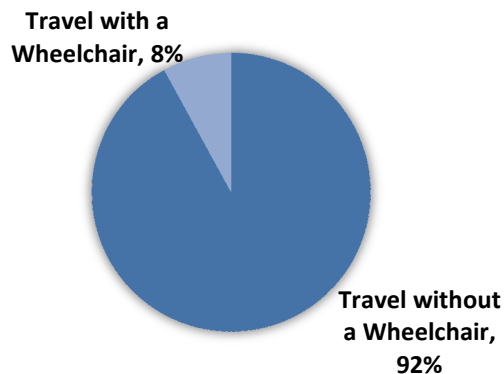


Figure 37. R.E.A.L. Inc. Client Wheelchair Use.

One-Way Passenger Trips

R.E.A.L. Inc. provided 128,248 one-way passenger trips during the 12-month period. Figure 38 illustrates trip demand by day of the week – demand typically peaked on Wednesdays (21.4 percent of total trips). R.E.A.L. Inc. operated 173 passenger trips on Saturdays and five trips on Sundays,

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which were 0.1 percent and 0.004 percent of total passenger trips during the 12-month period, respectively.

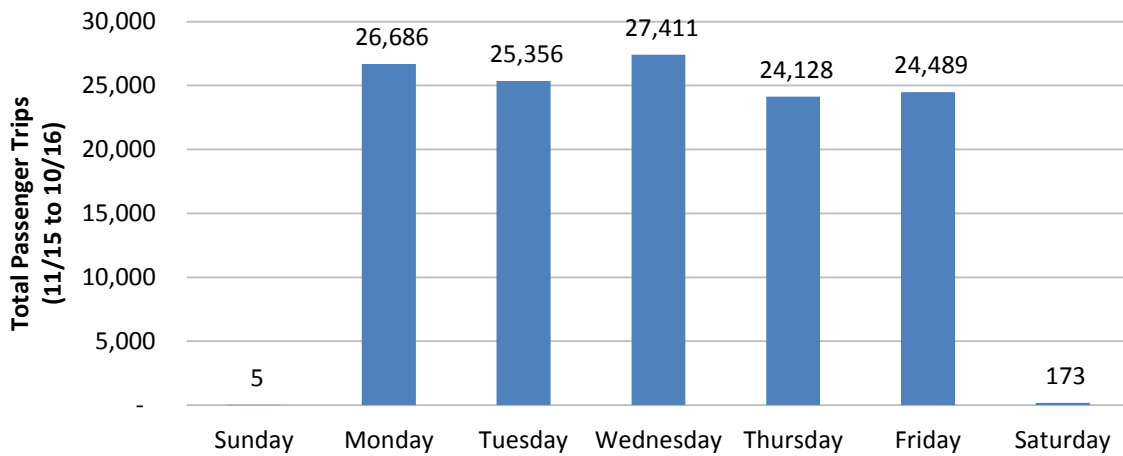


Figure 38. R.E.A.L. Inc. One-Way Passenger Trips by Day.

Figure 39 depicts R.E.A.L. Inc. one-way passenger trips by trip purpose. Education trips represent the highest proportion (35 percent); followed by day care trips (28 percent). Recreation trips were about 10 percent of the total.

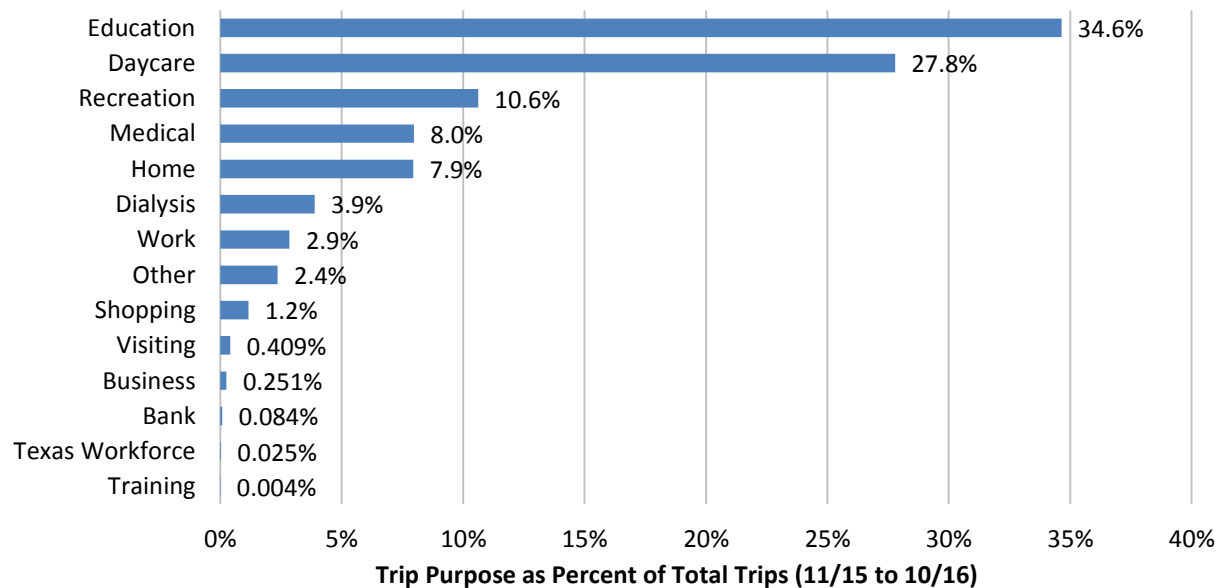


Figure 39. R.E.A.L. Inc. One-Way Passenger Trips by Trip Purpose.

Figure 40 and Figure 41 illustrate the spatial distribution of R.E.A.L. Inc. passenger trip origins and destinations aggregated by ZIP code. Trip origins emerge most in the ZIP codes in Jim Wells County that contain the city of Alice and the ZIP codes in Brooks County that contain the city of Falfurrias. Typically, Zip codes containing a large portion of origins also contain a large number of destinations; please note this at least in part due to the nature of demand response dispatch records.

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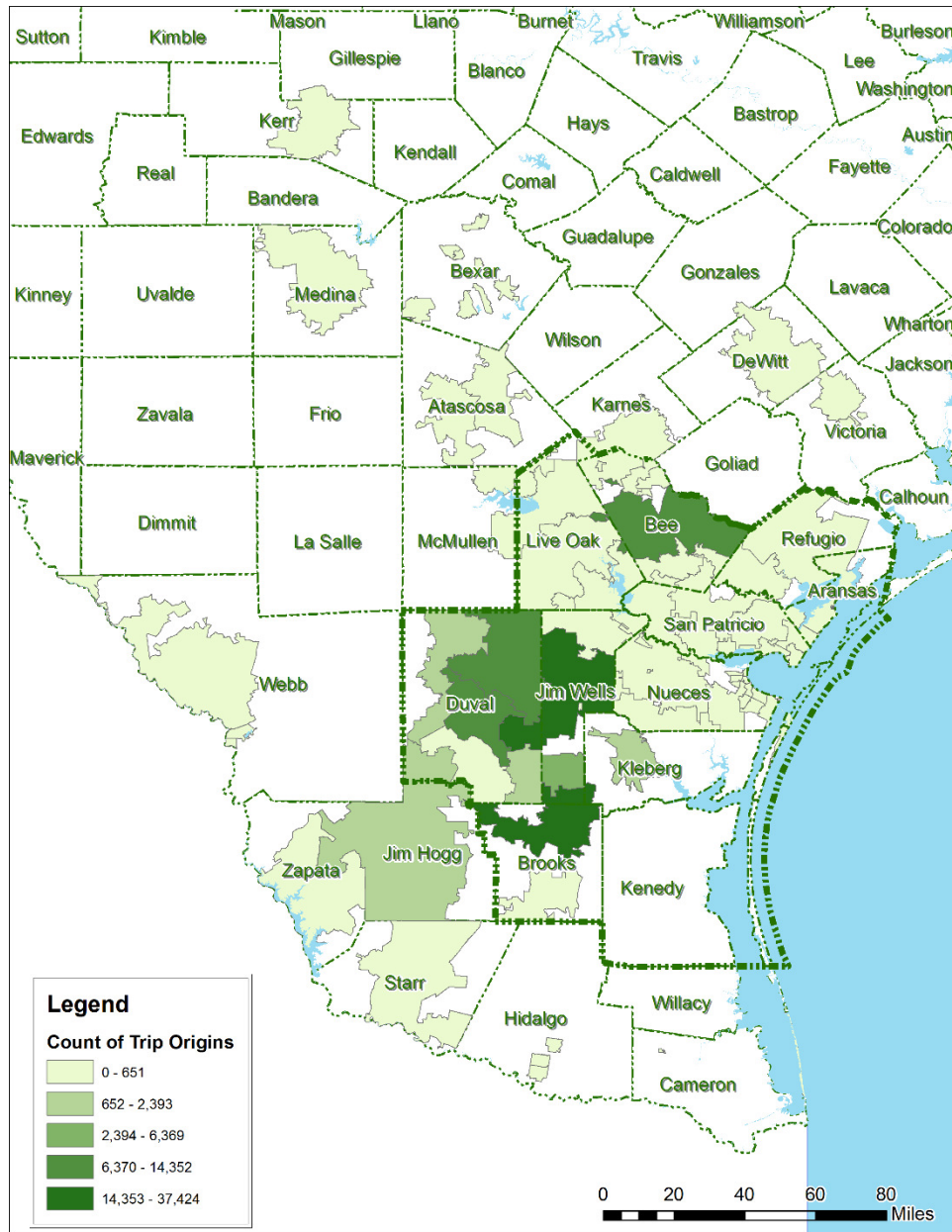


Figure 40. R.E.A.L. Inc. Trip Origins by ZIP Code (11/15 to 10/16).

