DECEMBER 2013

Technical Memorandum

2013 TEXAS PUBLIC TRANSPORTATION RESOURCE INVENTORY

Prepared by
TEXAS A&M TRANSPORTATION INSTITUTE
THE TEXAS A&M UNIVERSITY SYSTEM

Texas A&M Transportation Institute

For
TEXAS DEPARTMENT OF TRANSPORTATION
PUBLIC TRANSPORTATION DIVISION

Texas Department of Transportation

Acknowledgments

Texas A&M Transportation Institute researchers created the 2013 Texas Public Transportation Resource Inventory for the Texas Department of Transportation Public Transportation Division. TTI acknowledges the extensive guidance and support from PTN staff. In addition, the inventory would not be possible without the gracious participation of public transportation providers across the great State of Texas. TTI created this technical memorandum as documentation to accompany the primary inventory deliverable, a Microsoft Excel spreadsheet; any errors are the responsibility of the authors.

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INTRODUCTION AND PURPOSE

The Texas A&M Transportation Institute (TTI) was retained by the Texas Department of Transportation's (TxDOT) Public Transportation Division (PTN) to conduct an inventory of public transportation services across the State of Texas.

In 2003, the Texas Legislature created Chapter 461 in the Texas Transportation Code, which mandated the coordination of public transportation services to achieve the following:

- To eliminate waste in the provision of public transportation.
- To generate efficiencies that will permit increased levels of service.
- To further the state's efforts to reduce air pollution.

In order to meet the mandates of Chapter 461, relating to the coordination of public transportation and to implement the legislative intent of §461.001, Transportation Code, the Texas legislature directed the TxDOT "to engage the services of the TTI, or any entity the department deems appropriate, to conduct an inventory of all public transportation providers in the state to determine the types and levels of services being provided by each of them and the extent to which those providers can assist the state in meeting the mandates of the statute" (SB 1, 79th Regular Session, General Appropriations Act, TxDOT Rider 25).

PTN retained TTI in 2006 to conduct the initial inventory pursuant to the legislative mandate. The 2006 effort was conducted at the same time that stakeholders in each state planning region were developing their regional coordination plans for the first time. TTI collected and summarized data for the first inventory on a state planning region basis to assist in planning efforts. In 2009, TTI updated the initial 2006 inventory and summarized findings on a TxDOT district basis. Public transportation agencies in Texas are aligned with TxDOT districts and planning regions (e.g., council of governments regions) based on the location of the agency's administrative headquarters. Many rural transit agencies have service areas that cover parts of two or more districts/planning regions.

In 2013, TxDOT again retained the services of TTI to inventory public transportation resources statewide. The 2006 and 2009 inventory deliverables were large documents formatted for printing (i.e., the 2009 inventory is 323 pages). TxDOT and TTI conferred and decided that a more practical and useful format would be to provide the inventory information in a Microsoft Excel (Excel) spreadsheet accompanied by a brief technical memorandum as documentation. This document is the technical memorandum written to accompany the Excel inventory deliverable "2013 Texas Public Transportation Inventory.xlsx." The remaining pages of this document provide information to accompany the inventory, on the following subjects:

- Overview of public transportation in Texas.
- Data collection.
- 2013 Excel inventory deliverable.
- Summary and interesting findings.

Please note that three appendices are also included: (A) transit districts survey, (B) specialized agencies survey, and (C) correspondence.

OVERVIEW OF PUBLIC TRANSPORTATION IN TEXAS

There are five types of transit agencies in Texas; the following sections briefly describe each type's population threshold, common funding source(s), and locations around the state. Figure 1 and Figure 2 depict the general location of public transportation agencies and services across Texas.

Metropolitan Transit Authorities (MTAs)

Operate in U.S. Census Urbanized Areas (UZAs) with populations greater than 200,000 persons and rely upon federal revenues and a local dedicated sales tax to fund capital and operating expenses (Section 5307). The eight metropolitan transit authorities in Texas provide public transit service in the Austin, Corpus Christi, Dallas, Denton, Fort Worth, El Paso, Houston and San Antonio regions.

State Funded Urban

Operate in UZAs with populations of 50,000 or more and rely upon federal and state revenues to fund capital and operating expenses (Section 5307); additional local funds generated from contract services; and support from county and municipal governments. The 17 state funded urban transit agencies in Texas provide service to residents of the Abilene, Amarillo, Arlington, Beaumont, Brownsville, Lubbock, Grand Prairie, Laredo, Longview, McAllen, Mesquite, Midland-Odessa, North Richland Hills, Port Arthur, Tyler, Waco, and Wichita Falls urban areas. Figure 1 depicts the geographic distribution of MTA and state funded urban transit agencies.

Rural Transit District

Operate in non-urbanized (i.e., rural) regions of varying size and population and rely upon federal and state revenues to fund capital and operating expenses (Section 5311); additional local funds generated from contract services; and support from county and municipal governments. Figure 2 depicts the size and distribution of the 38 rural transit districts in Texas – nine of which make up the next category of transit district in Texas – mixed state funded urban/rural transit district (marked with black circles on the map).

Mixed State Funded Urban/Rural Transit District

Operate services in both UZAs and rural regions simultaneously and rely upon federal and state revenues to fund capital and operating expenses (Section 5307 and Section 5311); additional local funds generated from contract services and support from county and municipal governments. The nine agencies in Texas in this category are Ark-Texas Council of Governments, Brazos Transit District, Capital Area Rural Transportation System, Hill Country Transit District, Gulf Coast Center, Lower Rio Grande Valley Development Council, Concho Valley Transit District, Texoma Area Paratransit System, and Golden Crescent Regional Planning Commission. Figure 2 marks the nine agencies in this category with black circles.

Specialized

Operate various types of general public or client specific transit service in a wide variety of urban/rural contexts across Texas and rely on a wide variety of funding sources, including Section 5310, county/municipal governments, health and human service funding, Medicaid program funds, etc. There are more than 50 specialized agencies in Texas. Please refer to the Inventory Excel file for a complete list. Examples include East Texas Support Services, Border Area Nutrition Council, Air Force Village Foundation, and Big Bend Regional Medical Center.

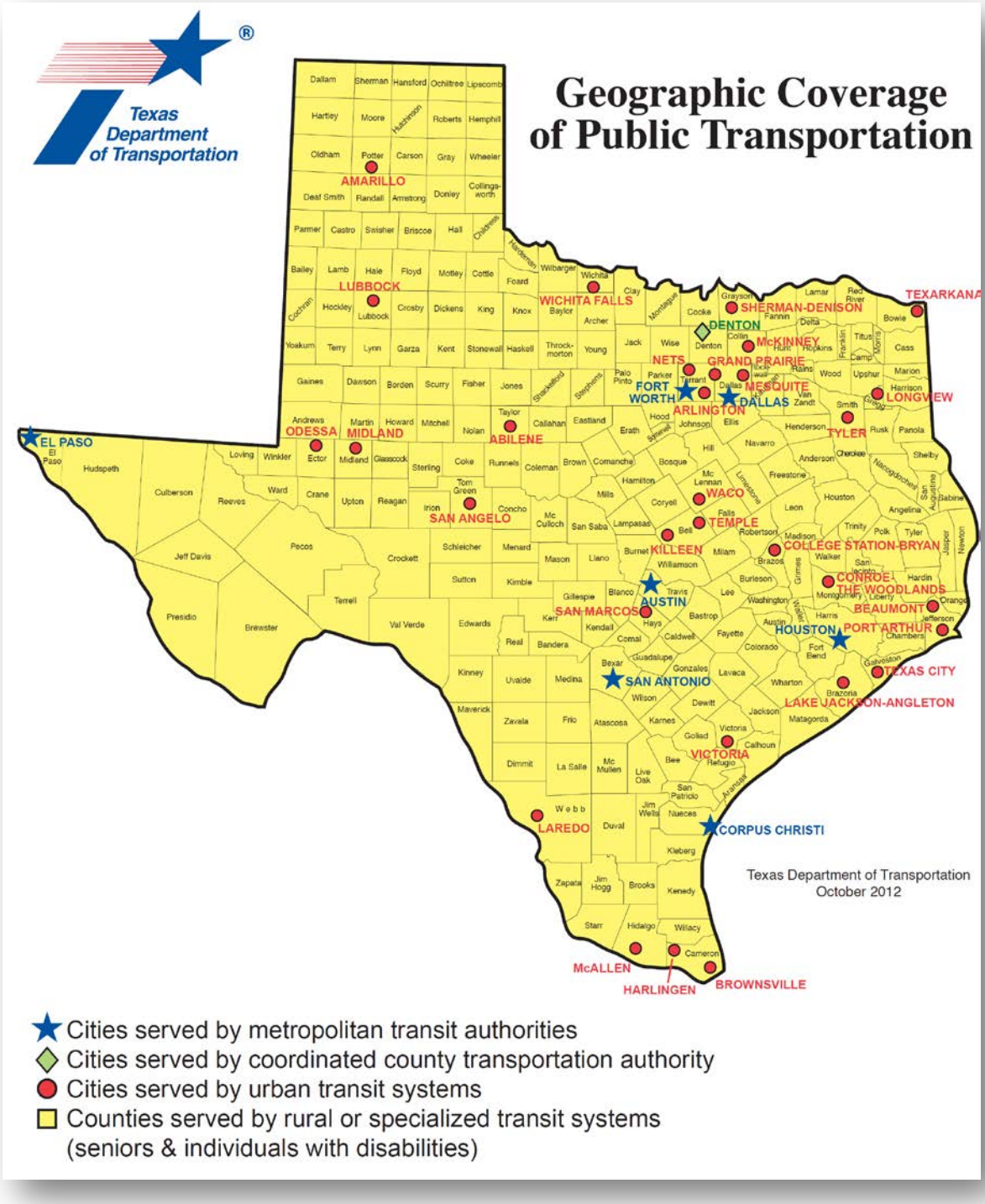


Figure 1. Geographic Coverage of Public Transportation in Texas.

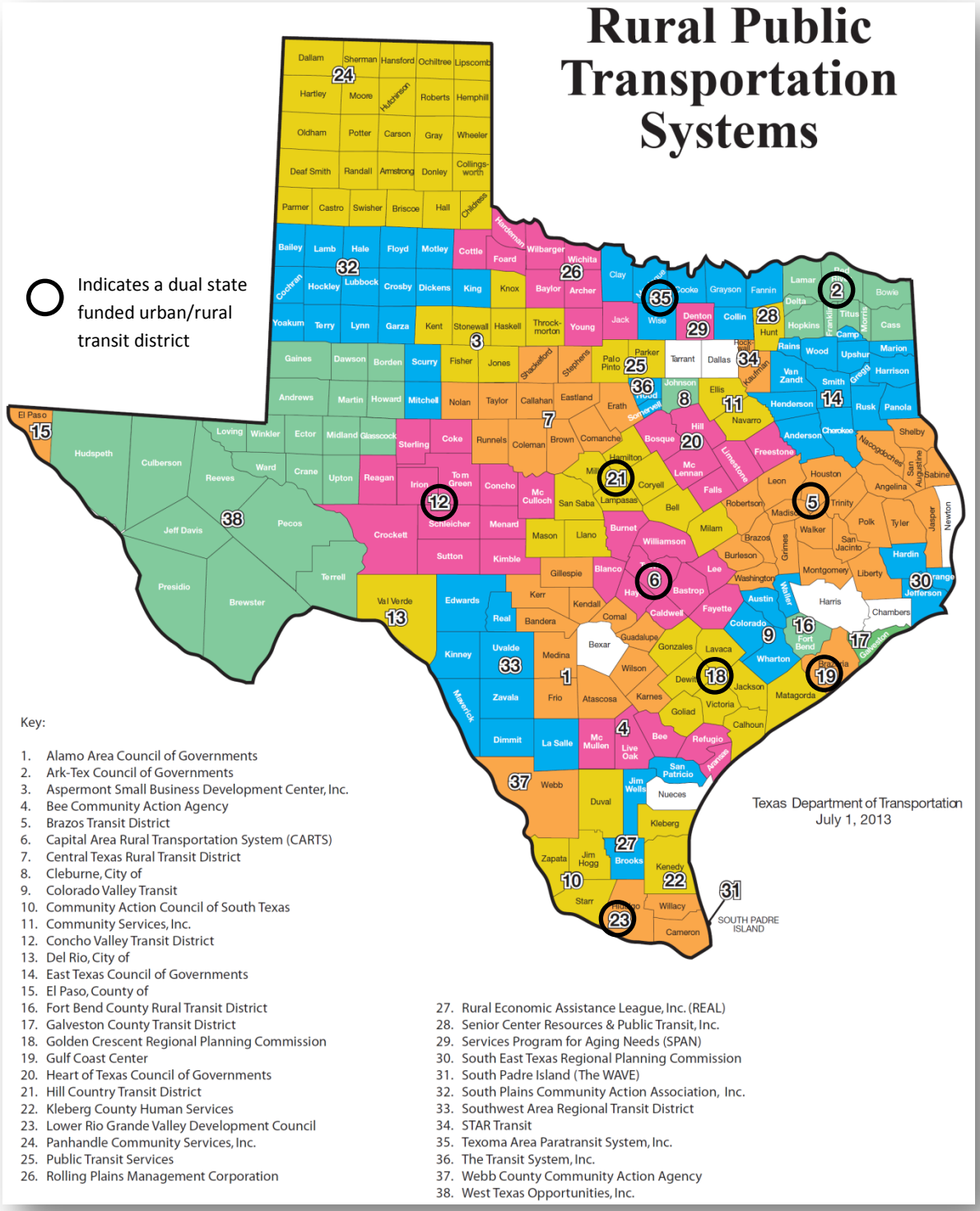


Figure 2. Rural Transit Districts in Texas.

DATA COLLECTION

Data were obtained from three sources. A web-based tool was used to gather information directly from agencies. TTI gathered fleet and expenditure data needed for the final inventory from PTN's Public Transportation Management System (PTMS) and PTN's statewide web-based reporting system called PTN-128.

The data collection methodology was approved by PTN on June 21, 2013, and data collection started immediately thereafter. All responses were requested to be submitted by July 3, 2013. However, due to a variety of circumstances, the deadline was extended and final submissions were received on August 28, 2013. In addition, TxDOT and TTI reached out to MTAs and subsequently incorporated their responses in the inventory and this technical memorandum in November 2013.

Public Transportation Management System (PTMS)

PTMS is TxDOT's electronic inventory of vehicles, equipment and facilities acquired with federal and/or state funds. TTI gathered and used the fleet information to complete the 2013 Texas public transportation inventory. Data was received by TTI from TxDOT on August 16, 2013.

PTN-128 Transit Web-Based Reporting System

PTN-128 is a web-based reporting system managed by TTI that allows transit providers to report a variety of agency specific information to PTN. The data submitted through PTN include: vehicle hours and miles; unlinked passenger trips; various revenue details; operational and capital expenses; and details of service quality including total active vehicles, failures, and performance generated funding. TTI used the most recent complete annual data set for the inventory: fiscal year 2012 (September 2011 to August 2012). Figure 3 displays the PTN-128 homepage (red box indicates the data used in the inventory).

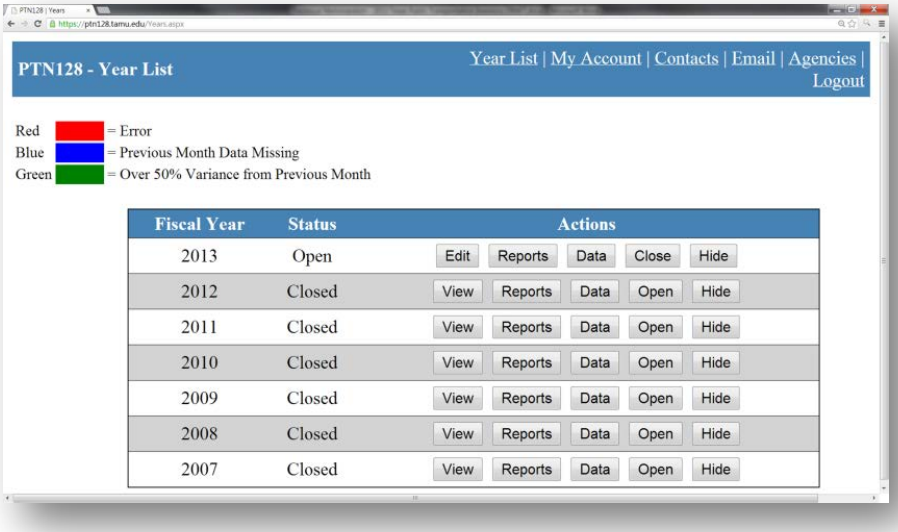


Figure 3. PTN-128 Homepage.

Survey Instruments and Response

Agencies submitted data through two web-based data collection instruments generated through the SurveyMonkey service. TTI and PTN coordinated to develop data collection instruments that were specific to transit districts and specialized transit providers (see Appendix A and B, respectively). TTI and PTN worked together to streamline the data collection instrument so that it required minimal time commitment while obtaining information not available elsewhere (e.g., data readily available in TxDOT PTN's PTMS and PTN-128 databases). Figure 4 presents an example of the SurveyMonkey user interface.

Figure 4. Example of SurveyMonkey Respondent Interface.

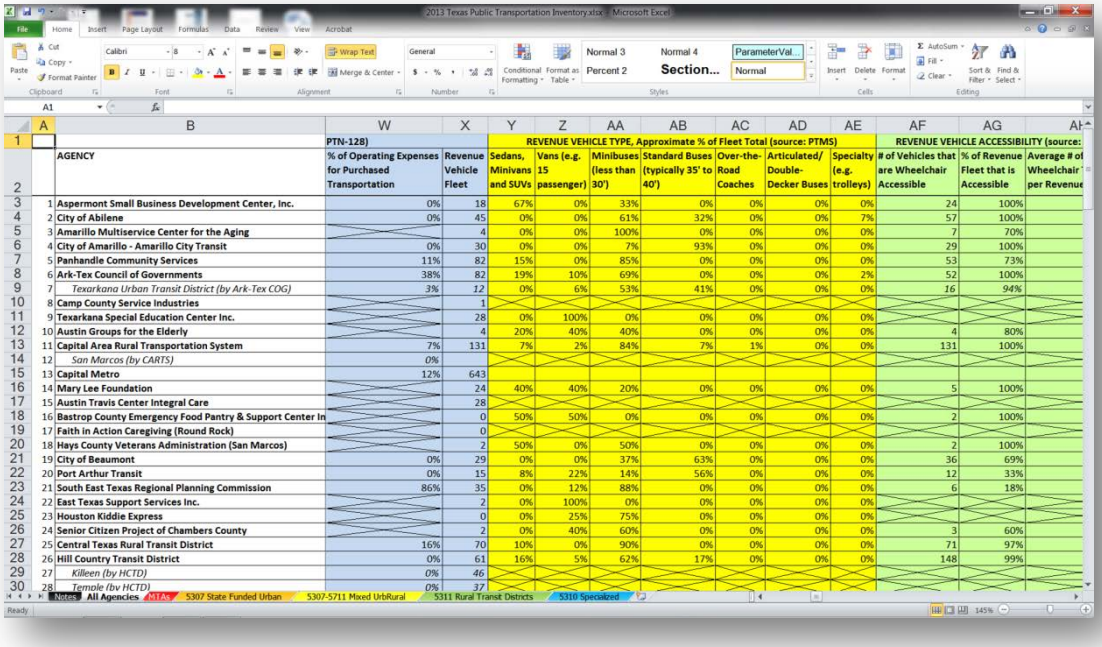
In mid-June 2013, PTN sent emails to invite transit agency representatives to use the two SurveyMonkey instruments to share relevant information with TTI. After an initial response window of about two weeks, TTI called non-responsive agencies to confirm receipt of the invitation and to check that agencies were able to successfully access the survey instruments via the internet. PTN then followed up with a verbal reminder and flyers at the TxDOT PTN Semi-Annual meeting on July 17, 2013 (see Appendix C). As necessary, PTN staff worked with Public Transportation Coordinators (PTCs) in TxDOT District Offices to encourage responses from outstanding agencies by August 16, 2013. Finally, PTN staff directly reached out to the last remaining state funded urban and rural transit districts to ensure that all general public service providers provided a response to TTI to include in the inventory. The efforts of PTN and TTI staff resulted in 100 percent participation by state funded urban, rural transit districts, and mixed urban/rural agencies. See the "Summary and Interesting Findings" for further analysis and findings.

2013 INVENTORY EXCEL DELIVERABLE

The two deliverables of the 2013 Inventory are an Excel spreadsheet accompanied by a brief technical memorandum as documentation. This document is the technical memorandum written to accompany the Excel inventory deliverable "2013 Texas Public Transportation Inventory.xlsx." The Excel spreadsheet combines all relevant data from PTMS, PTN-128, and the two survey instruments. The inventory contains a plethora of information and uses color-coded columns to assist users to navigate; sheets labeled as follows (color of tab in parentheses):

- Notes (black).
- All Agencies (gray).
- MTAs (red).
- 5307 State Funded Urban (orange).
- 5307-5311 Mixed UrbRural (yellow).
- 5311 Rural Transit Districts (green).
- 5310 Specialized (blue).

The sheets with information by agency type include rows with additional information for column totals, sample size (N), lowest value, average value, and highest value. Figure 5 is a screenshot of the actual inventory Excel deliverable; note groups of columns and sheet tabs, at bottom, are both color coded.



	AGENCY	PTN-128) % of Operating Expenses for Purchased Transportation	PTN-128) Revenue Vehicle Fleet	REVENUE VEHICLE TYPE, Approximate % of Fleet Total (source: PTMS) Sedans, Minivans and SUVs	Vans (e.g. 15 passenger)	Minibuses (less than 30')	Standard Buses (typically 35' to 40')	Over-the-Road Coaches	Articulated/ Double-Decker Buses	Specialty (e.g. trolleys)	REVENUE VEHICLE ACCESSIBILITY (source: # of Vehicles that are Wheelchair Accessible	% of Revenue Fleet that is Accessible	Average # of Wheelchair per Revenue
1	Aspermont Small Business Development Center, Inc.	0%	18	67%	0%	33%	0%	0%	0%	0%	24	100%	
2	City of Abilene	0%	45	0%	0%	61%	32%	0%	0%	7%	57	100%	
3	Amarillo Multiservice Center for the Aging		4	0%	0%	100%	0%	0%	0%	0%	7	70%	
4	City of Amarillo - Amarillo City Transit	0%	30	0%	0%	7%	93%	0%	0%	0%	29	100%	
5	Panhandle Community Services	11%	82	15%	0%	85%	0%	0%	0%	0%	53	73%	
6	Ark-Tex Council of Governments	38%	82	19%	10%	69%	0%	0%	0%	2%	52	100%	
7	*Texarkana Urban Transit District (by Ark-Tex COG)*	3%	12	0%	6%	53%	41%	0%	0%	0%	16	94%	
8	Camp County Service Industries		1										
9	Texarkana Special Education Center Inc.		28	0%	100%	0%	0%	0%	0%	0%			
10	Austin Groups for the Elderly		4	20%	40%	40%	0%	0%	0%	0%	4	80%	
11	Capital Area Rural Transportation System	7%	131	7%	2%	84%	7%	1%	0%	0%	131	100%	
12	*San Marcos (by CARTS)*	0%											
13	Capital Metro	12%	643										
14	Mary Lee Foundation		24	40%	40%	20%	0%	0%	0%	0%	5	100%	
15	Austin Travis Center Integral Care		28										
16	Bastrop County Emergency Food Pantry & Support Center In		0	50%	50%	0%	0%	0%	0%	0%	2	100%	
17	Faith in Action Caregiving (Round Rock)		0										
18	Hays County Veterans Administration (San Marcos)		2	50%	0%	50%	0%	0%	0%	0%	2	100%	
19	City of Beaumont	0%	29	0%	0%	37%	63%	0%	0%	0%	36	69%	
20	Port Arthur Transit	0%	15	8%	22%	14%	56%	0%	0%	0%	12	33%	
21	South East Texas Regional Planning Commission	86%	35	0%	12%	88%	0%	0%	0%	0%	6	18%	
22	East Texas Support Services Inc.		2	0%	100%	0%	0%	0%	0%	0%			
23	Houston Kiddie Express		0	0%	25%	75%	0%	0%	0%	0%			
24	Senior Citizen Project of Chambers County		2	0%	40%	60%	0%	0%	0%	0%	3	60%	
25	Central Texas Rural Transit District	16%	70	10%	0%	90%	0%	0%	0%	0%	71	97%	
26	Hill Country Transit District	0%	61	16%	5%	62%	17%	0%	0%	0%	148	99%	
27	*Killeen (by HCTD)*	0%	46										
28	*Temple (by HCTD)*	0%	37										

Figure 5. Inventory Database Deliverable Example.