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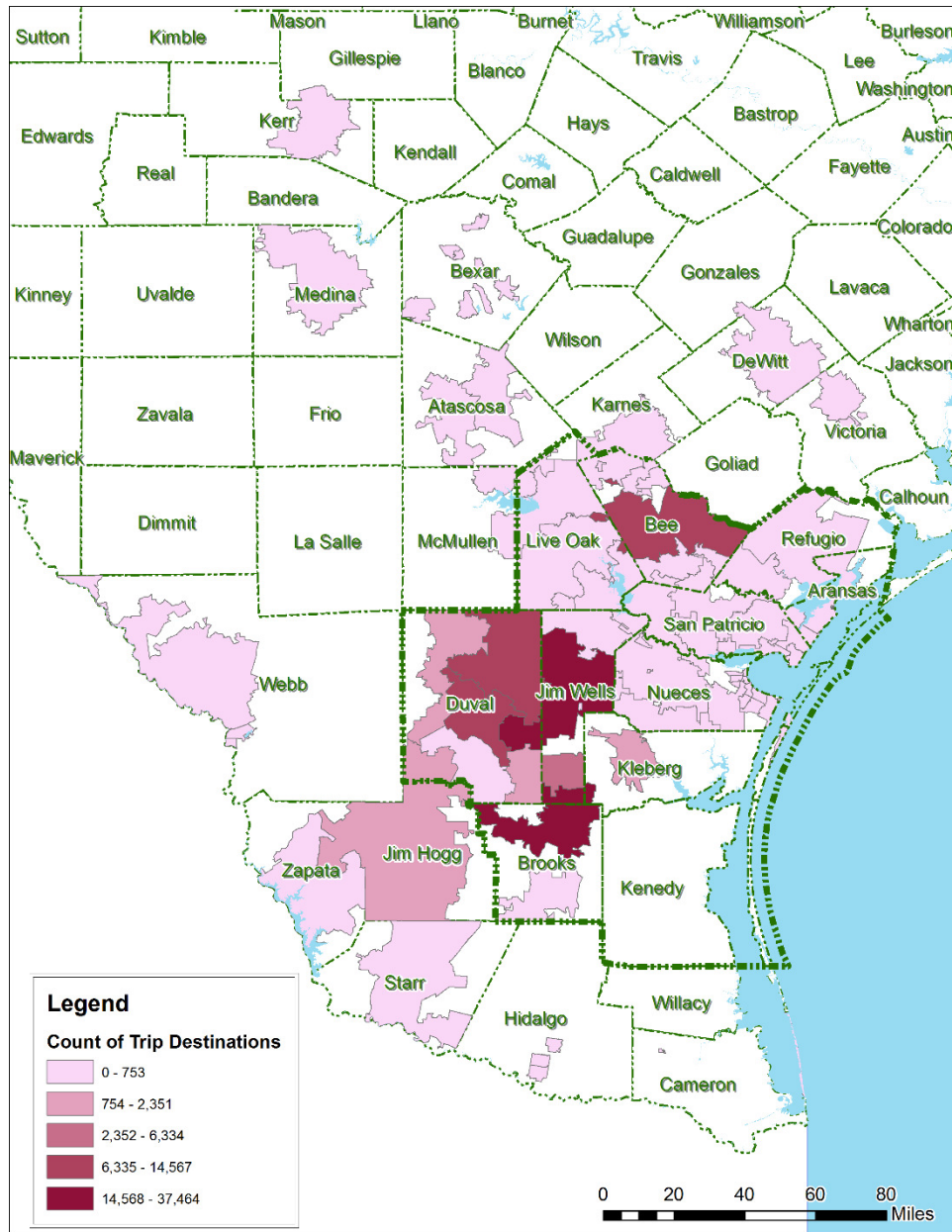


Figure 41. R.E.A.L. Inc. Trip Destinations by ZIP Code (11/15 to 10/16).

PAISANO EXPRESS: DEMAND RESPONSE SERVICES

A full 12-month period of dispatch records was used to analyze Paisano Express utilization and trip distribution (November 2015 to October 2016). The data includes all Paisano Express trips for which records included trip date, client identification, client gender, and addresses for pick-up and drop-off locations.

Unique Riders

From November 2015 to October 2016, Paisano Express served 527 individual clients. Services are open to the public and have no eligibility criteria. Figure 42 shows that 60 percent of total clients were female while 39 percent were male.

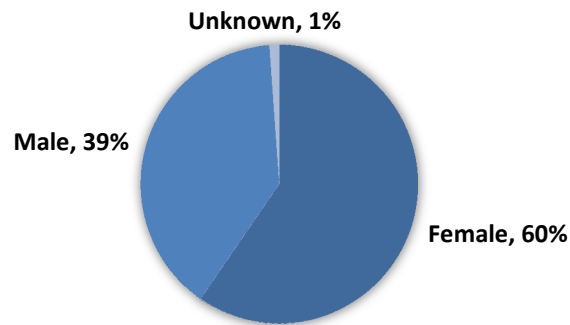


Figure 42. Paisano Express Client Gender.

One-Way Passenger Trips

From November 2015 to October 2016, Paisano Express served total 17,375 one-way passenger trips. Figure 43 presents the trip distribution by day of the week. The most of trips were made on Tuesday (22 percent) or Wednesday (21 percent). Paisano Express served three trips and one trip on Saturday and Sunday during the 12-month period, respectively.

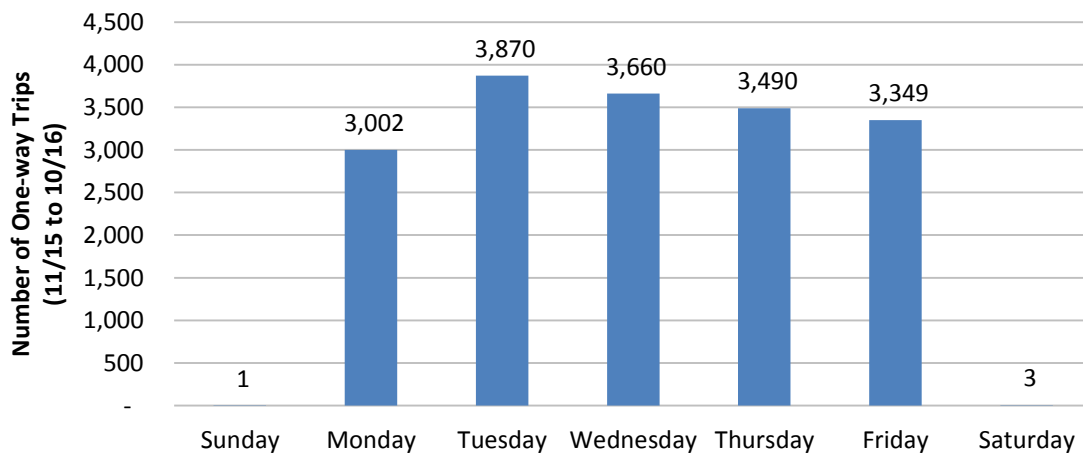


Figure 43. Paisano Express One-way Trips by Day of Week.

Figure 44 and Figure 45 illustrate the aggregated count of trip origins and destinations by ZIP code. The ZIP code with the highest number of trip origins and destinations was in Kleberg County in the

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City of Kingsville. The ZIP codes in the western portion of Nueces County and the border area of Kenedy and Kleberg counties also had a relatively high number of trips.

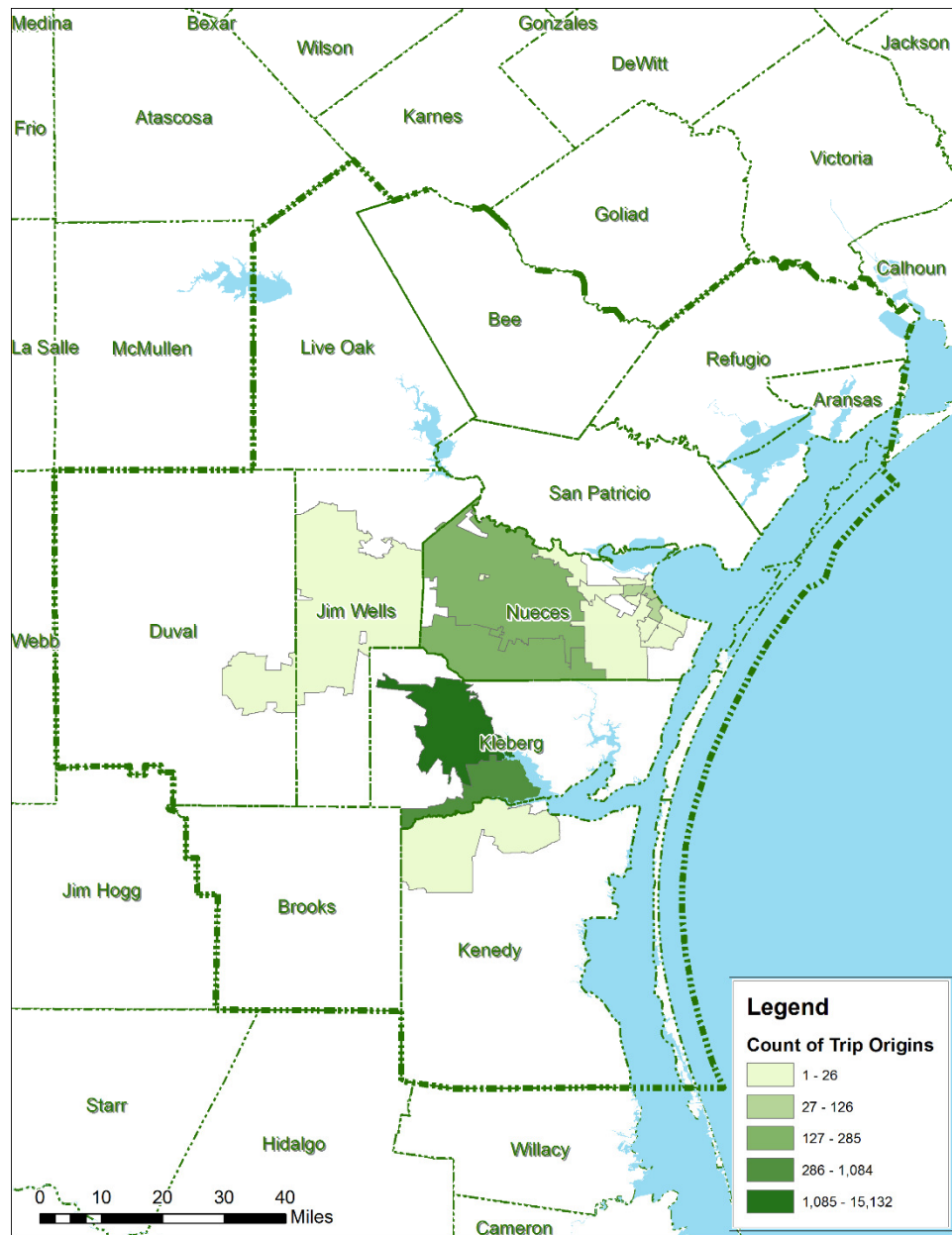


Figure 44. Paisano Express Trip Origins by ZIP Code (11/15 to 10/16).

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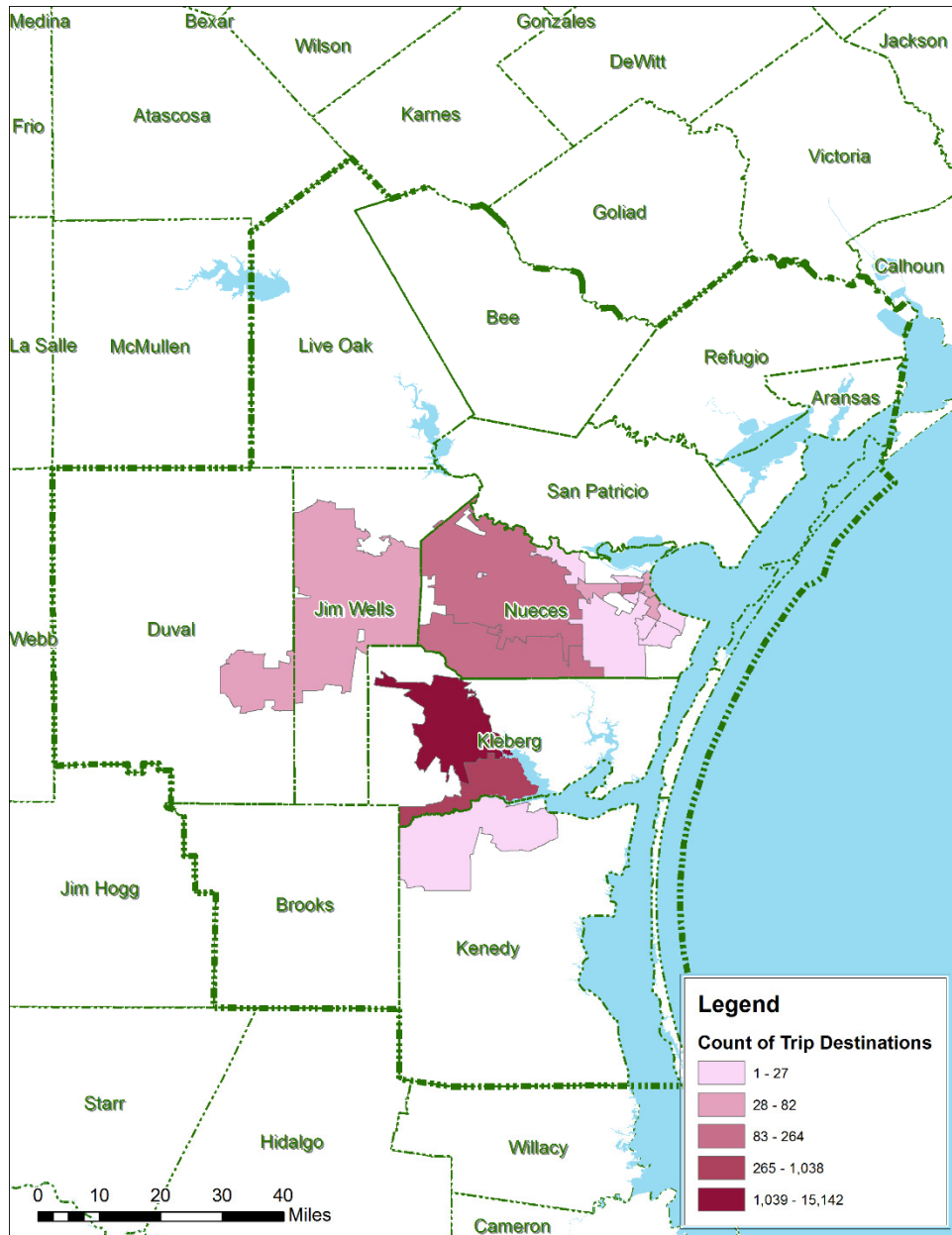


Figure 45. Paisano Express Trip Destinations by ZIP Code (11/15 to 10/16).

COASTAL BEND CENTER FOR INDEPENDENT LIVING

A full 12-month period of dispatch records was used to analyze CBCIL service utilization and trip distribution (November 2015 to October 2016). The data includes one-way passenger trips provided by CBCIL with trip date, trip purpose, and ZIP code information of pick-up and drop-off locations.

One-Way Passenger Trips

CBCIL served total 1,545 one-way passenger trips during the 12-month period. CBCIL services are provided to individuals with disabilities of all ages and seniors 65 and over. Services were available seven days a week. Demand for services was highest on Sunday (17 percent).

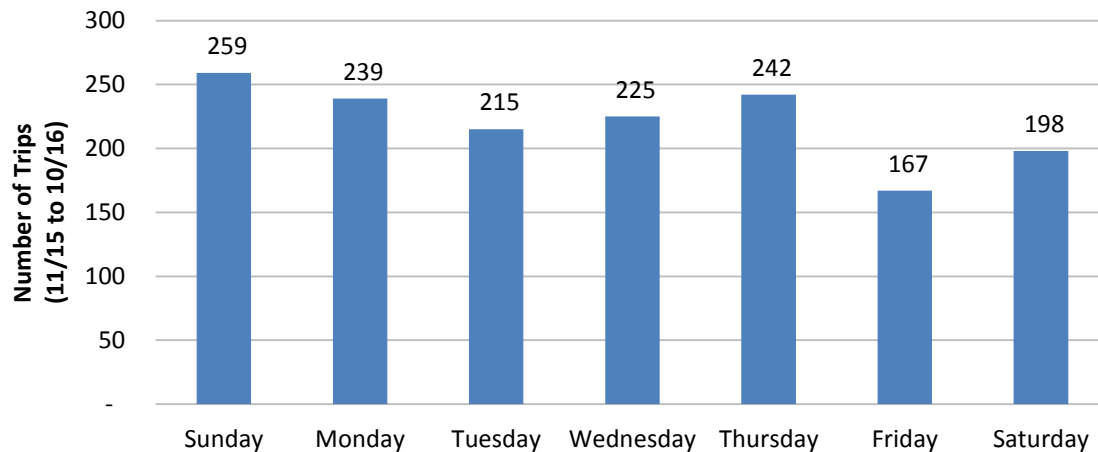


Figure 46. CBCIL One-Way Passenger Trips by Day of Week.