Please open the Excel file, explore the inventory, and then use the information to improve public transportation.

SUMMARY AND INTERESTING FINDINGS

This section of the technical memorandum summarizes the general findings of the inventory. All information is presented in terms of findings by type of agency (i.e., state funded urban, rural transit district, etc.). The Excel inventory contains the full, rich detail about each agency; refer to that file to conduct deeper analysis than presented in this section.

Sources of Information and Survey Participation

PTN-128 annual data from fiscal year 2012 (September 2011 to August 2012) was available for every public transportation agency and specialized provider in the inventory. PTMS vehicle fleet data were available for all public transportation providers, including all state funded urban, rural transit districts, and mixed urban/rural agencies. PTMS vehicle fleet data were available for 61 of the 71 specialized transportation providers in the inventory database—86 percent. Five of the 10 specialized agencies without PTMS vehicle data do not operate their own vehicles, but rather provide service by contracting for service.

TxDOT PTN staff and TTI researchers collaborated to track the status of participation in the two SurveyMonkey instruments during June, July, and August 2013. Figure 6 depicts how 100 percent of all public transportation providers and 41 percent of specialized agencies responded to the survey.

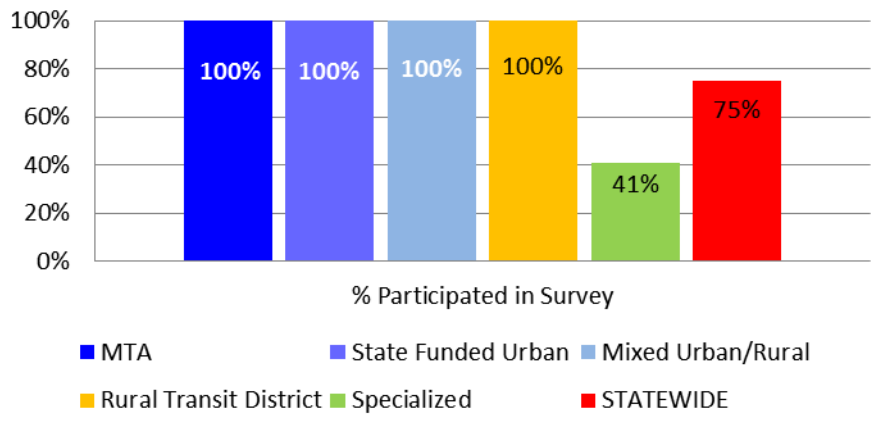


Figure 6. Survey Participation.

Summary of Revenue Miles, Trips, Hours, Expenses

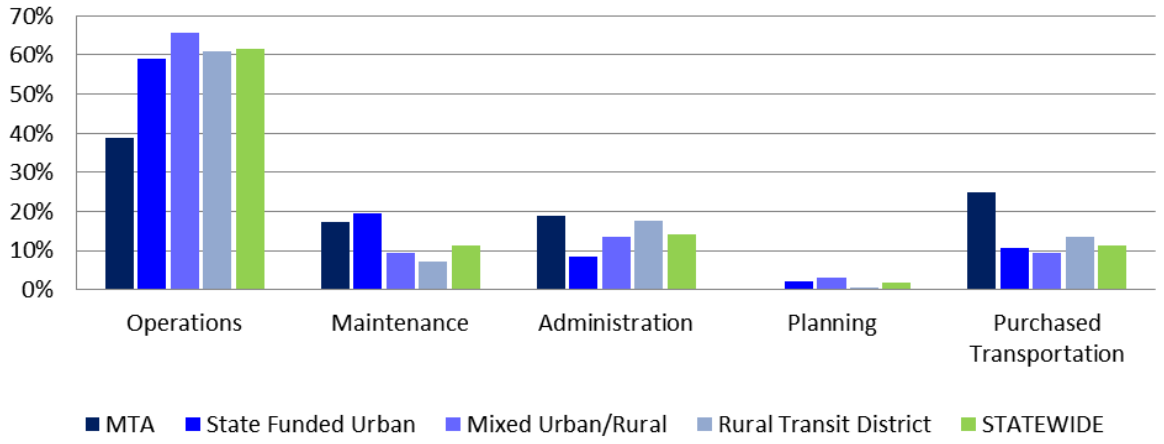
Table 1 summarizes passenger trips, revenue miles, revenue hours, operating expenses, and vehicle fleets in fiscal year 2012 in Texas. Texas public transportation agencies provided more than 301 million unlinked passenger trips in fiscal year 2012 using 256 million revenue miles and 16 million revenue hours at a cost of $1.75 billion dollars using a fleet of approximately 8,346 vehicles.

Table 1. Summary of Texas Transit Service Provided in Fiscal Year 2012.

		Annual Unlinked Passenger Trips		Annual Revenue Miles		Annual Revenue Hours		Total Annual Operating Expenses		Revenue Vehicle Fleet	
MTA	Total	271,199,445	89.8%	191,955,889	75.0%	12,399,980	76.6%	$1,542,713,751	88.2%	5,506	66.0%
(n=8)	*Average*	*33,899,931*		*23,994,486*		*1,549,998*		*$192,839,219*		*688*	
State Funded Urban	Total	13,020,027	4.3%	14,099,572	5.5%	1,008,711	6.2%	$65,859,906	3.8%	498	6.0%
(n=16)	*Average*	*813,752*		*881,223*		*63,044*		*$4,116,244*		*31*	
Mixed Urban/Rural	Total	11,849,931	3.9%	20,681,387	8.1%	1,208,412	7.5%	$67,112,088	3.8%	817	9.8%
(n=9)	*Average*	*493,747*		*861,724*		*50,351*		*$2,796,337*		*36*	
Rural Transit District	Total	4,896,194	1.6%	22,806,757	8.9%	1,212,531	7.5%	$63,919,960	3.7%	1,155	13.8%
(n=29)	*Average*	*168,834*		*786,440*		*41,811*		*$2,204,137*		*40*	
Specialized	Total	942,380	0.3%	6,454,367	2.5%	361,111	2.2%	$9,520,965	0.5%	370	4.4%
(n=71)	*Average*	*13,463*		*92,205*		*5,159*		*$136,014*		*5*	
STATEWIDE	**Total**	**$301,907,977**	100%	**$255,997,972**	100%	**$16,190,745**	100%	**$1,749,126,670**	100%	**8,346**	100%
(n=147)	***Average***	***$2,053,796***		***$1,741,483***		***$110,141***		***$11,898,821***		***57***	

Source: PTN-128 2012 Reports and FTA National Transit Database

The total $1.75 billion annual operating expenses are spent in each of five major categories (see Figure 7). The most common operating expenses are funding transit operations. Maintenance and administrative expenses are typically around 10 to 15 percent and planning is 1 to 5 percent (note: planning funds not reported separately in Urban NTD and therefore not shown for MTAs in figure below). Purchased transportation expenses vary widely as some agencies purchase most of their service, others a part, and still other agencies do not purchase any transportation (i.e., provide everything in-house).



Note: MTA data from 2012 Urban NTD, all others from PTN-128 2012 Reports

Figure 7. Operating Expenses by Category in 2012 (n/a for Specialized).

Current Revenue Vehicle Fleet

In fiscal year 2012, providers operated a combined revenue fleet of approximately 7,800 vehicles of various types. The most common type of vehicle is a minibus of 30 ft or less in length, but for state funded urban providers and MTAs the most common type of vehicle is a standard bus (see Figure 8).

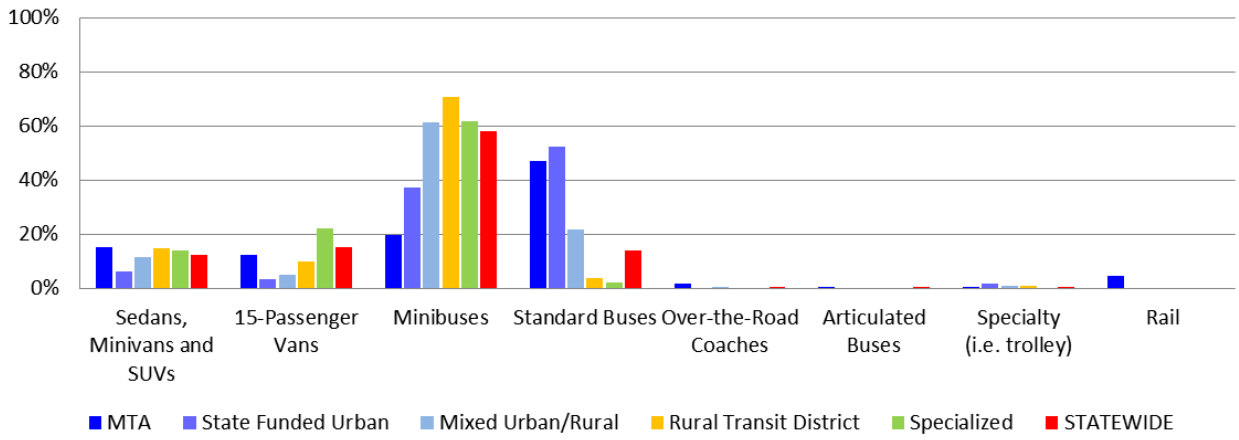


Figure 8. Revenue Vehicle Types.

The statewide preference for fuel use in revenue vehicles is 65 percent gasoline, 25 percent diesel, and about 8 percent other fuels (see Table 2).

Table 2. Revenue Fleet Fuel Use.

	Diesel	Gasoline	Other (propane, CNG, LNG, hybrid, etc.)	Unknown
MTA	34%	31%	35%	0%
State Funded Urban	54%	25%	20%	1%
Mixed Urban/Rural	48%	46%	5%	1%
Rural Transit District	23%	67%	7%	3%
Specialized	12%	83%	3%	2%
STATEWIDE	**25%**	**65%**	**8%**	**2%**

The revenue fleet spares ratio ranges from 6 percent for specialized to 20 percent at state funded urban agencies; the statewide average is 12 percent (see Table 3).

Table 3. Revenue Fleet Spare Ratio.

	Avg. % of Revenue Fleet That Is Spare
MTA	18%
State Funded Urban	20%
Mixed Urban/Rural	11%
Rural Transit District	13%
Specialized	6%
STATEWIDE	12%

About 90 percent of all transit vehicles for any type of agency are wheelchair accessible (see Figure 9). The average number of wheelchair tie-downs in an accessible vehicle is two; state funded urban agencies with standard buses typically have two or three tie-downs.

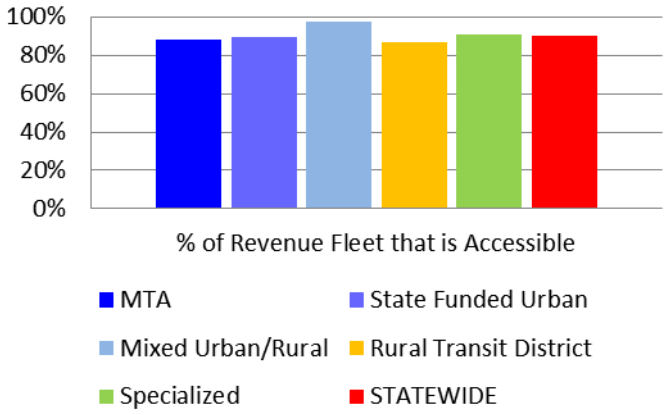


Figure 9. Revenue Vehicle Wheelchair Accessibility.

Table 4 documents various additional fleet characteristics by type of public transportation agency. While most vehicles are near, at, or beyond their expected minimum service life, the average vehicle condition is considered "good."

Table 4. Additional Fleet Characteristics.

	Average Age of Vehicles (years)	Average Min Service Life (years)	% of Min Service Life Years Utilized	Average Vehicle Mileage (nearest 1,000)	Average Min Service Life (nearest 1,000 miles)	% of Min Service Life Mileage Utilized	Average Vehicle Condition (1=Bad, 5=Excellent)	Average # of Seats per Vehicle
MTA	7.1	NA	NA	242,000	NA	NA	NA	NA
State Funded Urban	6.8	8.7	84%	165,000	322,000	59%	3.9	21
Mixed Urban/Rural	5.2	5.4	99%	116,000	159,000	76%	3.9	16
Rural Transit District	5.3	4.9	108%	102,000	141,000	73%	3.9	14
Specialized	9.5	4.9	196%	89,000	136,000	66%	3.6	12
TOTAL	7.6	5.5	150%	114,000	163,000	68%	3.8	14

Revenue Vehicles to Retire and Acquire Next Two Years

Figure 10 and Figure 11 document the approximate overall amounts of revenue vehicles that public transportation providers across the Texas intend to retire and acquire over the next two years, by type of agency. Agencies anticipate retiring 1,171 vehicles and to acquire 1,088 vehicles with a slight shift in numbers from 15-passenger vans to minibuses over the next two years.