Figure 47 presents the CBCIL one-way passenger trips by trip purpose. The most common trip purpose was medical (32 percent). Employment trips represent the second highest frequency (30 percent), followed by dialysis (20 percent) and education (15 percent). The remaining were various trips with community activity, social security, grocery, and returning-home purposes.

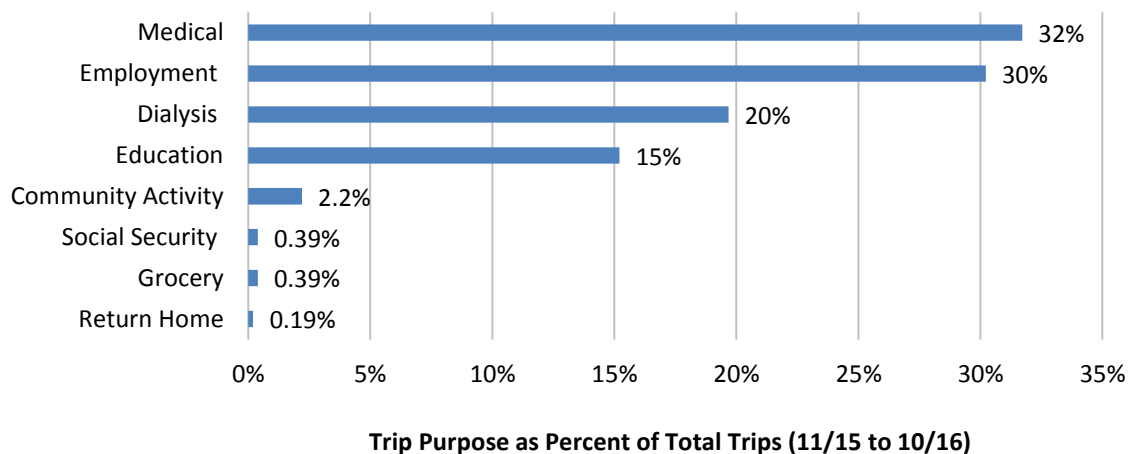


Figure 47. CBCIL One-way Trips by Trip Purpose.

Figure 44 and Figure 45 are maps depicting aggregated trip counts by ZIP code. ZIP codes with relatively high number of trips are typically located in southern San Patricio County and eastern

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Nueces County. CBCIL also provided rider with trips to and from Victoria, Texas (outside the Coastal Bend region).

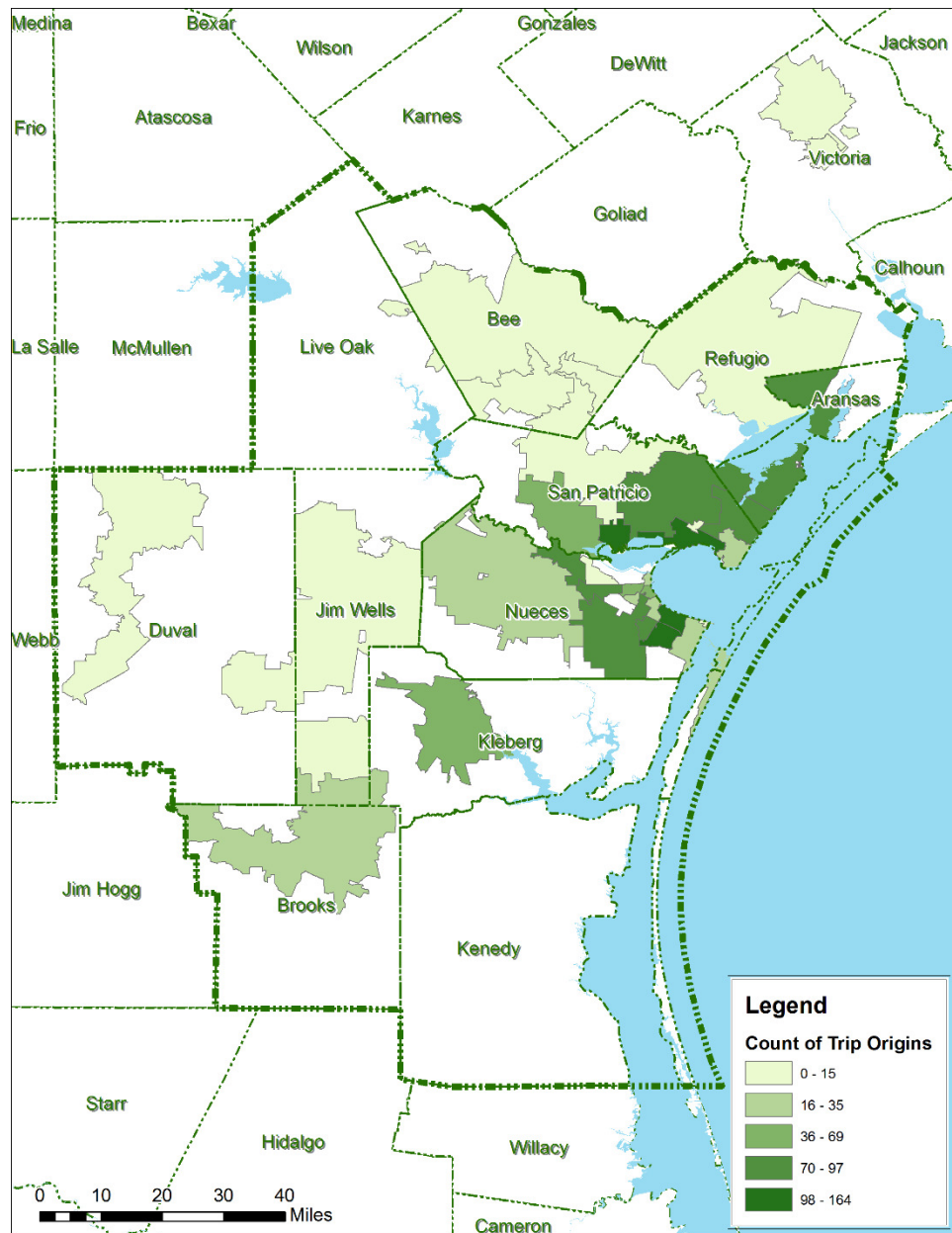


Figure 48. CBCIL Trip Origins by ZIP Code (11/15 to 10/16).

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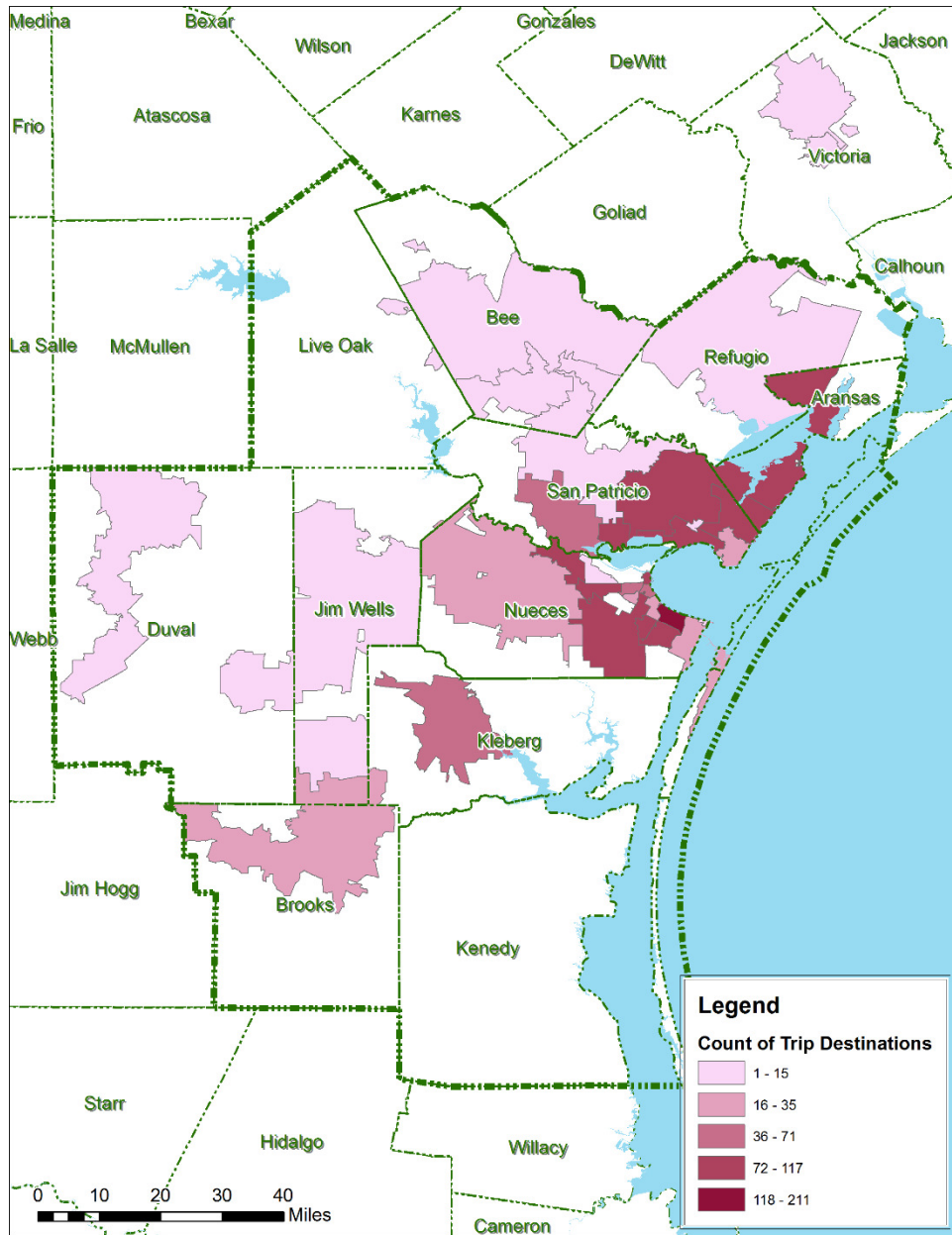


Figure 49. CBCIL Trip Destinations by ZIP Code (11/15 to 10/16).

DUVAL COUNTY SOCIAL SERVICES

Residents of Duval County may use R.E.A.L. Inc. services or, for certain trips, Duval County Social Services services. Table 12 summarizes services trips provided by Duval County during the period from November 2015 to October 2016.

Table 12. Duval County Service Information.

| City | Operating Days | Number of Vehicles Serving the City | Number of Trips Per Vehicle Per Day | Trip Distance (Miles) |
|------------|----------------|--|---|--------------------------|
| Realitos | Weekdays | 1 | 1 | 8 |
| San Diego | Weekdays | 3 | 1 | 12 to 110 |
| Benavides | Weekdays | 1 | 1 | 12 |
| Freer | Weekdays | 1 | 1 | 12 |
| Concepcion | Weekdays | 1 | 1 | 12 |

Duval County Social Services operated transit service in five cities—Realitos, San Diego, Benavides, Freer, and Concepcion—within the county (see Figure 50). Most communities had one vehicle in operation each day, except in San Diego where there were typically three vehicles in operation. Each vehicle ran one trip each day Monday through Friday with a distance ranging from eight to 110 miles.

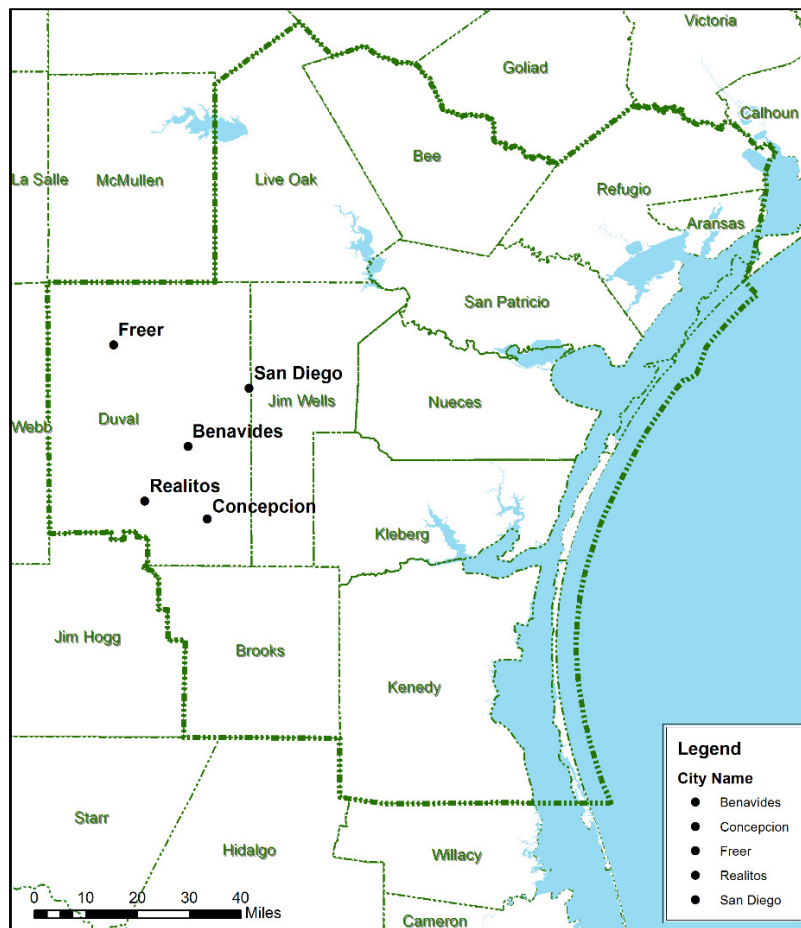


Figure 50. Cities with Transportation Services by Duval County.

Workshop and Public Survey Findings

TCN and stakeholders held workshops focused on key demographic groups such as the seniors (age 65 or over), individual with disabilities, lower income, and veteran populations. Every workshop participant received and was encouraged to complete a one-page survey. Workshops were held the week of November 14, 2016 at the following dates and locations:

- November 14, 2016
 - Community Action Corporation of South Texas – Senior Center in Premont, TX
- November 15, 2016
 - R.E.A.L. Inc. DAHS Center in Benavides, TX
 - Kleberg County Human Services in Kingsville, TX
- November 16, 2016
 - Coastal Bend Center for Independent Living in Corpus Christi, TX
 - Veterans of Foreign Wars Post 7634 in Falfurrias, TX

Workshop facilitators led group discussions regarding transit services, needs, and gaps in the Coastal Bend.

PARTICIPATION

Workshops were held in strategic locations and hosted by stakeholder organizations as the objective was to hear from the region's residents who are veterans, older, minorities, homeless, low-income, or have one or more disabilities. Seventy-eight people participated in a workshop and completed the one-page survey. The following bulleted list summarizes the demographic characteristics of participants:

- Gender
 - Female 53%
 - Male 47%
- Age (years)
 - 18 to 24 0%
 - 25 to 34 0%
 - 35 to 44 5%
 - 45 to 54 14%
 - 55 to 64 18%
 - 65 or over 63%
- Race/ethnicity
 - Hispanic, Latino(a) 78%
 - White, Caucasian 17%
 - Asian, Pacific Islander 1%
 - Black, African American 1%
 - Native American, Alaska Native 1%
 - Other 1%
- Household income
 - Less than \$15,000 57%
 - \$15,000 to \$24,999 15%
 - \$25,000 to \$34,999 18%
 - \$35,000 to \$49,999 5%

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- \$75,000 to \$99,999 4%
- \$100,000 or more 1%
- Veteran status
 - Yes, previously completed service 19%
 - No, never served in military 81%
- Disability status
 - Mobility or orthopedic impairment 49%
 - Visual impairment 40%
 - Deaf or hard of hearing 39%
 - Development disability 37%
 - Mental illness 29%

FINDINGS

Workshop discussion and participant survey results identified areas of improvement for coordination and produced suggestions for enhanced public transportation. Participants were generally expressive about what types of needs exist for them or their local area. Facilitators captured comments as workshop notes and via survey responses.

Current Travel Modes

The majority of respondents (71 percent) indicated that they use a car, truck or van as one of their primary means of transportation, see Table 13.

Table 13. What kinds of transportation do you normally use to travel around your area?

| Travel Modes | Percent of Responses |
|---------------------------------|----------------------|
| Car, truck, or van | 71% |
| Bus | 15% |
| Taxi | 6% |
| Rides from a friend or relative | 17% |
| Walking | 10% |
| Bicycle | 4% |
| Other | 6% |

Use of Transit

Table 14 highlights participants experience with transit in the Coastal Bend, about 44 percent of participants noted they had never used transit. The other 56 percent use transit at least occasionally and 17 percent indicated they use transit five or more days per week.

Table 14. How often do you use public transit in your region?

| Transit Use Frequency | Percent of Responses |
|---|----------------------|
| 5 or more days per week | 17% |
| 2 to 4 days per week | 16% |
| 1 day per week | 1% |
| 1 or 2 days per month | 5% |
| Less than once per month | 5% |
| <i>I no longer use public transit, but used to.</i> | 12% |
| <i>I have never used public transit in my region.</i> | 44% |

General Transportation Problems

Participants responded to a multiple-choice question about which transportation problems exist in their area (see Table 15). Difficulty making trips between communities was frequently cited as a problem, as was a lack of fixed route transit (34 percent and 33 percent respectively). Lack of sidewalks and bike routes was a concern for about 25 percent.