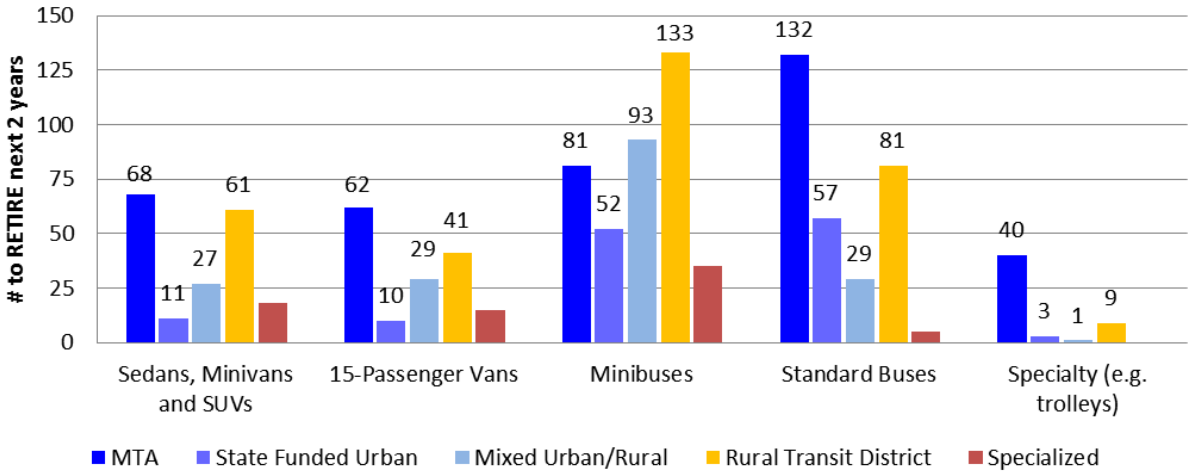


Figure 10. Anticipated Vehicle Retirements Next Two Years.

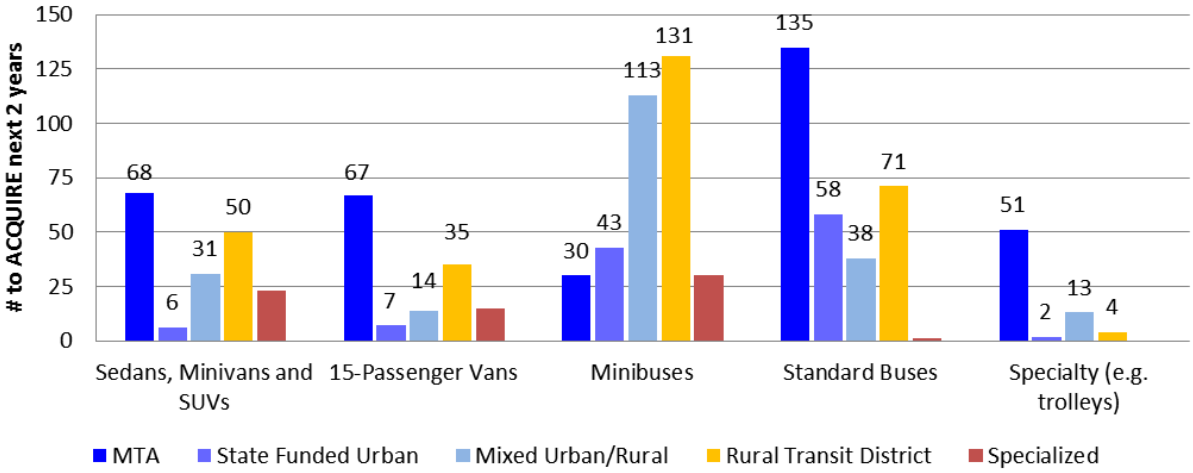


Figure 11. Anticipated Vehicles to Acquire Next Two Years.

Span of Service

Every public transportation provider in Texas operated service most or all days between Monday and Friday; the average beginning time was 6:03 AM and end time was 7:22 PM (see Table 1). Specialized agencies were least likely to operate service on Saturday with only 29 percent and only about 19 percent of all agencies ran service on Sunday.

Table 5. Span of Service Summary.

	Mon-Fri, Service Begins	Mon-Fri, Service Ends	% with Saturday Service	% with Sunday Service
MTA	4:18 AM	10:52 PM	100%	88%
State Funded Urban	5:43 AM	8:13 PM	75%	6%
Mixed Urban/Rural	5:30 AM	7:23 PM	56%	11%
Rural Transit District	5:46 AM	7:05 PM	52%	14%
Specialized	7:13 AM	6:05 PM	29%	14%
STATEWIDE	**6:03 AM**	**7:22 PM**	**55%**	**19%**

Types of Service and Riders

Public transportation providers in Texas operate a variety of services; a majority of agencies operate two or more types in concert. Figure 12 illustrates the percent of each type of agency that operates nine different forms of public transit. A majority of state funded urban and multi urban/rural agencies operate fixed route service and complementary ADA paratransit. Demand response is the primary mode for rural transit districts—more than 90 percent. Nearly 80 percent of specialized agencies operate client/program specific services, and 60 percent operate demand response.

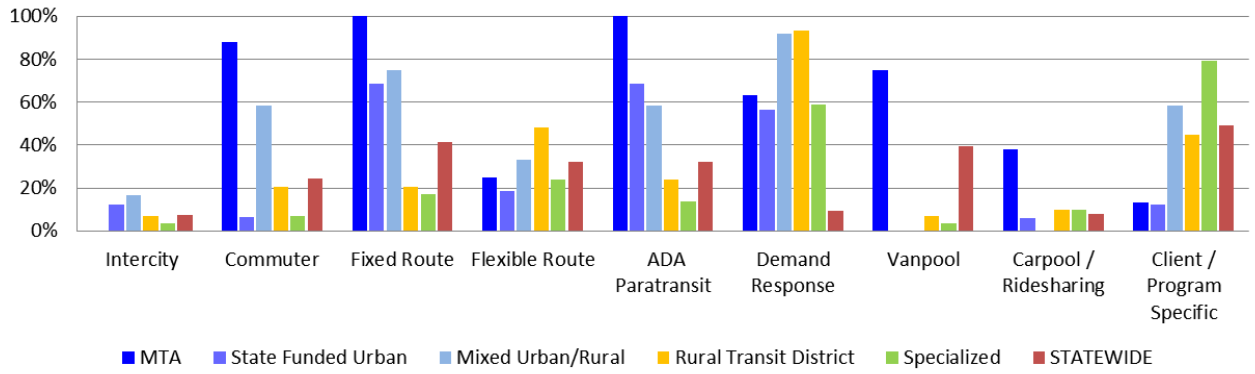


Figure 12. Percent of Agencies, Types of Transit.

The variety of services exists to tailor how transit service is provided based on the needs of target riders. Target rider groups vary based on the agency and often are influenced by funding sources and constituent opinions. Figure 13 documents types of riders by type of agency. Please note that for this figure only it was important to add a type of agency as a subset of state funded urban agencies: limited eligibility providers. Limited eligibility providers operate services for seniors and people with disabilities in four urban areas: City of Grand Prairie, Mesquite, Arlington, and North Richland Hills (called NETS). Most state funded urban agencies operate service for the general public and other types of riders.

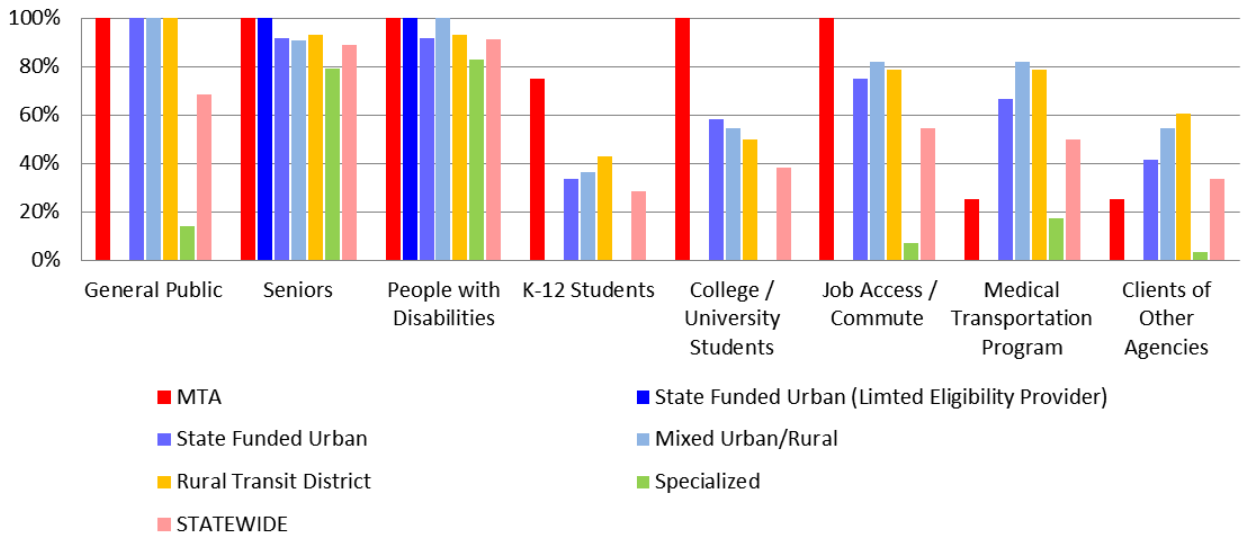


Figure 13. Percent of Agencies, Types of Riders.

Agencies responding to the survey were allowed to indicate other types of riders not listed. The responses for other types of riders also provided public transportation service included low-income individuals/families, women with children under age 5, individuals with a substance abuse problem, and veterans (mentioned three times).

Trip Purpose (Non-Medicaid Trips)

Closely related to types of service and types of riders is a rider's purpose for riding transit. The SurveyMonkey instruments asked agencies to share their best, most-recent information about their riders' trip purposes. Table 6 documents trip purpose by agency type and by providing the lowest reported percent, average, and highest percent. Please note that these trip purposes do not include trips operated by agencies as part of the Medicaid Medical Transportation Program (MTP). Medical/doctor/healthcare is the most common trip purpose by agency with 34 percent. Combining personal business/social/recreational and shopping categories results in about 28 percent of trips. Twenty two percent of trips are job and work related. Another 11 percent of trips are education related. Please note these values are not weighted by trip volume by agency but rather values are averages of raw percentages as reported by agencies for trip purpose.

Researchers asked a follow-up question about how each agency learned about their riders' trip purposes. Thirty percent indicated that they referred to a recent passenger survey. Most of those 30 percent with surveys were more recent than 2010.

Table 6. Trip Purpose (Non-Medicaid Program Trips).

		Work related	Head-start / before and after school programs	School (K-12)	College / university / technical school	Personal business / social / recreational	Shopping	Medical / doctor / healthcare	Other
MTA	*Low*	*20%*	*0%*	*0%*	*0%*	*0%*	*0%*	*0%*	*0%*
(n=7 of 8)	**Average**	**49%**	**0%**	**7%**	**11%**	**17%**	**11%**	**4%**	**1%**
	High	*78%*	*1%*	*23%*	*32%*	*37%*	*27%*	*9%*	*6%*
State Funded	*Low*	*0%*	*0%*	*0%*	*0%*	*0%*	*0%*	*0%*	*0%*
Urban	**Average**	**25%**	**0%**	**4%**	**5%**	**16%**	**14%**	**31%**	**6%**
(n=14 of 16)	*High*	*60%*	*2%*	*20%*	*20%*	*44%*	*33%*	*70%*	*41%*
Mixed	*Low*	*0%*	*0%*	*0%*	*0%*	*0%*	*0%*	*0%*	*0%*
Urban/Rural	**Average**	**25%**	**3%**	**1%**	**12%**	**11%**	**14%**	**27%**	**7%**
(n=9 of 9)	*High*	*36%*	*15%*	*5%*	*31%*	*25%*	*53%*	*60%*	*40%*
Rural Transit	*Low*	*0%*	*0%*	*0%*	*0%*	*0%*	*0%*	*5%*	*0%*
District	**Average**	**22%**	**1%**	**6%**	**5%**	**11%**	**12%**	**38%**	**5%**
(n=28 of 29)	*High*	*65%*	*20%*	*35%*	*28%*	*37%*	*25%*	*90%*	*40%*
Specialized	*Low*	*0%*	*0%*	*0%*	*0%*	*0%*	*0%*	*0%*	*0%*
(n=18 of 71)	**Average**	**6%**	**0%**	**0%**	**1%**	**17%**	**17%**	**50%**	**9%**
	High	*33%*	*0%*	*0%*	*10%*	*90%*	*60%*	*100%*	*80%*
STATEWIDE	*Low*	*0%*	*0%*	*0%*	*0%*	*0%*	*0%*	*0%*	*0%*
	Average	**22%**	**1%**	**4%**	**6%**	**14%**	**14%**	**34%**	**6%**
	High	*78%*	*20%*	*35%*	*32%*	*90%*	*60%*	*100%*	*80%*

Note: the question was "To the best of your knowledge, what percent of the passenger trips, other than Medicaid trips, are for each of the following purposes?". A follow-up question asked "Is your knowledge of your riders trip purpose gained through a survey?"; 30% of responding agencies cited a recent passenger survey as their source.