Table 15. Which Transportation problems exist in your area?

| Type of Problem | Percent of Responses |
|--|----------------------|
| No way to get from one town to another | 34% |
| No fixed route public transit | 33% |
| Lack of sidewalks, bike routes | 25% |
| Not enough door-to-door (curb-to-curb) transit | 17% |
| Not enough fixed route public transit | 16% |
| Inaccessible environments (sidewalks, crossings) | 16% |
| No door-to-door (curb-to-curb) transit service | 11% |

Unmet Transportation Needs (i.e., Gaps)

When asked if they had unmet transportation needs, 61 percent of participants indicated there are times they cannot get to where they need to go. An open-ended follow-up question asked participants who had difficulty to explain how public transit providers in their area can assist in meeting more of their transportation needs. The following bulleted list is a synthesized summary of written-in responses:

- Better able to assist me in traveling to medical appointments (4x)
- Providers could try providing shorter, more reliable pick-up and drop-off windows (3x)
- Inaccessible sidewalks and crosswalks (2x)
- No or inadequate fixed routes, such as in Calallen, TX (2x)
- Consider making the service less expensive for riders (2x)
- Need later times for paratransit
- Keep on schedule and provide more seating capacity on crowded trips
- Not always easy to know to book the day before or earlier. Some providers used to provide fuel cost assistance for caretakers or other providers to carry people like to places I need to go
- Consider starting transit service earlier.
- Is it possible for the bus to pick me up in a more reliable timeframe for getting home from work?
- More service in and around Kingsville
- Make sure I can get to the career center when I need to
- Provide more transit for getting to/from where new employers are building facilities
- Provide more Saturday and Sunday service further south in Corpus Christi area
- Take me when I need to go, rather than asking me to adjust my schedule

Observations and Recommendations from Gaps Assessment

The following were the primary service gaps and overlaps in the Coastal Bend region (note that categories of gaps are not mutually exclusive and may therefore be cross-cutting):

- **Regional coordinated services gaps** – challenge to integrate, coordinate services between multiple providers across all counties and multiple TxDOT Districts.
 - Demographic transit need analysis highlights concentrations of needs within Coastal Bend actually lie in three separate TxDOT Districts and therefore constitute a challenge to address across all of Planning Region 20.
 - Many veterans make healthcare trips to Veterans Administration facilities outside the region (San Antonio or Laredo are frequent destinations).
 - Ridership is overall unexpectedly low in particular areas of the region, such as in Kenedy County.
 - Explore how coordination can better occur across planning regions, TxDOT Districts, and general public service provider boundaries.
 - Find ways to work more closely to coordinate with healthcare facilities identified as frequent transit destinations.
 - Seek to enhance reliability of services, regardless of mode, in terms of arrival windows (for each one-way segment).
- **Funding and affordability gaps** – the challenge is two-fold: adequate resources for well-designed services are needed and housing + transportation cost-challenged households need to be reached with affordable mobility options.
 - Funding is needed to strategically expand days and/or hours of services, especially important for employment and healthcare trips.
 - Strategic use of public-private or coordinated partnerships may result in cost efficiencies and mobility improvements, but the overriding focus must be on an overall improvement for the most individuals possible given limited resources.
- **Mobility management gaps** – current mobility management (e.g., travel training, outreach, awareness of all transportation options) do not meet demand from users and can be improved to ensure residents across the region understand their mobility options.
 - Additional coordination and resources are needed to strategically provide travel training.
 - Travel training can assist riders to understand how and when other services may enhance their personal mobility, such as a demand response/paratransit rider learning to use fixed route for or all trips and realizing an increase in personal mobility.
- **Education gaps** – public awareness of services is low, understanding of how to utilize present services varies, and capability of organizations to improve these two conditions varies.
 - Providers can coordinate to improve awareness of current services, thereby improving utilization and coordination.
 - Highlight who uses transit in the region to remove stigma from public transportation.

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Chapter 4

PLANNING FOR COMPREHENSIVE SERVICES

Public and specialized transportation services are funded and operated through several formula funding programs under the FTA, several programs under the HHS, workforce programs, and other funding sources. Chapter 4 briefly describes how the plan relates to varying providers in their pursuit of organizational and regional goals for seamless, equal-access transportation services for Coastal Bend residents.

Regionally Coordinated Transportation Plan for the Coastal Bend 2017-2021

The Regionally Coordinated Transportation Plan for the Coastal Bend 2017-2021 integrated Section 5310 funded programs/providers, health and human services programs, workforce programs, and other various stakeholders throughout the planning process. These other types of stakeholders were full participants during the planning process and programs throughout the plan.

The Coastal Bend regionally coordination and planning integrates the wide variety of stakeholders into the process as a matter of course. The Coastal Bend region has actively coordinated a regional dialogue for more than a decade. In 2006, the Coastal Bend Council of Governments produced the Regional Public Transportation Coordination Plan. The 2006 planning process included active participation by Section 5310, HHS, workforce, and several other organizations. A similar inclusive process was used in 2011 to update the regionally coordinated transportation plan. Around that time same time, the region established the Transportation Coordination Network of the Coastal Bend as a dedicated lead agency for the region whose primary mission was inclusive regional dialogue. TCN continued lead agency efforts through to completing this plan.

The Stakeholder Steering Committee of Planning Region 20 is the directing body of stakeholders and currently consists of 38 individuals representing a wide variety of stakeholders – including Section 5310, HHS, workforce, and other stakeholders. The 2015-2016 roster included the following organizations:

- Aransas County
- Duval County
- TCN
- Refugio County
- Corpus Christi Metropolitan Planning Organization
- Town of Fulton
- City of Rockport
- Texas Workforce Commission
- Kleberg County Human Services (Paisano Express Transit)
- Coastal Bend Council of Governments, Area Agency on Aging of the Coastal Bend
- R.E.A.L., Inc. Transit
- Texas Adult Protective Services
- Coastal Bend Center for Independent Living
- Refugio County Elderly Services
- Methodist Healthcare Ministries
- South Coastal Area Health Education Center
- Texas State House of Representatives, State Representative Abel Herrero (District 34)
- Behavioral Health Center of Nueces County
- Aransas County USO
- First Light Learning Center
- Maximus
- Corpus Christi RTA Transit

The planning process was a comprehensive and structured process open to all transportation providers under the aforementioned programs.

TCN, the lead agency, worked diligently to ensure typical and non-typical transportation stakeholders were actively engaged throughout the planning process. The vision, mission, goals and objectives all pertain equally to all stakeholders. However, certain objectives may be more relevant to particular stakeholders in terms of implementation role; some even are most applicable to Section 5310, HHS, workforce, and other stakeholders. Monthly public meetings, multiple surveys, progress ratings, and workshops ensured individuals and stakeholders from all priority populations and stakeholders of all types had full voice and participation in the planning process and this plan.

Chapter 5

INTEGRATED PLANNING PROCESSES

Chapter 5 reviews other existing plans or on-going planning efforts for transportation in the Coastal Bend region. Together, the planning efforts from various municipal and regional entities provide a structure from which to build and contain overlapping goals and objectives.

Related Plans and Planning Efforts

The following sections each briefly describe a particular plan or planning effort directly or indirectly relevant for the Regionally Coordinated Transportation Plan for the Coastal Bend 2017-2021.

2016 Coastal Bend Health Needs Assessment

In 2016, the Social Science Research Center at Texas A&M University-Corpus Christi developed the Coastal Bend Health Needs Assessment. The feedback was generated by stakeholder meetings and an online community survey. Barriers identified included availability of health insurance, costs associated with health care, transportation to health care facilities, availability of health care professionals, and health literacy issues. Recommendations included expanding healthcare hours, recruiting more healthcare professionals to the area and increasing access to primary care and preventative measures, among other recommendations.

CC RTA Transit Plan 20/20

Corpus Christi Regional Transit Authority completed the CC RTA Transit Plan 2020 in July of 2015. The plan includes a comprehensive analysis of the CC RTA route system that focused on evaluating population, employment characteristics, service design, and ridership. The report focuses on the CCRTA service area. The existing conditions analysis found that most areas of high transit need had adequate levels of service. The plan identified that several bus routes have poor on-time performance due to excessive route length and that service levels and coverage significantly decline on weekends. Fare prices are identified to be low relative to peer transit agencies and fare enforcement is lacking.

The plan identifies the following as recommendations:

- Upgraded Southside Service
- More Frequent Service on Leopard and Port
- Expanded Sunday Service
- More Direct Westside Service
- Downtown / North Beach Route Improvements
- Improved Directness and Frequency in Robstown
- Expanded Express service
- Consolidated Port Aransas Service
- Improved Speed and Reliability

CC RTA Long-Range System Plan

The CCRTA Long-Range System Plan aims to increase mobility and enhance the local economy of the region. The plan recommends developing a priority transit network of 50 miles with enhanced service such as more frequent service and potentially longer hours of service. Other recommendations include the following:

- Redesign of downtown services to better reflect the needs of the community
- New flex-route services for lower density areas of the region and improved customer service, especially for seniors and individuals with disabilities.