Agency Functions – In-House vs. Contracted

Figure 14 describes how public transportation providers in Texas go about common functions necessary to provide transit service. Maintenance is the main function where it is common to contract for assistance. Nearly every agency keeps customer complaint handling in-house.

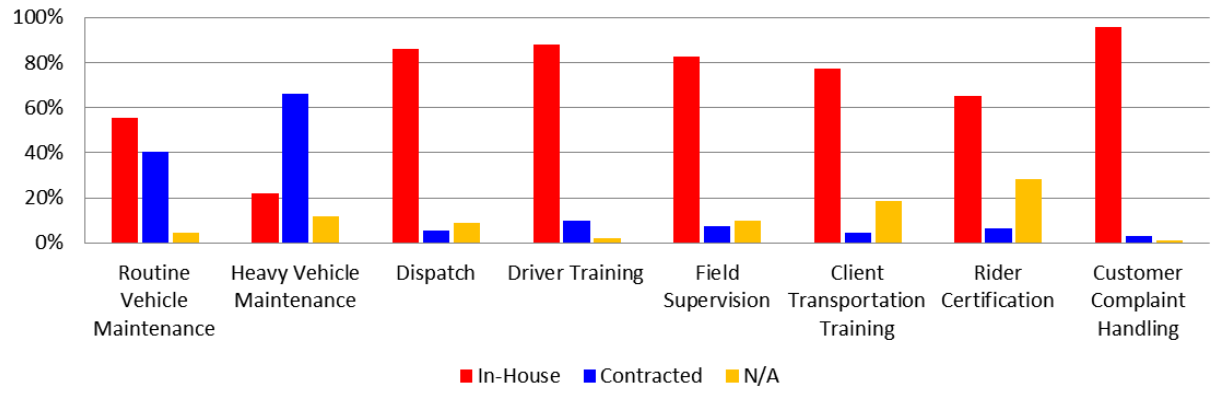


Figure 14. Agency Functions, In-House vs. Contracting.

Two-way Communication with Operators

Most specialized agencies use radio and/or cell phone to communicate with their operators in the field (see Figure 15). About 60 percent of MTA, state funded urban, multi urban/rural, and rural transit districts use two or more communication mediums. Mobile data computers (MDCs) and tablets are most popular with multi urban/rural agencies; more than 80 percent use the devices.

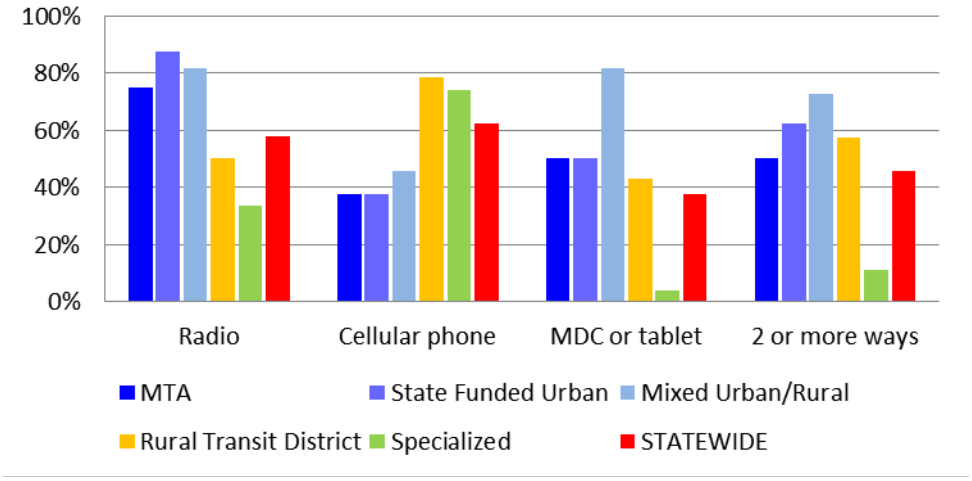
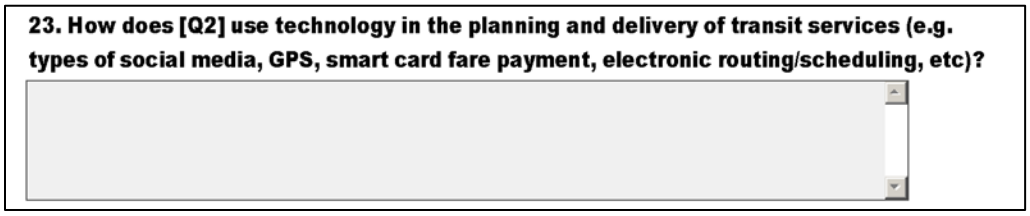


Figure 15. Two-Way Communication Methods.

Technology Utilization in Service Planning and Delivery

The last two questions in both SurveyMonkey instruments were open-ended questions.



More than 88 percent of agency representatives took the time to share a thoughtful response about how their agency utilizes technology in planning and delivery of transit service. The inventory Excel file contains every comment in its entirety.

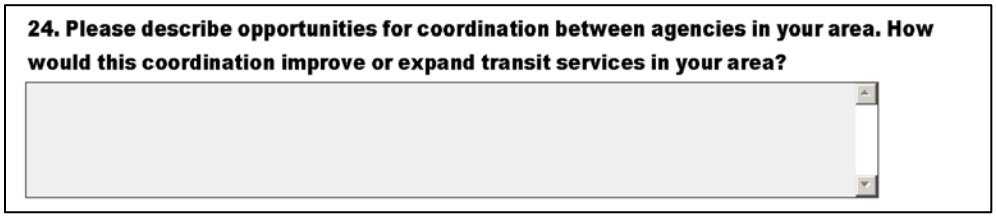
The bulleted list below summarizes responses:

- 38 responses, 54 percent, used some form of electronic or automated scheduling and dispatch system.
- 26 responses, 37 percent, specifically mentioned the use of GPS devices.
- 13 responses, 18 percent, stated that social media was used (only Twitter and Facebook were mentioned).
- 5 responses, 7 percent, use tablets for driver manifests.
- 4 responses, 6 percent, offer real-time passenger information services.
- 1 response described how, in addition to the communication mediums previously discussed, their agency even allows reservations via fax forms from riders.

The type of agency does not appear to relate to any clear trend of technological adaptation. One rural transit district shared the sentiment that "Electronic routing doesn't really work in rural areas," belying the challenge of technology to address the extremely remote areas of Texas. A specialized agency related that they are "too small an operation" to warrant investment in current technology. Another specialized agency described their use of GoogleMaps for their routing efforts and yet another specialized agency uses Excel to track clients and the services they provide.

Coordination Opportunities

The last question asked of agency representatives concerned opportunities for coordination in their area and asked that they relate how coordination would improve or expand services (see below).



More than 84 percent of agency representatives took the time to share a thoughtful response about coordination and its impact in their area:

- 39 responses, 55 percent, discuss current efforts to coordinate without providing information about the opportunities for coordination that are yet untapped.
- 29 responses, 41 percent, offered a wide variety of suggestions/statements regarding opportunities for coordination (examples in next paragraph).

Examples of suggestions and statements regarding coordination opportunities include:

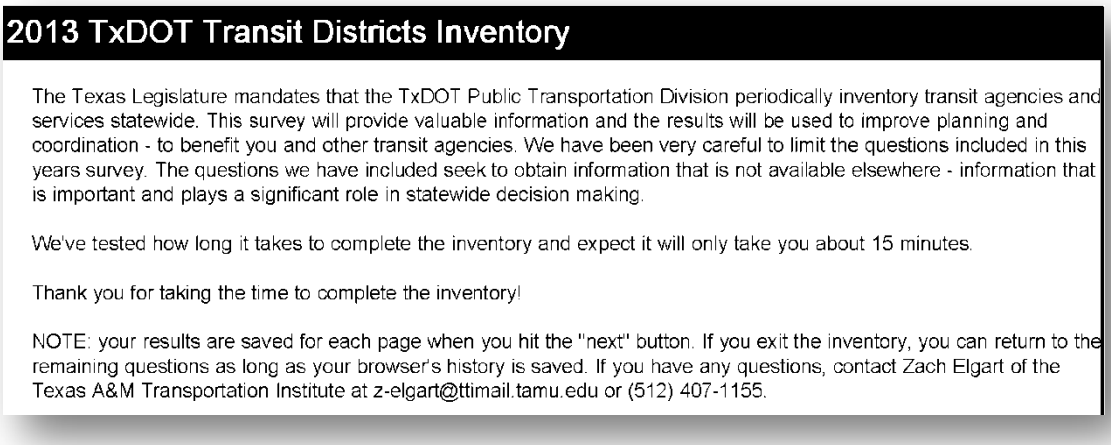
- Rural agencies should coordinate across borders.
- Health and human service agencies are ideal organization to work with.
- Colleges/universities should be included in coordination efforts.
- Duplication of service could be avoided through coordination.
- Large employers are potentially beneficial partners.
- Regional fare systems that allow inter-agency transfers rely on coordination.

Examples of current coordination efforts and ideas for ways to improve:

- The Central Texas Rural Transit District specifically suggested the need for coordination to develop a multimodal facility in Abilene, Texas, that would enable the local urban and rural providers to transfer passengers at one location.
- The Southwest Area Regional Transit District coordinates with the City of Del Rio while working on collaboration with more than five large employers in the region.
- Waco Transit is currently coordinating with the Heart of Texas Council of Governments (HOTCOG) to provide regional vehicle maintenance as well as become the regional scheduling/dispatch provider.

Other respondents discussed the limitations associated with coordination. One respondent stated that a lack of funding hampers their coordination efforts. Others discussed the lack of willingness to coordinate in their region. Still another agency stated communication needs to "improve immensely" before coordination can exist and then improve.

APPENDIX A. TRANSIT DISTRICTS SURVEY INSTRUMENT



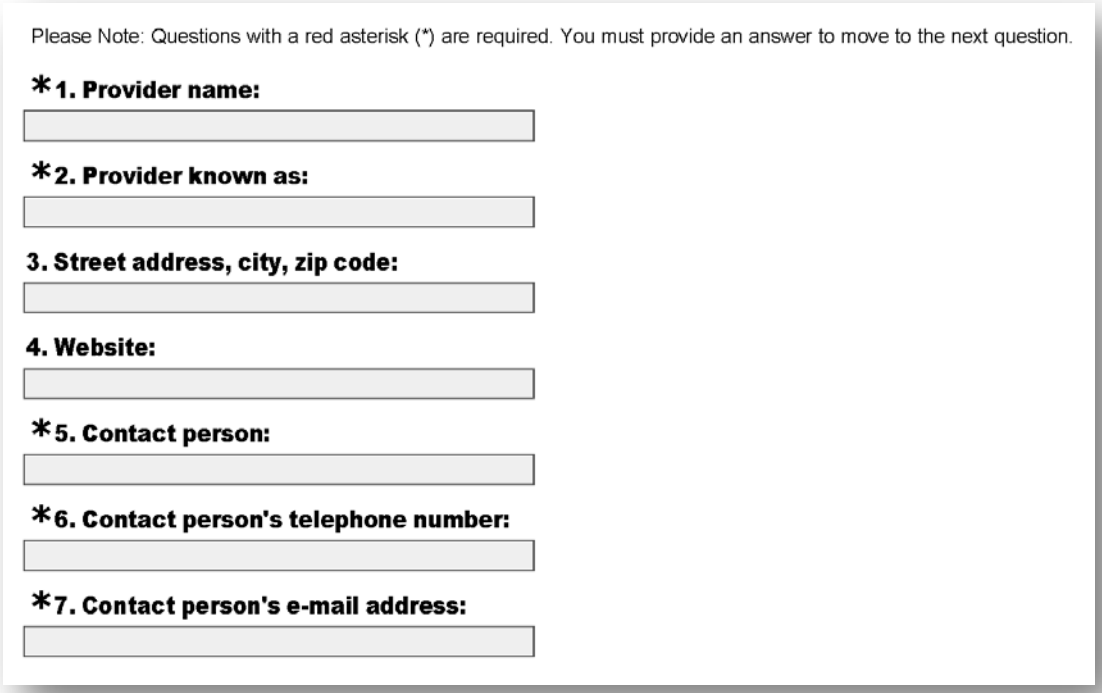
2013 TxDOT Transit Districts Inventory

The Texas Legislature mandates that the TxDOT Public Transportation Division periodically inventory transit agencies and services statewide. This survey will provide valuable information and the results will be used to improve planning and coordination - to benefit you and other transit agencies. We have been very careful to limit the questions included in this years survey. The questions we have included seek to obtain information that is not available elsewhere - information that is important and plays a significant role in statewide decision making.

We've tested how long it takes to complete the inventory and expect it will only take you about 15 minutes.

Thank you for taking the time to complete the inventory!

NOTE: your results are saved for each page when you hit the "next" button. If you exit the inventory, you can return to the remaining questions as long as your browser's history is saved. If you have any questions, contact Zach Elgart of the Texas A&M Transportation Institute at z-elgart@ttimail.tamu.edu or (512) 407-1155.



Please Note: Questions with a red asterisk (*) are required. You must provide an answer to move to the next question.

***1. Provider name:**

***2. Provider known as:**

3. Street address, city, zip code:

4. Website:

***5. Contact person:**

***6. Contact person's telephone number:**

***7. Contact person's e-mail address:**

***8. Which type(s) of riders does [Q2] serve?**

Please check all that apply

- ☐ General Public (those individuals not included in any other category)
- ☐ Seniors (e.g. Individuals aged 65 or older)
- ☐ People with disabilities
- ☐ Elementary school students
- ☐ Middle and high school students
- ☐ Other (please specify)
- ☐ College/university students
- ☐ Job access/commute trips
- ☐ Medical transportation (Medicaid) program
- ☐ Clients of other agencies

***9. What is [Q2]'s average span of service?**

Please select "NO SERVICE" if [Q2] does not operate on a given day, or on holidays.

	Time service begins	Time service ends
Monday - Friday		
Saturday		
Sunday		
Holidays		

The following two questions are about the types of services [Q2] provides.

***10. Which of the following services does [Q2] directly operate and which services does [Q2] contract to another provider/contractor?**

	In-House	Contracted	Does Not Apply
Fixed route (e.g. operate along the same route to fixed stops)	◯	◯	◯
Commuter bus (e.g. park & ride)	◯	◯	◯
Flexible / Route deviation (e.g. service along a defined route but vehicle may deviate within limits)	◯	◯	◯
Vanpool (e.g. a program to provide vehicles for groups to use daily)	◯	◯	◯
Carpool / Ridesharing (e.g. carpool matching)	◯	◯	◯
Intercity bus (e.g. greyhound)	◯	◯	◯
ADA paratransit (e.g. complementary to local fixed routes)	◯	◯	◯
Demand response (e.g. general public point-to-point service)	◯	◯	◯
Ridesharing programs (vanpool, carpool, etc)	◯	◯	◯
Client or program specific services/trips	◯	◯	◯

***11. The following types of services may involve an advanced reservation. Which of the following services does [Q2] offer? Check all that apply**

- ☐ ADA paratransit (e.g. complementary to local fixed routes)
- ☐ Demand response (e.g. general public point-to-point service)
- ☐ Does not apply

Please think about [Q2]'s paratransit/demand-response services and respond to the next two questions.

12. What form of notice must be provided by the customer to secure a trip reservation? Check all that apply

- ☐ Same day reservations ALWAYS accepted
- ☐ Same day reservations ONLY when space available
- ☐ Need to reserve trip a day in advance
- ☐ Need to reserve trip 24 hours in advance of trip time
- ☐ May reserve trip 2-3 days in advance
- ☐ May reserve trip more than 3 days in advance

If multiple answers are selected please describe the situation for each requirement:

13. Paratransit and demand response services sometimes include a subscription service that allows a customer to establish a standing order for recurring point-to-point trips. Does [Q2] have such a subscription service that schedules recurring trips?

- ◯ Yes
- ◯ No

14. To the best of your knowledge, what percent of the passenger trips, other than MTP trips, on [Q2] are for each of the following purposes? The total should sum to 100%.

Work	
Job or Work Related	
Head-start / before and after school programs	
School (K-12)	
College / university / technical school	
Personal business / social / recreational	
Shopping	
Medical / doctor / healthcare	
Other	

15. Is your knowledge of your riders trip purposes gained through a survey?

◯ Yes

◯ No

If yes, in what year was the survey conducted?

***16. We know what [Q2]'s official service area is, however we are interested to know if [Q2] provides additional services outside of the official service area - whether under contract, through regional cooperation or through another arrangement.**

Does [Q2] provide service outside the official service area?

◯ Yes

◯ No

17. Think about the services [Q2] provides outside your official service area and respond to the following questions.

What type of services and who are they for? Please describe any restrictions (rider eligibility, trip purpose or span of service) that may apply to these out-of-area services. Are these services provided directly by [Q2] or contracted to another operator?

***18. "Spare" vehicles are revenue vehicles maintained by the transit agency to meet routine/heavy maintenance requirements, respond to unexpected vehicle breakdowns/accidents, and thereby preserve scheduled service operations.**

On average, about what portion of [Q2]'s revenue vehicle fleet is "spare" during normal operating hours?

- ◯ 0% (no spares)
- ◯ 5%
- ◯ 10%
- ◯ 15%
- ◯ 20%
- ◯ 25% or more
- ◯ Or, provide the number of vehicles maintained as "spare":

***19. Think about [Q2]'s fleet over the NEXT TWO YEARS. Use the drop-down menus next to each type of vehicle to indicate how many of each type [Q2] will RETIRE during the next two years.**
Select one of the following answers for EVERY type of vehicle:
"We don't have this type" or
"0" for no retirements of that type, or
"#" for the estimated number of retiring vehicles.

	Number Being Retired
Sedans, Minivans and SUVs	
Vans (e.g. 15 passenger)	
Minibuses (less than 30')	
Standard Buses (typically 35' to 40')	
Over-the-Road Coaches (like Greyhound coaches)	
Articulated/Double-Decker Buses	
Specialty (e.g. trolleys)	

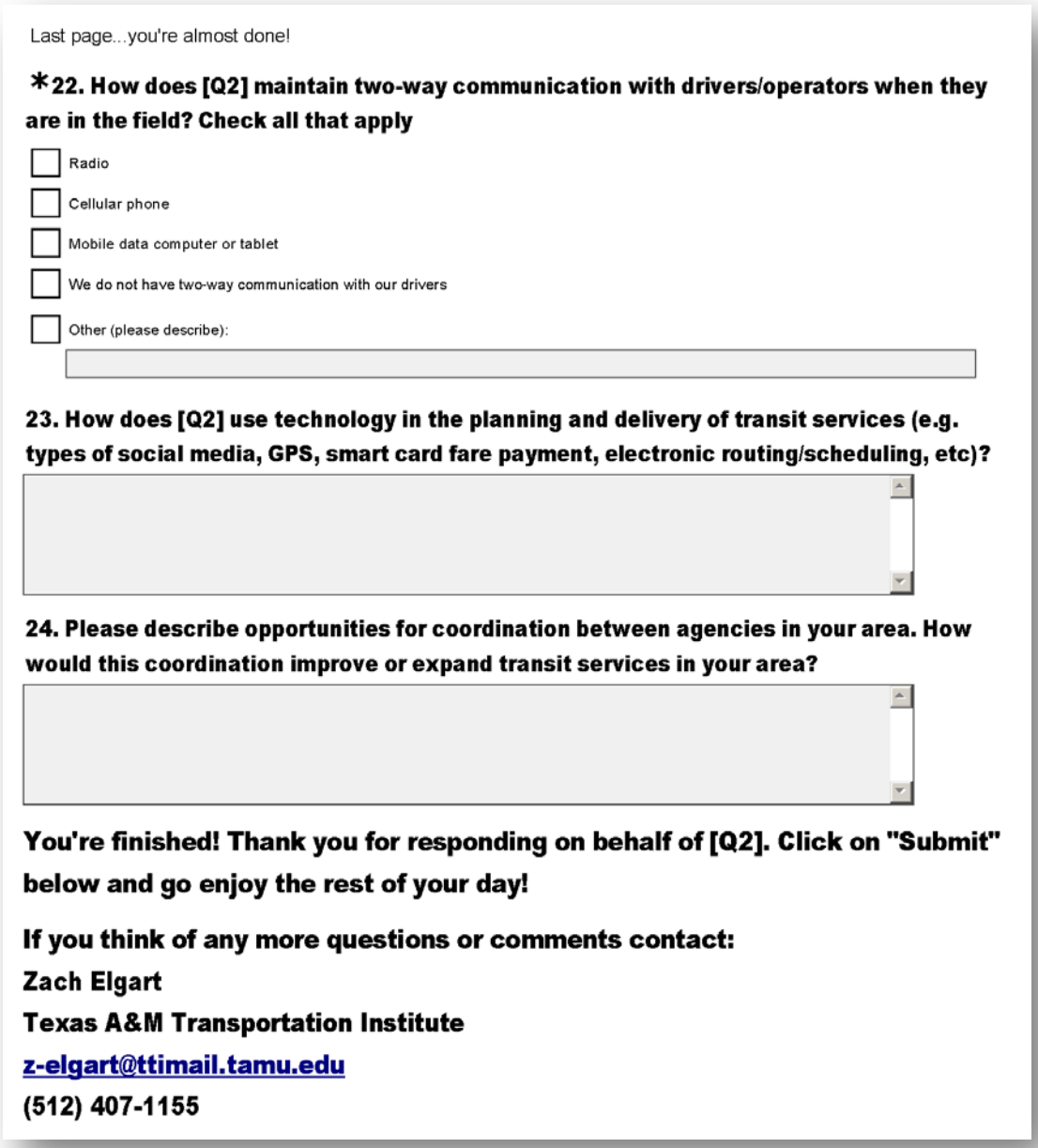
***20. Think about [Q2]'s fleet over the NEXT TWO YEARS. Use the drop-down menus next to each type of vehicle to indicate how many of each type [Q2] will ACQUIRE (purchase or lease) during the next two years.**
Select one of the following answers for EVERY type of vehicle:
"We don't acquire this type" or
"0" for no new vehicles of this type, or
"#" for the estimated number of new vehicles of this type.

	Number Being Acquired
Sedans, Minivans and SUVs	
Vans (e.g. 15 passenger)	
Minibuses (less than 30')	
Standard Buses (typically 35' to 40')	
Over-the-Road Coaches (like Greyhound coaches)	
Articulated/Double-Decker Buses	
Specialty (e.g. trolleys)	

Almost finished, just one more page after this one!

***21. Which of the following functions does [Q2] perform in-house and which functions are performed by a contractor or by another agency?**

	In-House	Contracted	Does Not Apply
Vehicle maintenance, routine	◯	◯	◯
Vehicle maintenance, heavy (eg. engine rebuild)	◯	◯	◯
Dispatch	◯	◯	◯
Driver training	◯	◯	◯
Driver sensitivity training	◯	◯	◯
Client transportation training	◯	◯	◯
Field supervision	◯	◯	◯
Fare collection	◯	◯	◯
Revenue handling	◯	◯	◯
Trip reservation	◯	◯	◯
Trip scheduling	◯	◯	◯
Rider certification	◯	◯	◯
Customer complaint handling	◯	◯	◯



Last page...you're almost done!