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- Seek strategic partnerships with other public and private providers to provide a more convenient trips while pursuing financially sustainable service.
- Expand waterborne transit services
- Provide a new customer services center
- Investigate feasibility of a new transit station of the Westside of Corpus Christi.
- Enhance passenger bus stops by providing shelters at no less than 95% of bus stops.
- Increase street maintenance contributions to local partners.

City of Corpus Christi Plan CC Comprehensive Plan 2035

The City of Corpus Christi led the CC Comprehensive Plan 2035 during 2014 and 2015. The plan provides a framework and future vision for land use and development. Among the vision goals related to transportation, the plan calls for modernized city services to support growth throughout the city. Providing a variety of living choices and diverse neighborhoods is also a goal of the city. The plan calls for a focus on multiple modes of transportation including connected street and sidewalk networks, safe bike routes and excellent public transportation.

City of Corpus Christi Integrated Community Sustainability Plan

The Corpus Christi Integrated Community Sustainability Plan was developed in 2011 to address community-wide and site-specific issues around the city. Recommendations from the plan include a promotion of traditional neighborhood development and promoting bike connectivity. This process resulted in the alteration of 12 land use and development codes in order to “foster quality growth and development”¹⁴.

Coastal Bend Council of Governments Area Agency on Aging of the Coastal Bend – Area Plan FY 2017 -2019

The Coastal Bend Council of Governments developed the Area Plan FY 2017 – 2019 to identify needs and strategies for older adults in the Coast Bend Region. The needs were identified through forum-type events held in 2016. The forums identified three major priority needs:

1. Lack of affordable and accessible transportation for local and medical trips, errands and more transportation options on weekends for shopping and grocery trips
2. Lack of knowledge of available resources, services, and programs
3. Not enough transportation provider service hours (i.e. hours need to be extended)

Local goals and strategies to address these needs were developed and categorized into four categories: Area Agency on Aging Administration, Long-Term Care (LTC) Ombudsman Service, Access and Assistance Services, Services to Assist Independent Living, and Nutrition Services. The local goals include the following:

¹⁴ City of Corpus Christi. 2011. *Corpus Christi Integrated Community Sustainability Plan*. Retrieved from: http://archive.cctexas.com/sustainability/PDF_Docs/ICSP%20Summary%20Document_ready-for-publication.pdf. Retrieved on January 17, 2017.

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1. “Plan and coordinate comprehensive community based programs designed to promote independence and enhance quality of life in a manner that is respectful of older individuals and their caregivers.
2. Increase the number of older people who benefit from programs that protect their rights and prevent elder abuse, neglect, and exploitation.
3. Increase the number of older people who have access to an integrated array of health and social supports, effectively guiding older individuals, their family members and caregivers through an array of service options beginning with Information and Assistance, then as appropriate progressing into Benefits Counseling, Caregiver Information, Care Coordination, Long-term Care Ombudsman and Caregiver Support Services in order to adequately address each individual's specific need in an integrated and timely manner.
4. Provide a local system to assist individuals in need of long term services and supports in living healthy, independent lives in their homes and communities by improving quality of care and by supporting family caregiver’s efforts to care for their loved ones at home and in the community.
5. Through the provision of healthy meals and nutrition education, increase the number of older persons who stay active and healthy”¹⁵.

Corpus Christi Metropolitan Planning Organization 2015 – 2040 Metropolitan Transportation Plan

The Transportation Policy Committee approved the 2015 – 2040 Metropolitan Transportation Plan (MTP) on November 17, 2014. The MTP incorporates a 25-year planning horizon for the metropolitan region. The MTP provides the framework used for selecting projects into the 4-year Transportation Improvement Program (TIP). The plan also contains analysis for projecting population in the region and anticipating financial revenues needed. The MPO identified the following goals and objectives to improve and meet the growing public transportation needs of the region:

- “1. Provide frequent, direct, efficient, reliable and safe transportation services to residents and visitors.
2. Ensure financial resources are available to provide services and facilities to support mobility needs.
3. Minimize vehicle impact on the metropolitan area’s environment so that minimum acceptable air quality levels established by the National Ambient Quality Standards are maintained.
4. Coordinate with agencies to provide accessibility to jobs for economically disadvantaged residents.
5. Encourage private nonprofit agencies to meet mobility needs of the elderly and disabled citizens”¹⁶.

¹⁵ Area Agency on Aging of the Coastal Bend. April 29, 2016. *Area Plan FY 2017-2019*.

¹⁶ Corpus Christi Metropolitan Planning Organization. 2014. *2015 – 2014 Metropolitan Transportation Plan*. Retrieved from: http://www.corpuschristi-mpo.org/01_mtp/2015-2040/2014117_2015-40_MTP_final.pdf. Retrieved on January 17, 2017.

In addition, the MTP includes a section on regional coordination planning. The plan discusses the importance of rural to urban coordinated service to enhance mobility needs in the region and improve the quality of life for public transportation users.

Transportation Works: The Blueprint for Connectivity

The Texas State Independent Living Council sponsored a report assessing the current state of transportation in Texas for persons with disabilities. The report set out a number of recommendations to improve transportation accessibility. The recommendations include leveraging resources from federal, state and other sources such as private-public partnerships; improving public rights-of-way to be more accessible and compliant with ADA standards; increasing awareness for individuals with disabilities and increased feedback to the transportation provider regarding any improvements or suggestions; increasing outreach from transit agencies to work more closely with consumers and advocacy groups.

Health and Human Services System – Strategic Plan 2015 – 2019

The State of Texas completed a Health and Human Services System Strategic Plan for 2015 through 2019. The Health and Human Services System comprises of five state agencies: the Health and Human Services Commission, Department of Aging and Disability Services, Department of Assistive and Rehabilitative Services, Department of Family and Protective Services, and Department of State Health Services. This plan includes the individual plans for the five outlined agencies. The strategic plan is unified by goals and objectives outlined by the Office of the Governor.

Texas Transportation Plan 2040

The Texas Transportation Commission adopted the Texas Transportation Plan 2040 (TTP) on February 26, 2015. The TTP is the statewide long-range transportation planning document and follows a 25-year horizon. The plan provides an infrastructure inventory and identifies state needs for roadways, transit, freight and passenger rail, bicycle and pedestrian facilities, airports, waterways, pipelines, ports and intelligent transportation systems. The TTP goals include the following:

- “Safety – Improve multimodal transportation safety.
- Asset Management – Maintain and preserve multimodal assets using cost-beneficial treatments.
- Mobility and Reliability – Reduce congestion and improve system efficiency and performance.
- Multimodal Connectivity – Provide transportation choices and improve system connectivity for all passenger and freight modes.
- Stewardship – Manage resources responsibly and be accountable and transparent in decision making.
- Customer Service – Understand and incorporate customer desires in decision processes and be open and forthright in all agency communications.

- Sustainable Funding – Identify and sustain funding sources for all modes”¹⁷.

State Plan for Independent Living FY 2017-2019

The *State Plan for Independent Living*, produced by the Texas State Independent Living Council and Texas Centers for Independent Living, went into effect on October 1, 2016. The plan addresses the goals, objectives and activities for the independent living network throughout Texas. The three main goals include:

1. “Advocacy: Texans with disabilities receive necessary supports and services to become more independent.
2. Network Capacity and Sustainability: The Independent Living Network Operates effectively, is adequately funded, and has the capacity to expand.
3. Community Integration: Individuals with disabilities receive the community integration and community-based living supports needed to be more independent”¹⁸

The plan addresses a number of objectives and activities related to these goals and includes a list of measureable indicators and performance targets for each fiscal year. The plan also includes financial forecasts through FY 2019.

Common Goals and Strategies

The following five bullets represent common goals or strategies identified in other local, regional, statewide plans, or planning efforts:

- Identifying cost-effective strategies to enhance public transportation.
- Improving coordination among providers in the region
- Identifying strategic financing partnerships
- Enhancing mobility for rural residents, seniors and individuals with disabilities.
- Increasing outreach to public or riders with disabilities regarding services.

¹⁷ Texas Department of Transportation. 2010. *Texas Transportation Plan 2040*. Retrieved from: <http://ftp.dot.state.tx.us/pub/txdot-info/tpp/2040/plan/chapter-1.pdf>. Retrieved on January 17, 2017.

¹⁸ State Independent Living Council. 2016. Texas State Plan for Independent Living FY 2017-2019. Retrieved from <http://www.txsilc.org/assets/files/FY17-19%20Texas%20State%20Plan%20for%20Independent%20Living%20FINAL%20Submitted%2006-30-16.pdf>. Retrieved on Feb. 3, 2017.

Chapter 6

VISION, MISSION, GOALS & OBJECTIVES

Chapter 6 contains the Coastal Bend's vision statement, mission statement, six goals, and several dozen objectives.