***22. How does [Q2] maintain two-way communication with drivers/operators when they are in the field? Check all that apply**

- ☐ Radio
- ☐ Cellular phone
- ☐ Mobile data computer or tablet
- ☐ We do not have two-way communication with our drivers
- ☐ Other (please describe):

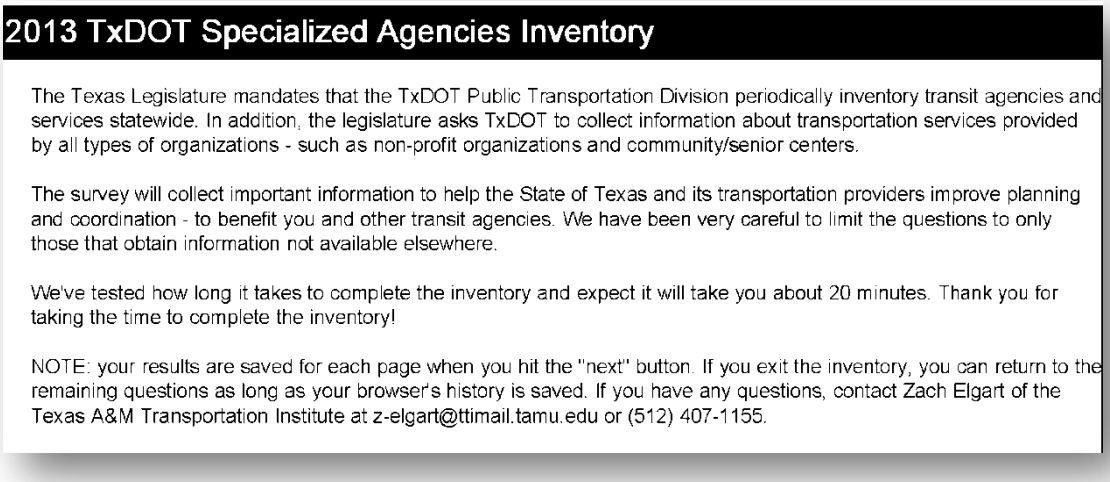
23. How does [Q2] use technology in the planning and delivery of transit services (e.g. types of social media, GPS, smart card fare payment, electronic routing/scheduling, etc)?

24. Please describe opportunities for coordination between agencies in your area. How would this coordination improve or expand transit services in your area?

You're finished! Thank you for responding on behalf of [Q2]. Click on "Submit" below and go enjoy the rest of your day!

If you think of any more questions or comments contact:
Zach Elgart
Texas A&M Transportation Institute
z-elgart@ttimail.tamu.edu
(512) 407-1155

APPENDIX B. SPECIALIZED AGENCIES SURVEY INSTRUMENT



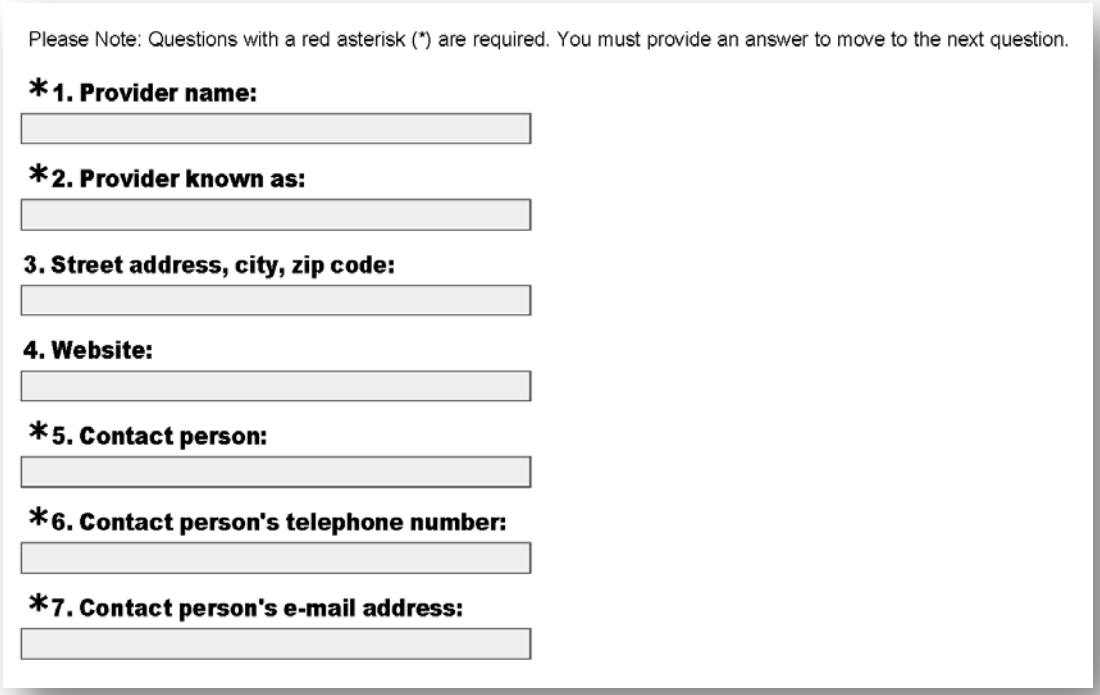
2013 TxDOT Specialized Agencies Inventory

The Texas Legislature mandates that the TxDOT Public Transportation Division periodically inventory transit agencies and services statewide. In addition, the legislature asks TxDOT to collect information about transportation services provided by all types of organizations - such as non-profit organizations and community/senior centers.

The survey will collect important information to help the State of Texas and its transportation providers improve planning and coordination - to benefit you and other transit agencies. We have been very careful to limit the questions to only those that obtain information not available elsewhere.

We've tested how long it takes to complete the inventory and expect it will take you about 20 minutes. Thank you for taking the time to complete the inventory!

NOTE: your results are saved for each page when you hit the "next" button. If you exit the inventory, you can return to the remaining questions as long as your browser's history is saved. If you have any questions, contact Zach Elgart of the Texas A&M Transportation Institute at z-elgart@ttimail.tamu.edu or (512) 407-1155.



Please Note: Questions with a red asterisk (*) are required. You must provide an answer to move to the next question.

***1. Provider name:**

***2. Provider known as:**

3. Street address, city, zip code:

4. Website:

***5. Contact person:**

***6. Contact person's telephone number:**

***7. Contact person's e-mail address:**

8. Which type(s) of clients does [Q2] serve? Check all that apply

- ☐ General Public
- ☐ Seniors (e.g. Individuals aged 65 or older)
- ☐ People with disabilities
- ☐ Elementary students
- ☐ Middle and high school students
- ☐ Other (please specify)
- ☐ College/university students
- ☐ Job access/commute trips
- ☐ Clients of your agency
- ☐ Clients of other agencies

9. If [Q2] has specific client eligibility requirements for transportation services, please describe those requirements (for example: age, type of client, income, employment status, health status, etc):

10. To the best of your knowledge, what percent of the passenger trips, other than MTP trips, on [Q2] transit system are for each of the following purposes? The total should sum to 100%.

Work	
Job or Work Related	
Head-start / before and after school programs	
School (K-12)	
College / university / technical school	
Personal business / social / recreational	
Shopping	
Medical / doctor / healthcare	
Other	

11. Is [Q2]'s knowledge of riders' trip purposes gained through a survey?

- ◯ Yes
- ◯ No

I yes, in what year was the survey conducted?

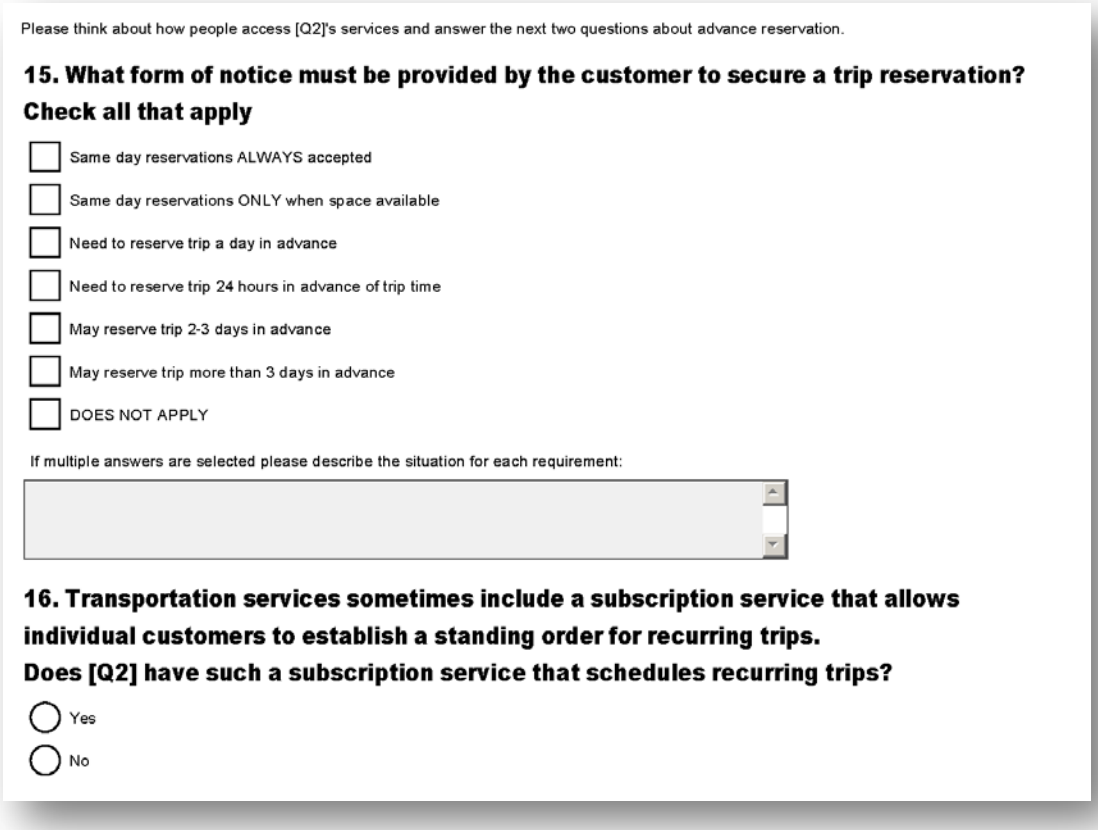
12. Please describe [Q2]'s service area (e.g. counties served, city served, health district, etc):

13. Please describe any restrictions or exceptions to [Q2]'s services in the service area (for example: "...only the portion of Harris County outside the City of Houston" or "...only serve Texas Town on Wednesdays"):

***14. Which of the following services does [Q2] directly operate and which services does [Q2] contract to another provider/contractor?**

	In-House	Contracted	Does Not Apply
Demand response bus service (e.g. point-to-point pre-booked trips)	◯	◯	◯
Client specific service for individuals/groups (e.g. community center picking up senior residents for daytime activities)	◯	◯	◯
Vanpool (e.g. a program for groups using vans to travel to work daily)	◯	◯	◯
Carpool / ridesharing (e.g. carpool matching)	◯	◯	◯

Other services (please describe):



Please think about how people access [Q2]'s services and answer the next two questions about advance reservation.

15. What form of notice must be provided by the customer to secure a trip reservation? Check all that apply

- ☐ Same day reservations ALWAYS accepted
- ☐ Same day reservations ONLY when space available
- ☐ Need to reserve trip a day in advance
- ☐ Need to reserve trip 24 hours in advance of trip time
- ☐ May reserve trip 2-3 days in advance
- ☐ May reserve trip more than 3 days in advance
- ☐ DOES NOT APPLY

If multiple answers are selected please describe the situation for each requirement:

16. Transportation services sometimes include a subscription service that allows individual customers to establish a standing order for recurring trips. Does [Q2] have such a subscription service that schedules recurring trips?

- ◯ Yes
- ◯ No

17. Please use the drop-down menus to share about when [Q2]'s services typically begin and end each day of the week and on holidays.
Note: select "NO SERVICE" if [Q2] does not operate on a given day.

	Time service begins	Time service ends
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		
Holidays		

***18. Does [Q2] charge a fare to any passengers?**

◯ Yes
◯ No

19. What types of passengers are required to pay a fare?

20. Does [Q2]'s fare collection include donations?

◯ Yes
◯ No

If yes, please describe the situation(s) when riders make a donation. Is [Q2] limited to solely donation-based fare collection?

On the following pages, you will be asked whether or not you have the following types of vehicles in your fleet:

Sedans, Minivans and SUVs
Vans (e.g. 15 passenger)
Minibuses (less than 30')
Standard Buses (typically 35' to 40')

If you have one or more of a type of vehicle, you will be asked additional questions about that portion of your fleet.

Sedans, Minivans, SUVs



***21. Does [Q2] have any SEDANS, MINIVANS or SUVs in their fleet?**

◯ Yes
◯ No

The questions on this page apply to SEDANS, MINIVANS and SUVs only.

22. Please list the manufacturer(s) of this type of vehicle in [Q2]'s fleet:

23. Please provide information on this type of vehicle in [Q2]'s fleet:

Total # of vehicles	
Total # of vehicles that are wheelchair accessible	
Estimated average age	
Estimated average life miles	
Average # of wheelchair tie-down locations per vehicle	
Average # of seats per vehicle	

Van

***24. Does [Q2] have VANS in their fleet?**

◯ Yes

◯ No

The questions on this page apply to VANS only.

25. Please list the manufacturer(s) of this type of vehicle in [Q2]'s fleet:

26. Please provide information on this type of vehicle in [Q2]'s fleet:

Total # of vehicles	
Total # of vehicles that are wheelchair accessible	
Estimated average age	
Estimated average life miles	
Average # of wheelchair tie-down locations per vehicle	
Average # of seats per vehicle	

Minibus

***27. Does [Q2] have MINIBUSES (30' or less) in their fleet?**

◯ Yes

◯ No

The questions on this page apply to MINIBUSES only.

28. Please list the manufacturer(s) of this type of vehicle in [Q2]'s fleet:

29. Please provide information on this type of vehicle in [Q2]'s fleet:

Total # of vehicles	
Total # of vehicles that are wheelchair accessible	
Estimated average age	
Estimated average life miles	
Average # of wheelchair tie-down locations per vehicle	
Average # of seats per vehicle	

Standard Bus

***30. Does [Q2] have STANDARD BUSES (35' - 40') in their fleet?**

- ◯ Yes
- ◯ No

The questions on this page apply to STANDARD BUSES only.

31. Please list the manufacturer(s) of this type of vehicle in [Q2];s fleet.

32. Please provide information on this type of vehicle in [Q2]'s fleet:

Total # of vehicles	
Total # of vehicles that are wheelchair accessible	
Estimated average age	
Estimated average life miles	
Average # of wheelchair tie-down locations per vehicle	
Average # of seats per vehicle	

***33. Think about [Q2]'s fleet over the NEXT TWO YEARS. Use the drop-down menus next to each type of vehicle to indicate how many of each type [Q2] will RETIRE during the next two years.**
Select one of the following answers for EVERY type of vehicle:
"We don't have this type" or
"0" for no retirements of that type, or
"#" for the estimated number of retiring vehicles.

	Number Being Retired
Sedans, Minivans and SUVs	
Vans	
Minibuses (less than 30')	
Standard Buses (typically 35' to 40')	

***34. Think about [Q2]'s fleet over the NEXT TWO YEARS. Use the drop-down menus next to each type of vehicle to indicate how many of each type [Q2] will ACQUIRE (purchase or lease) during the next two years.**
Select one of the following answers for EVERY type of vehicle:
"We don't have this type" or
"0" for no procurements of that type, or
"#" for the estimated number of acquired vehicles.

	Number Being Acquired
Sedans, Minivans and SUVs	
Vans	
Minibuses (less than 30')	
Standard Buses (typically 35' to 40')	

Now that you have helped us to understand the make up of your fleet we would like to know about your spare vehicles.

***35. "Spare" vehicles are revenue vehicles maintained by the transit agency to meet routine/heavy maintenance requirements, respond to unexpected vehicle breakdowns/accidents, and thereby preserve scheduled service operations.**

On average, about how many vehicles from [Q2]'s revenue vehicle fleet are "spare" during normal operating hours?

36. Please describe how [Q2] pays for transportation services (e.g. charitable donations and Section 5310 grant funds from TxDOT):

37. Does [Q2] receive funds from any of the following sources State/Federal grant programs?
Check all that apply

- ☐ Area Agency on Aging
- ☐ Texas Workforce Commission
- ☐ Health and Human Service Commission
- ☐ Texas Department of Assistive and Rehabilitative Services
- ☐ Veteran's Administration
- ☐ Other (please specify)

Please help us understand a little more about the administration of [Q2]'s transportation services.

38. In 2012, about how much did [Q2] spend in total to operate transportation services (not including capital expenditures for vehicles/facilities)?
Please use the boxes to estimate the total dollar amount spent by function:

TOTAL ANNUAL TRANSPORTATION COSTS ($)	
Estimated Operations cost (e.g. drivers, fuel, etc.)	
Estimated Maintenance cost (e.g. mechanics, parts, etc.)	
Estimated Administration cost (e.g. salaries, office space, accounting, etc.)	
Estimated Purchased Transportation cost (e.g. buying service from another provider for your clients)	

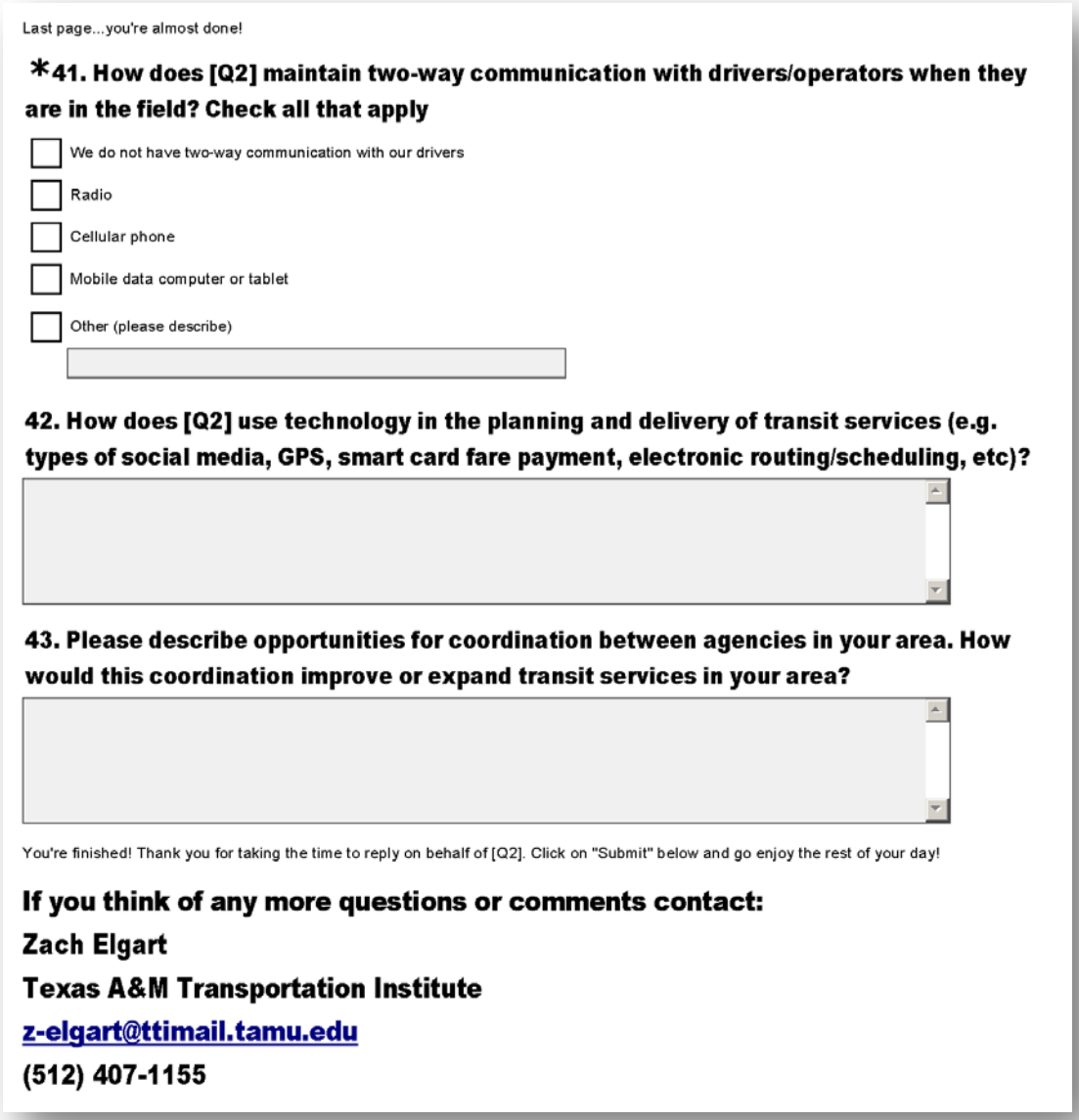
39. Most rural and specialized transit providers count passenger trips as unlinked passenger trips. To accurately count unlinked passenger trips, each passenger is counted when boarding the vehicle. For example, a passenger traveling from an origin to a destination and then later returning back to the origin would count as two unlinked trips (to the destination and back to the origin).

About how many unlinked passenger trips did [Q2] have last year (either through their own services or services paid for by contract):

Almost finished, just one more page after this one!

***40. Which of the following functions does [Q2] perform in-house and which functions are performed by a contractor or by another agency?**

	In-House	Contracted	Does Not Apply
Vehicle maintenance, routine	◯	◯	◯
Vehicle maintenance, heavy (eg. engine rebuild)	◯	◯	◯
Dispatch	◯	◯	◯
Driver training	◯	◯	◯
Driver sensitivity training	◯	◯	◯
Client transportation training	◯	◯	◯
Field supervision	◯	◯	◯
Fare collection	◯	◯	◯
Revenue handling	◯	◯	◯
Trip reservation	◯	◯	◯
Trip scheduling	◯	◯	◯
Rider certification	◯	◯	◯
Customer complaint handling	◯	◯	◯



Last page...you're almost done!

***41. How does [Q2] maintain two-way communication with drivers/operators when they are in the field? Check all that apply**

- [ ] We do not have two-way communication with our drivers
- [ ] Radio
- [ ] Cellular phone
- [ ] Mobile data computer or tablet
- [ ] Other (please describe)

42. How does [Q2] use technology in the planning and delivery of transit services (e.g. types of social media, GPS, smart card fare payment, electronic routing/scheduling, etc)?

43. Please describe opportunities for coordination between agencies in your area. How would this coordination improve or expand transit services in your area?

You're finished! Thank you for taking the time to reply on behalf of [Q2]. Click on "Submit" below and go enjoy the rest of your day!

If you think of any more questions or comments contact:

Zach Elgart
Texas A&M Transportation Institute
z-elgart@ttimail.tamu.edu
(512) 407-1155

APPENDIX C. CORRESPONDENCE

June 25, PTN Email Invitation to Public Transportation Agencies in Texas

First, thank you for taking the time to read this note and participate in the following survey process!

The Texas Department of Transportation (TxDOT) Public Transportation Division, in collaboration with the Texas A&M Transportation Institute (TTI), is conducting data collection in accordance with Chapter 461 of the state's transportation code. Specifically, through this code the legislature has directed TxDOT "to conduct an inventory of all public transportation providers in the state to determine the types and levels of services being provided by each of them and the extent to which those providers can assist the state in meeting the [public transportation coordination] mandates of the statute."

The associated survey will collect important information to help the State of Texas and its transportation providers improve planning and coordination—to benefit you and other transit agencies. The questions we have included seek to obtain information that is not available elsewhere. This information is essential and plays a significant role in statewide decision making. We estimate that completing the survey will take less than a half-hour of your valuable time.

In addition to the information collected in this survey, TxDOT and TTI will use information from your operational data reported through the PTN-128 online system, and data reported to PTN's Public Transportation Management System (PTMS), as part of the inventory. Please help this effort by making the timely reporting of accurate data to these databases a priority.

To begin your survey, please click the following link:

https://www.surveymonkey.com/s/districtform

We are using our email list serves for various program participants for distribution. While you may receive multiple emails, only one response is needed. Your understanding is appreciated. Please complete the survey by the close of business on Wednesday, July 3, 2013.

If you have any questions, contact Zach Elgart of TTI at z-elgart@ttimail.tamu.edu or (512) 407-1155.

July, PTN Email as a Reminder and Clarification

For dual 5307-5311 agencies, please send a separate form for each program. TTI will begin contacting agencies who have not responded on July 22, 2013.

July 18, PTN Semi-Annual Meeting, Verbal Announcement Accompanied by Flyer

Remember to Participate in the Bi-Annual TxDOT Transit Inventory

As you may remember from Kelly Kirkland's email on June 25, 2013, TxDOT's Public Transportation Division, in collaboration with the Texas A&M Transportation Institute (TTI), is collecting data about the transit providers across the state.

This information sought will help the State of Texas and its transportation providers improve planning and coordination and offer an essential input during statewide decision making. We estimate that completing the survey will take less than a half-hour of your valuable time.

To begin your survey, please visit the following link:
https://www.surveymonkey.com/s/districtform.

If you have any questions, contact Zach Elgart of TTI at z-elgart@ttimail.tamu.edu or (512) 407-1155.