The vision and mission statements were developed through collaboration and a formal vote during the August 2016 public meeting of the Stakeholder Steering Committee of Texas Planning Region 20. The committee and public participated in iterative planning activities to review progress made in the past five years, current circumstances, and future needs and services in order to develop updated goals and relevant/desirable objectives. Goals and objectives identified in this plan aim to address the needs and gaps identified by stakeholders and the public.

Vision Statement

A seamless public transportation network for the Coastal Bend.

Mission Statement

Equal access to public transportation.

Goals and Objectives

The Stakeholder Steering Committee of Planning Region 20 identified six primary mutual goals for improving equal access to seamless public transportation in the region from 2017 to 2021:

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

The following sections highlight specific objectives for each goal. Objectives are focused and brief by design. Each objective's priority, timeframe, potential resources, and assumed overall feasibility is noted.

Establish and maintain strategic, efficient, and integrated transportation services

| OBJECTIVE | Priority | Timeframe | Resources | Feasibility |
|---|----------|------------------------|---------------------------|-------------|
| Increase frequency or coordinated times on fixed routes to create a regional network | Medium | Long-term, Continuous | Operating Funds, Planning | Moderate |
| Provide more shelters at fixed route stops for transfers between transportation providers | Low | Long-term | Capital Funds, Planning | Low |
| Use routing and scheduling software to full potential, such as for coordinating demand response or fixed route trips | High | Short-term, Continuous | Staff Time, Planning | High |

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| OBJECTIVE | Priority | Timeframe | Resources | Feasibility |
|--|----------|------------------------|---------------------------|-------------|
| across service areas | | | | |
| Provide adequate dispatching resources and consistent customer-focused service practices to ensure prompt response times | High | Short-term, Continuous | Capital Funds, Staff Time | High |
| Identify opportunities to efficiently centralize services or pool resources, such as dispatching or travel training | Medium | Long-term | Staff Time | Moderate |
| Investigate ways to provide public transportation to colonias | Medium | Short-term, Continuous | Operating Funds, Planning | Moderate |
| Improve service utilization in areas with high demographic need or where ratio of trips to population is low | High | Short-term, Continuous | Staff Time | High |
| Explore how coordination can better occur across planning regions, TxDOT Districts, and service areas | High | Short-term | Staff Time, Planning | High |
| Identify frequent transit destinations, such as health care facilities or large employment centers, and find ways to work more closely to coordinate services | Medium | Short-term, Continuous | Staff Time, Planning | Moderate |
| Obtain funds to acquire regular replacement vehicles for all stakeholders with vehicle fleets | High | Long-term, Continuous | Capital Funds | Moderate |
| Provide drivers with effective commercial driver's license training and other types of skill-based training | High | Short-term, Continuous | Planning, Staff Time | High |

Provide a variety of transportation services to improve mobility and options for riders

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

Pursue long-term financial resources to provide affordable transportation services

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

Expand operating hours and days of the week

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

Improve public awareness of available services

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

Coordinate for residents' mobility needs to destinations outside the region

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

Chapter 7

SUSTAIN PLANNING & IMPLEMENT PLAN

Chapter 7 describes the Coastal Bend region's capacity to sustain regional transportation planning activities and implement this plan.

Stakeholders' Capacity for Activities

The Coastal Bend region has a long history of collaboration aimed at improving mobility. In 2006, the Coastal Bend Council of Governments produced the Regional Public Transportation Coordination Plan. In 2011, the region, now led by Transportation Coordination Network of the Coastal Bend, updated the plan to maintain relevancy for the period through 2016. Now, in 2017, this plan updates the Coastal Bend's previous plans by identifying a vision and mission for public transportation in the region with attendant goals and objectives.

The Stakeholder Steering Committee of Planning Region 20 is the directing body of stakeholders and currently consists of 38 individuals that combined represent all key stakeholders and priority populations. The Steering Committee will continue to meet regularly in the future to ensure an open dialogue about public transportation mobility continues. Meetings will continue to be open to all stakeholders and the public. Regular meetings are the primary method by which this plan will be implemented. It is during those meetings when stakeholders collaboratively and competitively (sometimes necessitated by funding sources, grant programs, calls-for-projects) work together. A lead agency will coordinate the activities of the Steering Committee.

The lead agency will ensure the Steering Committee roster is representative and all priority populations receive meeting notices:

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

Lead Agency Role and Capacity

Coastal Bend stakeholders are committed advocates of regional dialogue and collaboration. As such, the region's stakeholder will continue to identify one or more agencies capable of filling the role of lead agency. The region understands limited funds are available to support regional coordination. Therefore, the ongoing role of the lead agency actor is assumed to primarily consist of coordinating periodic regional meetings (similar to the past decade), maintaining and utilizing stakeholder contacts lists to promote stakeholders' pursuit of funding/operating opportunities, and periodic performance measurement as required by TxDOT.

Chapter 8

PERFORMANCE MEASURES TO EVALUATE EFFECTIVENESS

Chapter 8 provides performance measures to gauge progress on meeting the needs and gaps identified in this plan, using both statewide-required measures and a few focus measures of local interest to stakeholders in the Coastal Bend region.

The purpose of performance measures is to periodically remind stakeholders the plan exists to guide initiatives and gauge progress in realizing the goals and objectives of the plan.

TxDOT Required Statewide Measures

The three categories of required measures to be tracked by the lead agency in each planning region, including the Coastal Bend Planning Region 20, are collaboration, identification of gaps and inefficiencies, and resolution of gaps and inefficiencies.

Collaboration

1. Number of active, formal partnerships that were in place during the reporting period to:
 - a. conduct regional transportation planning activities, or
 - b. implement objectives or strategies called for in the coordinated plan
2. Number of stakeholder organizations, including but not limited to ones representing (a) individuals 65 and older, (b) individuals with disabilities, (c) individuals with low incomes, (d) people seeking employment, (e) children, and (f) veterans, that:
 - a. received information during the reporting period on how to participate in regional transportation planning activities
 - b. actively participated in regional transportation planning activities during the reporting period
3. Number of individuals who:
 - a. received information during the reporting period on how to participate in regional transportation planning activities
 - b. actively participated in regional transportation planning activities during the reporting period

Identification of Gaps & Inefficiencies

4. Number of gaps and inefficiencies identified in the coordinated plan, including but not limited to gaps and inefficiencies concerning (a) individuals 65 and older, (b) individuals with disabilities, (c) individuals with low incomes, (d) people seeking employment, (e) children, and (f) veterans
5. Number of identified gaps and inefficiencies for which there are recommended objectives or strategies in the coordinated plan for resolving these gaps and inefficiencies

Resolution of Gaps & Inefficiencies

6. Number of objectives or strategies identified in the coordinated plan that have moved from a planning phase to an implementation phase (this may be due to actions taken by any entity or combination of entities, not necessarily the lead agency)
7. Number of objectives or strategies in the coordinated plan that have been fully achieved (due to actions taken by any entity or combination of entities, not necessarily the lead agency)

Coastal Bend Focused Measures

Performance measurement must not be onerous, but should attempt to measure outcomes if possible based on available data and cost of the effort to measure. The following short-list of performance measures were selected to focus on monitoring the region's progress to address gaps identified in Chapter 3:

8. **Regional coordinated services gaps** – challenge to integrate, coordinate services between multiple providers across all counties and multiple TxDOT Districts.
Progress measured using one or more of the following:
 - a. Number of stakeholder public meetings held by the Coastal Bend Stakeholder Steering Committee of Planning Region 20 during the reporting period.
 - b. Number of referrals of riders from one transportation provider to another transportation provider during the reporting period.
9. **Funding and affordability gaps** – the challenge is two-fold: adequate resources for well-designed services are needed and housing + transportation cost-challenged households need to be reached with affordable mobility options.
Progress measured using one or more of the following:
 - a. Number of grant applications, funding proposals, business/employer support initiatives, and human service organization cost-sharing agreements submitted by stakeholders or active during the reporting period.
 - b. Number of individuals who utilized transportation providers' reduced fare options during the reporting period.
10. **Education and mobility management gaps** – public awareness of services is low, understanding of how to utilize present services varies, current mobility management (e.g., travel training, outreach, awareness) resources and practices can be improved to ensure residents across the region understand all their mobility options.
Progress measured using one or more of the following:
 - a. Number of civic events used for public outreach by stakeholders during the reporting period.
 - b. Number of residents provided with information about services, including through outreach campaigns, mobility management, travel training, and customer service interactions during the reporting period.

Methodology and Data Management

This chapter describes each state-required and Coastal Bend focused measure in enough detail to enable the acting lead agency and providers both to understand the information necessary to calculate measures. The acting lead agency will periodically monitor the Coastal Bend's progress on the listed performance measures. The lead agency will collect the necessary information from each provider. Providers must provide information in a timely manner as requested by the lead agency. The lead agency will report to TxDOT PTN as per their future direction.